



Claims



Which are you calling for?

INTERRUPT Permitted!

- Claim Status** ①
- Claims Mailing Address** ②
- A Specific Claim** ③
- Or, Adjust a Claim** ④



What's the subscriber's id?

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The numeric portion of the subscriber's ID as it appears on the ID card.



And, what's the start date of service?

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The month, date and year with the century. (i.e., 07-23-1967)



What was the billed amount for the one you're talking about?

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The dollar(s) and cent(s) without the decimal.

System will prompt for the end date of service if more information is needed to locate the claim



Is this the one you're looking for?

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System will verify claim found by quoting the start date of service and corresponding billed amount.

Yes

LEGEND

- Phone System Prompt
- Caller Response Option(s)
- Phone System Quotes
- Touch-Tone Allowed
- Touch-Tone Option
- Tip



Claims



The system will provide the following when:



You will only hear applicable disclaimer(s) once per call.

Claim is finalized (Professional):

- Claim number
- Total charges billed
- Amount paid
- Payee
- Check number
- Process date
- Date paid
- Patient share
- Amount applied to deductible and coinsurance
- *If adjusted*, date and payment
- *If denied*, denial reason description

Claim is finalized (Institutional):

- Claim number
- Total charges billed
- Amount paid
- Payee
- Check number
- Process date
- Date paid
- Patient share
- Amount applied to deductible and coinsurance
- *If adjusted*, date and payment
- *If denied*, denial reason description

Claim is in-process (All):

- Claim receipt date
- Claim number



You can say...

- Repeat That ①
- Hear the Details ② ✓
- Check Another Claim ③
- Main Menu ④

INTERRUPT Permitted!

You can say...

- Repeat That ①
- Check Another Claim ②
- Main Menu ③

INTERRUPT Permitted!

You can say...

- Repeat That ①
- Check Another Claim ②
- Main Menu ③

INTERRUPT Permitted!



OK, at any time you can say repeat that to hear the information again or say stop when you've heard enough.



"Repeat that" will restart the line details from the 1st service line.

Hear the details (Professional only):

- Procedure code
- Billed amount
- Amount paid
- Amount applied to deductible
- Amount applied to coinsurance
- *If denied*, denial amount and reason description



For best results, mute your phone to eliminate interruptions during the details quote.



You can say...

- Repeat That ①
- Check Another Claim ②
- Main Menu ③
- Additional Questions ④

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