

# Apply an Unapplied Copay to a Claim

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Follow the steps below to apply an unapplied copay credit to a claim.

 The unapplied Copay DOS and the Claim's "From DOS" need to match and the claim must have an available copay balance.

1. Select **Claim** > **Claim**.
2. Use the **Search** field to search for your claim.

 Place a check in the "**Show exact matches only**" box to search for exact matches or "**Show unpaid claims only**" to show claims that may need follow-up.

3. Open the claim.
4. Click on the **Payment** tab from the side panel.
5. From the Claim Payment tab, fill in the radio button for **Apply Account Credit to Claim**.
  1. The Credit Available will display.
  2. Populate the **Applied Amount** field with the amount of credit to apply.
  3. Select the **Received Date**.
  4. The **Memo** field is defaulted to Apply Account Credit. If necessary, update the memo per your business needs.
6. Click **Save**.

 Save yourself some time and automate this process by enabling the **Automatically apply unapplied copays when claims are entered**: option found within the **Claim Settings Help Article**. If the Unapplied Copay and Claim DOS match and the claim has an available copay balance the system will enable this option.