

# Using Custom Adjustment Codes

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To assist your office in easily identifying top denials, identifying the root cause, and developing a plan to eliminate them, DrChrono has added the ability to create custom adjustment codes.

Once custom adjustment codes have been set up for your office, they are ready to be used.

1. Navigate to **Billing > Live Claims Feed**
2. Locate the patient appointment via the patient name, drc claim #, or date of service.
3. Enter the appointment by selecting the date of service.
4. To adjust a billed code using a custom adjustment code, press the **+** symbol on the right of the row.

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:							\$247.95	\$247.95	\$0.00	\$0.00	\$0.00	\$0.00	\$247.95	\$0.00	Ready to Bill
C 99203			From date To date	1.00	1 0 0 0	150.00	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	Ready to Bill
C 80050			From date To date	1.00	1 0 0 0	85.00	\$85.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$0.00	Ready to Bill
C 36415			From date To date	1.00	1 0 0 0	12.95	\$12.95	\$12.95	\$0.00	\$0.00	\$0.00	\$0.00	\$12.95	\$0.00	Ready to Bill

5. Under the adjustment reason arrow, you will find the custom adjustment codes at the very bottom of the listing.

W4: Workers' Compensation Medical Treatment Guideline Adjustment.

Y1: Payment denied based on Medical Payments Coverage (MPC) or Personal Injury Protection (PIP) Bene

Y2: Payment adjusted based on Medical Payments Coverage (MPC) or Personal Injury Protection (PIP) Be

Y3: Medical Payments Coverage (MPC) or Personal Injury Protection (PIP) Benefits jurisdictional fee

✓ CU2: Not separately reimbursable

CU3: Timely filing write off

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:							\$247.95	\$247.95	\$0.00	\$0.00	\$0.00	\$0.00	\$247.95	\$0.00	Ready to Bill
C 99203			From date To date	1.00	1 0 0 0	150.00	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	Ready to Bill
C 80050			From date To date	1.00	1 0 0 0	85.00	\$85.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$0.00	Ready to Bill
C 36415			From date To date	1.00	1 0 0 0	12.95	\$12.95	\$12.95	\$0.00	\$0.00	\$0.00	\$0.00	\$12.95	\$0.00	Ready to Bill
			MM/DD/YYYY	MM/DD/YYYY	Check #			CU2: Not separat	12.95	0	[1] Aetna	0: Settled			

6. Once the custom adjustment reason is selected, enter the amount in the Adjmt box. The amount should be listed as a positive number and not use a minus (-) sign.

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:							\$247.95	\$247.95	\$0.00	\$0.00	\$0.00	\$0.00	\$247.95	\$0.00	Ready to Bill
C 99203			From date To date	1.00	1 0 0 0	150.00	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	Ready to Bill
C 80050			From date To date	1.00	1 0 0 0	85.00	\$85.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$0.00	Ready to Bill
C 36415			From date To date	1.00	1 0 0 0	12.95	\$12.95	\$12.95	\$0.00	\$0.00	\$0.00	\$0.00	\$12.95	\$0.00	Ready to Bill
			12/24/2024	12/24/2024	Check # 123456			CU2: Not separat	12.95	0	[1] Aetna	1: Processed	CO: Contr		

7. Select the applicable adjustment reason in the last box on the row. Choices include:

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- ✓ CO: Contractual Obligations
- OA: Other Adjustments
- PI: Payer Initiated Reductions
- PR: Patient Responsibility

8. Once entered, press **Verify & Save**. The amount you have entered will automatically adjust from the claim.

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