Reporting Tools - Financial reports - insurance vs. patient payments

832 TDO KB February 25, 2026 Reporting Tools 5.96K

Overview

While TDO can show you total insurance payments and total patient payments, patient payments will include insurance patients paying their copays and deductibles, as well as cash pay patients. Here is a summary of how to collect that data.

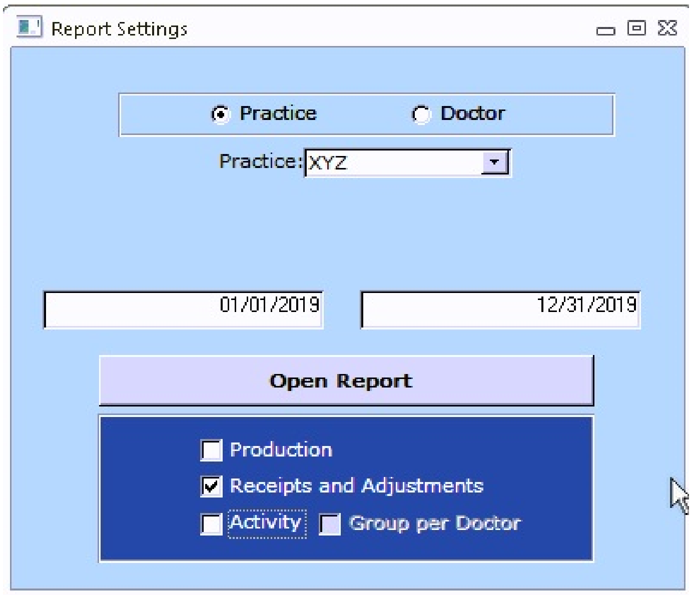
Detailed Instructions

You will be required to complete the percentage calculations yourself, but the numbers can be obtained by using the **Breakdown Snapshot** and the **Snapshot** (if your office participates with Medicare/Medicaid) or by using **Reporting Tools > Financial > Reports by Date > Any Dates.**

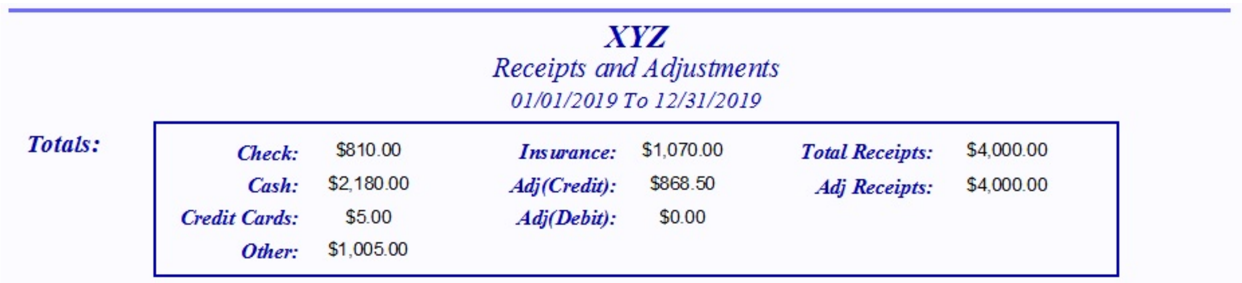
The one thing to keep in mind here is that the non-insurance payments are patient payments, but may not be "cash pay" patients. Meaning some of the payments that are patient payments will be from copays paid by the patient, so technically they are an insured patient, but the balance was paid by the patient.

- For offices that do NOT participate with Medicare/Medicaid:

Reporting Tools > Financial > Reports by Date > Any Dates:



On the very first page, at the top, there is a summary of payments broken down by type, and then a total of insurance payments, and then total receipts and adjusted receipts.


XYZ
Receipts and Adjustments
01/01/2019 To 12/31/2019

Totals:

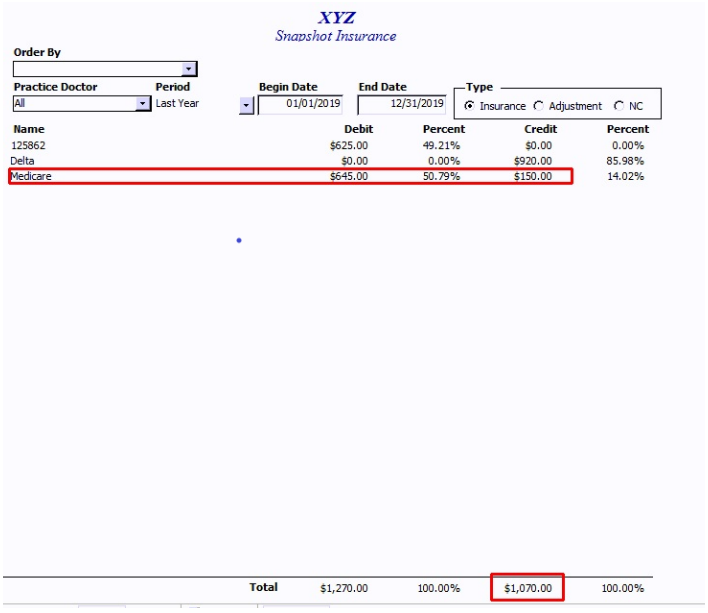
Check:	$810.00	*Insurance:*	$1,070.00	*Total Receipts:*	$4,000.00
Cash:	$2,180.00	*Adj(Credit):*	$868.50	*Adj Receipts:*	$4,000.00
Credit Cards:	$5.00	*Adj(Debit):*	$0.00		
Other:	$1,005.00				

The calculation is ***Insurance Receipts/Total Receipts*100*** (so with the above example $1070 divided by $4000 is .2675 or 26.75%)

- **For offices that do participate with Medicare/Medicaid**

The insurance company/companies must be clearly listed as such already or there is no way to separate that out from other insurance payments.

