

View EOB information on Claim

† Modified on 07/03/2025 4:02 pm EDT

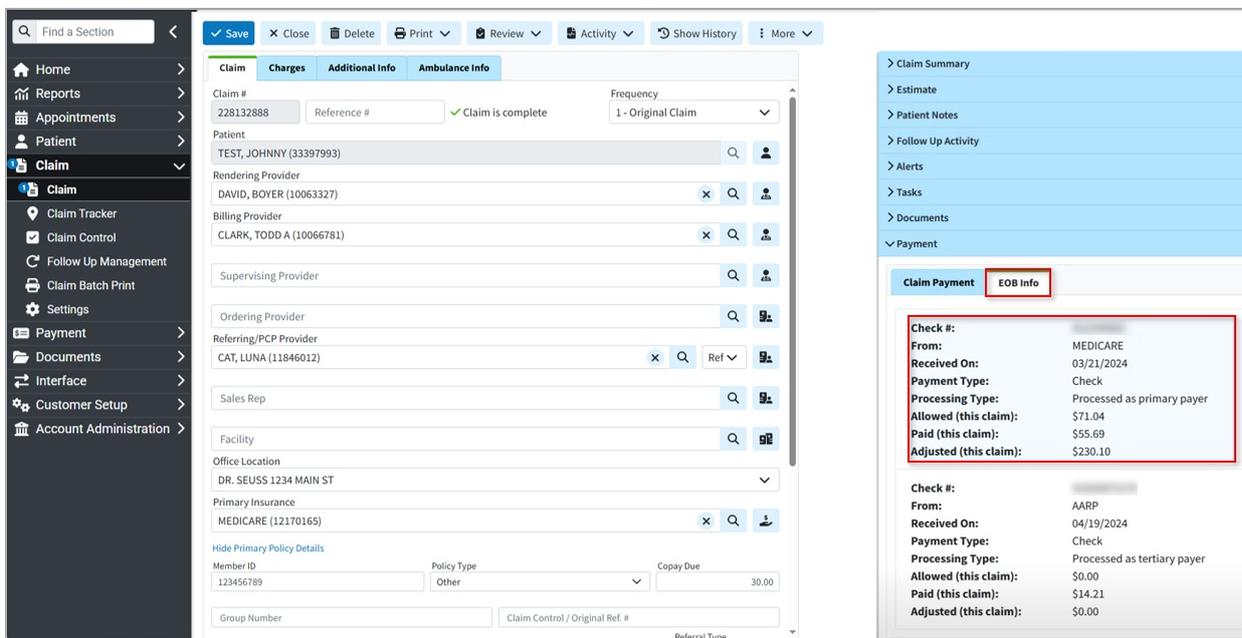
When working claim appeals and denials, users can view the claim EOB details, including remittance code information, directly within the Claim without leaving the current screen.

Follow the steps below to view the EOB info and details on a claim.

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** dropdown from the side panel.
5. Click the **EOB Info** tab
6. View the EOB information (Check#, Payer, Received Date, Payment Type, Processing Type, Allowed Amount, Paid Amount, And Adjusted Amount).



The screenshot displays the software interface for viewing claim details. On the left is a navigation menu with options like Home, Reports, Appointments, Patient, Claim, Claim Tracker, Claim Control, Follow Up Management, Claim Batch Print, Settings, Payment, Documents, Interface, Customer Setup, and Account Administration. The main area shows claim information for Claim # 228132888, Patient TEST, JOHNNY (33397993), and various providers. The right sidebar contains a 'Payment' dropdown menu with 'EOB Info' selected. Below this, two tables of EOB information are shown, each with a red border around the data.

Check #:	
From:	MEDICARE
Received On:	03/21/2024
Payment Type:	Check
Processing Type:	Processed as primary payer
Allowed (this claim):	\$71.04
Paid (this claim):	\$55.69
Adjusted (this claim):	\$230.10

Check #:	
From:	AARP
Received On:	04/19/2024
Payment Type:	Check
Processing Type:	Processed as tertiary payer
Allowed (this claim):	\$0.00
Paid (this claim):	\$14.21
Adjusted (this claim):	\$0.00

7. To view the EOB details, click the desired check information to open the EOB details window.

EOB Details

Procedure Code	Amount	Allowed	Paid	Remarks	Adjustments	Unpaid
99308	\$300.00	\$71.04	\$55.69		CO-253: \$1.14 CO-45: \$228.96	PR-2: \$14.21

Close

 Hovering over the adjustment codes provides their descriptions; hovering over the unpaid reason codes provides any denial reasons.

8. When finished, click **Close**.
