

Allocated vs Unallocated Patient Payments

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A very convenient feature of DrChrono's patient payment section is the ability to "hold" patient payments, without associating them with a specific patient appointment. This is especially helpful if a patient pre-pays for a service.

Here is a breakdown of how it works. When a patient payment is received and posted, it can be posted to either a previous service/appointment or to the "unallocated" bucket.

Posted to a previous service/appointment | Posted to unallocated for a future service | From the Live Claims Feed | From the Patient Payment section | Refunding an unallocated payment

Posted to a previous service/appointment

The payment can be applied to any outstanding patient responsibility amount by simply pressing on the appointment when entering the payment.

For the example below, a patient payment can be applied to the \$100 due for a 1/22/2025 service

New Cash	
Payment Date	<input type="text"/>
Appointment	✓ - Unallocated/No Appointment - - With balance - 1/22/2025 11:30AM (\$100.00 - Balance Due) 11/18/2024 09:25AM (\$-15.00 - Bill Insurance)
Line Item	
Provider	1/22/2025 11:30AM (\$100.00 - Balance Due) 11/18/2024 09:25AM (\$-15.00 - Bill Insurance)

Posted to unallocated for a future service/appointment

The payment can be applied to the unallocated section to be held for use on a future service/appointment.

New Cash x

Payment Date	<input type="text"/>
Appointment	✓
Line Item	- Unallocated/No Appointment -
Provider	- With balance -
Payment Method	1/22/2025 11:30AM (\$100.00 - Balance Due)
Type	11/18/2024 09:25AM (\$-15.00 - Bill Insurance)
Notes	- Without balance -
	7/18/2024 02:50PM (\$0.00 - Bill Insurance)
	7/18/2024 01:55PM (\$0.00)
	8/07/2023 02:20PM (\$0.00 - Bill Insurance)

If you post a payment to a specific appointment, it will either zero out the patient responsibility amount or lower the amount due depending on how much is paid.

If you post to the unallocated amount, you will be able to see this amount within the Live Claims Feed for each appointment for as long as there is an unallocated amount. It will be highlighted in green so you can easily identify it.

From the Live Claims Feed (Billing > Live Claims Feed > Patient appointment).

The green highlighted box shows you that the patient has an unallocated payment of \$200. This amount has been received, but it has not yet been used as a payment for a specific appointment/service.

Line items transactions

Patient's unallocated payment \$200.00

Appt. does not have unallocated payment

Primary Insurer: (62308) Cigna

If you post a patient payment and attach it to an appointment that does not have charges, the payment will appear as an "unallocated appointment payment". The total paid (\$20 in this example) is attached to a specific appointment, and it is included in the patient's unallocated payment amount. As soon as there are charges added to the appointment, the "appt's unallocated payment" will be posted against those charges. The "appt's unallocated payment" box will turn green as shown in the picture above.

Line items transactions

Patient's unallocated payment \$70.00

Appt's unallocated payment \$20.00

From the patient payment section (Billing > Patient Payments > Patient Record)

Details regarding a patient's allocated and unallocated amounts can be viewed under the patient payment section.

They will be displayed in this dashboard:

Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
\$200.00	\$150.00	\$50.00	\$50.00	\$0.00

Total Paid - this amount represents the total amount paid by the patient

Allocated Payment (Paid to Appt) - this amount represents any patient payments that have been applied to a specific appointment/service

Unallocated Payment - this amount represents any patient payments that have been received but not applied to a specific appointment/service

Statement Balance - this amount is a calculation: Total Patient Responsibility minus any Allocated payments

Total Balance - this amount is a calculation: Total Patient Responsibility minus Total Payments

Refunding an unallocated payment

1. Navigate to **Billing > Patient Payments**
2. Search for the patient you need to refund the unallocated payment.

The screenshot shows the 'Patient Payments' dashboard with tabs for Payments, Line Items, Logs, Statements, and Balance. A search bar contains the name 'Laurie'. Below it, a patient card for 'Laurie Sample' (DOB: 12/08/1990) is displayed. To the right of the card are 'Filter by Range' fields (two empty boxes separated by a hyphen) and a 'Provider: All' dropdown menu. Below the patient card are three toggle buttons: 'Simple: On', 'Condensed: On', and 'Internal: Off'. A blue 'Update' button with a refresh icon is located in the bottom right corner. A light blue banner at the bottom of the dashboard contains the text 'Please select a patient.'

