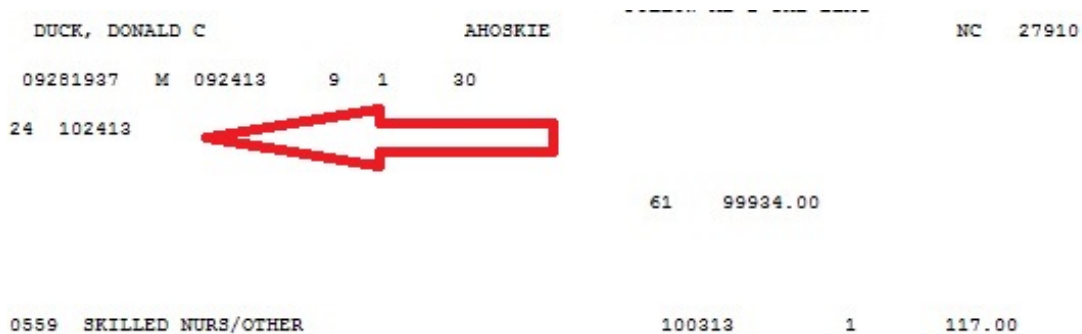# How do I indicate a denial for payment?

When you receive a denial for payment, in order for it to be indicated (on the secondary claim) you need to complete the following steps:

1. From Barnestorm Office main screen, type in the patient name or the chart number.

2. Click on Referral tab.

3. Click on the Payers tab.

4. Select the payer that you will be billing secondary.

5. Click on the Extra Billing Info button.

6. Enter the denial code in the Occurrence code field. Under the code, enter the date that the denial occurred. For example Occurrence code 24 means *Date Insurance Denied*. You would enter 24 in the Occurrence Code field, and you would enter the date of the denial in the Occurrence Dates field. This is how it will appear on your claim:

```
DUCK, DONALD C                    AHOSKIE                      NC    27910

09281937   M   092413      9   1      30

24   102413            <=============

                                          61      99934.00


0559   SKILLED NURS/OTHER                 100313        1      117.00
```

7. Hit **Save**.
8. Exit the Referral.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50478.aspx