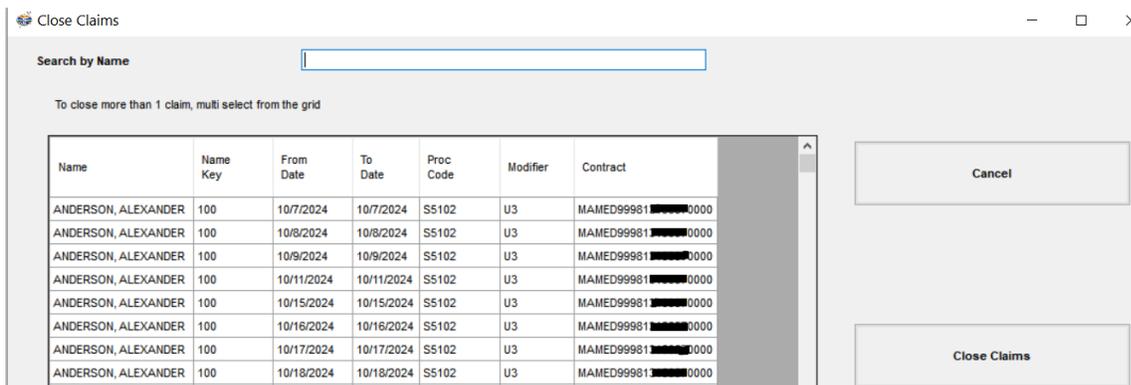
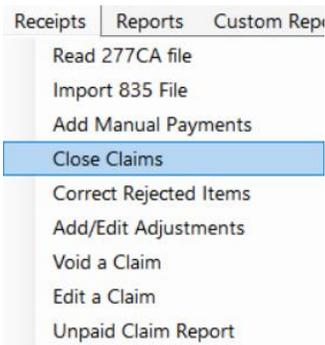


Closing Claims

There are four locations where claims can be closed out: Close Claims, Correct Rejected Items, Edit a Claim and Add Manual Payments. All four are under the Receipts tab.

*NOTE: Once a claim is closed, it will no longer appear on an aging report.

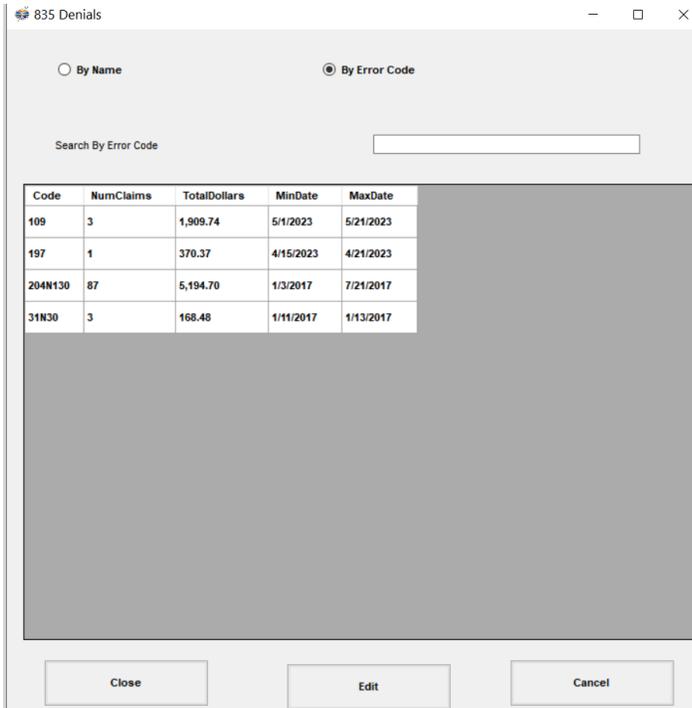
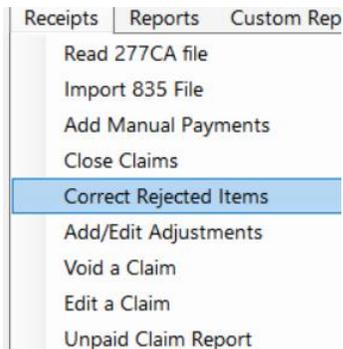
Option 1: Close Claims



Enter a name in the Search bar on top or scroll through the list to find the claim(s) you would like to close.

