# Financial Codes Reference Payment Dispute

[Financial Codes](#_Toc112145381)

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**Description:** Defines the financial codes used by the financial department when addressing Payment Dispute issues.

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| Financial Codes |

**These codes will assist in identifying:**

* Actions taken by the financial department in order to resolve the Payment Dispute.
* Actions that need to be taken in order to resolve the Payment Dispute.
* Actions that are currently in process to resolve the Payment Dispute.

**Note:** The text found in the **Definitions** Column can be found in the Task Comments.

Use as needed:

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| Code | Definition | Description |
| **BAL** | Balance due research | Explanation of balance due/statement requests |
| **BBR** | Billback | Client billback adjustments |
| **CCM** | Credit card maintenance | Credit Card adjustment request for all credit card issues including incorrect or unauthorized credit card use and overcharges. |
| **CHK** | Check research | Research checks not posted or not cashed, including online banking check payments |
| **CPY** | Co-pay research/credits | Co-pay and deductible research and credit adjustments, including bulk up, variable fill and prior authorizations |
| **DNE** | Denial | Missing or unclear information in task, or incorrect task type |
| **ECP** | eCheck payments | eCheck payment  issues |
| **FSA** | Flexible Spending Account | Issues related to use of an FSA card |
| **MSC** | Miscellaneous | Any other issues |
| **REF** | Refund credit balance | Refund request for existing credit balance on account |
| **RGM** | RGM credits | Returned Goods Matrix credit |
| **RRO** | RRO refunds | Credit for Retail Reimbursement Overrides |
| **SHP** | Shipping fee reimbursement | Expedited shipping not requested, or package not delivered within delivery time frame |
| **SPE** | Specialty credits | Specialty collects/comp certs needed |
| **STM** | Billing statement | Billing statement requests |
| **VCH** | Voucher | Request to credit account for previously issued voucher |
| **ATH** | CC auth holds | CC issues involving authorization holds, timely release of auth holds, member claims duplicate charge but is seeing an authorization hold |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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