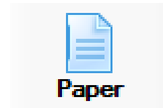
8A. PRINTING CLAIMS

From the Left Navigational Menu select the "**Paper**" icon.



Where you print your claims from will largely depend as to how you set up the Type of Billing (Paper or Electronic) for each insurance to process. (Refer to section "**II PROGRAM SET UP/ Insurance**" for more information on setting up Type of Billing). If the insurance was set up as Paper Billing, follow the instructions below. If the insurance was set up as Electronic Billing, please refer to section "**VI FILING CLAIMS ELECTRONICALLY**" for instructions on how to print those types of claims.

At this time, refer to section "**II PROGRAM SET UP/ REPORTS SETUP/ Printer Calibration**" for instruction on how to calibrate your printer **prior to** printing a claim form.

A) PRIMARY INSURANCE CLAIMS

Before printing, make sure claim forms are correctly placed in the selected printer (refer to section "**II PROGRAM SET UP/ REPORTS SETUP/ Printer**" for more information on how set up your printer).

a) **New Claims**: Claims not previously printed will be listed in the opened "**1500 form**: **Claims Data**" screen.

   1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
   2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

b) **Reprocessing a previously submitted claim**: To reprint previously processed claims, click the "**Reprocess**" button at the bottom of the "**1500 form**: **Claims Data**" screen, and select the claim(s) to be reprocessed from the opened "**1500 form**: **Select Claims for Reprocess**" screen.

   1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
   2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

c) **Reprocessing a Closed Claim**: To reprint claims that are already closed (meaning that their balance has been previously processed and paid or adjusted to a zero balance), click the "**Reprocess**" button at the bottom of the "**1500 form**: **Claims Data**" screen, and then click the "**Closed**" button. Select the claim(s) to be reprocessed from the opened "**1500 form**: **Select Claims for Reprocess**" screen.

1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

Note: If you DO NOT want the Patient's Transaction Record to show that a claim has been billed, remove the check mark that appears in the "Record Transaction" box located at the bottom of the screen.

B) SECONDARY INSURANCE CLAIMS

Before printing, make sure claim forms are correctly placed in the selected printer (refer to section "**II PROGRAM SET UP/ REPORTS SETUP/ Printer**" for more information on how set up your printer).

a) From the opened "**1500 form**: **Claims Data**" screen, click on the "**Secondary**" button at the bottom of the screen, and select the claim(s) to be reprocessed from the opened "**1500 form**: **Select Claims for Reprocess**" screen.

    1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
    2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

b) **Reprinting a previously submitted claim**: To reprint previously submitted claims, click on the "**Secondary**" button at the bottom of the opened "**1500 form**: **Claims Data**" screen. Click the "**Reprocess**" button at the bottom of the "**1500 form**: **Claims Data**" screen, and select the claim(s) to be reprocessed from the opened "**1500 form**: **Select Claims for Reprocess**" screen.

    1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
    2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

c) **Reprocessing a Closed Claim**: To reprint claims that are already closed (meaning that their balance has been previously processed and paid or adjusted to a zero balance), click on the "**Secondary**" button at the bottom of the opened "**1500 form**: **Claims Data**" screen. Click the "**Reprocess**" button at the bottom of the "**1500 form**: **Claims Data**" screen, and then click the "**Closed**" button. Select the claim(s) to be reprocessed from the opened "**1500 form**: **Select Claims for Reprocess**".

1) **Printing Individual Claims**: Select the claim(s) by clicking the box to the left of the Patient Account Number ("**PAN**") field.
2) **Printing All Claims**: Select the claims by clicking the "**Check All**" button located on the bottom the screen.

Note: If you DO NOT want the Patient's Transaction Record to show that a claim has been billed, remove the check mark that appears in the "Record Transaction" box located at the bottom of the screen.

After printing your first claim, you may find that it may not have printed correctly in either the appropriate lines or boxes on the Claim Form. Use the instructions below to continue calibrating your printer until the form prints out correctly.

C) PRINTER CALIBRATION

1) From the **Top Navigational Menu**, select "**System**", then "**Reports Setup**".
2) Under the section titled "**Reports**", click on the "**Edit**" button.
3) Looking at your printed claim, and at the **Printer Calibration** page printed during the initial set up of this program (refer to section "**II PROGRAM SET UP/ REPORTS SET UP/ Reports**" for information on how to print a calibrating page), decide which numbers to edit (either the **Vertical Displacement** (up and down) or the **Horizontal Displacement** (left or right) or ***both***). Numbers can be entered in both positive numbers and with a negative (-) sign before the number.
4) Click the "**Save**" button to save your changes, and then click the "**Close**" button to close the "**Reports Setup**" window.
5) Print another copy of the claim following the steps in section "**V PRINTING CLAIMS**". Continue these 5 steps as needed until the page prints correctly.

Frequently Asked Questions

Q1. Why can't I see a claim I created when I go to print it?

A1. There are 3 main reasons why this occurs:

1. There was No Insurance selected from the Insurance drop down menu in the claim when the Claim was created.

>> To fix, open the Patient Record and click on the CLAIMS box at the top of the screen. Find and double click on the service date in question and from the opened Edit Claims Data screen, find the Insurance field on the top left hand side of the screen, and verify that an active Insurance is selected.

2. One or more of the Procedure Codes used on the claim is marked as "Do Not Bill Insurance" in the Procedure Code setup.

>> To fix, open the Patient Record and click on the CLAIMS box at the top of the screen. Find and double click on the service date in question and from the opened Edit Claims Data screen, note the Procedure Codes being used. From the top navigational menu, select Setup and then Procedure. Find and double-click on each of the Procedure and verify that they are not incorrectly marked as "Do Not Bill Insurance".

If a Procedure Code marked correctly as "Do Not Bill Insurance" is being billed along with other Procedure Codes on the same claim, it needs to be removed and billed on a separate claim.

3. The Type of Billing for the Insurance selected is not Paper.

>> To fix, open the Patient Record and click on the Insurance Tab. Note the name of the Insurance company listed. From the top navigational menu, select Setup and then Insurance. Find and double-click on the Insurance company name listed and in the opened Edit Insurance Data screen, to the bottom left side, note what Type of Billing this insurance is set up as (Paper or Electronic). If it is Electronic, you will not find it under the Paper icon. You need to click the Electronic icon.

Q2. How do I rebill claims to a Secondary Insurance when the information for the Secondary is not given until after the Primary Insurance payment/adjustments are entered?

A2. Please take the following steps:

1. Add the Secondary Insurance to the Patient Record (under the Insurance Tab).

2. Depending on how the Type of Billing is set for the Insurance being used (Paper or Electronic), click on the appropriate icon found on the left navigational menu.
3. In the opened 1500 Form: Claims Data screen (for Paper), or the opened Electronic Billing: Claims Data (for Electronic), select Secondary from the Insurance Type drop down field.
4. Select your claim and print it or create a batch to upload to the Clearinghouse.