

How to identify claims that were billed but not paid

09/09/2024 3:07 pm EDT

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**.

The screenshot displays the 'Live Claims Feed' interface. A filter menu is open, showing the following selected statuses: In Process at Clearinghouse, In Process at Payer, Payer Acknowledged, ERA Denied, and Missing Information. The 'Claim St' dropdown is set to 'In Process at Cle...'. The table below shows a summary of billed and allowed amounts.

| Office | Provider | Billing Provider | Billed | Allowed | Adjmt | Ins 1 Paid | Ins 2 Paid | Pt Paid | Ins Bal | Pt Bal | Claim Bal | Exp Reimbr | Ins 1 | Ins 1 Status | Ins 2 | Ins 2 Status | First EDI | |
|---------|----------|-------------------|------------|------------|----------|------------|------------|------------|------------|------------|------------|------------|-------|--------------|-------|--------------|--------------------|--|
| Totals: | | | \$5,795.00 | \$5,087.86 | \$707.14 | \$437.86 | \$0.00 | \$1,750.00 | \$1,380.00 | \$1,520.00 | \$2,900.00 | \$5.00 | | | | | | |
| EVIL | Dr. | SPECIALITY Eugene | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | Aetna | Not | | | CA Medicare Part B | |

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.