Managing Claims

Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between the State of Washington and Medical Assistance providers. The Core Provider Agreement’s terms and conditions incorporate federal laws, rules and regulations, state laws, rules and regulations, as well as program policies, numbered memoranda, and billing instructions, including the materials located in this presentation.

Providers must submit a claim in accordance with the rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure the accuracy of this material. However, in the unlikely event of an actual or apparent conflict between this material and a department rule, the department rule controls.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
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Managing Claims

Using ProviderOne to View, Adjust, Void, and Resubmit Claims

The following ProviderOne tasks are covered in this section:

- Viewing and Downloading the Remittance Advice
- Viewing the Status of Submitted Claims
- Adjusting or Voiding Paid Claims
- Resubmitting a Denied or Voided Claim
- Managing Saved Claims
- Creating Claims from Saved Templates
- Managing Templates
- Managing Batch Claim Submission
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Viewing and Downloading the Remittance Advice

Accessing the Payment Summary List

From the Provider Portal, click the View Payment link.

ProviderOne displays the RA/ETRR Payment List.

Figure 1 – RA/ETRR Payment List

About the RA/ETRR Payment List

- The RA/ETRR Payment List is used to view and download the Remittance Advice.
This page is intentionally blank.
Viewing the Remittance Advice

From the RA/ETRR Payment List, click the hyperlink located in the RA/ETRR Number column.

ProviderOne displays the Remittance Advice in PDF format.

Downloading the Remittance Advice

From the RA/ETRR Payment List, click the hyperlink located in the Download column and save the file to your local drive. The RA will be in 835 electronic format.
This page is intentionally blank.
Viewing the Status of Submitted Claims

Accessing the Provider Claim Inquiry Search Page

From the Provider Portal, click the Claim Inquiry link.

ProviderOne displays the Provider Claim Inquiry Search page.

Provider Claim Inquiry Search:

Please enter a Provider NPI and enter available information in the remaining fields before clicking 'Submit'.

- Required: TCN or Client ID AND Claim Service Period (To date is optional)
- You may request status for claims processed within the past four years
- The Claim Service Period From and To date range cannot exceed 3 months

Provider NPI: [Redacted]

TCN:

Client ID:

Claim Service Period From:

Claim Service Period To:

Figure 2 - Provider Claim Inquiry Search

To search for a claim, enter the search criteria and click the Submit button.

If the search is successful, ProviderOne displays the Inquiry Claims List.
Figure 3 – Claim Inquiry Providers List

<table>
<thead>
<tr>
<th>TCN</th>
<th>Date of Service</th>
<th>Claim Status</th>
<th>Claim Charged Amount</th>
<th>Claim Payment Amount</th>
<th>Client Name</th>
<th>Client ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Masked]</td>
<td>[Masked]</td>
<td>[Masked]</td>
<td>$1,159.00</td>
<td>$925.00</td>
<td>[Masked]</td>
<td>[Masked]</td>
</tr>
</tbody>
</table>
Viewing Claim Details

From the Inquiry Claims List, click the hyperlink in the TCN column.

ProviderOne displays the Claim Details page.

<table>
<thead>
<tr>
<th>Claim Details:</th>
<th>TCN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Information Effective Date: 09/03/2009</td>
<td></td>
</tr>
<tr>
<td>Status Category Code: F1 - Finalized/Payment</td>
<td></td>
</tr>
<tr>
<td>Service Period: From 09/09/2009 To 09/09/2009</td>
<td></td>
</tr>
<tr>
<td>Bill Type Identifier:</td>
<td>For more detailed information, see remittance advice.</td>
</tr>
<tr>
<td>Charged Amount: $1,159.00</td>
<td></td>
</tr>
<tr>
<td>Payment Amount: $526.00</td>
<td></td>
</tr>
<tr>
<td>Payment Method Code:</td>
<td></td>
</tr>
</tbody>
</table>

Provider Data:

Provider NP: [Blacked out]

Name or Servicing Organization: DSBS

Client Data:

Name: [Blacked out]

Date of Birth: [Blacked out]

Client ID: [Blacked out]

Gender: F

Payer Data:

Name: WASHINGTON STATE DSBS MAA

Identification: 999000

Unit Item Detail Data:

1. Status Effective Date: 09/10/2009
   Status Category Code: F1
   Status: 1
   Procedure Code: 20610
   Service Line Date: From 09/09/2009 To 09/09/2009

Figure 4 - Claim Details

When you are finished viewing the page, click the Close button.
This page is intentionally blank.
Adjusting or Voiding a Claim

Accessing the Provider Claim Adjust Void Search Page

From the Provider Portal, click the Claim Adjustment/Void link.

