How Do I Post an Interest Payment from a Payer?

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Sometimes, when a payer does not respond within a certain period, they are required to pay interest in addition to any reimbursement that is due for services rendered. The payment needs to be posted so it is recorded and your records will balance at the end of the day (what is posted vs. what is being deposited).

There are two main ways to post the interest payment; one if it is attached to a particular patient (or if details are listed) and one if it is a lump payment with no details.

If you have patient-specific information:

- 1. Create a custom code for the interest payment. Details on how to create a custom code can be found here. You will want to leave the price column blank because this code will be used for multiple interest payments that will vary in price.
- 2. Navigate to Billing > Live Claims Feed
- 3. Pull up the patient by name or the DrChrono claim number

Live Claims Feed	
Select All Offices Select None C new office All Primary Office All Test office All	
Claim Type All - Claim St 💿 💿 😔 All - Billing St: All - Appt Profiles: All - Calculate Counts 🚯 What's this?	TFL Warning
Patient Payer Name I Payer ID drc claim # From - To Clinical Note	~
Open window in new tab Exclude future follow-up dates	Check All Clear Update Filter

4. Press on the date of service that corresponds with the interest payment

o Claim ID	Patient	Date of Service	Office
338708264	Jenny (Jen) Harris	1/22/2025 01:25PM	Primary Office

All patient data listed in this article is sample data. This is not a real person or real patient data.

5. Scroll down to where the charges (CPT, HCPCS, Custom Codes) are listed and press + Add Line Item

6. Type in the name of the custom code you entered for interest payments (i.e. Interest). The custom code should be at the bottom of the list.

Code	Check Date	Description	Mods/Posted Date	Service Date					
	99203			From date					
	100 10005			Ob a all #					
	/22/2025		01/22/2025	Check #					
01	/22/2025		01/22/2025	Check #					
01	/22/2025		01/22/2025	Check #					
	interest 🔸			From date					
+ Add	CPT: 77305 Removed si	: Teletherapy, nce 2015-01-	isodose plan (wheth 02	ner hand or compu					
	CPT: 77310 Removed si	: Teletherapy, ince 2015-01-	isodose plan (wheth 02	ner hand or compu					
LOGS CPT: 77306: TELETHX ISODOSE PLAN SIMPLE									
HCPCS: A0080: Noninterest escort in non er									
Datetime	HCPCS: A0	090: Interest	escort in non er						
Jan 22, 20	Jan 22, 20 HCPCS: G9196: Med reason for no ceph								
Jan 22, 20	Jan 22, 20 Removed since 2023-01-01								
Jan 22, 20	HCPCS: M1240: Pt no resp best int								
Jan 22, 20	HCPCS: M1244: Pt othr thn true best int								
lan 00, 00	HCPCS: M1247: Pt resp true best int								
Jan 22, 20	HCPCS: G2	0//: Periodic	assessment						
	CUSTOM: 0	0002: Interes	t 🔶						

7. Enter the amount of the interest payment in the charge box.

C	Code/Check Date	Description Mods/Posted Date	Service Date ()	EPSDT	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type		
						Totals:		\$175.00	\$175.00	\$0.00	\$85.67	\$0.00	\$0.00	\$49.33	\$40.00	Balance Due		۲
C	C 99203 🔸		From date To dat	e 🔽	1.00	1000	175.00	\$175.00	\$175.00	\$0.00	\$85.67	\$0.00	\$0.00	\$49.33	\$40.00	Balance Due	\$ =	+
	01/22/2025	01/22/2025	Check #	+				Insuranc	e Paymei 🗸	0	85.67	[1] TBD 🗸 🗸	1: Proces	sed 🖌	v		×	
	01/22/2025	01/22/2025	Check #	+				3: Co-pa	yment Ar 🗸	40.00	0	[1] TBD 🗸	1: Proces	sed 🖌	v	SKIP SECONDARY	×	
	01/22/2025	01/22/2025	Check #	+				Insuranc	e Bad De 🗸	49.33	0	[1] TBD 🗸	4: Denied	v]	•	DENIAL	×	
C	U interest 🕂		From date To dat	•	1.00	1000	A 0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$	+
	+ Add Line Item	× Delete Selected					1					Validate C	laim 🔁 I	Reparse EF	RA iC	aim Info 🗸 Ve	erify & Sa	ave

- 8. When done, press Verify and Save.
- 9. Now that there is an interest "charge", you can post the interest payment by pressing on the Add Transactions plus on the same row as the charge.



10. Once you add the insurance payment, you will need to add a new transaction line by clicking the same blue plus as shown above. For this row, you will want to add the insurance interest payment amount as a (-) amount in the adjustment column and use the adjustment reason "Transfer Balance to Patient".

Adjmt Reas: Insurance Payme V	0	1.00	[0] N/A	✓ 0: Settled	▶ ▶
Adjmt Reas: Transfer Balance	-1.00	0	[0] N/A	✓ 0: Settled	▶ ▶

11. Once it is entered, press Verify & Save, and the interest line item will zero itself out.

If you do not have patient-specific information:

If the interest payment does not specify a particular patient or is listed as a bulk amount and not broken down per patient, you can create a patient called "Interest Payment" and post the payments there as described above.

- 1. Create a patient named Interest Payment (or another name as desired- but designated for Interest Payments)
- 2. Create a custom code for Interest Payments
- 3. Create an appointment for patient Interest Payment (or another name as designated by the office)
- 4. Add a line for custom code designated for Interest Payments
- 5. Add the charge amount at the same price as the interest payment received
- 6. Post the insurance payment for the interest line item.