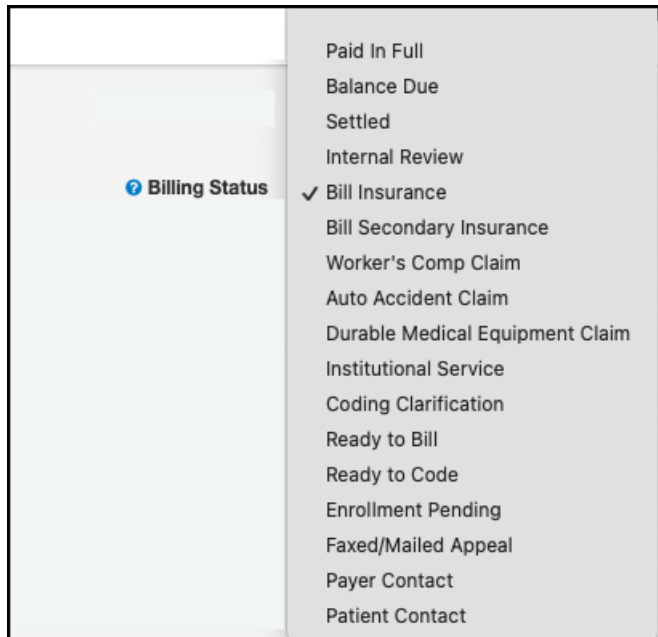


Error message: "Billing Status and Payment Profile is contradicting"

Last modified on 06/23/2025 2:27 pm EDT

If you receive the error message on a claim that states "Billing Status and Payment Profile is contradicting", there is a simple fix.

What it is pointing out to you is that the **billing status** (submission status that triggers the claim to submit to a payer) mismatches the **payment profile** listed on the same claim.



VS.

Pt Payment	Cash
Payment Profile	✓ Insurance
Pt Payment Due	Insurance Out of Network
Billing Profile	Auto Accident
	Workers' Comp

To resolve the error, view the billing status and payment profile and ensure that they match.

For example, if the claim is going to the patient's Auto Accident carrier, ensure that the payment profile states Auto Accident. It works the same for a Worker's Comp Claim; the payment profile needs to state "Workers' Comp".