Underpaid Items Report: Set Up

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As ERAs/EOBs are posted, the DrChrono system will verify that the allowed amount matches what has been entered as the "allowed reimbursement" in your fee schedule.

If it does not match, it will appear under **Billing > Underpaid Items** so it can be followed up on. Ensure that you enter the allowed amount on the fee schedule, and not the actual money received from the insurance company.

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

