

# Underpaid Items Report: Overview

Last modified on 04/29/2025 9:31 am EDT

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 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