How Do I Bill For a No-Show Appointment?

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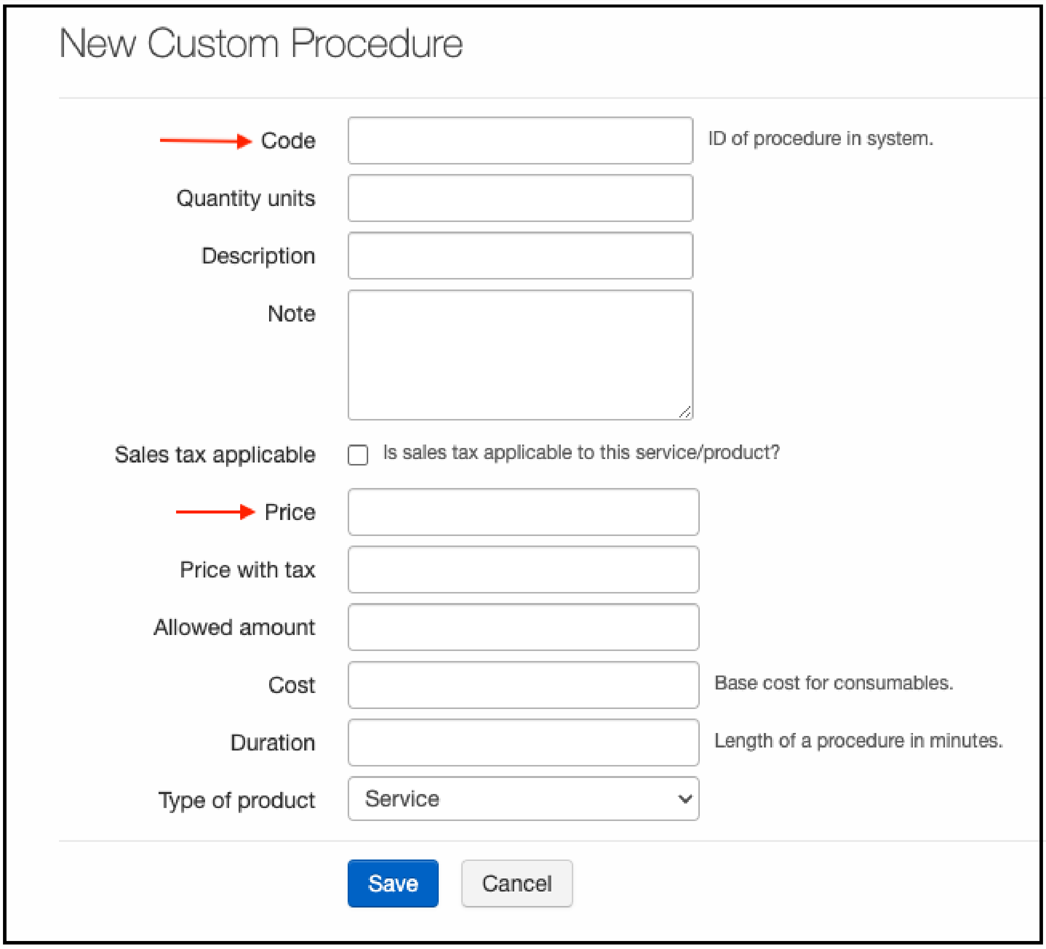
If a patient does not show up for an appointment and your office has a policy of charging if not canceled within a certain time frame, you can bill the patient a fee for that missed visit by using custom codes.

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.

