Department of Health & Human Services
DHHS
NEBRASKA

How to View and Submit Open Claims:

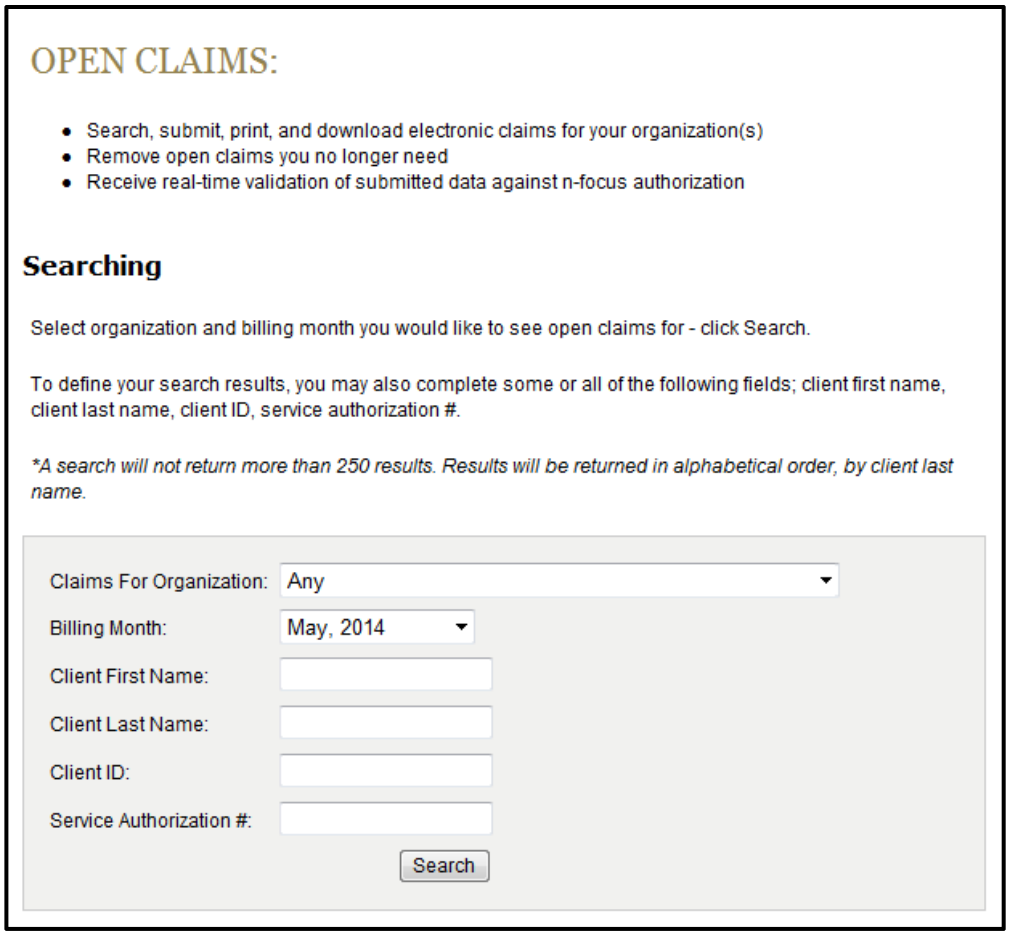
The ***Open Claims Page*** contains all of the open claim lines and forms available for submission by the organization. If you are managing multiple organizations in your account, open claims will be listed by selecting each organization in the dropdown list. If you have multiple organizations, you can switch organizations by using the drop down list. If you have multiple organizations but do not see one in the dropdown list, you can add an organization by using the ***Manage Organizations*** link on the left-hand navigation.

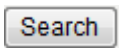
1. To view open claims for your organization, start by selecting the correct organization in the dropdown list.

   Note: If 'Any' is selected your search results will return all open claims for all organizations you are managing.

