

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.

OPEN CLAIMS:

- Search, submit, print, and download electronic claims for your organization(s)
- Remove open claims you no longer need
- Receive real-time validation of submitted data against n-focus authorization

Searching

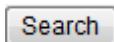
Select organization and billing month you would like to see open claims for - click Search.

To define your search results, you may also complete some or all of the following fields; client first name, client last name, client ID, service authorization #.

**A search will not return more than 250 results. Results will be returned in alphabetical order, by client last name.*

Claims For Organization:	Any
Billing Month:	May, 2014
Client First Name:	<input type="text"/>
Client Last Name:	<input type="text"/>
Client ID:	<input type="text"/>
Service Authorization #:	<input type="text"/>

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**.

Open Claims

Organization: Any Billing Month: Any Client First Name: Client Last Name: Client ID: Authorization #: Search

Returned 4 results

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1

Client Name: TRAN, PHAN
Client ID Number: 54015766
Service Authorization: [97170407](#)
Service Code: 9946
Service From Date:
Service Through Date:
Frequency: DY
Units:
Rate:
Total: \$0.00
Customer Obligation:
DHHS Charge: \$0.00

I acknowledge the [Terms And Conditions](#)

Submit

Total Amount Submitted: \$0.00 (reset) Auto Advance To Next Claim On Submit

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**.

- 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).

Open Claims ✕

Organization: Billing Month: Client First Name: Client Last Name: Client ID: Authorization #:

Returned 4 results

TRAN, PHAN (54015766)
 FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
 FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
 FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
 FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1

Client Name	TRAN, PHAN
Client ID Number	54015766
Service Authorization	97170407
Service Code	9946
Service From Date	<input type="text" value=""/>
Service Through Date	<input type="text" value=""/>
Frequency	DY
Units	<input type="text" value=""/>
Rate	<input type="text" value=""/>
Total	\$0.00
Customer Obligation	<input type="text" value=""/>
DHHS Charge	\$0.00

I acknowledge the [Terms And Conditions](#)

Total Amount Submitted: \$0.00 [\(reset\)](#)

Auto Advance To Next Claim On Submit

Below is an example of a completed claim line:

Claim: 68176782-1

Client Name	TRAN, PHAN
Client ID Number	54015766
Service Authorization	97170407
Service Code	9946
Service From Date	<input type="text" value="05/01/2014"/>
Service Through Date	<input type="text" value="05/01/2014"/>
Frequency	DY
Units	<input type="text" value="1"/>
Rate	<input type="text" value="55"/>
Total	\$55.00
Customer Obligation	<input type="text" value="0"/>
DHHS Charge	\$55.00

I acknowledge the [Terms And Conditions](#)

You also have the ability 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.

TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)
Total Amount Submitted: \$0.00 (reset)

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

Open Claims

Organization: Any Billing Month: Any Client First Name: Client Last Name: Client ID: Authorization #: Search

Returned 4 results

- TRAN, PHAN (54015766)**
FOR BILLING MAY 2014 SERVICES (DY)
- TRAN, PHAN (54015766)**
FOR BILLING MAY 2014 SERVICES (HR)
- TRAN, PHAN (54015766)**
FOR BILLING MAY 2014 SERVICES (DY)
- TRAN, PHAN (54015766)**
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1 Remove Print

Client Name: TRAN, PHAN
Client ID Number: 54015766
Service Authorization: [97170407](#) ← Service Authorization Link
Service Code: 9946
Service From Date: [Calendar]
Service Through Date: [Calendar]
Frequency: DY
Units: [Input]
Rate: [Input]
Total: \$0.00
Customer Obligation: [Input]
DHHS Charge: \$0.00

I acknowledge the [Terms And Conditions](#)

Submit

Total Amount Submitted: \$0.00 [\(reset\)](#) Auto Advance To Next Claim On Submit

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
5/22/2014	6/30/2014	31.000	45.00	44.00
3/31/2014	5/21/2014	30.000	45.00	44.00

Click Below To View Related Notices

[97170407 - 4/25/2014 - DHHS Service Authorization Notice](#)

