



# Associating Claims to Provider Level Adjustments

† Modified on 02/27/2024 9:20 am EST

Certain types of Provider Level Adjustments, like Interest amounts, will automatically associate with any corresponding claims on the payment and will create a Claim Note indicating the amount of interest associated with that claim. Users can also manually associate Provider Level Adjustments to one or more claims in order to have the system create these notes.

1. Select **Payment > ERA**.
2. Enter your **Search Criteria**.
3. Click the **Search** button.
4. **Optional:** Click the  icon to edit your search criteria.

 Sort your search results. Visit our [Reorder Table Columns Help Article](#) for detailed steps on how to hide, rearrange or add header columns.

5. **Select an ERA** from the list or by using the **Find in Table** field.
6. Click **Start/Continue Review**.
7. From the details of the payment, click the **Show Details** link to view the provider adjustment details.

Payment - EFT from FLORIDA MEDICARE received on 03/03/2023 [Edit](#)  
**Amount:** \$4,703.13 **Applied:** \$0.00 **Provider Adjustments:** -\$119.11 [Show Details](#) **Unapplied:** \$4,822.24  
**Unresolved Errors:** 1 **Warnings:** 0

8. Click the **Link to Claims** link.

### Provider Adjustment Details

**Provider adjustments are adjustments to the payment amount that were not associated with a specific service. They will appear on reports as an insurance payment or refund.**


**Linking to a claim only adds a note to that claim for tracking. It will not show the adjustment on the claim's activity. Any provider adjustment amounts on reports will not be associated with a claim.**

Date	Reason	Reference #	Amount	Claims	Remove
10/30/2023	Adjustment	12345	<span style="color: red;">-\$119.00</span>	<a href="#">Link to Claims</a>	<input type="checkbox"/>
<b>Total</b>			<span style="color: red;">-\$119.00</span>		

[+ Add Provider Adjustment](#)

[Done](#) [Cancel](#)

1. Use the **Add Claim From This Payment** option to link a claim associated with the payment.
2. Use the **Add Other Claim** option to link a claim that is not associated with the ERA payment.

 Users can view all claims that are linked to an adjustment, as well as add/remove, any additional claims.

Associating a claim with a provider adjustment will add a note to that claim for tracking purposes; however, it will not automatically associate an amount with that claim in reports. If your workflow requires applying a provider-level adjustment to a claim balance, you can manually enter the amount into the "Apply to Claim Balance" column.

Claims for Provider Level Adjustment: Interest Owed (Reference #123456)

**Add Claim From This Payment** **Add Other Claim** **Amount:** -\$50.00 **Applied Amount:** \$0.00

Claim	Patient	Account	TCN	Billed	Paid	Apply to Claim Balance	Balance	Included On This Payment	Remove From Adjustment
228132888	TEST, JOHNNY	33397993		\$100.00	\$100.00	0.00	\$0.00	✓	<input type="checkbox"/>

**Done** **Cancel**

**Note:** Applying a provider adjustment to a claim balance will appear as an applied amount in reports, not as a provider adjustment.

9. Click **Done**.
10. (Optional) You can remove the adjustment from the ERA by checking the Remove box. Otherwise, click **Done**.

A Removed adjustment will be marked as deleted and will not show on the payment after it has been saved. It will also not be included in the Provider Adjustments total shown on the main summary screen. Users can uncheck the Remove button as long as the payment has not been applied.

11. If necessary Resolve any Errors or Warnings by clicking on the icon in the status column. Please reference our [Errors, Warnings, Informational Messages & Alerts Help Article](#) to learn more.
12. **Other Available Actions:**
  1. **Save and Apply Later:** Saves your progress on the ERA allowing you to return later and apply the payment.
  2. **Restart ERA:** Restarts all applied amounts and resolved errors.
  3. **Track:** Track any claim or payment associated with this ERA.
  4. **View EOB Report:** View the EOB associated with this ERA.

5. **Documents:** View or associate any new documents.

6. **View Activity:** View the activity screen for any patient on this check.

13. Once all errors have been resolved and you have reviewed the ERA, click the **Apply Payment** button to post the payment and adjustment.

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