ProviderOne displays the Provider Claim Adjust Void Search page.

-- Figure 5 - Provider Claim Adjust/Void Search --

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Searching for the Claim

Enter the required search information, and click the Submit button.

Provider Claim Adjust Void Search:

Please enter a Provider NPI and:
- Required: TCN or Client ID AND Client Name
- You may Adjust/Void claims processed in:
- The Claim Service Period From and

ProviderOne displays the Provider Claims Adjust Void List

Figure 6 - Provider Claims Adjust Void List

About the Provider Claims Adjust Void List

- Only paid claims appear in the Provider Claims Adjust Void list.
- The list will be empty if the search was unsuccessful.
Adjusting a Claim

Accessing the Adjust Claim Page

From the Provider Claims Adjust Void List, check the box next to the Claim to be adjusted and click the Adjust button.

ProviderOne displays the Adjust Claim page and pre-fills the data entry fields with values from the selected claim.

Figure 7 - Adjust Professional Claim

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
About the Adjust Professional Claim Form

- The example above shows the Adjust Professional Claim form. If the adjusted claim is a Dental or Institutional claim, the appropriate form will display.
- The fields in this form are pre-populated from the selected claim.

Adjusting the Claim

Edit the claim information as needed and click the Submit button. For additional information on ProviderOne Online Claims Forms, see the sections covering Online Claims Submission located in this Guide.

ProviderOne marks the claim as adjusted, assigns a TCN for the new claim and prompts you to submit Backup Documentation.

Submitting Claims Backup Documentation

To submit backup documentation, click the Ok button.

ProviderOne displays the Claims Backup Documentation form.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Click the OK button.

ProviderOne displays the Adjusted Professional Claim Details page.

Figure 9 - Adjusted Professional Claim Details

About the Adjusted Claim Details Page

- This page contains the new TCN and the Original TCN.
- If no BM: My Mail attachments exist, the Print Cover Page button will be disabled.

Submitting Additional Attachments

From the Adjusted Claim Details page, click the Add Attachment button to access the Claims Backup Documentation form. Follow the instructions previously outlined in this section.

Printing the Attachment Cover Page

Click the Print Cover Page button.

ProviderOne displays a PDF preview of the Cover Page.

Print this cover page, fill in the information required and include with mailed attachments.
DO NOT use previously saved cover pages, each page had bar coding unique to the transaction.

Printing the Adjusted Claim Details

To print a copy of the adjusted claim, click the Print button.

ProviderOne displays a PDF preview of the claim details.

Print or Save this PDF file.
This page is intentionally blank.
Voiding a Claim

Accessing the Void Claim Page

From the Provider Claims Adjust Void List, check the box next to the Claim to be voided and click the Void Claim button.

ProviderOne displays the Void Claim form.

Figure 10 - Void Professional Claim
About the Void Claim Page

- The information on this page cannot be edited.
- The example above shows the Void Professional Claim. If the claim being voided is a Dental or Institutional claim, the corresponding page will display.
Voiding the Claim

To void the claim, click the Submit Claim button.

ProviderOne changes the status of the claim to Void, assigns a TCN for the voided transaction and displays the Voided Professional Claim Details page.

![Voided Professional Claim Details](image)

Figure 11 - Voided Professional Claim Details

About the Voided Professional Claim Details Page

- The example above shows the Professional Claim version of this page.

Printing the Voided Claim

From the Voided Claim Details page, click the Print button.

ProviderOne displays a PDF preview that can be saved or printed.
Resubmitting a Denied or Voided Claim

Accessing the Provider Claim Model Search Page

From the Provider Portal, click the Resubmit Denied/Voided Claim link.

ProviderOne displays the Provider Claim Model Search page.

Figure 12 - Provider Claim Model Search
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Searching for the Claim

Enter the required search information, and click the Submit button.

ProviderOne displays the Provider Claims Model List.

Figure 13 – Provider Claims Model List
Retrieving a Claim

From the Claims List, check the box next to the Claim to be retrieved and click the Retrieve button.

ProviderOne displays the Claims Entry page and pre-fills all claim data entry fields with the values from the selected claim.

