

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

ID of procedure in system.

Quantity units

Description

Note

Sales tax applicable

☐ Is sales tax applicable to this service/product?

→ Price

Price with tax

Allowed amount

Cost

Base cost for consumables.

Duration

Length of a procedure in minutes.

Type of product

Service

Save

Cancel

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, Video Visit) and checkboxes for 'Walk-In', 'Transition of Care', and 'Referral'. The main form area contains fields for Provider, Supervising, Patient, Reason, Scheduled, Duration, Notes, Consent, and Billing. 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. The 'No Show' option is highlighted.

2. Then, navigate to the Billing tab.

The screenshot shows the 'Billing' tab selected in the Appointment window. The 'Appointment' tab is still visible on the left. The 'Billing' tab contains a checkbox for 'Institutional Claim' and a red arrow pointing to it. On the right side of the 'Billing' tab, 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 has a yellow header bar with the text 'Custom Codes' and a search bar labeled 'Find Custom Procedure codes'. Below the header 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.

The screenshot shows the 'Custom Codes' section with the search bar containing the text 'no.show'. Below the search bar, the table has a new row with the code 'NO.SHOW:' in the 'Code' column and an empty 'Description' column.

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

Custom 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		
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)		
		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.