Go to the **Referral** tab and check the patients name and address in the **Start** screen and the **Payers** screen (You will first need to select the payer, for the Insured Information to appear). 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.

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

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50345.aspx