

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Send Claims Back to the Transmittal Queue

Last Modified on 11/14/2019 2:08 pm EST

Version 14.19

Overview

During your usual billing activities, you may find it necessary to send a claim or a number of claims back out to the insurance. In order to send the claim(s) electronically, you will first need to send the claim(s) to the transmit queue. The requeuing of claims can be initiated from the **Patient Chart** or the **Billing Center**. Additionally, you have to ability to isolate an entire batch of claims using the Claim Batch # in order to initiate a batch requeue of claims.

Sending Claims Back to the Transmittal Queue from the Patient Chart

1. Click **Claims** in the Account section of the Window Navigation Panel of the Patient Chart.
2. Click to select any of the **Claim(s)** that needs to be requeued.



Tip: To highlight multiple claims for re-transmission, click the first claim to highlight it and then hold the **Ctrl** key on your keyboard to select additional claims. If a group of sequential claims in the grid need to be selected, select the first claim, hold the **Shift** key on your keyboard and select the last claim. All claims in between the beginning and ending claim are highlighted.

3. Click the **Queue Primary** or **Queue Second** button based on whether the selected claim is being sent to the queue for submission to the primary or secondary payer. The claim(s) will now be waiting in the Transmit Queue pending the next electronic or print submission.

Sending Claims Back to the Transmittal Queue from the Billing Center

1. Click the **Billing Center** button on the Billing tab.
2. Click the **Claims (A/R)** tab of the Billing Center.
3. Select the **Claim(s)** that needs to be requeued.



Tip: To highlight multiple claims for re-transmission, click the first claim to highlight it and then hold the **Ctrl** key on your keyboard to select additional claims. If a group of sequential claims in the grid need to be selected, select the first claim, hold the **Shift** key on your keyboard and select the last claim. All claims in between the beginning and ending claim are highlighted.

4. Click the **Q Prim** or **Q Sec** button as appropriate, based on whether the selected Claim is being sent to the queue for submission to the primary or secondary payer. The Claim(s) wait in the Transmit Queue pending the next electronic or print submission.

Sending an Entire Batch of Claims Back to the Transmittal Queue

In order to isolate Claims using the Batch # in which they were transmitted, you need to locate the Batch #. Follow the below steps to locate the batch number and send the entire batch file back to the Transmit Queue.

1. Navigate to the Claim Status History.
 - From the **Claims** in the **Patient Chart**
 1. Select the **Claim** that was part of the batch that needs re-submission.
 2. Navigate to the **Claim Status History** section of the Claims window.
 3. Locate the most recent entry where Added to batch... is displayed in the Notes field.
This is your Claim Batch #.
 4. Highlight the **Batch Number** and right-click and select **Copy** or jot the number down.
 - From the **Claims (A/R)** tab of the **Billing Center**:
 1. Select the **Claim** that was part of the batch that needs re-submission.
 2. Click the **Plus Sign** to the left of the Claim # to expand the Claim.
 3. Select the **Status history** radio button.
 4. Locate the most recent entry where Added to batch...is displayed in the Notes field.
This is your Claim Batch #.
 5. Highlight the **Batch Number** and right-click to select **Copy** or jot the number down.
2. If not already in the Billing Center, navigate to the **Claims (A/R)** tab of the **Billing Center**.
3. Enter or paste the copied **Batch #** in the **Batch # field** located toward the top of the window.
4. Click the **Refresh** button. All Claims transmitted as part of that batch are displayed in the grid.
5. Click the **Sel All** button to select all of the Claims.

- Click on the **Q Prim** or **Q Sec** button as appropriate, based on whether the selected Claims are being sent to the queue for submission to the primary or secondary payer. The Claim(s) wait in the Transmit Queue pending the next electronic or print submission.


