

How Do I Bill For a No-Show Appointment?

08/26/2024 3:19 pm EDT

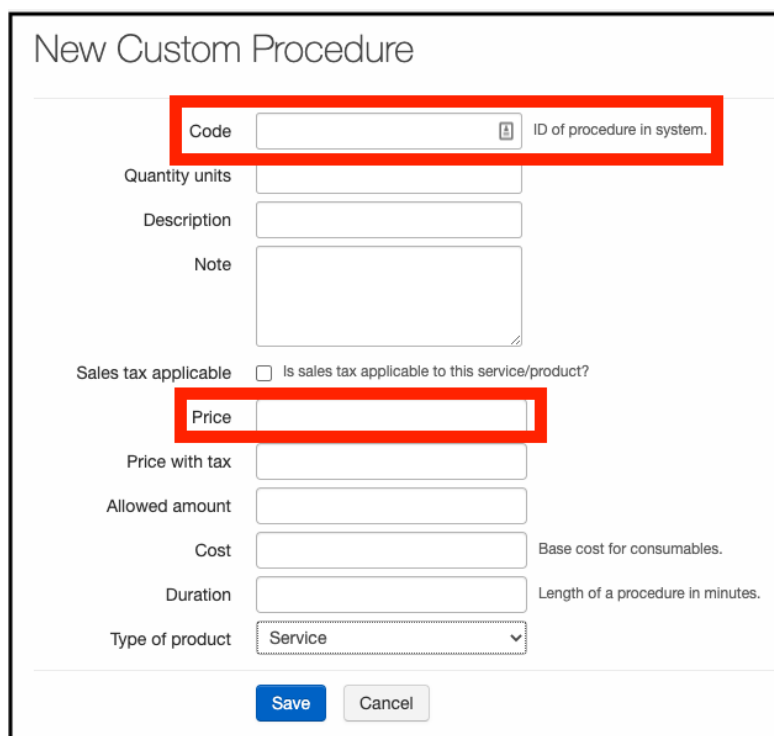
Billing for a No-Show Appointment

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.

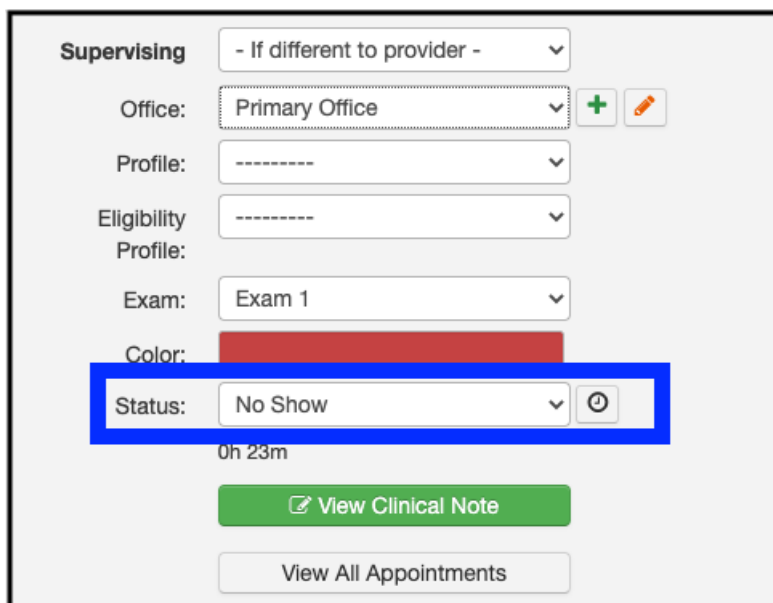


The screenshot shows the 'New Custom Procedure' form. The 'Code' field is highlighted with a red box and has a tooltip that reads 'ID of procedure in system.'. The 'Price' field is also highlighted with a red box. Other fields include 'Quantity units', 'Description', 'Note', 'Sales tax applicable' (with a checkbox), 'Price with tax', 'Allowed amount', 'Cost' (with a tooltip 'Base cost for consumables.'), 'Duration' (with a tooltip 'Length of a procedure in minutes.'), and 'Type of product' (a dropdown menu currently set to 'Service'). At the bottom are 'Save' and 'Cancel' buttons.

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.

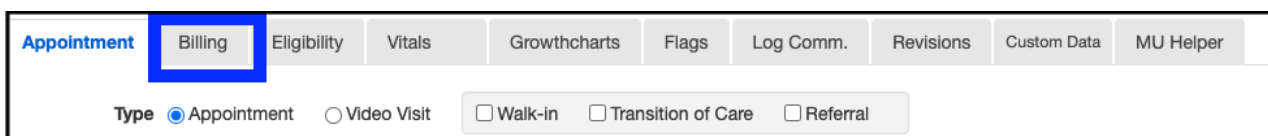
However, you can add the no-show custom code from the appointment window and the appointment will then show in your Live Claims Feed and will appear on patient statements.

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



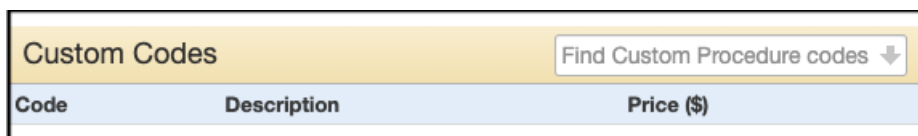
The screenshot shows a form with several fields: Supervising (dropdown: - If different to provider -), Office (dropdown: Primary Office), Profile (dropdown: -----), Eligibility Profile (dropdown: -----), Exam (dropdown: Exam 1), Color (red bar), Status (dropdown: No Show), and a duration of 0h 23m. There are also buttons for 'View Clinical Note' and 'View All Appointments'. The 'Status' dropdown is highlighted with a blue box.

2. Then, navigate to the Billing tab.



The screenshot shows a navigation bar with tabs: Appointment, Billing, Eligibility, Vitals, Growthcharts, Flags, Log Comm., Revisions, Custom Data, and MU Helper. The 'Billing' tab is highlighted with a blue box. Below the tabs, there are radio buttons for 'Type' (Appointment, Video Visit) and checkboxes for 'Walk-in', 'Transition of Care', and 'Referral'.

3. Scroll down to the Custom Codes section.



The screenshot shows a section titled 'Custom Codes' with a search bar labeled 'Find Custom Procedure codes'. Below the search bar is a table with three columns: Code, Description, and Price (\$).

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

6. Click on **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
<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.