

How Do I Bill For a No-Show Appointment?

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If a patient does not show up for an appointment and your office has a policy of charging if not canceled within a certain time frame, you can bill the patient a fee for that missed visit by using custom codes.

1. Navigate to **Billing > New Custom Procedure**.

Once there, you will have the ability to enter a custom procedure to bill for your no-show appointments.

- At a minimum, you will want to add the **Code** and **Price**.
 - **Code:** This will be what you use to look up and enter the charge on a patient's appointment. The field will not accept spaces, but you could use something like **no.show**, using a period instead of a space.
 - **Price:** This will be the charge for not canceling the appointment within the required amount of time.

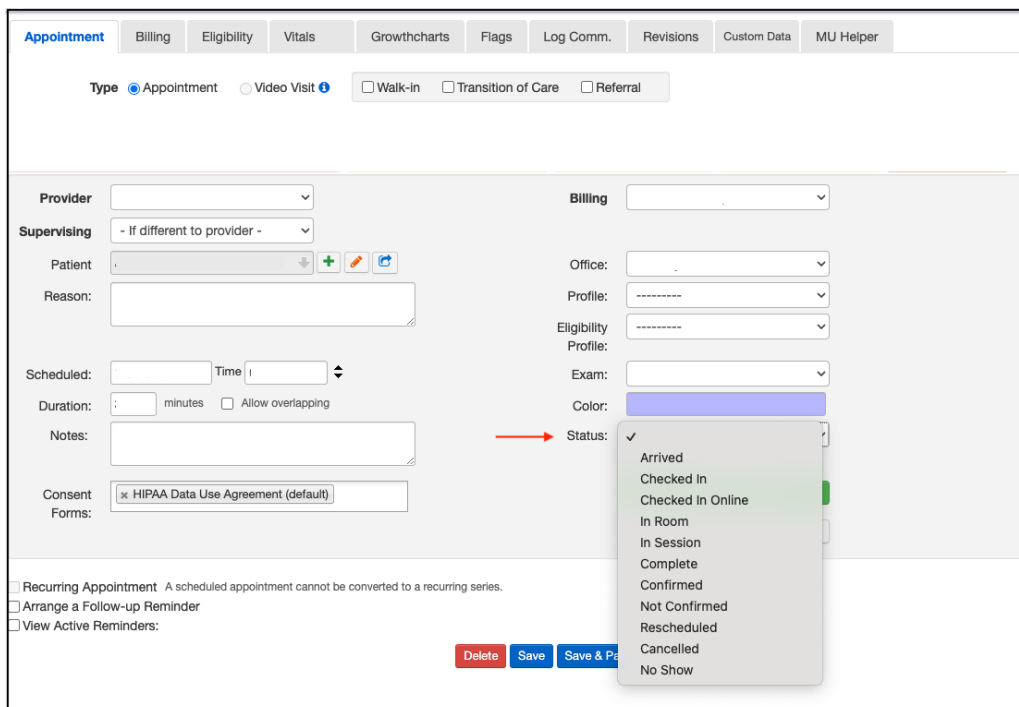
New Custom Procedure

| | | |
|----------------------|--------------------------------------|--|
| Code | <input type="text"/> | ID of procedure in system. |
| Quantity units | <input type="text"/> | |
| Description | <input type="text"/> | |
| Note | <input type="text"/> | |
| Sales tax applicable | <input type="checkbox"/> | Is sales tax applicable to this service/product? |
| Price | <input type="text"/> | |
| Price with tax | <input type="text"/> | |
| Allowed amount | <input type="text"/> | |
| Cost | <input type="text"/> | Base cost for consumables. |
| Duration | <input type="text"/> | Length of a procedure in minutes. |
| Type of product | <input type="text" value="Service"/> | |

Once the code is established, you can begin assigning it to your no-show appointments. As a general rule, no-show appointments do not show in your Live Claims Feed if they do not have a charge.

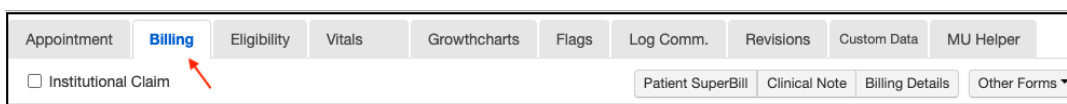
However, you can add the no-show custom code from the appointment window and the appointment will then show in your Live Claims Feed and will appear on patient statements.

1. From the appointment window, first, mark the appointment status as a no-show.



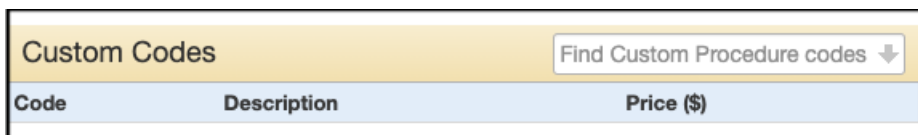
The screenshot shows the 'Appointment' window with various tabs at the top: Appointment, Billing, Eligibility, Vitals, Growthcharts, Flags, Log Comm., Revisions, Custom Data, and MU Helper. The 'Appointment' tab is active. Below the tabs, there are radio buttons for 'Type': Appointment (selected), Video Visit, Walk-in, Transition of Care, and Referral. The main form area contains fields for Provider, Supervising, Patient, Reason, Scheduled (Time), Duration, Notes, Consent Forms, Billing, Office, Profile, Eligibility Profile, Exam, Color, and Status. A red arrow points to the Status dropdown menu, which is open and shows a list of status options: Arrived, Checked In, Checked In Online, In Room, In Session, Complete, Confirmed, Not Confirmed, Rescheduled, Cancelled, and No Show. At the bottom of the form, there are checkboxes for 'Recurring Appointment', 'Arrange a Follow-up Reminder', and 'View Active Reminders', along with 'Delete', 'Save', and 'Save & Print' buttons.

2. Then, navigate to the Billing tab.



The screenshot shows the 'Appointment' window with the 'Billing' tab selected. The 'Appointment' tab is still visible but not active. Below the tabs, there is a checkbox for 'Institutional Claim' and a red arrow pointing to it. At the bottom of the window, there are buttons for 'Patient SuperBill', 'Clinical Note', 'Billing Details', and 'Other Forms'.

3. Scroll down to the Custom Codes section.



The screenshot shows the 'Custom Codes' section. It features a search bar with the text 'Find Custom Procedure codes' and a dropdown arrow. Below the search bar is a table with three columns: 'Code', 'Description', and 'Price (\$)'. The table is currently empty.

4. In the **Find Custom Procedure codes** section, type the name you assigned to your no-show appointment charge.

| Custom Codes | |
|--------------|----------|
| Code | no.show |
| Description | NO.SHOW: |

5. Once selected, it will populate the price that was assigned when it was created.

| Custom Codes | |
|--------------|-----------------------------|
| Code | Find Custom Procedure codes |
| Description | |
| Price (\$) | 50.00 |
| Quantity: | 1.00 |

6. Press **Save** and the charge will be assigned to the appointment.

| Custom Codes | |
|---|--|
| Code | Find Custom Procedure codes |
| Description | |
| Price (\$) | 50.00 |
| Quantity: | 1.00 |
| <input type="checkbox"/> Include note in EDI Billing: | Custom NTE EDI Billing Note (a.k.a. HCFA/CMS-1500 Line 19) |
| <input type="button" value="Delete"/> <input type="button" value="Save"/> | |

- Now the appointment and charge will be visible under your Live Claims Feed and will appear on their patient statement if the amount is still outstanding when their next patient statement is generated.