

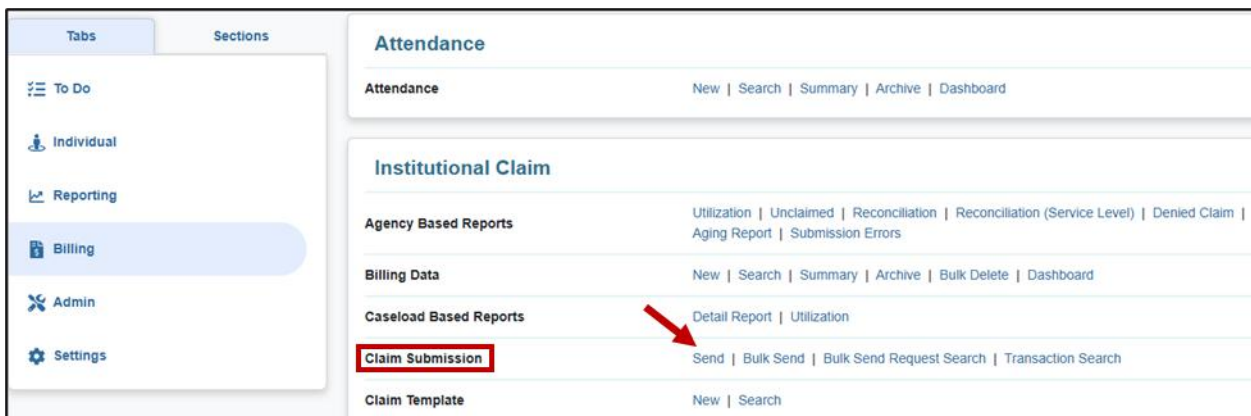
HOW TO SUBMIT AN INSTITUTIONAL CLAIM IN “BILLABLE” STATUS

Description: This step-by-step guide explains how to **submit an Institutional Claim** in **“Billable”** status and place the claim(s) in **“Queued”** status and send the claim(s) to the MCO for payment processing.

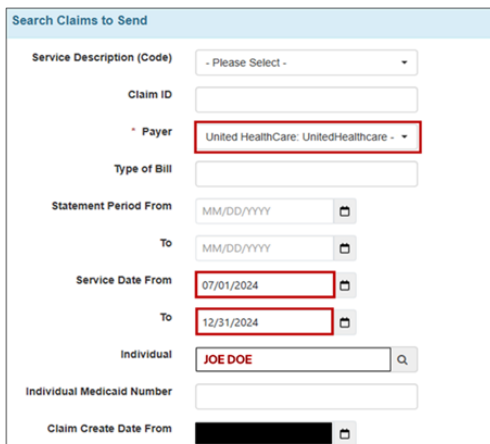
Disclaimer: The instructions below describe **one method** for searching claims. Please note that there are multiple search options available to locate claims in **“Billable”** status.

Submit Claim to MCO

1. Click on the **“Billing”** tab.
2. Locate the **“Claim Submission”** subsection and click on **“Send.”**



3. On the **“Payer,”** click on the drop-down and select **“Payer.”**
4. Using the DOS **or** DOS date range...
 - i. Enter the **“From Date”** in the **“Service Date From”** field.
 - ii. Under the **“Service Date From”** field, in the **“To”** field, enter the **“To Date”**.
5. **Optional:** In the **“Individual”** field, enter the person’s name and select from the drop-down.
6. In the **“Claim Create Date From”** field, remove the date.
7. Scroll down and click the **“Search”** button.



8. In the results view, you can select individual checkboxes using the **“Statement Period From (DOS)”** column as a guide for submitting individual claims **or** use the checkbox next to the **“Claim ID”** header to select and submit all claims from this page.

Search Claims to Send

Filter You have selected 0 items.

<input type="checkbox"/> Claim ID	Payer	Type of Bill	Statement Period From	Statement Period To	Individual
<input type="checkbox"/> ICLM- TN-NAX4 [REDACTED] YDEQLV	UnitedHealthcare	89	07/30/2024	07/30/2024	[REDACTED]
<input type="checkbox"/> ICLM- TN-NAX4 [REDACTED] YAEQL7	UnitedHealthcare	89	07/27/2024	07/27/2024	[REDACTED]
<input type="checkbox"/> ICLM- TN-NAX4 [REDACTED] ZNEPML	UnitedHealthcare	89	08/01/2024	08/01/2024	[REDACTED]
<input checked="" type="checkbox"/> ICLM- TN-NAR4TQ3ZFEQL9	UnitedHealthcare	89	08/11/2024	08/11/2024	[REDACTED]

IMPORTANT:

Check if multiple pages are displayed in this view.

If there are additional pages, navigate to each page, select either individual checkboxes **or** the top checkbox in the header.

- 9. Click on the **“Send Claim”** button.
- 10. A **“Claim Send Summary”** will appear.
- 11. **IMPORTANT - Review Claim Send Summary**

- a. Ensure **all** claims selected, populate with a ‘green’ checkmark next to each “Claim ID”.
 - i. If a ‘red’ **X** appears next to **any** “Claim ID,” take a screenshot for investigation.
- b. **Optional:** To send the report, click **Send report via SComm.**

NOTE: After Submission

- ✓ Claims will show **Queued** status.
- ✓ The top line in **Claim Submission Details** will display today’s **Queued Date**.
- ✓ Therap will send an **837i file** to the MCO.


Institutional Claim Queued 9

Claim Submission Details

Transaction ID	Claim Tracking ID	Claim Frequency Type Code	TCN/ICN #	Queued Date	Sent Date	Check / EFT Issue Date	Check / EFT Number	Payer Charq Amot (\$)
IBTR- TN-P4F42X3YFMULT	I26112324	8-Void (Void/Cancel of Prior Claim)		02/13/2025 04:02:00 PM				
IBTR- TN-N9L4Q4YZBELQR	I24101376	1-Original (Admit thru Discharge Claim)	24L329031700	07/18/2024 05:38:46 PM	07/18/2024 09:18:21 PM (More than 90 days ago)	07/28/2024	[REDACTED]	\$497.

NOTE: When claims are sent to the MCO:

- A successfully submitted claim will reflect the **Sent Date**.

Institutional Claim Sent 										
Claim Status in 999 : Accepted										
Claim Submission Details										
Transaction ID	Claim Tracking ID	Claim Frequency Type Code	TCN/ICN #	Queued Date	Sent Date	Check / EFT Issue Date	Check / EFT Number	Payer Charged Amount (\$)	Payer Paid Amount (\$)	Claim Status
IBTR- [REDACTED] TN-NB83TYDB74TLT	I27729716	1-Original (Admit thru Discharge Claim)		09/06/2024 04:28:59 PM	09/06/2024 05:33:40 PM(More than 90 days ago)					