

# 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**

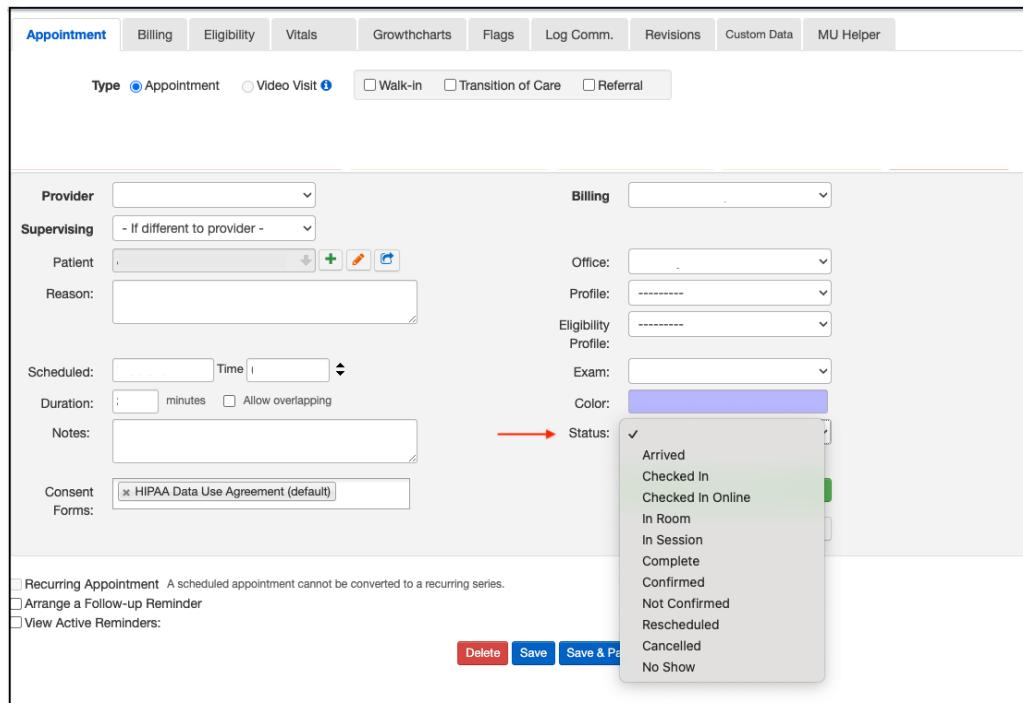
<b>Code</b>	<input type="text"/>	ID of procedure in system.
Quantity units	<input type="text"/>	
Description	<input type="text"/>	
Note	<input type="text"/>	
Sales tax applicable	<input type="checkbox"/> Is sales tax applicable to this service/product?	
<b>Price</b>	<input type="text"/>	
Price with tax	<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"/>	
<b>Save</b> <b>Cancel</b>		

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' tab selected in a software interface. The 'Status' dropdown menu is open, displaying a list of appointment statuses. The 'No Show' option is highlighted with a red arrow pointing to it. Other options in the list include Arrived, Checked In, Checked In Online, In Room, In Session, Complete, Confirmed, Not Confirmed, Rescheduled, Cancelled, and Arrived.

2. Then, navigate to the Billing tab.



The screenshot shows the 'Billing' tab selected in the software interface. A red arrow points to the 'Institutional Claim' checkbox. Below the tabs, 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 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.



The screenshot shows the 'Custom Codes' section. A search bar at the top contains the text 'no.show'. Below the search bar is a table with three columns: 'Code', 'Description', and 'Price (\$)'. The table contains one entry: 'NO.SHOW' in the 'Description' column.

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

Custom Codes			Find Custom Procedure codes 
Code	Description	Price (\$)	
NO.SHOW		50.00	
Quantity:		1.00	

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

Custom Codes			Find Custom Procedure codes 
Code	Description	Price (\$)	
NO.SHOW		50.00	
Quantity:		1.00	

Include note in EDI Billing:

**Delete** **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.