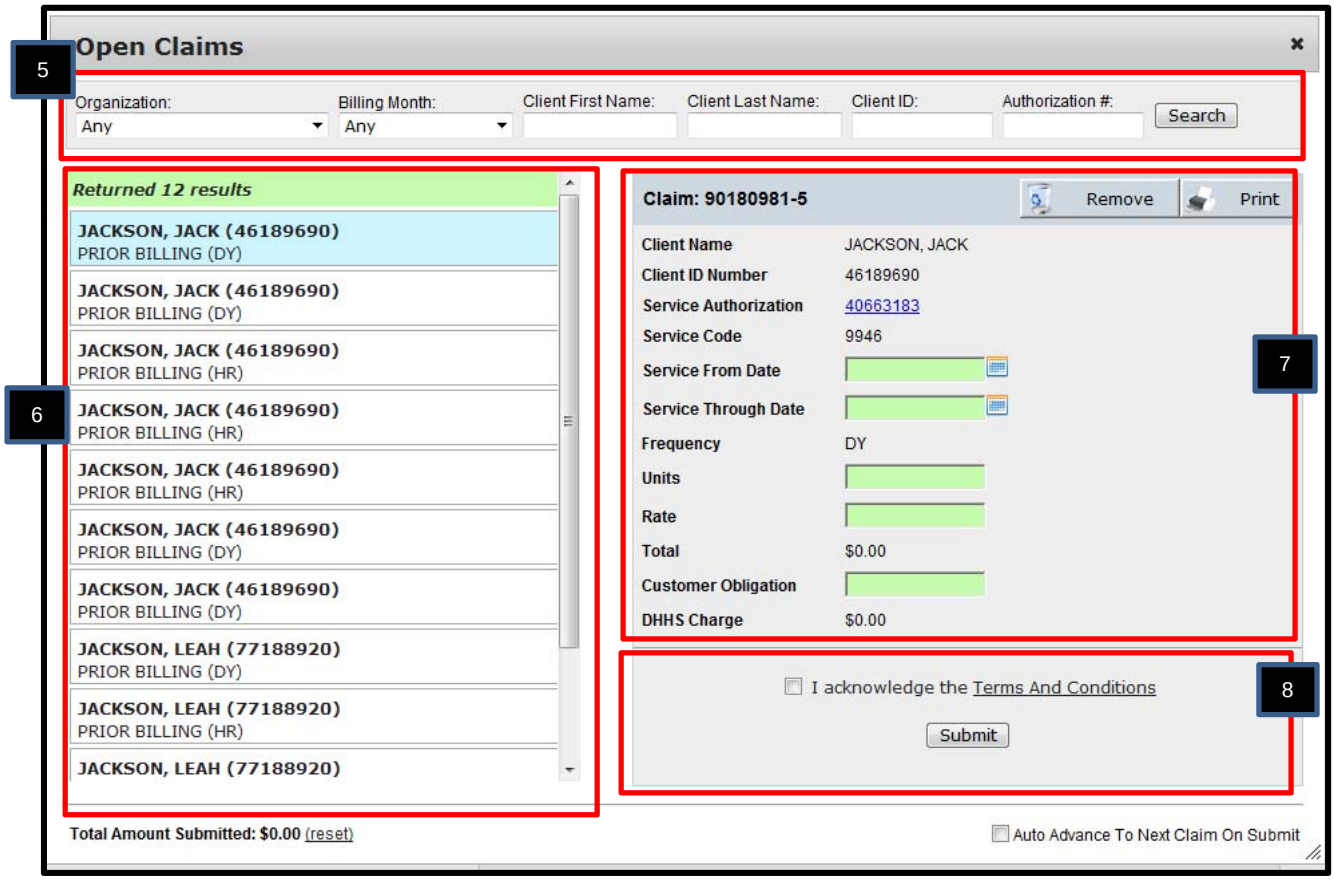
2. You have the ability to only search claims by specific billing month. By default, the current month will populate. Here you can also select 'Any' month, which will return all open claims for all months, per your organization selection.

3. To narrow your search further, you have the ability to enter **client first name**, **client last name**, **client ID**, and/or **Service Authorization #**. The more information you enter, the more defined your search results will be.



4. To complete your search, click ***Search:*** 

5. Within the open claims window, you will also have the ability to define your search further, by entering search information, and selecting ***Search***.



6. All open claims (based on your search criteria) are displayed on the left. The open claims are sorted by client last name.