Figure 14 - Professional Claim

About the Claim Entry Form

- The example above shows an empty Professional Claims Entry form.
- The fields in this form are pre-populated from the selected claim.
Resubmitting the Claim

Edit the claim information as needed and click the Submit button. For additional information on ProviderOne Online Claims Forms, see the sections covering Online Claims Submission located in this Guide.

ProviderOne assigns a TCN for the new claim and displays the Submitted Claims Details page.

Figure 15 - Submitted Professional Claim Details
Submitting Claims Backup Documentation

To submit backup documentation, click the Add Attachment button. ProviderOne displays the Claims Backup Documentation form.

![Backup Documentation Form]

Figure 16 - Claims Backup Documentation

Select the Attachment Type and Transmission Code. If the Transmission Code is EL, click the Browse button and select the file to upload. If the Transmission Code is BM:By Mail, click the OK button.

ProviderOne displays a Windows Choose File dialog.

![Choose File Dialog]

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Select the file to attach and click the Open button.

ProviderOne displays the file in the Filename field.

Please attach the File(s). The File Format must be PDF, DOC, TIF, XLS:

Filename: [Browse]

Printing the Attachment Cover Page

Click the Print Cover Page button.

ProviderOne displays a PDF preview of the Cover Page.

Print this cover page, fill in the information required and include with mailed attachments.

DO NOT use previously saved cover pages, each page has bar coding unique to the transaction.

Printing the Claim Details

To print a copy of the claim, click the Print button.

ProviderOne displays a PDF preview of the claim details.

Print or Save this PDF file.
Managing Saved Claims

Access the Saved Claims List

From the Provider Portal, click the Retrieve Saved Claims hyperlink.

ProviderOne launches the Saved Claims List.

Figure 17 – Saved Claims List
Retrieve a Saved Claim for Data Entry and Claim Submission

From the Saved Claims List, click the Link icon for the Saved Claim to be submitted.

ProviderOne loads the Saved Claim information into the Direct Data Entry form where it can be completed and submitted or resaved.

Delete a Saved Claim

Select one or more Saved Claims to be deleted.

Click the Delete button.

ProviderOne displays a message confirming the deletion.

Click OK to delete, or Cancel to return to the Saved Claims list without deleting.
Creating Claims from Saved Templates

Access the Create Claim from Saved Templates List

From the Provider Portal, click the Create Claims from Saved Templates link.

ProviderOne launches the Create Claim from Saved Templates List

![Create Claim from Saved Templates List](image)

Figure 18 – Create Claim from Saved Templates List
Select a Template From the List

Click the Template Name hyperlink for the template that will be used to create a claim.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Last Updated By</th>
<th>Last Updated</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional Claim Template 1</td>
<td>Institutional</td>
<td>BettyJill</td>
<td>1/1/2010</td>
<td></td>
</tr>
<tr>
<td>Professional Claim Template 1</td>
<td>Professional</td>
<td>BettyJill</td>
<td>1/1/2010</td>
<td></td>
</tr>
<tr>
<td>Dental Claim Template 1</td>
<td>Dental</td>
<td>BettyJill</td>
<td>1/1/2010</td>
<td></td>
</tr>
</tbody>
</table>

ProviderOne loads the template data into the appropriate Direct Data Entry claim form.

Make modifications to the claim form as required and save or submit the claim using standard Direct Data Entry methods.
Managing Templates

View a List of Claim Templates

From the Provider Portal, click the Manage Templates link.

ProviderOne displays the Claim Template List.

Figure 19 – Claims Template List

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
About the Claim Template List

- The Claim Template List contains all Templates for this Provider.
- Claim Templates can be created, viewed, edited, deleted and copied.
- Claim Templates can be grouped into Claim Template Batches.

Create a Claim Template

From the Claim Template List, open the Type of Claim menu and select the Type of Claim Template that will be created.

Click the Add button.

ProviderOne launches the Template Version of the Direct Data Entry claim form for the Template Type selected.
Figure 20 – Professional Claim Form – Template Version

Enter a Template Name into the Template Name field. Template names must be unique.

Complete the Template Direct Data Entry form using standard Direct Data Entry claim form methods.

*Minimum required data entry elements for creating claim templates.*

Professional Claim Templates:
- **PROVIDER INFORMATION** Section
  - Answer Question: Is the Billing or Pay-To-Provider also the Rendering Provider?

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Answer Question: Is this service the result of a referral?

- **SUBSCRIBER/CLIENT Section**
  - Answer Question: Is this a Medicare Crossover Claim?

- **CLAIM INFORMATION Section**
  - Answer Question: Is this claim accident related?