Make the selection and click Close Claims on the right.

Option 2: Correct Rejected Items



You have the option of closing out claims by name or by error code. If you choose By Error Code, select the line you wish to close and click Close at the bottom. NOTE: This will close ALL claims with the error code, dollar total and date span that are noted on the selected line.

If you choose By Name, select the desired line, and click Close at the bottom. NOTE: This will close ALL claims for that member for the date span, dollar total, number of claims and error code listed on the selected line.

835 Denials

By Name
 By Error Code

Search By Last Name

Code	Name	NumClaims	TotalDollars	MinDate	MaxDate
204	CASTILLO, THANH	1	45.92	4/10/2017	4/10/2017
128	DUONG, ODETE	3	168.48	1/11/2017	1/13/2017
197	FRANCO, MELANIE	70	4,023.74	1/6/2017	7/21/2017
130	GOMES, SANTA	17	1,170.96	1/3/2017	1/31/2017
140	NGUYEN, LUISA	1	370.37	4/15/2023	4/21/2023
1115	VELLON, CHRISTINE	2	1,273.16	5/6/2023	5/21/2023

Option 3: Edit a Claim

Receipts | Reports | Custom Repo

- Read 277CA file
- Import 835 File
- Add Manual Payments
- Close Claims
- Correct Rejected Items
- Add/Edit Adjustments
- Void a Claim
- Edit a Claim
- Unpaid Claim Report

Edit Rebilled on Claim

Name Key

Start Date

End Date

Double Click or Mutli Select to reset Rebilled - Note only select 1 if changing to P to enter Date, Claim and Amount

Enter the Name Key or hit enter in that field to bring up the Names list and select the name.

Enter the start and end date.

Select the line for the claim you would like to close and click Reset Rebilled on the bottom left.

Edit Rebilled on Claim

Name Key

Start Date

End Date

Double Click or Mutli Select to reset Rebilled - Note only select 1 if changing to P to enter Date, Claim and Amount

NameKey	Name	FromDate	ToDate	Code	Mod	Rebilled	Contract	Billed	Paid
1548	ABREU, IRIS	6/11/2023	6/11/2023	T1028		C	TUFTS10001313110000	266.62	0.00
1548	ABREU, IRIS	6/12/2023	6/14/2023	S5140	TG	C	TUFTS10001313110000	272.82	0.00
1548	ABREU, IRIS	6/15/2023	6/21/2023	S5140	TG	C	TUFTS10001313110000	636.58	0.00
1548	ABREU, IRIS	6/22/2023	6/30/2023	S5140	TG	O	TUFTS10001313110000	818.46	0.00

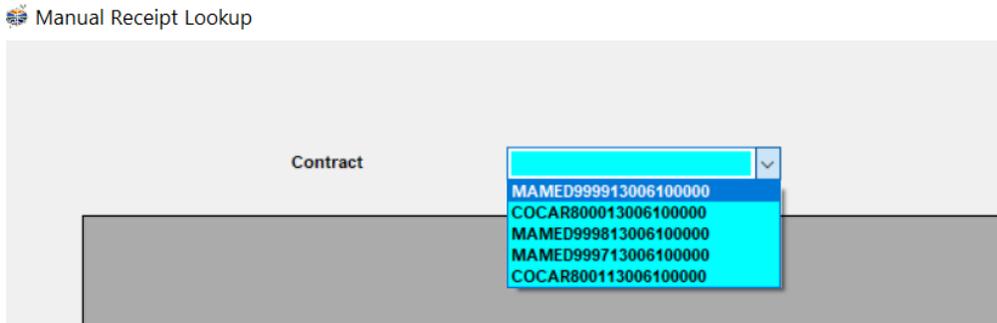
Enter 'C' in the box and the Rebilled field will show C for Closed.

