

Claims stuck in Bill Insurance Status

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When processing insurance claims in DrChrono, you may encounter situations where claims remain stuck in the "Bill Insurance" status. This issue often arises due to problems with the provider's account status, such as suspension or inactivity. Below, we outline the common causes and step-by-step solutions to resolve this issue.

Common Causes of Claims Stuck in 'Bill Insurance' Status

1. **Inactive Provider Account:** Claims submitted under a provider whose account is inactive will not progress. This includes both billing and rendering providers.
2. **Suspended Provider Account:** If the provider's account is suspended, claims associated with that provider will be blocked from submission.
3. **Inactive DrChrono Subscription for the Provider:** Claims cannot be processed if the provider's DrChrono subscription is inactive.

Step-by-Step Solutions

Option 1: Reassign the Claim to an Active Provider

If the claim does not need to be submitted under the suspended or inactive provider, you can reassign it to an active provider in your practice. Follow these steps:

1. Navigate to the **Schedule** section and locate the appointment associated with the claim.
2. Select an active provider from your practice.
3. Save the changes.
4. Go to the **Billing** section and rebill the claim.

This will allow the claim to progress through the clearinghouse and payer workflow.

Option 2: Reactivate the Provider's Account

If the claim must be submitted under the suspended or inactive provider, you will need to reactivate their account. Once the account is active, follow these steps:

1. Navigate to the **Billing** section.
2. Open the claim associated with the provider.
3. Verify all details and submit the claim.

This ensures the claim can be processed normally.

Option 3: Verify Provider Status

Before submitting claims, always verify the status of the provider's account to ensure it is active and not suspended. This proactive step can prevent claims from being stuck in the "Bill Insurance" status.

Preventative Measures

- Regularly review the status of all providers in your practice to ensure their accounts are active.
- Set up reminders to renew subscriptions or address potential suspensions promptly.
- Train staff to verify provider status before submitting claims.

By following these steps and preventative measures, you can efficiently resolve and avoid issues with claims being stuck in the "Bill Insurance" status due to provider account issues.
