Insurance Waterfall Report

Last modified on 10/16/2025 3:04 pm EDT



The Insurance Waterfall Report is currently in beta and will have a phased rollout. If you would like to test it, please reach out to support.

The Insurance Waterfall report provides a detailed view of how payments are collected over time following charge generation. This enhancement helps providers assess cash flow timing, monitor payment behavior, and identify trends in reimbursement by visualizing payments by month and quarter. With filtering, drill-down, and export capabilities, users can easily analyze payment performance across providers, offices, and payers.

Summary | Payment Details | Charge Details | Video Walkthrough

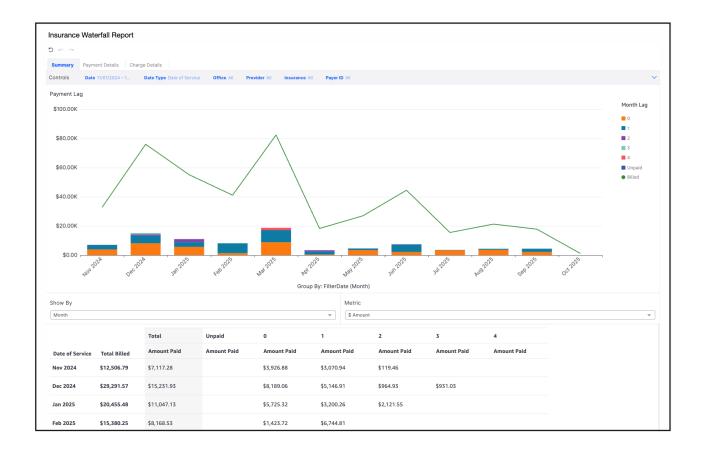
Summary

The Summary tab provides a high-level overview of key financial metrics related to charges, payments, and adjustments. It consolidates data across all transactions within the selected date range, providing users with a quick snapshot of overall performance without requiring them to drill into individual claims or payment details.

Within the Summary tab, users can:

- View total charges, payments, and adjustments for the selected period.
- See net collections and outstanding balances at a glance.
- Filter results by provider, office, payer, or date range to refine insights.
- Compare collection performance across time periods or entities.

The Summary tab serves as a top-level financial dashboard, helping practices monitor revenue trends and identify areas requiring further review or follow-up.



The percentage values, if selected under Metric, represent the proportion of payments collected relative to the total charges for the selected period. For example, if the percentage shows 75%, it means that 75% of the billed charges have been received as payments. These percentages help users quickly assess collection efficiency, track revenue realization, and compare performance across providers, offices, or payers over time.



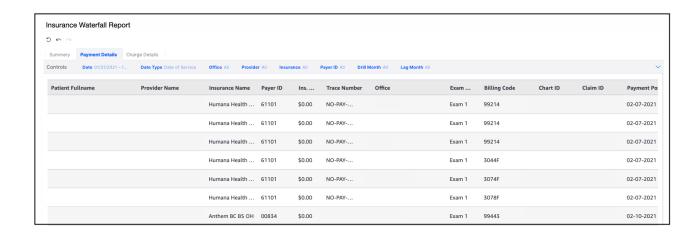
Payment Details

This tab provides a detailed, transaction-level view of all payments associated with charges, claims, or patient accounts. It allows users to review how payments were applied, trace payment sources, and verify that amounts were allocated correctly across services.

Within the Payment Details tab, users can:

- View individual payment entries with details such as payment date, payer, payment type, amount, and associated claim or appointment.
- Identify whether a payment came from insurance, patient, or other sources.
- Review adjustments, write-offs, and refunds tied to each payment.
- Filter results by date range, provider, office, payer, or payment type for targeted analysis.
- Drill down into specific claims or transactions to see payment distribution at the line-item level.

This tab is especially useful for billing teams and administrators who need to reconcile payments, validate remittance data, or investigate discrepancies in payment posting.



Charge Details

This tab provides a comprehensive view of all charges generated within the selected date range. It allows users to analyze billing activity at the line-item level and understand how individual charges contribute to overall revenue performance.

Within the Charge Detail tab, users can:

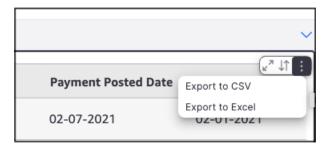
- View each charge line, which includes key information such as the date of service, provider, CPT or procedure code, charge amount, and the associated patient or claim.
- Track charge creation and posting dates to ensure timely and accurate billing.

- Review insurance and patient responsibility portions for each charge.
- Filter results by date range, provider, office, payer, or procedure code to focus on specific segments of billing data.
- Drill down to view related claim, payment, or adjustment details directly from the charge record.

This tab is designed to give billing teams, administrators, and financial analysts detailed visibility into charge activity, helping ensure data integrity and supporting revenue reconciliation efforts.



Hovering in the right column will expose options to maximize the report on the screen (diagonal arrows), sort (vertical arrows), and options to export the report under the three vertical dots.



Video Walkthrough