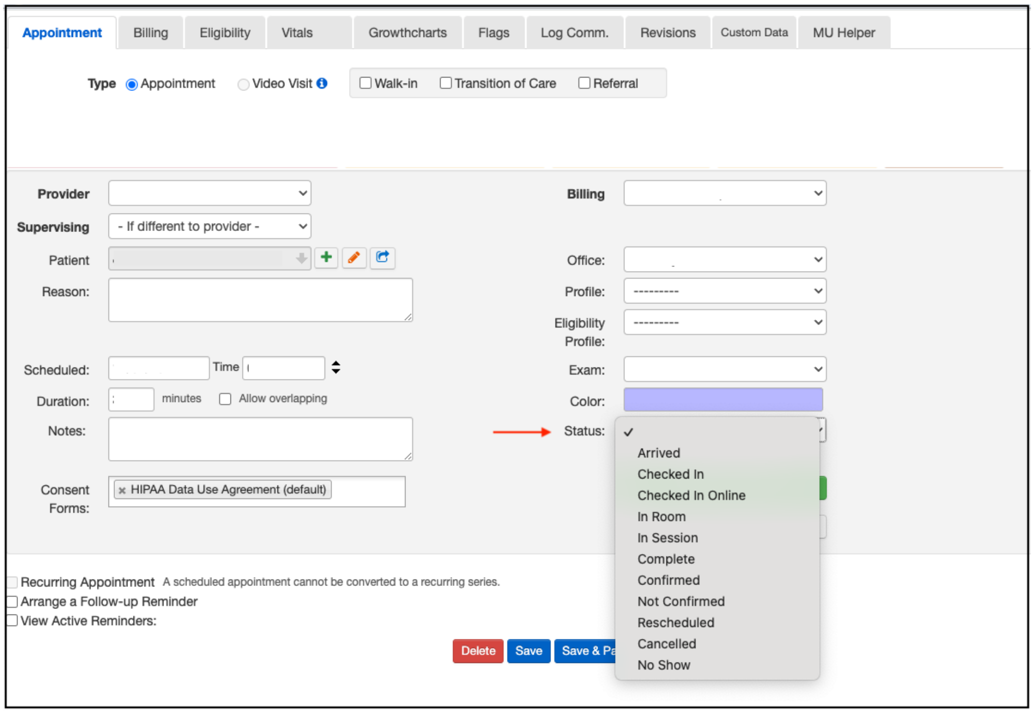
- At a minimum, you will want to add the **Code** and **Price**.
    - **Code**: This will be what you use to look up and enter the charge on a patient's appointment. The field will not accept spaces, but you could use something like **no.show**, using a period instead of a space.
    - **Price**: This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



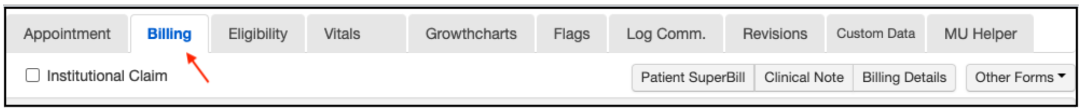
Once the code is established, you can begin assigning it to your no-show appointments. As a general rule, no-show appointments do not show in your Live Claims Feed if they do not have a charge.

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.



2. Then, navigate to the Billing tab.

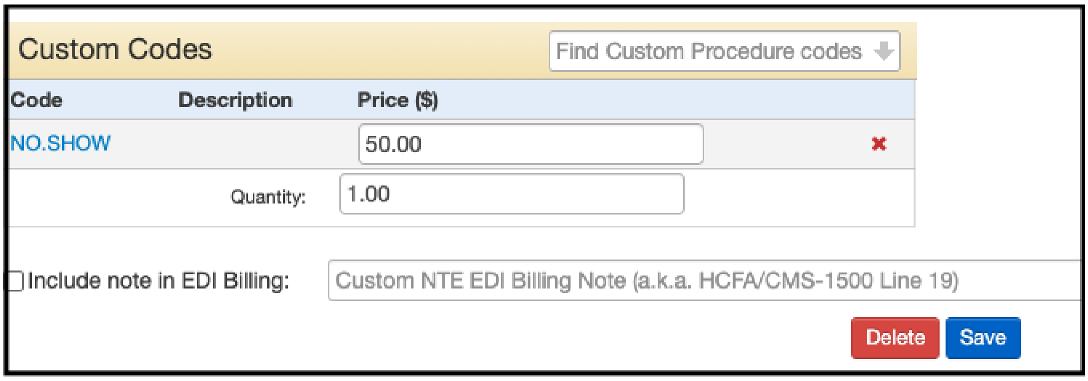


3. Scroll down to the Custom Codes section.

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

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

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



- 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.