Underpaid Items Report: Running the report

Last modified on 04/29/2025 10:20 am EDT

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Schedule Clinical	Patients Reports	Billing Account Ma	arketplace He	alp							Search	٥	<u>1</u> 3 <u>1</u> +
Underpaid Items													
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Controls													^
Date Type Date of Service	Ŧ	Date 04/01/2017 - 04/28/2025		Billing Code		Insuran All	ce Name	•	Payer ID All	Ŧ	Patient All		-
Office All	¥	Provider All	v	Billing Status All	•	Compare Paid	re By	Ŧ					
									Data Freshness				: 14 ⁿ u
							04-28-2025 2:04 pm						
Date of Service	Posted Date	Provider Name	Patient Fu	llname	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

To run the Underpaid Items Report:

- 1. Navigate to Billing > Underpaid Items
- 2. If not expanded, press the down arrow on the right (in the gray area). This should open up your available options.
 - a. Date Type Date of Service or Posted Date
 - b. Date Date range of your report
 - c. Billing Code Search for a specific CPT/HCPCS, multiple, or all of them
 - d. Insurance Name Search for a specific company, multiple, or all of them
 - e. Payer ID Search for a specific payer id, multiple, or all of them
 - f. Patient Search for a specific patient, multiple, or all of them
 - g. Office Search in a specific office, multiple, or all of them
 - h. Provider Search for a specific provider, multiple, or all of them
 - i. Billing Status Search for the claims current billing status, multiple statuses, or all of them
 - j. Compare By Select to compare by allowed amount or paid amount
- 3. Pressing in the right corner of the report will present options to maximize the screen, sort the data, or export to CSV or MS Excel.