

What are Underpaid Items?

Last modified on 01/20/2026 11:03 am EST

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 allowed amount, and not the actual money received from the insurance company.

New Fee Item

Code type*	Code*
CPT	<input type="text"/>
Base price*	Allowed Reimbursement
\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>
Typical allowed amount for payer. Not used if blank.	
CPT/HCPCS Modifier	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
NDC Code	NDC Quantity
<input type="text"/>	<input type="text" value="1.000"/>
NDC Units	
<input type="text"/>	
Custom description	
<input type="button" value="Cancel"/>	<input type="button" value="Create"/>

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**.

Billing Summary	Underpaid Items																																																																																																																																																																		
Live Claims Feed																																																																																																																																																																			
Legacy Transactions																																																																																																																																																																			
Patient Payments																																																																																																																																																																			
Day Sheet																																																																																																																																																																			
Transactions																																																																																																																																																																			
Remittance Reports																																																																																																																																																																			
Unmatched ERAs																																																																																																																																																																			
Accounts Receivable																																																																																																																																																																			
Patient Statements																																																																																																																																																																			
Product / Procedure																																																																																																																																																																			
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