7. Click on the claim from the listing that you want to submit. Selected claim information will appear on the right. Prior to submitting a claim you will need to enter claim information in the following fields:

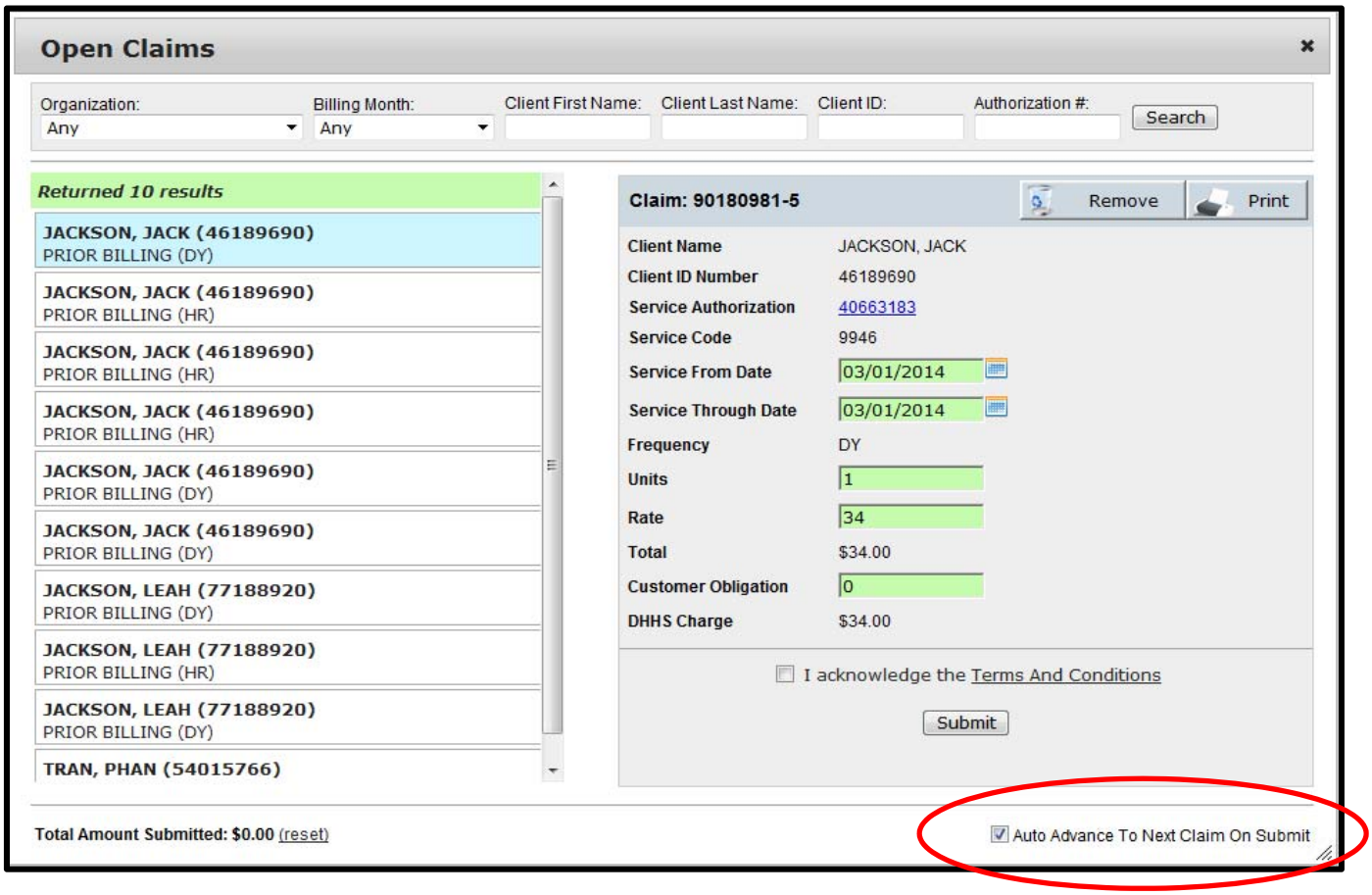
   - Service From Date
   - Service Through Date
   - Units
   - Rate
   - Customer Obligation (If none, enter "0")

Note: Frequency of selected claim is populated for you. For ease of selection, the frequency is also listed on open claim listing on the left (HR=Hour, DY=Day, OC=Occurrence, etc.).