- **BASIC LINE ITEM INFORMATION Section**
  - Basic Line Items are not required to create templates.

### Institutional Claim Templates:

- **PROVIDER INFORMATION Section**
  - No data entry elements are required in this section when creating an Institutional Claim Template.

- **SUBSCRIBER/CLIENT Section**
  - No data entry elements are required in this section when creating an Institutional Claim Template.

- **CLAIM INFORMATION Section**
  - Answer Question: Is this a Medicare Crossover Claim?

- **SERVICE LINE ITEM INFORMATION Section**
  - Service Line Items are not required to create claim templates.

### Dental Claim Templates:

- **PROVIDER INFORMATION Section**
  - Answer Question: Is the Billing or Pay-To-Provider also the Rendering Provider?

- **SUBSCRIBER/CLIENT Section**
  - No data entry elements are required in this section when creating a Dental Claim Template.

- **CLAIM INFORMATION Section**
  - Answer Question: Is this claim accident related?

- **BASIC LINE ITEM INFORMATION Section**
  - Basic Line Items are not required to create templates.

After completing the Claim Template, click the Save Template button.

Click OK to save the template, or Cancel to return to the Claim Template form.

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
If ProviderOne detects any missing or invalid data an error message will be displayed. All missing required data and data entry errors must be corrected before a claim template can be saved.

If no missing data or invalid data is detected, ProviderOne saves the claim template, closes the Claim Template Form, and returns to the Claim Templates List.

**Figure 21 – Claims Template List**

If the new template does not appear in the list, use the Filter By filters and the column sort icons to narrow the list of templates.
This page is intentionally blank.
Edit a Claim Template

From the Claims Template List, check the box next to the template to be edited.

Click the Edit button.

ProviderOne loads the template data into the appropriate Claim Template Form.

Add or update claim template data and click the Save Template button.

Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Click OK to confirm.

ProviderOne confirms that all required data is present and if existing data passes validation, ProviderOne saves the template, closes the Claim Template Form and returns to the Claims Templates List.

The Last Updated Date field will reflect the date the claim template was updated.

**View a Claim Template**

From the Claims Template List, check the box next to the template to be viewed.

Click the View button.

ProviderOne loads the template data into the appropriate Claim Template Form.

All data entry fields are grayed out and cannot be changed. The Save Template button and the Reset button are disabled.

Use the Close button or the Navigation Path to close the Claim Template Form.
SaveAs/Copy a Claim Template

From the Claims Template List, check the box next to the template that will be copied.

ProviderOne loads the claim data into the appropriate Claim Template Form.

Enter a name for the new template.

Make other modifications to the Claim Template.

Click the Save Template button.

Click OK to confirm.

If the Claim Template Form passes validation, ProviderOne saves the new template, closes the Claim Template Form, and returns to the Claims Template List.

If the new template does not appear in the list, use the Filter By filters and the column sort icons to narrow the list of templates.

Delete a Claim Template

From the Claims Template List, check all templates to be deleted. More than one template can be selected.

Click the Delete button.

Confirm the deletion by clicking the OK button.

ProviderOne removes the selected templates from the Claims Template List and deletes them from ProviderOne.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Create Claim Template Batches

Create a Claim Template Batch Using the Create Batch Button

From the Claims Template List, select all claim templates that will be included in the claim template batch.

Selected claim templates must be the same template type or an error message will appear.

Click the Create Batch button.

ProviderOne confirms that all selected claim templates are the same type and displays the Batch Claim Attributes pop up window.
The Claim Type is automatically set to the same type as the selected templates.

Enter the From Date of Service and To Date of Service.

The From and To dates of service will be used by ProviderOne to complete the From and To service dates in the claims created from the selected templates.

Click the Build Batch button.

ProviderOne creates a new template batch and assigns it a number. Selected templates are added to the new template batch. The Build Batch button is disabled.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Click the Cancel button to close the window and return to the Claims Template List.

To view the status of a template batch as well as claims created from the template batch, go to the Provider Portal and select Manage Batch Claim Submission.
Create a Claim Template Batch Using the Auto Batch Button (Institutional Templates Only)

**Important**: The Auto Batch method described below applies to Institutional Templates only. Attempting to create template batches for Professional or Dental types will result in zero templates added to the batch.

From the Claims Template List, click the Create Batch All button. ProviderOne displays the Batch Claim Attributes pop up window.

![Batch Claim Attributes](image)

Change the Claim Type to Institutional.

