How to identify claims that were billed but not paid
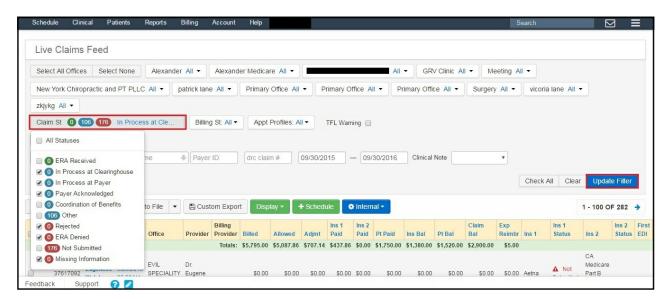
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1. Hover your cursor over the "Billing" tab and select "Live Claims Feed" from the drop-down menu.

2. Click on "Claim St", from the drop-down and select the following statuses:
- In Process at Clearinghouse
- In Process at Payer
- Payer Acknowledged
- Coordination of Benefits
- Rejected
- ERA Denied
- Missing Information

3. After making the selections, click on **Update Filter.**

4. To export this report, click on "**Export file**".

5. This report will be generated in your message center.

6. Once generated, you can open the file in MS Excel. From MS Excel, you have various options including seeing the number and/or dollar value of claims that have been billed to the payer but not yet paid.