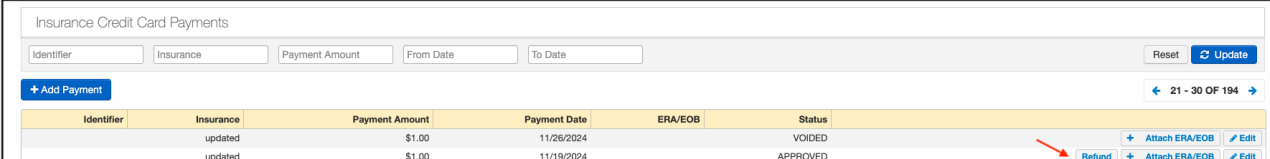# Insurance Credit Cards: Can I refund or send back the money via the virtual card?

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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.