**NOTE**: The Auto Batch method will only work with Institutional Claim Types.

Enter the From Date of Service and To Date of Service. Click the Build Batch button. ProviderOne creates the template batch.

ProviderOne will add a template to the batch if:

- The admission date on the template is prior to the date in the To Date of Service field.
- The Discharge Status on the template is not 30 and the Statement Dates To and the template falls between the From Date of Service and the To Date of Service.
ProviderOne will exclude a template from the batch if:

- The admission date is after the To Date of Service.
- The Discharge Status is not 30 and the Statement Dates To on the template is prior to the Service From Date.

ProviderOne creates a new template batch and assigns it a number. Selected templates are added to the new template batch. The Build Batch button is disabled.

During the processing of the Template Batch, ProviderOne will replace header and line level dates in each template in the batch with the From Date of Service and To Date of Service dates that were just entered. ProviderOne will also use the dates entered to calculate the correct claim unit counts and the correct claim charges and update the batch templates with these amounts.

Click the Cancel button to close the window and return to the Claims Template List.

To view the status of a template batch as well as claims created from the template batch, go to the Provider Portal and select Manage Batch Claim Submission.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Managing Batch Claim Submission

Access the Batch Claim Submission Status List

From the Provider Portal, click the Manage Batch Claim Submission link.

ProviderOne displays the Batch Claim Submission List.
About the Batch Claim Submission Status List

The following actions can be performed from this list:

- View the status and other information about the template batch.
- View and correct errors in template batches that fail validation.
- View, edit, and submit claims created from template batches.
- Revalidate a template batch.
This page is intentionally blank.
Process Template Batches That Failed Validation

View the Batch Templates List

From the Batch Claim Submission List, click the Template Name hyperlink for any template batch with a status of Failed in Validation.

ProviderOne displays the View Templates List from Batch page.

Templates with a status of invalid contain missing or invalid data.

View Template Validation Errors

From the Batch Claim Submission List, click the invalid link in the status column.
ProviderOne displays the Template Validation Errors pop up window.

After examining the information, click the Cancel button to close the window and return to the Batch Claim Submission List.

**Edit a Template**

From the Batch Claim Submission List, click the Template Name hyperlink in the first column.

ProviderOne displays the Claim Template form for the selected template.
Make necessary modifications to the data in the Claim Template and click the Save Template button.

Click OK to confirm.

ProviderOne updates the template, closes the Claim Template form and returns to the Batch Claim Submission List.

**NOTE:** Batches must be revalidated after edits are made to templates.

To revalidate a template batch, click the Revalidate button.

**NOTE:** Template batches can also be revalidated from the Batch Claims Submission Status List by selecting the template batch and clicking the Revalidate button.
Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
Submit Claims Created From a Template Batch

View Claims Created From a Template Batch

From the Batch Claim Submission Status List, select the batch and click the View Claims button.

ProviderOne displays the Claims Created From Batch List.

Edit a Claim Created From a Template Batch

Click the hyperlink in the System Generated Claim ID column.

NOTE: The number in the System Generated Claim ID column is not the TCN.

ProviderOne launches the DDE form for the Claim.
Make any necessary edits to the claim data.
Click the Save button to save the changes or the Close button to close the form without saving.
ProviderOne returns to the Claims Created From Batch List.

View a Claim Created From a Template Batch

Click the link icon in the Link column.
ProviderOne launches a read-only version of the Claim Form. Claim data cannot be modified from this form.
Click the Close button.
ProviderOne returns to the Claims Created From Batch List.

Delete Claims From the List

Select one or more claims from the list and click the Delete button.
Click Ok to confirm.
ProviderOne removes the selected claims from the list.
Select and Submit Claims From a Template Batch

Use the checkboxes to select the claims to submit from the list and click the Submit Batch button. Or, click the Submit All button if all of the claims in the list are to be submitted.

NOTE: Only the selected claims will be submitted. Claims that were not selected will be deleted from the system.

ProviderOne submits the claims and changes the status of the batch to Submitted for Claims Loading and returns to the Batch Claim Submission Status List.
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<td>Claims Backup Documentation</td>
<td>33</td>
</tr>
<tr>
<td>17</td>
<td>Saved Claims List</td>
<td>36</td>
</tr>
<tr>
<td>18</td>
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<td>38</td>
</tr>
<tr>
<td>19</td>
<td>Claims Template List</td>
<td>40</td>
</tr>
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<td>20</td>
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