

How to delete payer adjustments and/or patient responsibility amounts

Last modified on 02/25/2025 1:44 pm EST

If you need to delete payer adjustments or patient responsibility amounts, you can do so through the Live Claims Feed (LCF).

1. Navigate to **Billing > Live Claims Feed**
2. Pull up the patient's account via their name, chart ID, or claim number. Press on the date of service to enter the appointment specifics.

<input type="checkbox"/>	Info	Claim ID	Patient	Date of Service	Office
<input type="checkbox"/>		203480480		2/24/2022 11:30AM	B Assisted Living

3. Scroll down to where the charges are located

<input type="checkbox"/>	Code/Check Date	Description	Mods/Posted Date	Service Date ?	EPSDT
<input type="checkbox"/>	<input type="text" value="99203"/>		<input type="text"/>	From date <input type="text"/> To date <input type="text"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/07/2022		03/16/2022	Check # 123465478	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/07/2022		03/16/2022	Check # 123465478	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/07/2022		03/16/2022	Check # 123465478	<input type="checkbox"/>

4. Scroll over to the right where the red Xs are located. Press the red X on the line you wish to delete.

Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type	
\$150.00	\$125.00	\$25.00	\$80.00	\$0.00	\$0.00	\$0.00	\$45.00	Balance Due	<input type="checkbox"/>
\$150.00	\$125.00	\$25.00	\$80.00	\$0.00	\$0.00	\$0.00	\$45.00	Balance Due	<input type="checkbox"/>
Adjmt Reas:	Insurance Paymei	<input type="text" value="0"/>	<input type="text" value="80.00"/>	[1] Aetna Heal	1: Processed	-----			<input checked="" type="checkbox"/>
Adjmt Reas:	45: Charge excee	<input type="text" value="25.00"/>	<input type="text" value="0"/>	[1] Aetna Heal	1: Processed	-----		ADJ INSURER	<input checked="" type="checkbox"/>
Adjmt Reas:	3: Co-payment Ar	<input type="text" value="45.00"/>	<input type="text" value="0"/>	[1] Aetna Heal	1: Processed	-----		SKIP SECONDARY	<input checked="" type="checkbox"/>

5. The system will show a warning message to verify that you want to delete the line item. Once you press "OK", the line item will be deleted.