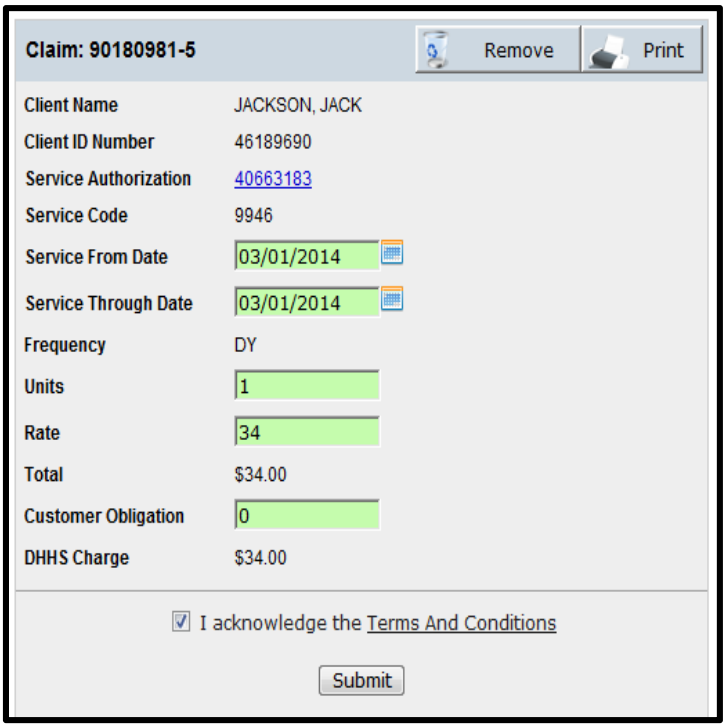
8. Prior to submitting the first claim (per log in session), please review and acknowledge the terms and conditions by checking the box. To read the terms and conditions you may click the ***Terms and Conditions*** link.

9. Select ***Submit.***

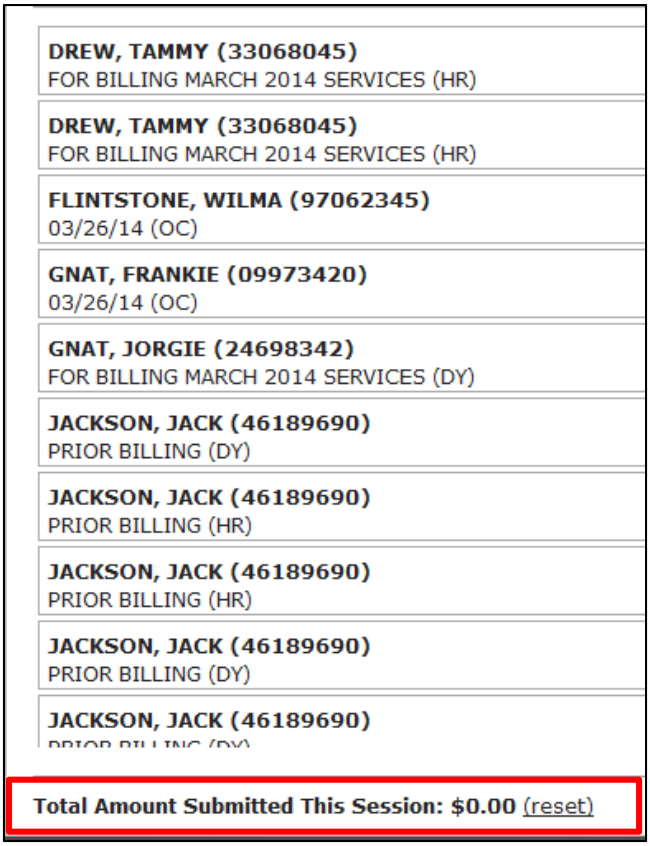
10. After selecting submit, if you want the next claim (from your results listing) to automatically display, you can select ***"Auto Advance To Next Claim On Submit".*** You can also click on the next claim you want to submit (on the left pane).



