

# TROUBLESHOOTING GUIDE

## Web Client Daily Routine- Getting paid in 3 easy steps

### 1. Submit Claims

- Submit your claims by clicking on the Apex icon. Your claims will be uploaded and you will be automatically directed to the “Tracking” page.

**Apex EDI** Logout

SERVICES ABOUT US MEMBER AREA SUPPORT REQUEST INFORMATION

### Tracking

Click on a batch ID to see its individual transactions. If a batch is not clickable, it is because the batch file has not been analyzed and broken into individual transactions yet. Please allow up to 24 hours before individual transaction status is available.

**If you need to cancel a claim that you just sent, please call (801) 642-0350 immediately.**

CREATE STATEMENT BATCH  
CREATE CLAIM BATCH

PRINT FRIENDLY VERSION

	Batch ID	Date Submitted	Status	Claim Count
<a href="#">My Home Page</a>	<a href="#">01091755PGT</a>	January 9, 2008	Active	3 of 43 failed
<a href="#">Edit My Information</a>	<a href="#">01071119PGT</a>	January 7, 2008	Active	75
<a href="#">Member Resources</a>	<a href="#">01021158PGT</a>	January 2, 2008	Active	99
<a href="#">Compliment/Concern</a>	<a href="#">12191737PGT</a>	December 19, 2007	Active	62
	<a href="#">12111737PGT</a>	December 11, 2007	Active	50

- Verify that you have received a new Batch ID with the date of submission listed. The Batch ID is your confirmation that Apex EDI has received your claims.
- If you **do not** receive a new Batch ID with the date of submission listed, the transmission has failed. Please, resubmit the claims.

### 2. Correct Failed Claims

- After submitting claims, your claim batch will be ready for viewing within 24 hours. In most cases, it will be ready within 60 seconds. Click on the batch id of the batch you want to view and look at the status of each claim.
  - Approved - the claim has passed Apex EDI's edits will be sent to the insurance company.
  - Processed - the claim has been transmitted to the insurance company.
  - Failed - the claim has failed Apex EDI's edits and will not be transmitted to the insurance company unless the claim errors are corrected. If you subscribe to our standard service level, you will be able to view and correct your failed claims on-line through our website. Otherwise, you will need to make the corrections in your practice management software and resubmit the claim.
  - Duplicate - the claim is an exact copy of one submitted within the previous 4 days. The duplicate claim will not be transmitted to the insurance company.

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## 3. Check Reports

IMPORTANT- Periodically, you will receive reports from Apex EDI and from insurance companies. Viewing these reports is key to your success in getting your claims paid.

- Click on “Check Reports” button to access reports.
- Click on the “Document Name” to view report.
- Read the entire report and check for claims that have been Rejected or Deleted.

## Troubleshooting Your Rejected Claims

### Rejected Claims

- Claims failed by Apex EDI
  - Make correction and resubmit claim
  - If you do not understand the rejection, contact Apex EDI’s technical support team at 1-800-840-9152. Please provide us with either the claim id # or with the patient’s name, date of service, and claim amount.
- Claims Rejected or Deleted by the insurance company
  - IMPORTANT- When claims are approved and processed by Apex EDI, the claim is first transmitted to the insurance company. Before the claim is processed and adjudicated, the insurance company’s EDI department runs edits on the claim and then passes or fails the claim. **If the claim fails the EDI department’s edits, it will not be put on file at the insurance company for processing and adjudication.** A rejection report will be generated by the insurance company’s EDI department and will be transmitted back to the client where it can be accessed through your Apex EDI web account by clicking on the “Check Reports” button. These EDI reports will be labeled “Insurance Company Reports”.
  - If the claim is rejected or deleted by the insurance company’s EDI department, the claim needs to be corrected and resubmitted.
  - If you do not understand the rejection or deletion, contact the insurance company’s EDI department, make the needed corrections and resubmit the claim electronically.

### Lost Claims

- Locate the claim on the report
- If the claim is rejected, correct and resubmit the claim.
- If the claim is accepted, contact the insurance company.
- If the insurance company cannot find the claim, contact Apex EDI’s technical support at 1-800-840-9152. Please provide us with either the claim id # or with the patient’s name, date of service, and claim amount.

### Cannot Send Claims to Apex EDI

- Contact Apex EDI’s technical support at 1-800-840-9152