

# How do I submit proof of timely filing to insurance?

09/16/2024 12:08 pm EDT

If your claim is denied for timely filing, you can appeal the claim with the proof of timely filing if it was filed within the payer's established guidelines.

1. Hover over the **Billing** tab and select **Live Claims Feed**.
2. Filter by the patient name or Chart ID and then click on the visit date. This will direct you to the **Billing Detail** screen.

The screenshot shows the 'Live Claims Feed' interface. At the top, there are filters for 'Select All Offices', 'Select None', and various office types (A nursing home, B Assisted Living, C new office, D Inpatient Hospital). Below these are filters for 'Primary Office', 'Telehealth', 'Claim St', 'Billing St', 'Appt Profiles', and 'Calculate Counts'. A search bar is visible with 'Patient' selected. The main table displays columns for 'Info', 'Claim ID', 'Patient', 'Date of Service', 'Office', 'Provider', 'Supervising Provider', 'Billed', 'Allowed', 'Adjmt', 'Ins 1 Paid', 'Ins 2 Paid', 'Pt Paid', 'Ins Bal', 'Pt Line Item Bal', 'Claim Bal', 'Exp Reimbr', 'Ins 1', 'Ins 1 Status', 'Ins 2 Status', 'First EDI', 'Last EDI', 'Service Notes', and 'Bill No'. The first row is highlighted, showing a claim for Tina Adams on 10/21/2020 at 11:30AM. The date and time are highlighted with a red box. The second row shows a claim for Jenny (Jen) Harris on 10/05/2020 at 09:00AM.

Info	Claim ID	Patient	Date of Service	Office	Provider	Supervising Provider	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	Pt Paid	Ins Bal	Pt Line Item Bal	Claim Bal	Exp Reimbr	Ins 1	Ins 1 Status	Ins 2 Status	First EDI	Last EDI	Service Notes	Bill No			
Totals:							\$395.00	\$355.00	\$40.00	\$105.00	\$0.00	\$0.00	\$190.00	\$60.00	\$250.00	\$0.00										
<input type="checkbox"/>	157545733	Tina Adams	10/21/2020 11:30AM	Assisted Living	Kermit Frog		\$150.00	\$150.00	\$0.00	\$5.00	\$0.00	\$0.00	\$145.00	\$0.00	\$145.00	\$0.00	CIGNA	Secondary Insurance								
<input type="checkbox"/>	158141998	Jenny (Jen) Harris	10/05/2020 09:00AM	Primary Office	Kermit Frog		\$245.00	\$205.00	\$40.00	\$100.00	\$0.00	\$0.00	\$45.00	\$60.00	\$105.00	\$0.00	Aetna	Insurance								

3. If you scroll down under the CPT/HCPCS codes, you will find the **Log** section. Listed in this log will be the date/time/user of when the claim was set to the **Bill Insurance** status. The claim would have been sent on that date to the payer. This is your proof that the claim was submitted within the payer's timely filing limit.

You can also include the date/time of the "payer acknowledged" status. That status comes directly from a 277 file sent by the payer acknowledging receipt of the claim.

Logs

Date	User	Description
07/06/2016	Fabian Newman	Delete line item [Billing_LineItem 26881818] type:CPT code:29876 qty:1.00 price:1000.00 modifiers:"", "", "", "" pointers:"1", "0", "0", "0"
07/06/2016	Fabian Newman	Billing status changed from "" to "Bill Insurance"
07/06/2016	Fabian Newman	Added line item: Code: 29876; Modifiers: None. Modified line item: Code: 78675; Modifiers: None.
07/06/2016	Fabian Newman	Auto apply \$30.00 to item 99213
07/06/2016	Fabian Newman	ICD10 DX changed from C44.611, E11.319 to C44.611, E11.319, C44.601, C44.602, C44.62
07/06/2016	Fabian Newman	Added line item: Code: 99213; Modifiers: None. Added line item: Code: C9254; Modifiers: None. Added NDC code 00005-2230-11. Added line item: Code: 78675; Modifiers: None.
07/06/2016	Fabian Newman	ICD10 DX changed from blank to C44.611, E11.319

4. Click on **Print Screen** at the top right corner to print the entire screen, including the log. This can be submitted with your appeal.

	<b>View Service</b>	<b>+ EOB</b>	<b>SuperBill</b>	<b>Clinical Note</b>	<b>Clone</b>	<b>HCFA/1500</b>	<b>HCFA/1500 (text)</b>	<b>Print Screen</b>
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