Quickstart: Review Claims

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To review and manage claims:

1. Go to **Management** > **Claims**, select the **Payments** tab.
2. Locate a pink highlighted row highlighted where **Paid** does not equal **Outstanding** in the list of payments waiting to be reconciled.
3. Double-click on the **Payment ID**.

   This will open the payment and the invoice/s it is for, in the Claims tab.
4. Expand the invoice for review. The reason for the rejection will be displayed next to the **Status**.
5. You can right-click an invoice to open the **Patient Details** screen or **Acct Enquiry** to conduct further investigation.

To void a rejected item in an invoice where payments have been made:

1. Go to the **Payments** tab and select the payment with the rejected item/s.
2. Select **Reconcile Payments** button.
3. Select **Void Rejected Services** on the Payment Reconcile Options dialog
4. Select **OK**.
5. Option to create a new invoice if the payment should have been made.

To process rejected claims for full invoices:

1. Go to the **Claims** tab.
2. Select **Rejected** from the **Status** field.
3. Select **Refresh** to display rejected invoices.
4. Expand each invoice to see the reason for the rejection next to the status.
5. Take any required actions, such as creating a new invoice.
6. If the original invoice is voided in the patient Account Enquiry it will disappear from the Claims tab. Invoices may also be voided from the Claims tab by selecting the **Void Rejected Claims** button.
7. Confirm the action.
8. Repeat these steps for each **Rejected** status.