

EDISS User Documentation

PC-ACE Pro32: Viewing Claim Status History

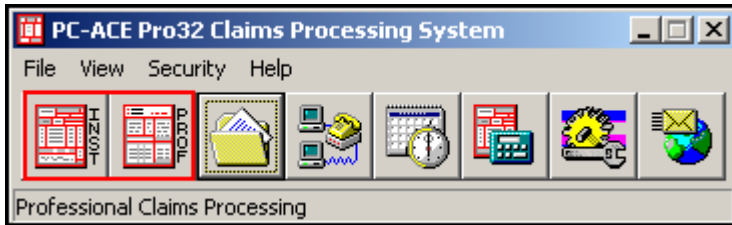
Purpose: This document explains how to view claim status history in PC-ACE Pro32.

Background: The following is an excerpt from the Electronic Data Interchange Support Services (EDISS) PC-ACE Pro32 User Guide. To view the entire PC-ACE Pro32 User Guide, select the PC-ACE Pro32 link on the Software and Vendors page of www.edissweb.com.

Viewing Claim Status History

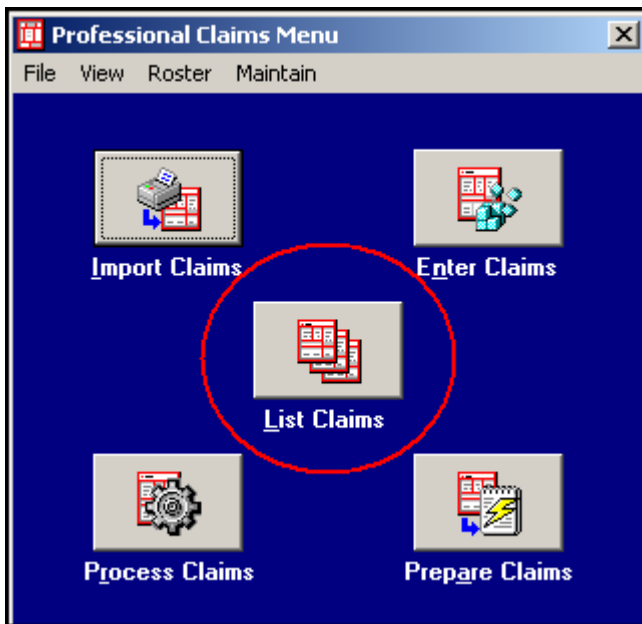
To view claim status history:

1. Go to the appropriate Claims Menu (either Institutional or Professional).

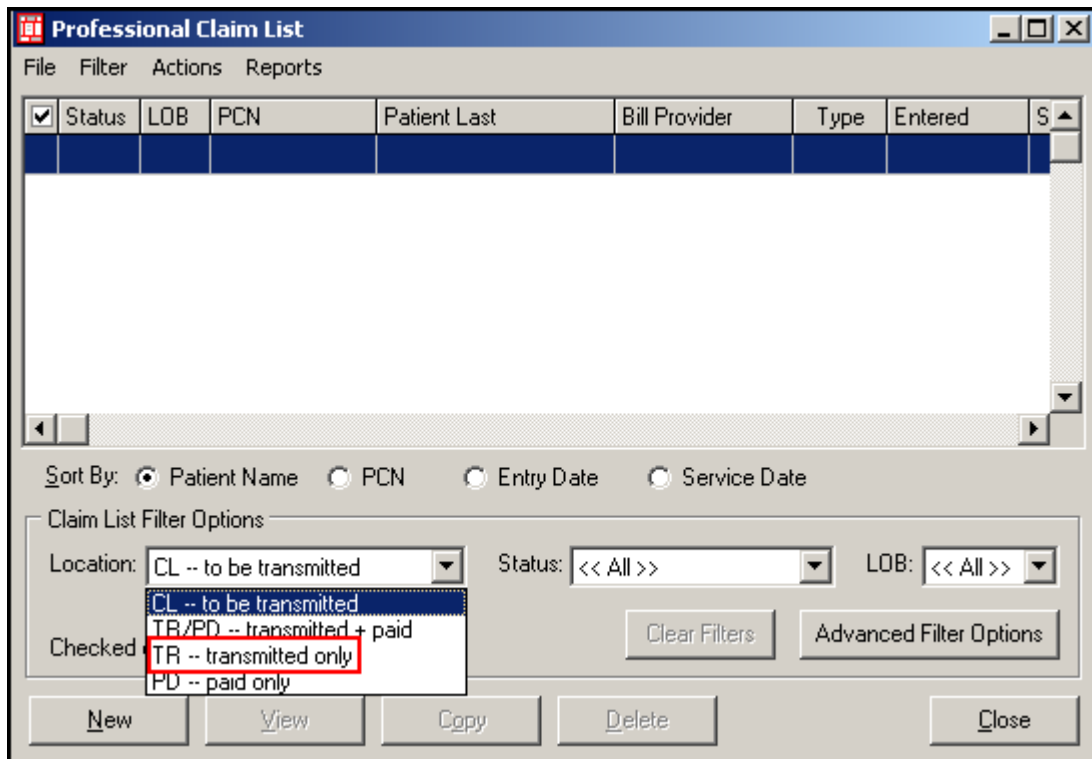


The correlating Claims Menu screen displays.

2. Select the List Claims icon.



3. Select the Location drop down arrow and select TR – transmitted only.



4. Select the specific claim from the claim list and select Actions.
5. Select the Show Selected Claim Status History button from the drop-down menu.

The Claim Status Request/Response History window displays showing the claim status activity. The display can show if claim status requests have been conducted multiple times and if there are any responses for that specific claim. It also indicates the status of the claim.