Edit Claim

Please type in O or P or C to reset rebilled for this claim

Option 4: Add Manual Payments

Choose the contract that you submitted your claim under from the drop-down box:

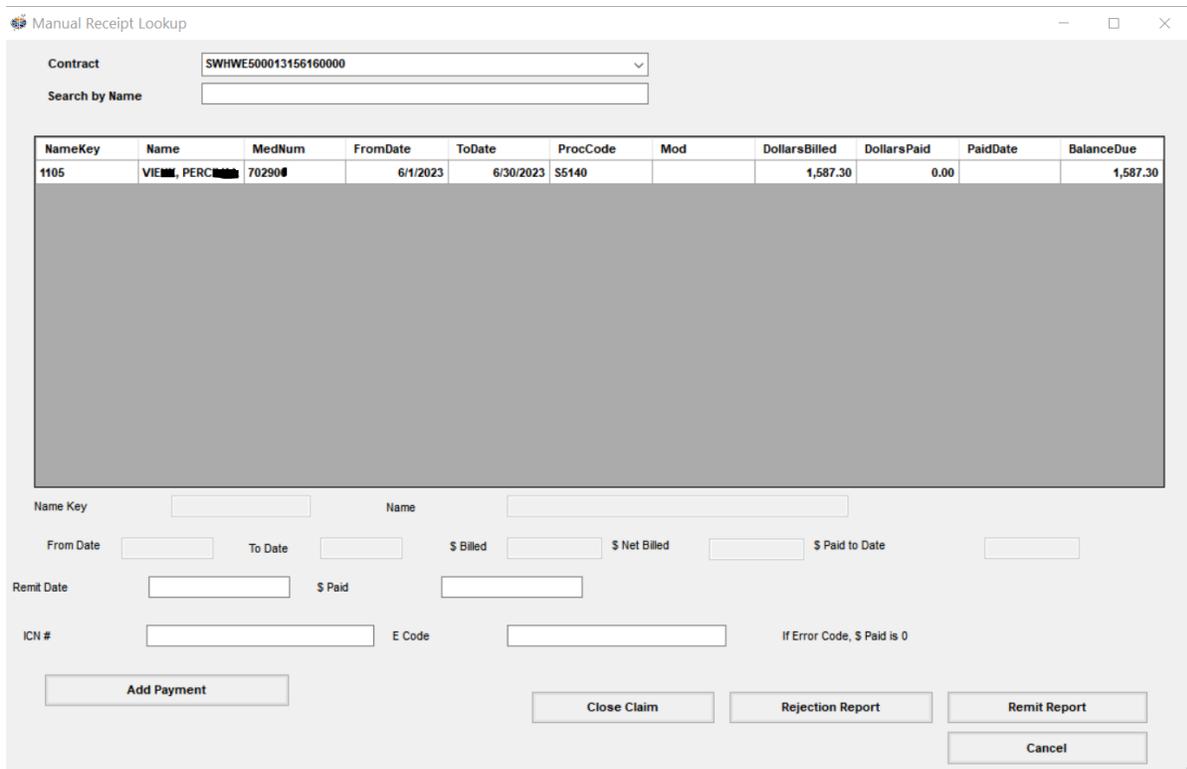


Manual Receipt Lookup

Contract

- MAMED999913006100000
- COCAR800013006100000
- MAMED999813006100000
- MAMED999713006100000
- COCAR800113006100000

Choose your claim by selecting it from the list, fill out the Remit Date, Paid amt and ICN# and click on the Close Claim button on the bottom of the screen:



Manual Receipt Lookup

Contract: SWHWE500013156160000

Search by Name:

NameKey	Name	MedNum	FromDate	ToDate	ProcCode	Mod	DollarsBilled	DollarsPaid	PaidDate	BalanceDue
1105	VIE, PERC	70290	6/1/2023	6/30/2023	S5140		1,587.30	0.00		1,587.30

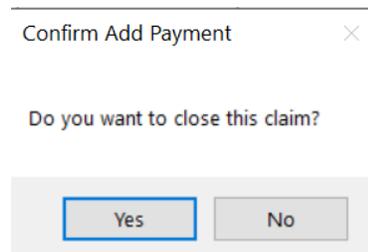
Name Key: Name:

From Date: To Date: \$ Billed: \$ Net Billed: \$ Paid to Date:

Remit Date: \$ Paid:

ICN #: E Code: If Error Code, \$ Paid is 0

A message box will appear asking if you want to close the claim. If you click Yes, the claim will be closed out and you will be able to create another claim for that individual, if necessary.



You will be able to create another claim (ie: to another payer) for that individual.

If a claim is still OPEN (835 has not been applied), use Add Manual Payments to **close** it out.

If a claim has been REJECTED (835 has been applied), use Correct Rejected Items to mark it as closed.

Both options listed above will remove claims from aging reports.