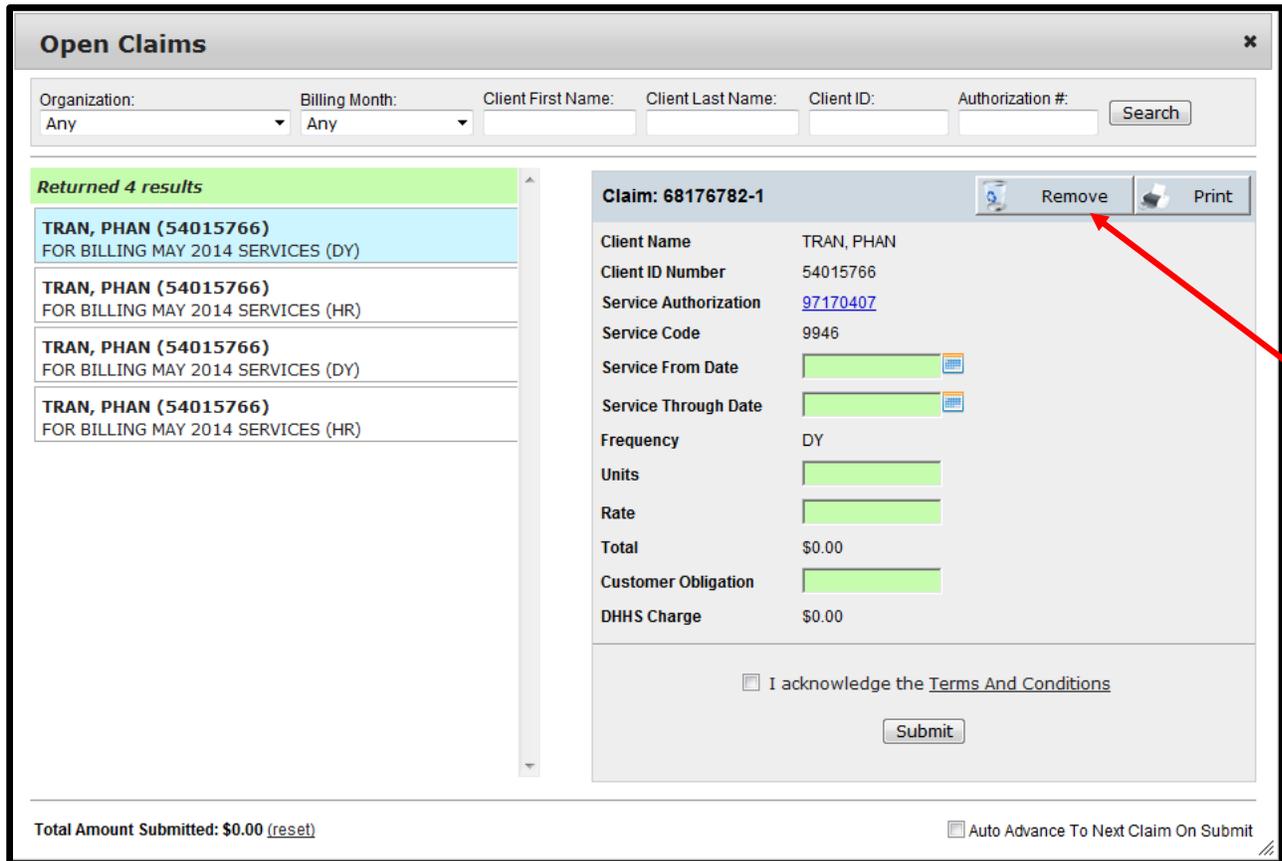
Inaccurate/Invalid Entry:

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: 68176782-1		Remove	Print
Client Name	TRAN, PHAN	<p>This claim line cannot be submitted for the following reasons:</p> <p>You must acknowledge the terms and conditions before submitting. (Details)</p>	
Client ID Number	54015766		
Service Authorization	97170407		
Service Code	9946		
Service From Date	05/05/2014		
Service Through Date	05/01/2014		
Frequency	DY		
Units	55		
Rate	150		
Total	\$8,250.00		
Customer Obligation	0		
DHHS Charge	\$8,250.00		
<input type="checkbox"/> 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.

