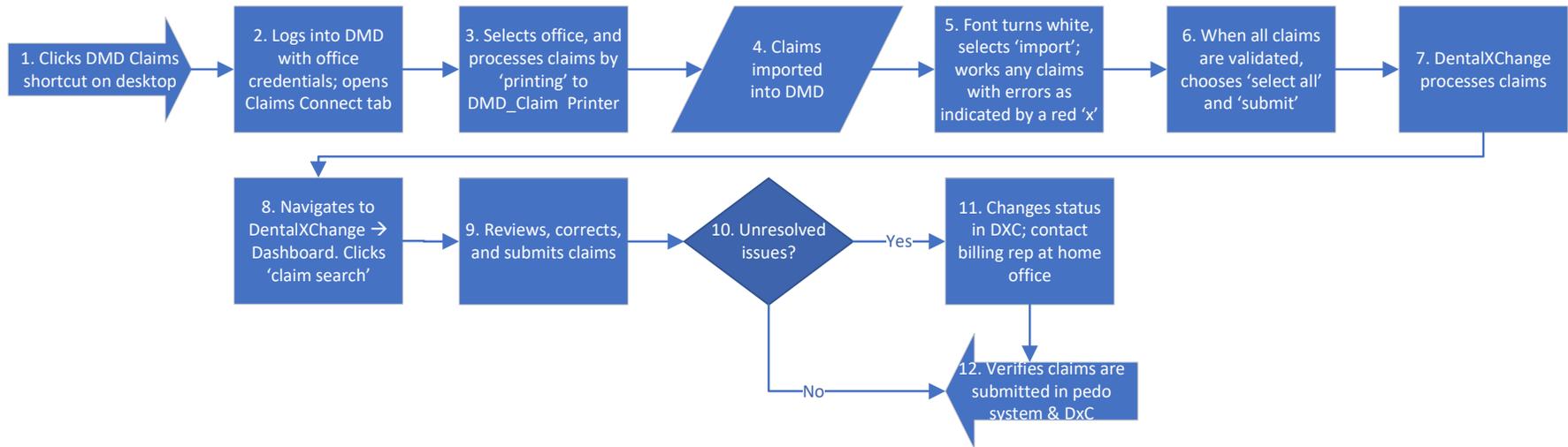


Claims – EagleSoft (will create additional process flows once a clearinghouse decision is made)

Front Office Coordinator



This process does not apply to the Coastal offices in SC

2. Navigate between pedo system and DentalXChange Desktop Manager (DMD). CLAIMS SHOULD BE SUBMITTED DAILY! Claims rendering location is site login specific. Log into appropriate office when submitting claims.
 3. Open Claims screen from virtual front desk. Select location using the drop down option for 'site.' Filter for un-submitted primary and un-submitted elec primary claims and select claims for submission. Claims marked as secondary follow a different submission process. Secondary claims should be keyed in DxC as a single claim entry. Form name should be ADA - 2012 Edition. If form name is different, open employer insurance profile and update the form to 'ADA – 2012 edition.' Click 'SETUP' to select 'DMD_Claim' printer. Select 'Process.' Select 'Ok' for form paper and 'Yes' for proper alignment. Claims will then be sent to DMD.
 5. Once the font turns white, claims are ready to be imported for review. If user receives an error with a red 'X,' refer to the ES Claims Submission training material for troubleshooting. Changes made in DMD must also be made in the practice management system. Potential fixes include:
 - Billing entity information missing
 - Patient demographics missing
 - Payer information missing
 - Subscriber demographics missing
 6. Claims ready for submission appear with a green check mark.
 8. Log in to DxC with office credentials.
 9. DentalXChange should be worked DAILY! Claims marked as awaiting attachments, pending, or with validation errors have not been sent to the payer. Rejected claims have been returned from the payer as denied. Claims should NEVER be deleted from DxC. Changes made in DMD must also be made in the practice management system. Review, correct, and submits claims for:
 - Awaiting submission
 - Claims needing attachments
 - Duplicate claims
 - Pending claims
 - Rejected claims
 - Validation errors
 11. Change status of claim to 'Mark as Pending.' Examples of unresolved issues that would need to be escalated to the home office would be BCBS TN enrollment, provider matches. Include pertinent notes in DxC to assist the AR rep in resolving the issue as well as account number, DOS, claim ID within DxC and description of the error.
- Review DentalXChange Training material for various examples of claims within the clearinghouse.**