

Can I Submit a Claim with a Zero Charge?

Last modified on 03/19/2026 10:41 am EDT

Yes, you can submit a claim with a zero charge to a payer.

1. Navigate to the Live Claims Feed by hovering over **Billing** and selecting **Live Claims Feed**.
2. Pull up the patient by name or chart ID number. Press the **date of service** to enter the details of the appointment.

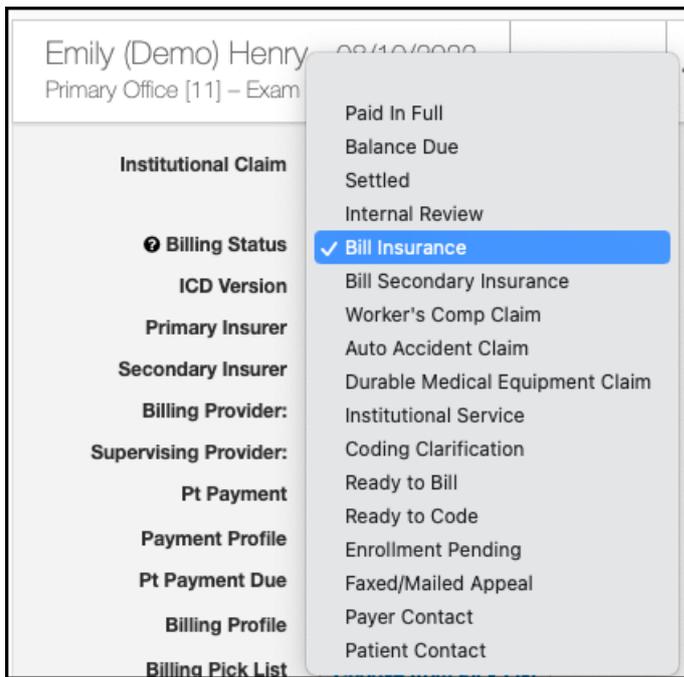
Info	Claim ID	Patient	Date of Service	Office	Provider	Supervising Provider	Billing Provider	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	Pt Paid	Ins Bal	Pt Line Item Bal	Claim Bal	Exp Reimbr	Ins 1 Status	Ins 2 Status	First EDI	Last EDI	Service Notes	Billing Notes
Totals: \$276,415.11 \$170,485.75 \$105,929.36 \$135,075.17 \$0.00 \$18.16 \$16,420.57 \$16,971.85 \$35,392.42 \$0.00																							
<input type="checkbox"/>	S 221136984	Emily (Demo) Henry	8/10/2022 10:15AM	Primary Office				\$18.38	\$18.38	\$0.00	\$0.00	\$0.00	\$0.00	\$18.38	\$0.00	\$18.38	\$0.00	Aetna	Bill Insurance			This is a demo appointment	

The patient listed above is a test patient with sample data.

3. Add the CPT/HCPCS code to the appointment. If the code is not loaded into your fee schedule, the billed amount listed will be zero. If the code is listed on your fee schedule, but you would like to bill the service at zero, you can remove the fee by selecting the box where the fee is showing and clearing it out.

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price
Totals:						
<input type="checkbox"/>	C 36415		From date	To date	1.00 1 0 0 0	0

4. Next, choose the applicable Billing Status of **Bill Insurance/Bill Secondary/Workers Comp Claim/Auto Accident Claim or Durable Medical Equipment Claim** and select **Verify & Save**.



A warning message will pop up reading “Do you want to submit this claim for \$0?” Select **ok** and the claim will be submitted to the insurance company.

