

Insurance Credit Cards: Can I refund or send back the money via the virtual card?

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If you need to refund a payment received via credit card (aka Virtual Credit Card) from a health insurance payer, you can easily refund it to the virtual card from within your DrChrono account.



*** Please note, that this feature will only work if you utilize DrChrono Payments as your payment processor ***

1. Navigate to **Billing > Insurance Credit Card Payments**
2. Locate the payment that needs to be refunded and follow the line over to the right of the screen.
3. Pressing the **Refund** button will allow you to refund the payment to the original virtual card.
 - a. Please note, the entire amount of the payment will be refunded. No partial refunds are allowed through this button.
 - b. Once the payment has been refunded, the status of the card will change to read Refunded.

Insurance Credit Card Payments						
Identifier	Insurance	Payment Amount	From Date	To Date	Reset	Update
+ Add Payment ← 21 - 30 OF 194 →						
Identifier	Insurance	Payment Amount	Payment Date	ERA/EOB	Status	
	updated	\$1.00	11/26/2024		VOIDED	+ Attach ERA/EOB Edit
	updated	\$1.00	11/19/2024		APPROVED	Refund + Attach ERA/EOB Edit