Version 14.10

Overview

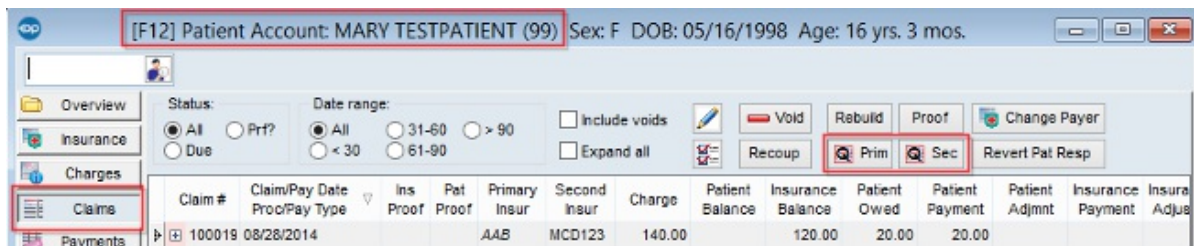
During your usual billing activities, you may find it necessary to send a Claim or a number of Claims back out to the insurance. In order to send the Claim(s) electronically, you will first need to send the Claim(s) to the transmit queue. The requeuing of Claims can be initiated from the patient account or the Billing Center. Additionally, you can isolate an entire batch of Claims using the Claim Batch # in order to initiate a batch requeue of claims.

Send Claims Back to the Transmittal Queue from the Patient Account

- Navigate to the **Claims** tab of the Patient Account.
- Click to select the claim(s) that needs to be requeued.

Note: To highlight multiple claims for re-transmission, click the first Claim to highlight it and then hold the **Shift** key on your keyboard to select additional Claims. If a group of  sequential Claims in the grid need to be selected, simply select the first Claim, hold the **Shift** key on your keyboard and select the last Claim. All Claims in between the beginning and ending Claim are highlighted.


- Click on the **Queue Primary** or **Queue Secondary** button as appropriate, based on whether the selected claim is being sent to the queue for submission to the primary or secondary payer. The Claim(s) wait in the Transmit Queue pending the next electronic submission.



Claim #	Claim/Pay Date Proc/Pay Type	Ins Proof	Pat Proof	Primary Insur	Second Insur	Charge	Patient Balance	Insurance Balance	Patient Owed	Patient Payment	Patient Adjmt	Insurance Payment	Insurance Adjmt
100019	08/28/2014			AAB	MCD123	140.00		120.00	20.00	20.00			

Sending Claims Back to the Transmittal Queue from the Billing Center

- Navigate to the **Claims + A/R** tab of the Billing Center.
- Select the **Claim(s)** that needs to be resubmitted.

Note: To highlight multiple Claims for re-transmission, click the first Claim to highlight it and then hold the Shift key on your keyboard to select additional Claims. If a group of  sequential Claims in the grid need to be selected, select the first Claim, hold the Shift key

on your keyboard and select the last Claim. All Claims in between the beginning and ending Claim are highlighted.

3. Click the **Queue Primary** or **Queue Secondary** button as appropriate, based on whether the selected claim is being sent to the queue for submission to the primary or secondary payer. The Claim(s) wait in the Transmit Queue pending the next electronic submission.

Sending an Entire Batch of Claims Back to the Transmittal Queue

In order to isolate Claims using the Batch # in which they were transmitted, locate the Batch #. Follow the below steps to locate the batch number and send the entire batch file back to the Transmit Queue.

1. Navigate to the Claim Status History.
 - From the Patient Account:
 1. Select the **Claim** that was part of the batch that needs re-submission.
 2. Navigate to the Claim Status History section of the Claims window.
 3. Locate the most recent entry where Added to batch... shows in the Notes field. This is your Claim Batch #.
 4. Highlight the **Batch Number** and right-click and select **Copy** or jot the number down.
 - From the Claims + A/R tab of the Billing Center:
 1. Select the **Claim** that was part of the batch that needs re-submission.
 2. Click the **Plus Sign** to expand the claim by clicking the small plus sign to the left of the claim #.
 3. Select the **Status history** radio button.
 4. Locate the most recent entry where Added to batch... shows in the Notes field. This is your Claim Batch #.
 5. Highlight the **Batch Number** and right-click and select **Copy** or jot the number down.
2. If you are not already in the Billing Center, navigate to the **Claims + A/R** tab of the Billing Center.
3. Enter or paste the copied **Batch #** in the Batch # field located toward the top of the window.
4. Click the **Refresh** button. All Claims transmitted as part of that batch are displayed in the grid.
5. Click the **Sel All** button to select all of the Claims.
6. Click the **Queue Primary** or **Queue Secondary** button as appropriate, based on whether the selected Claims are being sent to the queue for submission to the primary or secondary payer. The Claim(s) wait in the Transmit Queue pending the next electronic submission.