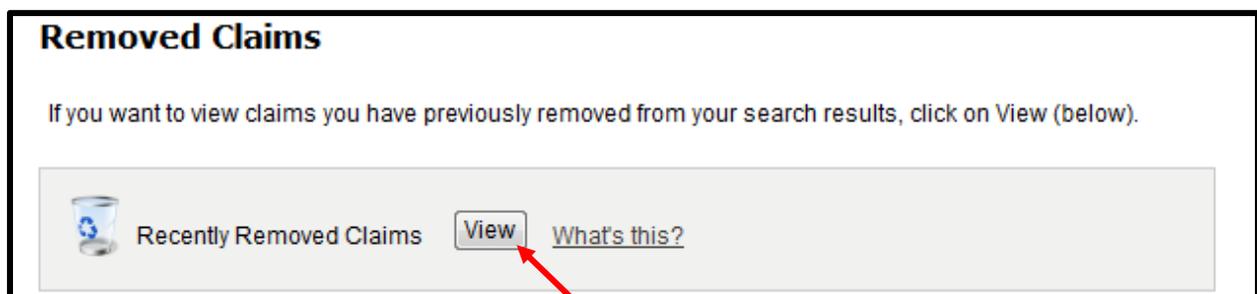


The screenshot shows the 'Open Claims' interface. At the top, there are search filters for Organization, Billing Month, Client First Name, Client Last Name, Client ID, and Authorization #, with a Search button. Below the filters, a green bar indicates 'Returned 4 results'. A list of four claims is shown, all for 'TRAN, PHAN (54015766)' for 'BILLING MAY 2014 SERVICES'. The first claim is selected. To the right, a detailed view for 'Claim: 68176782-1' is displayed, including fields for Client Name, Client ID Number, Service Authorization, Service Code, Service From Date, Service Through Date, Frequency, Units, Rate, Total, Customer Obligation, and DHHS Charge. A red arrow points to the 'Remove' button in the top right corner of the claim details panel. At the bottom of the interface, there is a 'Total Amount Submitted: \$0.00 (reset)' and an 'Auto Advance To Next Claim On Submit' checkbox.

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.

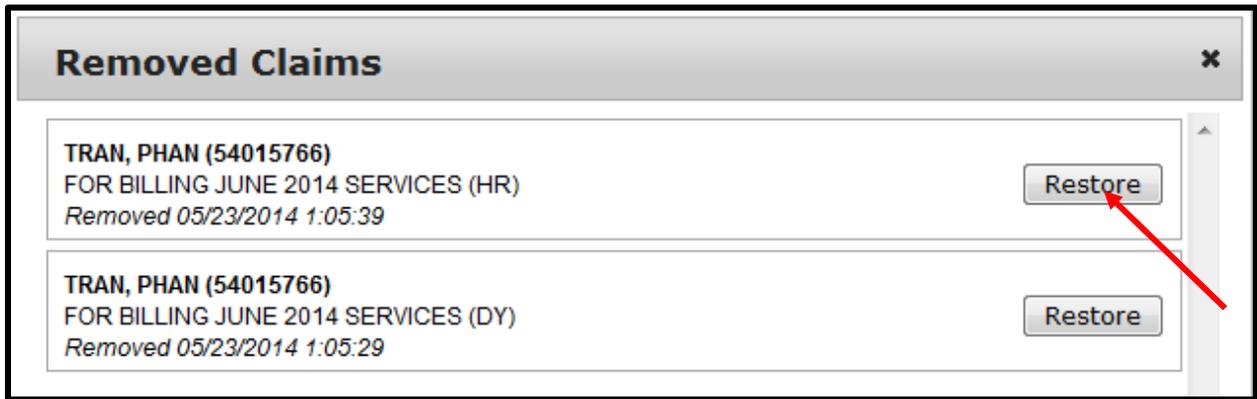
If you want to restore a previously removed claim, from the **Open Claims** page, under the **Removed Claims**, select **view**:



The screenshot shows the 'Removed Claims' interface. It features a heading 'Removed Claims' and a message: 'If you want to view claims you have previously removed from your search results, click on View (below)'. Below the message is a horizontal bar containing a trash can icon, the text 'Recently Removed Claims', a 'View' button, and a link 'What's this?'. A red arrow points to the 'View' button.

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.



The screenshot shows a window titled "Removed Claims" with a close button (X) in the top right corner. The window contains two rows of claim information, each with a "Restore" button to its right. A red arrow points to the "Restore" button of the first row.

Claim Description	Action
TRAN, PHAN (54015766) FOR BILLING JUNE 2014 SERVICES (HR) <i>Removed 05/23/2014 1:05:39</i>	Restore
TRAN, PHAN (54015766) FOR BILLING JUNE 2014 SERVICES (DY) <i>Removed 05/23/2014 1:05:29</i>	Restore