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COINSURANCE:

The percentage of costs of a covered service, the client pays. (20%, for example).

Let's say the client's health insurance plan pays $100 for an appointment and the coinsurance is 20%. They've paid their deductible already: They pay 20% of $100, or $20. The insurance company pays the rest.

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COPAY:

A copay is a fixed out-of-pocket amount paid by the client for covered services.

It is a standard part of many health insurance plans. Copays are a specified dollar amount rather than a percentage of the bill, and they usually paid at the time of service.

Copays are collected at the time of the appointment using Accept Payment.

Coinsurance is collected using Accept Prepayment. If your client has a coinsurance, it is best to hold off collecting this until you know the exact amount of the coinsurance. You can find this on the View/Edit Charges tab after the claim processes. The line will turn Orange, indicating that there is a Patient balance due.