3. Once you have the patient's payment history, you can view their unallocated balance. Press the green+ **Add** to start the refund process.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Jenny Harris

From: To: Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off Update

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny Harris	\$325.00	\$0.00	\$325.00	\$275.00	-\$50.00

Print/Export + Add

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
1	<input type="checkbox"/>	\$100.00	May 4, 2023	May 4, 2023	5/04/2023 09:30AM		Cash	Credit		\$100.00	
1	<input type="checkbox"/>	\$50.00	May 4, 2023	May 4, 2023	5/04/2023 10:00AM		Cash	Credit		\$50.00	
1	<input type="checkbox"/>	\$175.00	Apr 14, 2022	Apr 14, 2022	4/07/2022 12:00PM		Cash	Credit		\$175.00	

Legend: Unallocated | Fully Allocated

4. Select or enter the following:

- Appointment: Unallocated/No Appointment
- Provider
- Payment Method
- Type: Refund
- Notes (Optional, but advised if information on the refund is needed at a later date)
- Amount: The amount needs to be negative.

New Cash

Payment Date: 06/07/2022

Appointment: - Unallocated/No Appointmen

Line Item: -No Line Item-

Provider: Dr. James Smith

Payment Method: Cash

Type: Refund

Notes:

Amount: \$ -100

Add Cancel

5. Press **Add** when finished. The unallocated payment is now \$0.00.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Jenny (Jen) Harris

From: To: Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off Update

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny (Jen) Harris	\$0.00	\$0.00	\$0.00	\$750.00	\$750.00

Print/Export + Add

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
▶	<input type="checkbox"/>	-100.00	Feb 25, 2025	Feb 25, 2025			Cash	Refund		-100.00	
▶	<input type="checkbox"/>	\$100.00	Feb 25, 2025	Feb 25, 2025			Cash	Credit		\$100.00	

Legend: Unallocated | Fully Allocated

6. The next step is to cancel out the positive and negative balances in the unallocated column payments table. If we do not entirely cancel out the balances, they will remain available for future allocations.

7. Press the round radio button next to the receipt button.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Jenny (Jen) Harris

From: To: Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off Update

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny (Jen) Harris	\$0.00	\$0.00	\$0.00	\$750.00	\$750.00

Print/Export + Add

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
▶	<input checked="" type="checkbox"/>	-100.00	Feb 25, 2025	Feb 25, 2025			Cash	Refund		-100.00	<input type="radio"/> Receipt
▶	<input checked="" type="checkbox"/>	\$100.00	Feb 25, 2025	Feb 25, 2025			Cash	Credit		\$100.00	<input type="radio"/> Receipt

Legend: Unallocated | Fully Allocated

8. Select the appointment, press **Move**, and then **Confirm** for each unallocated amount.

Move Cash

Appointment: 6/07/2022 11:00AM (\$100.00)

Line Item: 99213 (\$100.00)

Amount: \$ -100 out of -\$100.00

Extra Notes:

Move Cancel

Move Cash

Appointment: 6/07/2022 11:00AM (\$100.00)

Line Item: 99213 (\$100.00)

Amount: \$ -100 out of -\$100.00

Extra Notes:

Confirm Cancel

Move Cash

Appointment: 6/07/2022 11:00AM (\$200.00)

Line Item: 99213 (\$200.00)

Amount: \$ 100 out of \$100.00

Extra Notes:

Payment Type: Credit

Move Cancel

Move Cash

Appointment: 6/07/2022 11:00AM (\$200.00)

Line Item: 99213 (\$200.00)

Amount: \$ 100 out of \$100.00

Extra Notes:

Payment Type: Credit

Confirm Cancel

9. The unallocated column will now reflect the full refund for the unallocated payment.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Payment Sample ▾

From To Filter by Range: \$ - \$ Provider: All ▾

Simple: On | Condensed: On | Internal: Off [Update](#)

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance	
Payment Sample	\$0.00	\$0.00	\$0.00	\$200.00	\$100.00	Auto Fill

Print/Export ▾ [+ Add](#)

#	<input type="checkbox"/> Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total	
▶ 1	<input type="checkbox"/>	\$0.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Refund		-\$100.00		Receipt
▶ 1	<input type="checkbox"/>	\$0.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Credit		\$100.00		Receipt

Legend: | Unallocated | Fully Allocated |