

ALERT



>>>>>> A MONTHLY UPDATE FOR FRIENDS AND CLIENTS OF DOCTORS ACCESS

SEPTEMBER 16, 2009

CAHABA TN Medicare Customers Only

How to handle rejections using the "View Transmit File" button in History

Version 24.106. A new dialog is displayed once your Cahaba **WINSCP** (black box) session completes successfully.



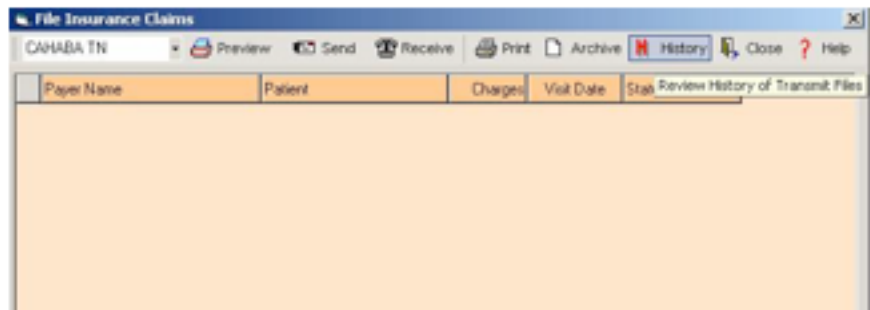
Look for this message and then Click **OK**. (If your session was interrupted for any reason, you may be asked to try again)

Then.

You must Click "**Exit**" to terminate your CAHABA TN telephone connection.

NEXT

To review the results of your CAHABA TN “Send” or “Receive” session click the “History” button (**red capital H**) while the “CAHABA TN” clearinghouse is selected.

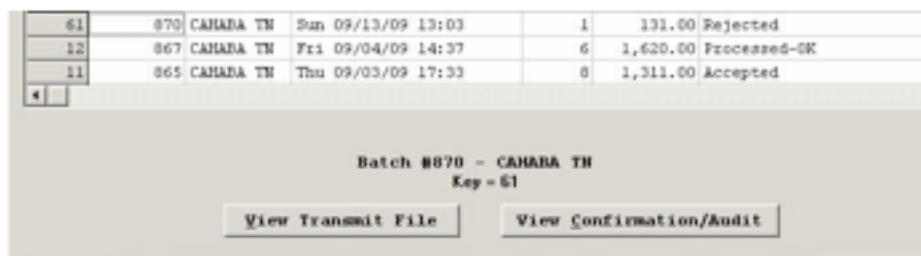


NEXT

Highlight the batch that you interested in and either “double click it” or click “View Confirmation/Audit”. Batches that “Accepted”, “Rejected”, “Processed-OK” or “Processed-Errors” will display a report. Batches that are “Transmitted” or “Transmission-Error” will not have any reports. Turn around time is 1 day or less on receiving reports on “Transmitted” batches. “Transmission-Error” batches need to be resubmitted.

NEXT

If you have a report for a batch that was “Rejected” or “Processed-Errors”, You will need the “View Transmit File” report.



Highlight the offending batch and then press the “View Transmit File”. A report will display for you in Notepad (see below).

NEXT

When a batch and/or a claim is “Rejected” or “Processed-Errors”, the “**View Transmit File**” report provides a Human readable version of the file that was **transmitted**. This report is generated by DOCTORS ACCESS and contains Loop Names e.g. “1000B (Receiver Name)” and segment numbers at the beginning of each line. This is a standard ANSI 837 format so CAHABA also uses this format/loop numbers and segment line numbers when they process your claim batch. Cross reference the segment number in the “View Transmit File” report with any segment/line number shown in the CAHABA rejection reports. Also cross reference any Patient information provided with information in the “View Transmit File” report. Finally, go to the Patient/Claim information in Doctors Access and review any related information. Correct the claim information and resubmit.

Please notify us as you resolve these claims rejections as to which screens and data elements that we need to scrub. Please fax the Rejection Report **and** the Notepad (we must have both) to: **615-385-0676**. Please include cover sheet with your Office Name, Doctors Access Account Number, Your Name, Telephone and email address. Once you have faxed the reports to us, please come into Live Support for further assistance.

```
870.txt - Notepad
File Edit Format View Help
Batch ID - 870
created sun 09/13/09 13:02
ANSI 837 Output File - viewing version only
Note: Underscores '_' were replaced with spaces in the file that w

--HEADER (Header Information)
ISA*03*_____ *00*_____ *ZZ*TN200854_____ *ZZ*10302_____
GS*HC*TN200854*10302*20090913*1302*1*X*004010X098A1~
1 ST*837*002000061~
2 BHT*0019*00*000000870*20090913*1302*CH~
3 REF*87*004010X098A1~

--1000A (Submitter Name))
4 NM1*41 MD*****46*TN200854~
5 PER*IC 80600*FX*6158900650~

--1000B (Receiver Name))
6 NM1*40*2*10302*****46*10302~

--2000A (Billing/Pay To Provider Hierarchy))
7 HL*1**20*1~

--2010AA (Billing Provider Name))
8 NM1*8*****X*1174608137~
```

