

Month End Close: Grayed out charges

Last modified on 04/15/2025 12:28 pm EDT

When charges are added before a patient's appointment, either manually or with a billing or appointment profile, they will appear grayed out in the Live Claims Feed. They will not appear in any report until the services are rendered.

You can **still** make updates when it is in this grayed-out state. The muted tone alerts you that the charge is for a future appointment and will not be included in any report that is run.

Patient Payments for future appointments will be held in the **unallocated bucket** until the date arrives and the services are rendered.

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:							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	▲ Not Submitted
C 99212			From date To date	1.00	1 0 0 0	112.48	\$112.48	\$112.48	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$112.48	Balance Due	
C 00567			From date To date	1.00	1 0 0 0	30.00	\$3.00	\$3.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	Balance Due	

1. Navigate to **Billing > Live Claims Feed**

2. Boxes that can be edited include:

- a. Code/Check Date
- b. Modifiers
- c. Qty/Min
- d. Dx Pointers
- e. Price