

## Save and retrieve a claim

ProviderOne allows you to save a direct data entry (DDE) claim entered through the ProviderOne Portal if you are interrupted during the process of entering a claim. You can then retrieve the saved claim to finish and submit it at a later time. The save claim feature is available for Professional, Dental, and Institutional Fee for Service claims.

### What's required?

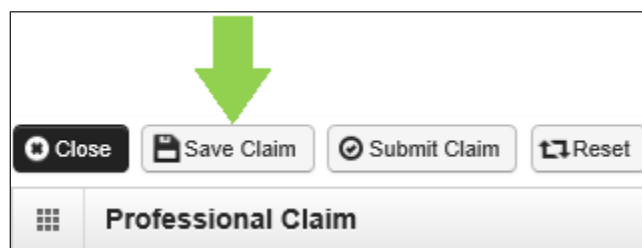
To have the ability to save a claim, the following data elements must be completed:

Provider information	Subscriber/client information	Claim information	Basic service line items
<ul style="list-style-type: none"> <li>• Billing Provider NPI</li> <li>• Billing Provider Taxonomy</li> <li>• Question: Is the Billing Provider also the Rendering Provider?</li> <li>• Question: Is this service the result of a referral?</li> </ul>	<ul style="list-style-type: none"> <li>• Client ID number</li> <li>• Question: Is this claim for a Baby on Mom's Client ID?</li> <li>• Question: Is this a Medicare Crossover Claim? *</li> </ul> <p>*Not a required question for Dental Claims.</p>	<ul style="list-style-type: none"> <li>• Question: Is this claim accident related?</li> </ul>	<ul style="list-style-type: none"> <li>• Service Line Items are not required for saving a claim</li> </ul>

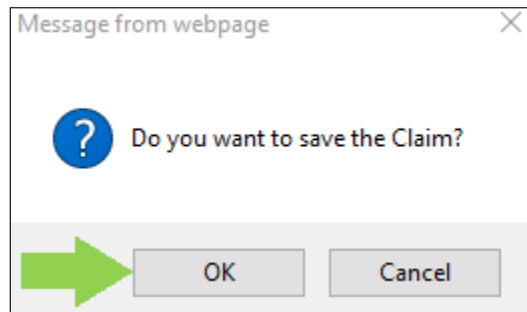
**Note:** If you have expanded a particular area on the claim form and have started entering data, but have not finished, the claim cannot be saved until any required field entries are complete.

### To save a claim

1. Click on the **Save Claim** button.



ProviderOne displays the confirmation box:

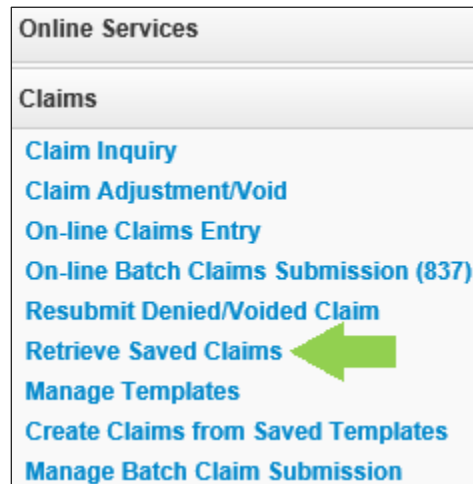


2. Click the **OK** button.

ProviderOne will check to make sure the minimum required information is complete and saves the claim.

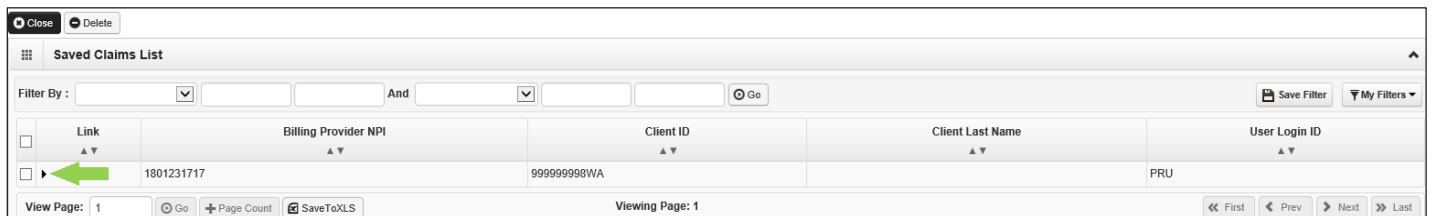
## Retrieving a saved claim

1. At the Saved Claims List, click on **Retrieve Saved Claims**.



The system loads the saved claim in the DDE screens.

2. Click the carrot to bring up your claim and complete entry. Once a saved claim has been retrieved and submitted, it will be removed from the Saved Claim List.





## For additional information

Review the [ProviderOne Billing and Resource Guide](#).

## Questions?

Providers should [submit a question through our secure, online contact form](#).

