Underpaid Items Report: Overview

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The Underpaid Items Report will help you identify claims the insurance payer did not process at the expected, contractually 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***

