

Why does the patient name/address show twice on Balance Forward Statement?

Go to the Referral tab and check the patients name and address in the Start and Payer screen. Verify that everything is exactly the same. If not, then both will show on the statement. Make both screens match, save the information, and run the Balance Forward Statement again.

If a change is made to the name or address in the Start screen after the initial referral then the Payer screen will need changed also.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50345.aspx>