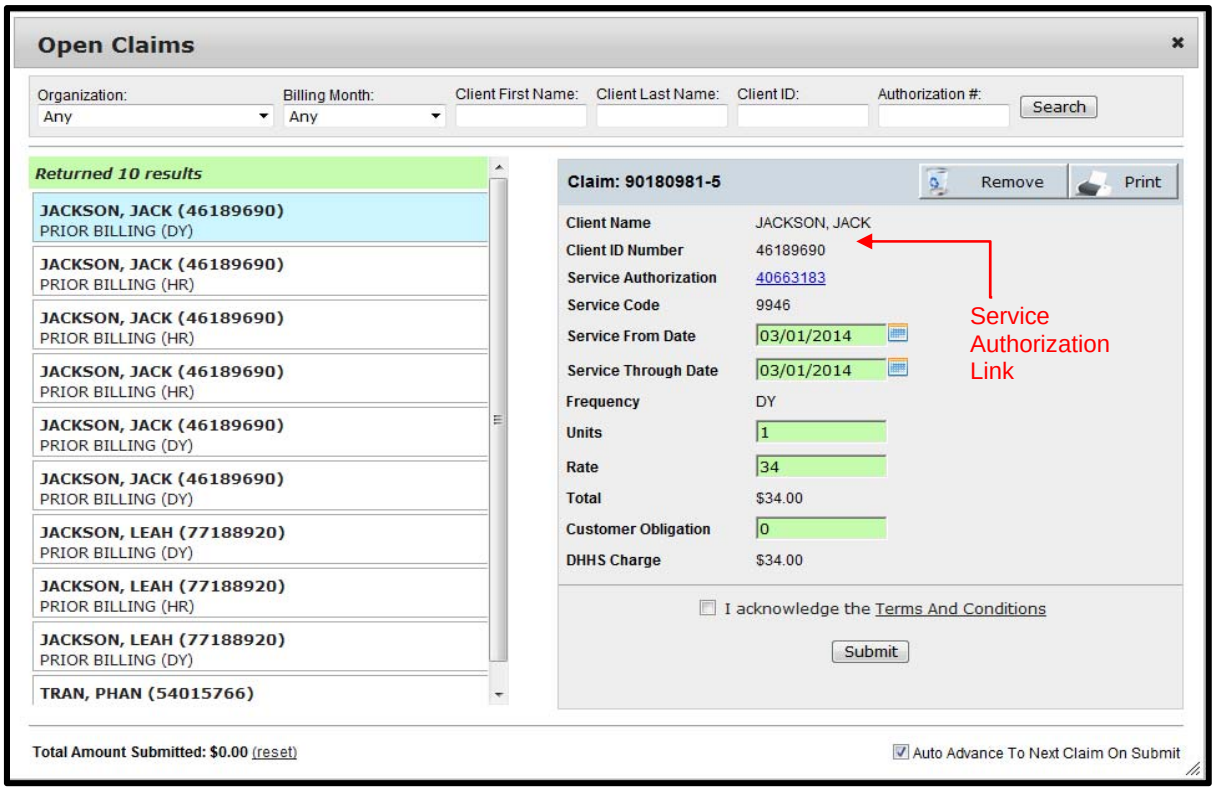
Below is an example of a completed claim line:



You also have the abiltiy to view the total amount submitted for your current session/log-in. This will allow you to compare submitted total to your records. To reset the total amount, simply click on the ***(reset)*** link.



