Cases allow information to be used for repeated charges on a patient.
Use the following workflow when the claim needs to go to a Skilled Nursing Facility (SNF) instead of the patient's insurance in order for the SNF to pay the practice directly.

- In the Insurance Library create an 'Insurance' with name: Skilled Nursing Facility

- On the patient create an Insurance Profile with the SNF insurance

1. Add a Case, use a custom Case 'Type' to indicate Skilled Nursing (instructions below on adding a new Case Type).

2. On the Appointment choose the Case for SNF

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3. On the Charge choose the SNF Case

How to add a new Case 'Type'

1. In the Case 'Type' dropdown > Choose 'Manage'
2. [ADD]
3. Add a Code and Description > [SAVE]