_____

CPT Code won't print on Insurance Claim and/or go Electronically

1) The amount of the charge is zero or negative
   - Go to the Patient's Ledger and look at the charge entry

2) You could have "NONE" or "NOINS" in Insurance Print column in Fee Schedule
   - Go to Utility Menu>Fee Schedules (CPT), check the Insurance Print column

3) Last Claim Date on Patient Insurance Screen is set and stopping claim
   - Go to Patient's Insurance screen, check the "Last Real Claim" date

4) Ledger items could have been "Hidden" or even "Deleted"
   - Go to the Patient's Ledger screen, see if item is marked "H" Hidden, currently

   - Go to Reports>Management Reports>Check "Ledger Change Audit"
       Click "Run", Enter 2 Digit Year, Enter the Patient's Account Number
       Click "Un-Check All" button
       Check "Hidden Status" option
       Click "Exit" button to run report

5) Check for correct Date of Service on the Ledger Items
   - Go to Patient's Ledger, optionally fill in the "Show Specific Date of Service" field

6) Insurance Carrier has a UB04 Code List and CPT Code is in that list
   - Go to the Patient's General for Insurance screen, jot down their Carrier Number
    Go to the Utility Menu>Insurance Carrier
       Click the "Num" button near the bottom of the screen, enter the Carrier Number
       If they have a UB04 Code List the UB04 button will be blinking red
       Click the UB04 button
       Scroll through the list to see if the CPT Code is in the list

7) Something is wrong with the patient's ledger
   - Go to the Patient's Ledger screen
       Click the top toolbar "Tools" option, select "Ledger Rebuild"
       As long as no one is currently posting, type in the word "RUN"