

Important Content Update Message

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

Void a Claim

Last Modified on 02/04/2021 2:21 pm EST

Version 14.19

Path: Clinical, Billing, or Practice Management tab > Patient Chart button > Claims

Overview

Claims that are archived (or included on a Daysheet) may be voided from the **Claims** tab in the **Patient Chart**. If a claim is voided that has daysheeted payments and adjustments attached to it, they will also be voided. The payment will automatically be moved to either Insurance or Patient Credit. If a claim is voided that has current, non-daysheeted payments and adjustments attached to it, they will also be voided but will not be recorded anywhere. It is important to check the status of the payments and adjustments prior to voiding entire claims to ensure that payment information is not lost.

Void a Claim

1. Navigate to the claim in the patient's Chart.
2. Select the claim to void.
3. Click the **Void** button. A confirmation window opens asking if you are sure that you want to delete the entire claim.
4. Click **OK**. The claim number and date of service will remain displayed, but the claim lines will not.

View a Patient's Voided Claim(s)

1. Navigate to the claim in patient's Chart.
2. Select the checkbox to **Include Voids**. The voided claim lines display with a strike-through. This differentiates voided transactions from non-voided transactions.

Version 14.10

Smart Toolbar > Account button > Claims tab

Overview

Claims that are archived (or included on a Daysheet) may be voided from the **Claims** tab in the **Patient Account**. If a claim is voided that has daysheeted payments and adjustments attached to it, they will also be voided. The payment will automatically be moved to either Insurance or Patient Credit. If a claim is voided that has current, non-daysheeted payments and adjustments attached to it, they will also be voided but will not be recorded anywhere. It is important to check the status of the payments and adjustments prior to voiding entire claims to ensure that payment information is not lost.

Void a Claim

1. Navigate to the claim in the patient's Account.
2. Select the claim to void.
3. Click the **Void** button. A confirmation window opens asking if you are sure that you want to delete the entire claim.
4. Click **OK**. The claim number and date of service will remain displayed, but the claim lines will not.

View a Patient's Voided Claim(s)

1. Navigate to the claim in patient's Account.
 2. Select the checkbox to **Include Voids**. The voided claim lines display with a strike-through. This differentiates voided transactions from non-voided transactions.
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