Reporting Tools > Financial > Breakdown Snapshot - Set the date range



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Snapshot Insurance

Order By

Practice Doctor: All | Period: Last Year | Begin Date: 01/01/2019 | End Date: 12/31/2019 | Type: Insurance / Adjustment / NC

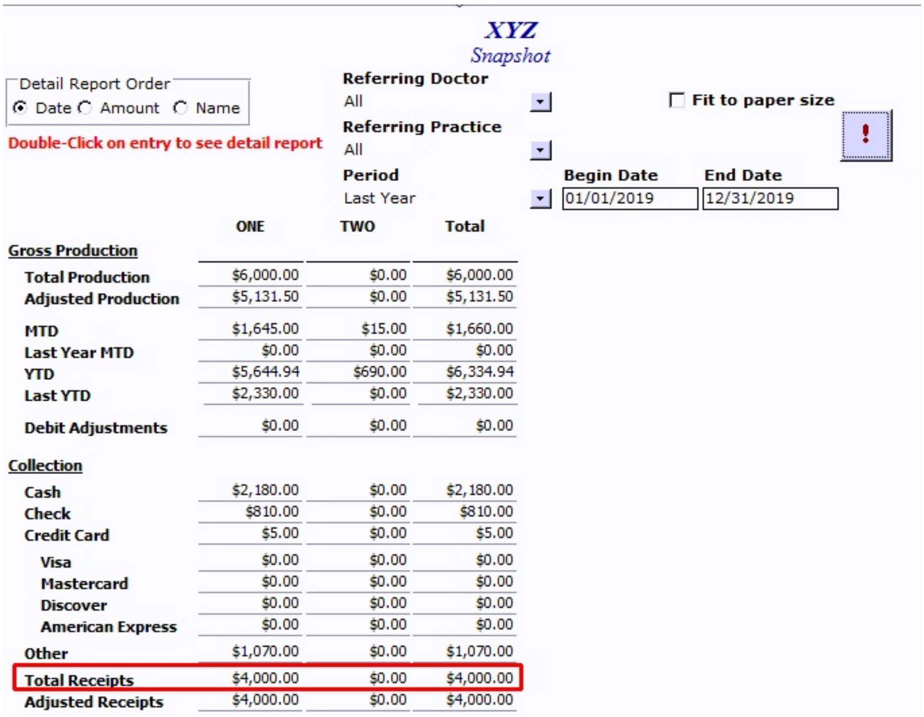
Name	Debit	Percent	Credit	Percent
125862	$625.00	49.21%	$0.00	0.00%
Delta	$0.00	0.00%	$920.00	85.98%
Medicare	$645.00	50.79%	$150.00	14.02%
Total	$1,270.00	100.00%	$1,070.00	100.00%

Total insurance payments were $1070

Medicare payments were $150

All other insurance payments then were $920

Reporting Tools > Financial > Snapshot - Set date range



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Snapshot

Detail Report Order: Date / Amount / Name

Double-Click on entry to see detail report

Referring Doctor: All
Referring Practice: All
Period: Last Year

Fit to paper size

Begin Date: 01/01/2019 End Date: 12/31/2019

	ONE	TWO	Total
Gross Production			
Total Production	$6,000.00	$0.00	$6,000.00
Adjusted Production	$5,131.50	$0.00	$5,131.50
MTD	$1,645.00	$15.00	$1,660.00
Last Year MTD	$0.00	$0.00	$0.00
YTD	$5,644.94	$690.00	$6,334.94
Last YTD	$2,330.00	$0.00	$2,330.00
Debit Adjustments	$0.00	$0.00	$0.00
Collection			
Cash	$2,180.00	$0.00	$2,180.00
Check	$810.00	$0.00	$810.00
Credit Card	$5.00	$0.00	$5.00
Visa	$0.00	$0.00	$0.00
Mastercard	$0.00	$0.00	$0.00
Discover	$0.00	$0.00	$0.00
American Express	$0.00	$0.00	$0.00
Other	$1,070.00	$0.00	$1,070.00
Total Receipts	$4,000.00	$0.00	$4,000.00
Adjusted Receipts	$4,000.00	$0.00	$4,000.00

Total Receipts shows all payments - $4000

Percentage of Medicare payments is $150/$4000 which is .0375 or 3.75%

Percentage of all other insurance payments is $920/$4000 which is .23 or 23%

Online URL: https://kb.tdo4endo.com/article.php?id=832