

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

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Underpaid Items

Controls

Date Type

Date

Billing Code

Insurance Name

Payer ID

Patient

Office

Provider

Billing Status

Compare By

Date of Service

04/01/2017 - 04/28/2025

All

All

All

All

All

All

All

Paid

Data Freshness

04-28-2025 2:04 pm

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