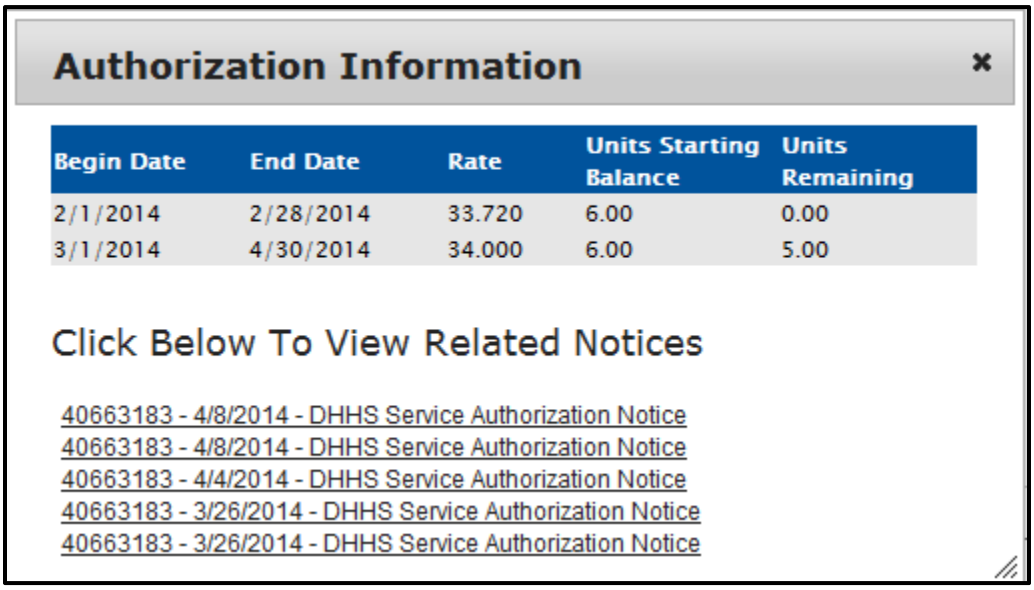
You can view the service authorization, by clicking on the service authorization link:



A separate screen will populate showing ***Begin Date***, ***End Date***, ***Rate***, ***Units Starting Balance***, and ***Units Remaining*** for the Service Authorization.

You can also view the Service Authorization document by clicking on the link below ***Click Below To View Related Notices***.

Please Note: *Service Authorization documents are PDF documents and you must have Adobe Reader installed on your machine to view, save, or print the Service Authorization.*



Authorization Information

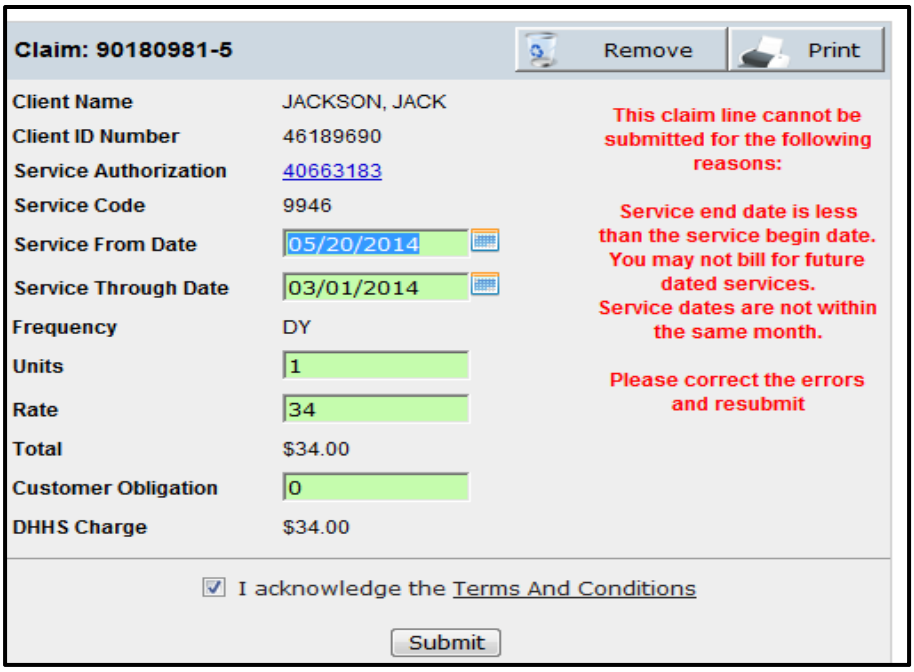
Begin Date	End Date	Rate	Units Starting Balance	Units Remaining
2/1/2014	2/28/2014	33.720	6.00	0.00
3/1/2014	4/30/2014	34.000	6.00	5.00

Click Below To View Related Notices

40663183 - 4/8/2014 - DHHS Service Authorization Notice
40663183 - 4/8/2014 - DHHS Service Authorization Notice
40663183 - 4/4/2014 - DHHS Service Authorization Notice
40663183 - 3/26/2014 - DHHS Service Authorization Notice
40663183 - 3/26/2014 - DHHS Service Authorization Notice

Inaccurate/Invalid Entry:

Various restrictions are in place that will prohibit users from entering information that is not valid against the Service Authorization/Claim. If a user attempts to submit data that is not valid, an error message will be displayed to the right of the claim information. The error message will inform users what is incorrect.



