

STATUS INQUIRY

The purpose of doing a status inquiry is to correct or resubmit a claim when the insurance company requires it and does not want the claim resent. This status inquiry is specifically for electronic submission.

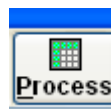
Go to ACTIVITIES and STATUS INQUIRY

Your patient list will appear and you can choose the patient you need to do the status inquiry on.

Pick Patient for Status Inquiry						
Last Name	First Name	MI	Patient No.	SSN	DOB	Phone
BEAR	SMOKEY		00000005	986-67-5544	05/06/1967	(353) 524-2344
BUFFALO	ERWIN	E	00000006	- -	12/13/1987	(517) 351-1021
BUFFALO	GARY	D	00000007	- -	03/04/1944	(517) 351-1021
BUFFALO	JOHN		00000008	- -	03/04/1988	(517) 351-1021
BUFFALO	LARGE	E	00000010	- -	02/04/2002	(517) 351-1021
BUFFALO	WINNIE		00000011	111-11-1111	01/01/1962	(517) 351-1021
BUNDY	AL	S	00000023	777-77-7777	07/12/1950	(312) 233-8989
BUNDY	AL	E	00000026	888-44-6666	12/05/1987	(312) 233-8989

Double-click the desired patient. The next screen will list out the transactions that have been billed for the patient. Choose from this list the transaction or transactions you need to run the status inquiry on.

Transactions for STEVE E. MAN						
Date	Time	CPT	Charged	Billed	Insurance	
<input type="checkbox"/>	02/11/2010	12:00:00 AM	72020 - X-RAY: SINGLE VIEW	75.0000	02/16/2010	AFLAC
<input type="checkbox"/>	02/11/2010	12:19:28 PM	97012 - MECHANICAL TRACTION	20.0000	02/16/2010	AFLAC



Once you have placed a check in the transactions you need to status, hit process.

The status inquiry information screen will now appear:

Status Inquiry Info for STEVE E. MAN

Indicator CORRECTED (NOT MI) (Required)

Document No. CORRECTED (NOT MI)
REPLACEMENT - POTA OR CORRECTION III MI
VOID - REPLACEMENT OF REJECTED III MI

Check Date

Check No.

Non-Payment Code

Process **Cancel**

INDICATOR -

Michigan users please choose “**Replacement**” or “**Void**” option under the indicator, whichever option is most appropriate. All other users please choose “**Corrected (Not MI)**”

DOCUMENT NO. -

The document number is usually found on the Explanation of Benefits.

CHECK DATE -

Fill in the date of the check.

CHECK NO. -

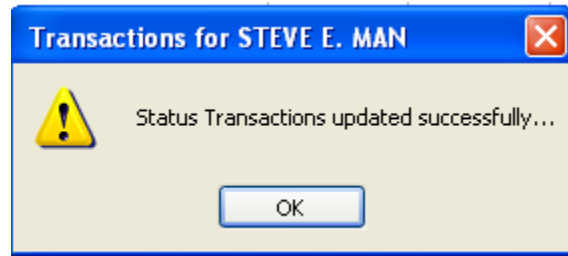
Fill in the number of the check. You may not have a check number if the claim was rejected.

NON-PAYMENT CODE -

If there is a code provided for non-payment, place it in this field.

You are ready to process this status inquiry. `

Once you hit the process button you will have a message saying:



Hit the OK button and the next time you do your electronic billing, the status you just created will be sent in your billing. Once you hit the OK button, you will still be in your list of patients and then can then choose a new patient or a different date of service. It would be best to not choose transactions that are not included in the same EOB because the information will be different on each EOB.