

Clarifications of why some claims cannot be invoiced.

- 1 - You can't create Patient Bill if everything paid by Primary Insurance.
- 2 - You can't create Patient Bill if everything paid by Secondary Insurance.
- 3 - You can't create Patient Bill if Secondary Insurance is Medicaid.
- 4 - You can't create Patient Bill If primary status "NO SEC CLAIM" and Secondary claim is not created or paid yet. If there will be any Patient Responsibilities left, then you can create Patient Bill.
- 5 - You can't create Patient Bill if payment in check is mismatching (red claims).
- 6 - You can't create Patient Bill if Secondary claim status is "Cross Over" and if it is not paid yet. If there will be any Patient Responsibilities left, then you can create Patient Bill.

Explanations of the Invoice colors

Green - Patient Bill paid in full

Yellow - Partially paid Patient Bill

White - Unpaid Patient Bill

Red - claims are cannot be invoiced due to mismatching amount in inserted payment, please contact your Account Representative if you want to fix it.