Claim: 90180981-5 Remove Print

Client Name	JACKSON, JACK
Client ID Number	46189690
Service Authorization	40663183
Service Code	9946
Service From Date	05/20/2014
Service Through Date	03/01/2014
Frequency	DY
Units	1
Rate	34
Total	$34.00
Customer Obligation	0
DHHS Charge	$34.00

This claim line cannot be submitted for the following reasons:

Service end date is less than the service begin date.
You may not bill for future dated services.
Service dates are not within the same month.

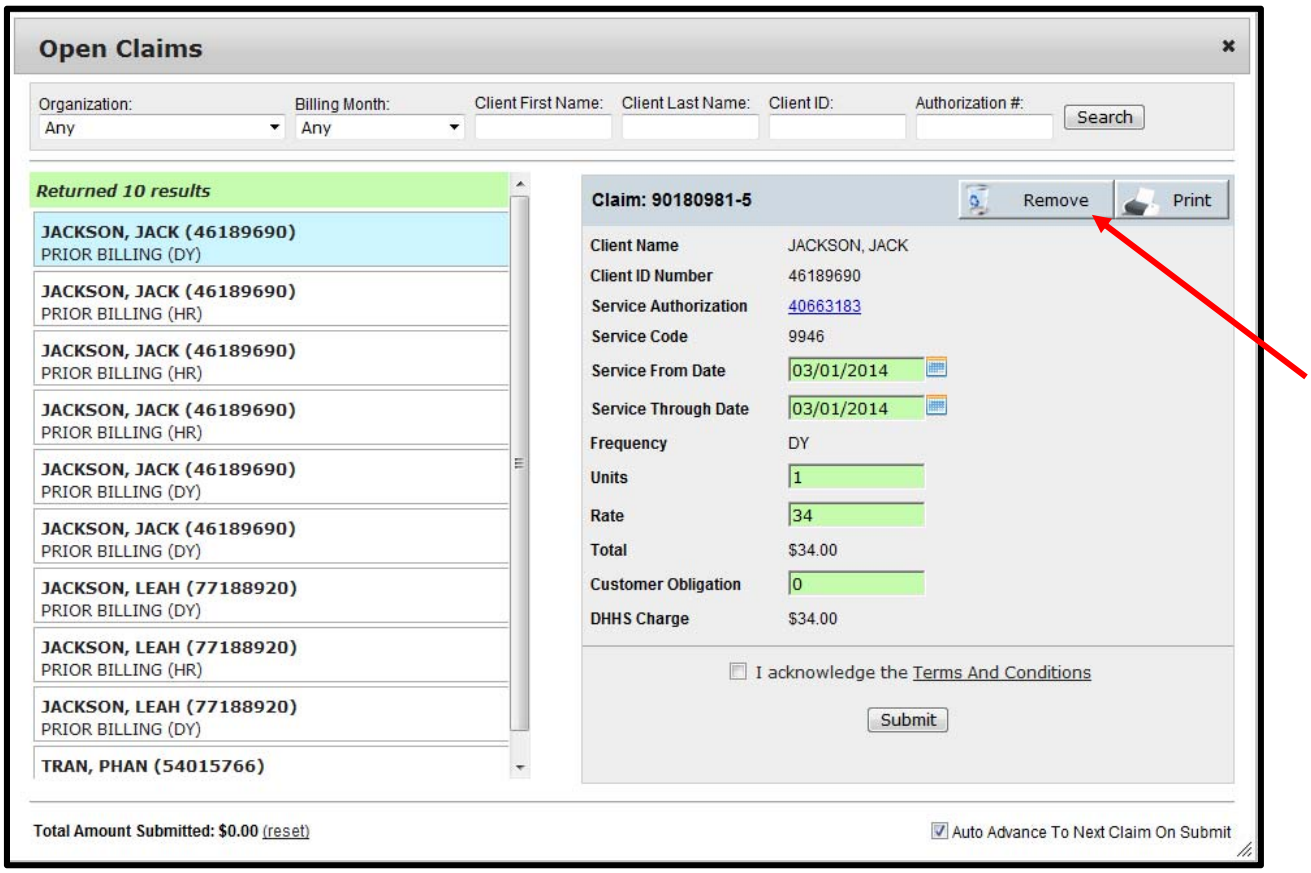
Please correct the errors and resubmit

I acknowledge the Terms And Conditions

Submit

Removing Claims:

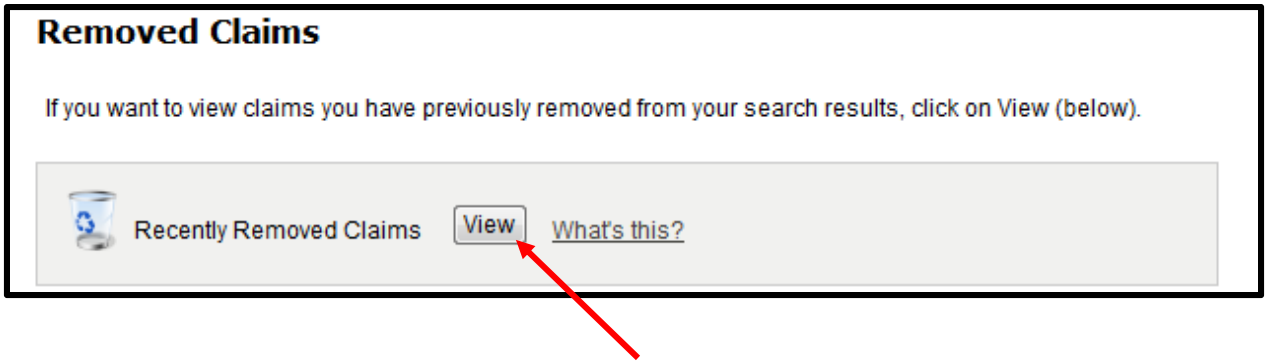
