



A card receipt stapled over the statement, hiding the details

Oak Grove Internal Medicine

Itemized Statement · 08/18/2025 · Patient: Jordan A. Sample

Date of service	Code	Description of service	Charge
08/12/2025	99214	Office visit, established — moderate	\$245.00
08/12/2025	93000	Electrocardiogram	\$95.00
08/12/2025	80053	Comprehensive	00
Patient responsibility			7.40

Paid in full — thank you.

× INSUFFICIENT

This document will be denied — send something else.

WHY THIS FAILS

- 1 The credit-card receipt is stapled on top of the statement, covering the **service descriptions and charges** underneath — a reviewer can't see what the care was or what it cost.
- 2 It also hides the **patient-responsibility total**, so more than one required element is unreadable in this image.
- 3 The statement underneath is **probably perfect** — the problem is placement. A **covered** element counts exactly the same as a missing one, and the claim gets denied for illegibility.

✓ WHAT TO SEND INSTEAD

Don't attach the receipt over the statement. Submit them as **two separate pages or photos**, or lay the small receipt in a **blank margin** so nothing overlaps. Scan or photograph flat and straight so every line — date, description, provider, patient, and amount — is fully visible. The receipt is fine as proof of payment; it just can't sit on top of the details.