What are Underpaid Items?

Last modified on 10/27/2026 11:41 am EDT

This feature will assist the biller, Office Manager, and/or provider in identifying claims that the insurance payer did not process with the expected allowed amount.

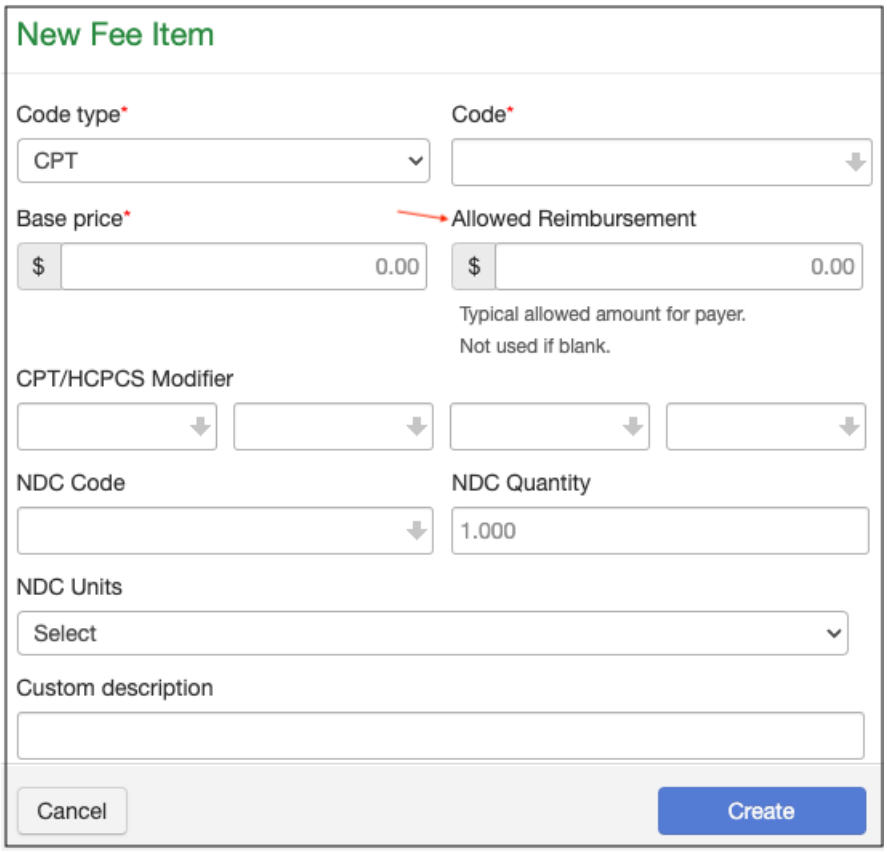
Allowed Amount = amount paid by the insurance company + the amount the patient owes. This amount is less the contractual adjustment from the billed charges.

Billed charges - contractual adjustment = allowed amount

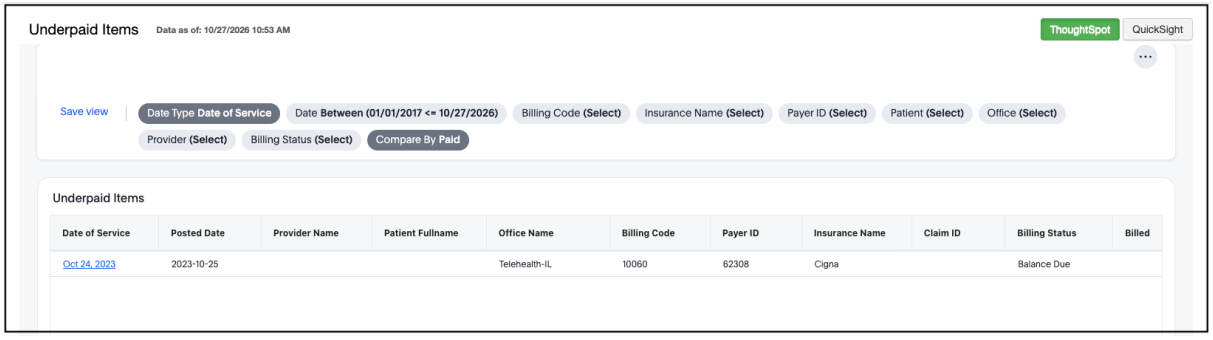
Allowed amount = amount paid by the payer + the amount owed by the patient

1. Under **Billing > Fee Schedule,** add a base price for the service and add the expected allowed amount under the payer's fee schedule. Each expected reimbursement needs to be added to each payer's fee schedule.

As ERAs/EOBs are posted, the DrChrono system will verify that the allowed amount matches what has been entered as the "allowed reimbursement". If it does not match, the system will list it under **Billing > Underpaid Items** so it can be followed up on. Ensure that you enter the **contractual allowed amount,** and not the actual money received from the insurance company.



This section allows you to filter the report by Date of service, CPT/HCPCS/Custom Code, and Insurer, and compare by Paid/Allowed. You can view the appointment by pressing on the Date of service, and it will direct you to the **Billing Detail** Screen.



(Scroll to the right to see the Allowed, Paid, and Expected Reimbursement columns)