When viewing an open claim you have the ability to remove a claim from your search results. This will allow you to hide or eliminate claims you do not wish to see.

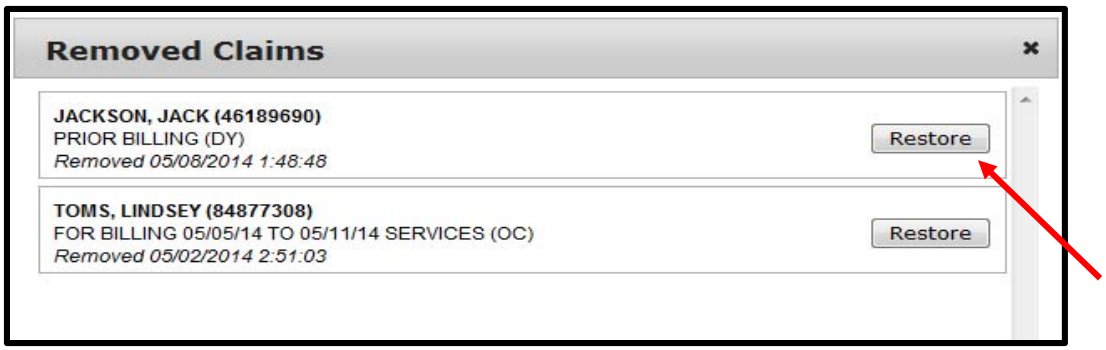


Select the claim you want to remove and click “Remove”.

This will eliminate the claim from the search results and move it to the “Recently Removed Claims” basket. Claims are permanently deleted from “Recently Removed Claims” once a claim is more than 6 months old.

If you want to restore a previously removed claim, from the ***Open Claims*** page, under the ***Removed Claims***, select ***view***:



Click ***restore***, on the claim you want to restore to your open claims search:

Note: Claim will be restored and available for submittal the next time you search for open claims.