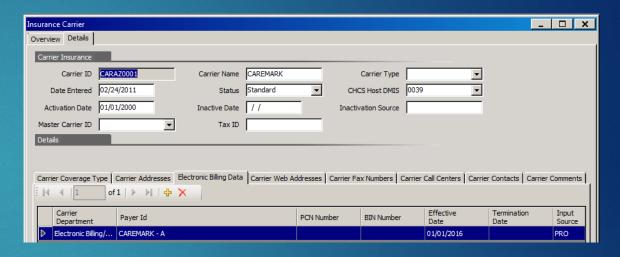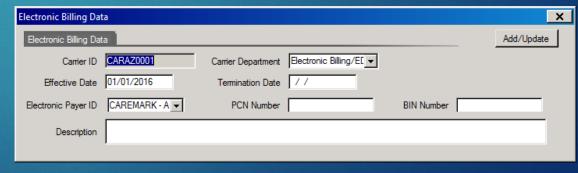# Electronic Data Interchange (EDI) RX Claims Overview

# Overview

▶ ABACUS allows users to set up electronic payers to submit claims electronically. The use of electronic billing helps reduce postage and paper costs, expedites claim processing, and provides an electronic tracking of claims to ensure transmission to payers. Once a payer is set up to bill claims electronically (see Electronic Instructions document), claims will be batched and sent to payers by the system.
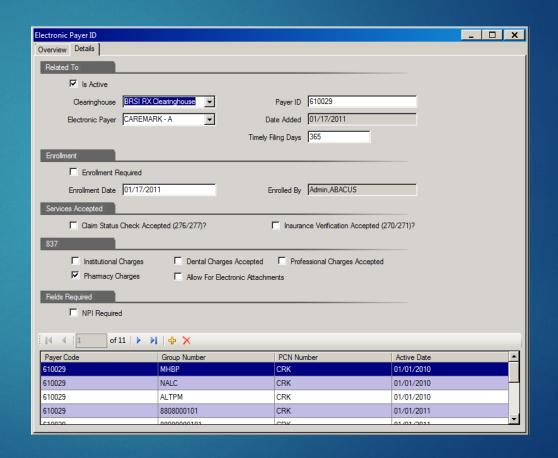
# Electronic Payer Setup

➤ Prior to the electronic submission of claims, users must ensure carriers are set up with electronic payers. To see if a carrier is set up to be billed electronically:

- Click on the Master Tables module.

- Go to the Insurance Carrier table under the Insurance folder.

- Search for the desired carrier.

- Double click the carrier.

- Click on the Electronic Billing Data tab under details. If the carrier has been setup, the tab will have an entry. If the carrier is not yet setup, please refer to the Electronic Instructions document for instructions.

- The user can double click the Electronic Payer to view and/or edit the payer details.
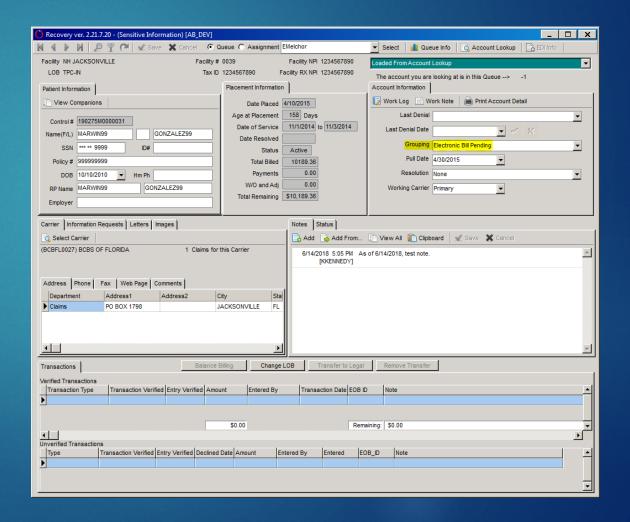
# Electronic Payer Setup

- ➢ If a user wants to see detailed electronic payer information for a carrier:

  - Click on the Master Tables module.

  - Go to the Electronic Payer ID table (Master Tables > Insurance > Electronic Payer > Electronic Payer ID).

  - Search for the desired carrier.

  - Double click on the carrier to view and/or edit the details.
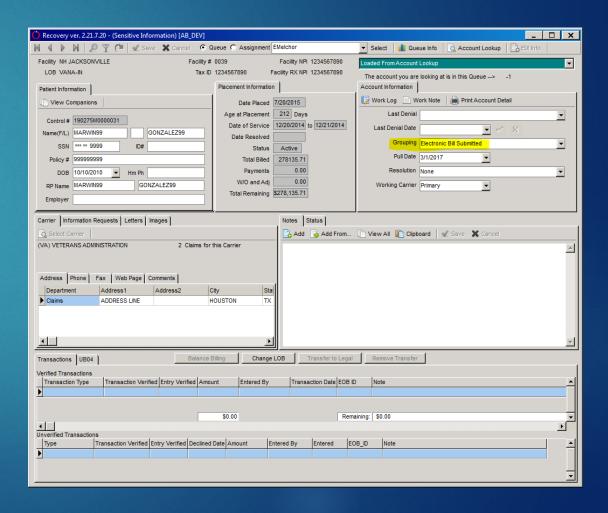
# Recovery Screen Before Submission

▶ The claim will display a Grouping of Electronic Bill Pending before the claim is sent.

