

# Underpaid Items Report: Overview

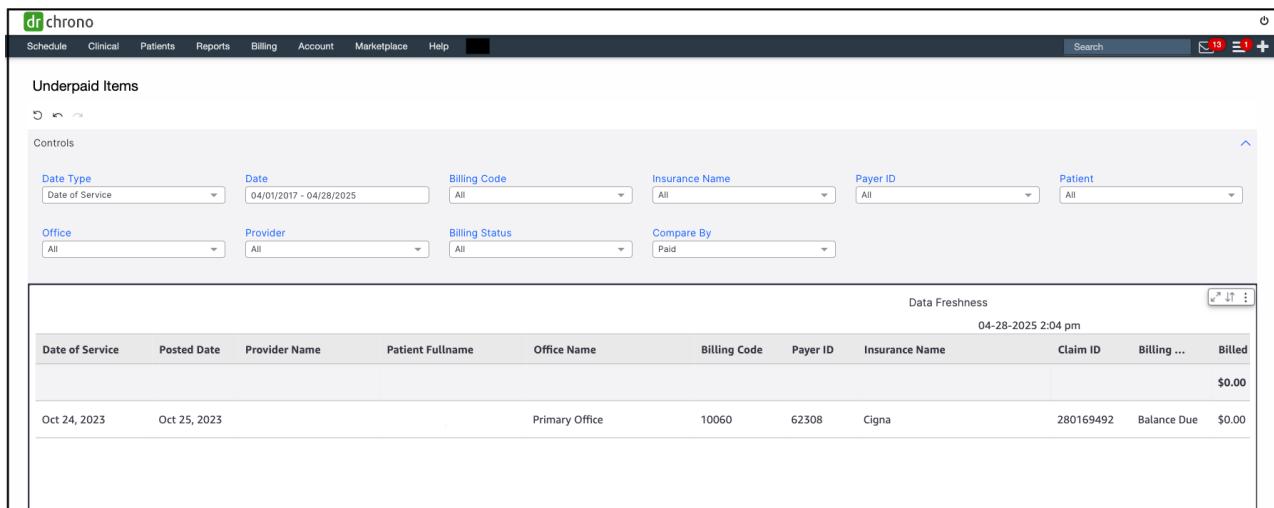
Last modified on 01/16/2026 2:38 pm EST

The Underpaid Items Report will help you identify claims the insurance payer did not process at the expected, contracted-allowable amount. For this feature to work appropriately, the contractually allowed amount for each CPT/HCPCS must be entered into the [fee schedule by the payer](#).

**Allowed Amount** = amount paid by the insurance company + the amount the patient owes. This amount is less than the contractual adjustment from the billed charges.

*Billed charges - contractual adjustment = allowed amount*

*Allowed amount = amount paid by the payer + the amount owed/paid by the patient*



Date of Service	Posted Date	Provider Name	Patient Fullname	Office Name	Billing Code	Payer ID	Insurance Name	Claim ID	Billing ...	Billed
Oct 24, 2023	Oct 25, 2023			Primary Office	10060	62308	Cigna	280169492	Balance Due	\$0.00