# Recovery Screen After Submission

▶ The Grouping will be updated to Electronic Bill Submitted after the claim is sent electronically.
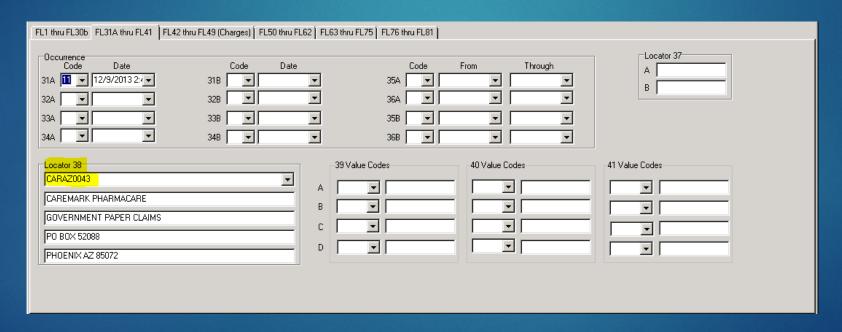
# Claim Submission

➢ Submission Information

- When viewing a claim in Recovery, click the UB04 tab and double click on the desired claim.  Once the claim is opened, the user will see three fields on the upper right corner.

Ser Num:       3
Created on:    1/2/2015 10:23:47 AM
Batch Date:    1/2/2015
Transmit Date: 1/5/2015

- **Created Date** - The date that the claim was created.

- **Batch Date** - The date the claim was batched to be sent to the payer.

- **Transmit Date** -The date the claim was sent to the payer.

- If all three of the fields are populated, the claim was sent to the payer. If only the Created Date and Batch Date are displaying information, the claim has been batched but not yet sent to the payer. The system will update the transmit date once the system job runs to send the batched claims. Note: system jobs may run daily, every other day, weekly, bi-weekly or monthly based on payer requirements and/or system rules.
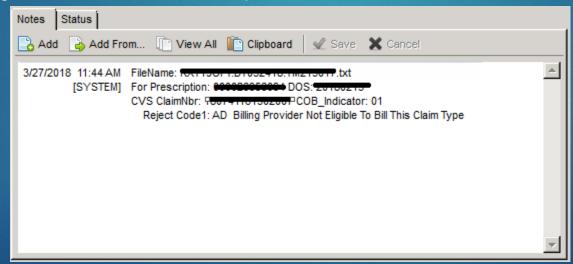
# Claim Submission

- Users can see the Carrier ID of the payer that the claim will be submitted to by looking at the first drop-down in FL38 for UB04s. This data is pulled from the Insurance Carrier table in Master Tables.

# Claim Response

▶ Response Information

- When viewing a claim in Recovery, look at the notes tab on the right.

- Once a response has been received, the user can see the information in the notes tab. The information will either contain reject codes or will specify that the claim was paid
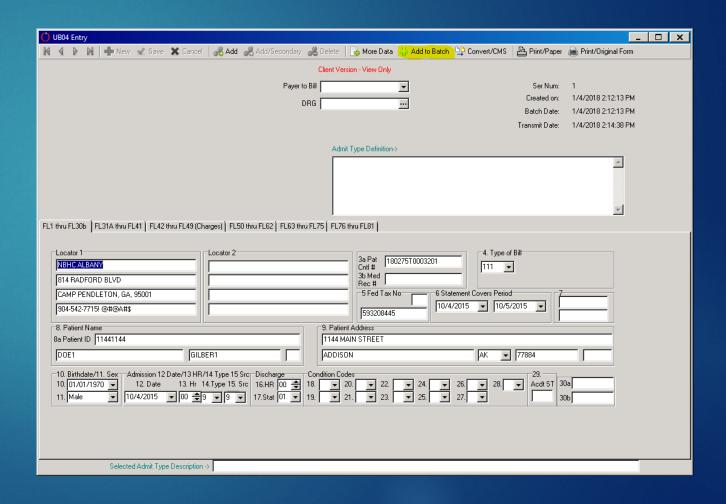
# Claim Response

- The Status tab will contain a system generated message regarding the status changes the claim went through. Ex: "NCPDP was created on 10/01/2018"

# Claim Resubmission

▶ **How to Resubmit a Claim Electronically:**

1. Open the claim in Recovery by clicking the UB04 tab and double clicking the desired claim.

2. Once the claim is open, click the Add to Batch button located at the top of the screen.

3. The claim will be added to the daily batch and the Transmit Date will be updated once the claim is resent.

# Conclusion

- The use of electronic claim submission is beneficial in receiving more timely responses and claim payments from payers. It also reduces the amount of time users need to take to follow up on claims.

- If a user notices any issues or has concerns or questions about the process of electronic billing in ABACUS, please submit a detailed helpdesk ticket so your issues and/or concerns can properly be addressed.