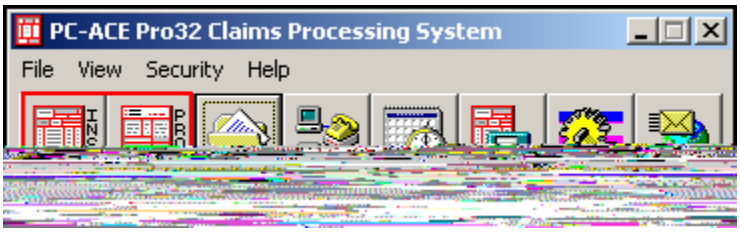
EDI Support Services

Reactivating Claims in PC-ACE Pro32

Reactivating previously transmitted claim(s) in PC-ACE Pro32 is a helpful tool for entered claims that may have been denied after they were sent to the payer. By reactivating claims, you can make the necessary changes or corrections without having to re-enter the entire claim.

1. From the PC-ACE Pro32 main toolbar, open the appropriate Claims Menu (i.e., Institutional or Professional).



In this document:

- Learn how to reactivate claims in PC-ACE Pro32

2. From the Claims Menu, click on the List Claims button.

3. From the Location field, select TR -- transmitted only.

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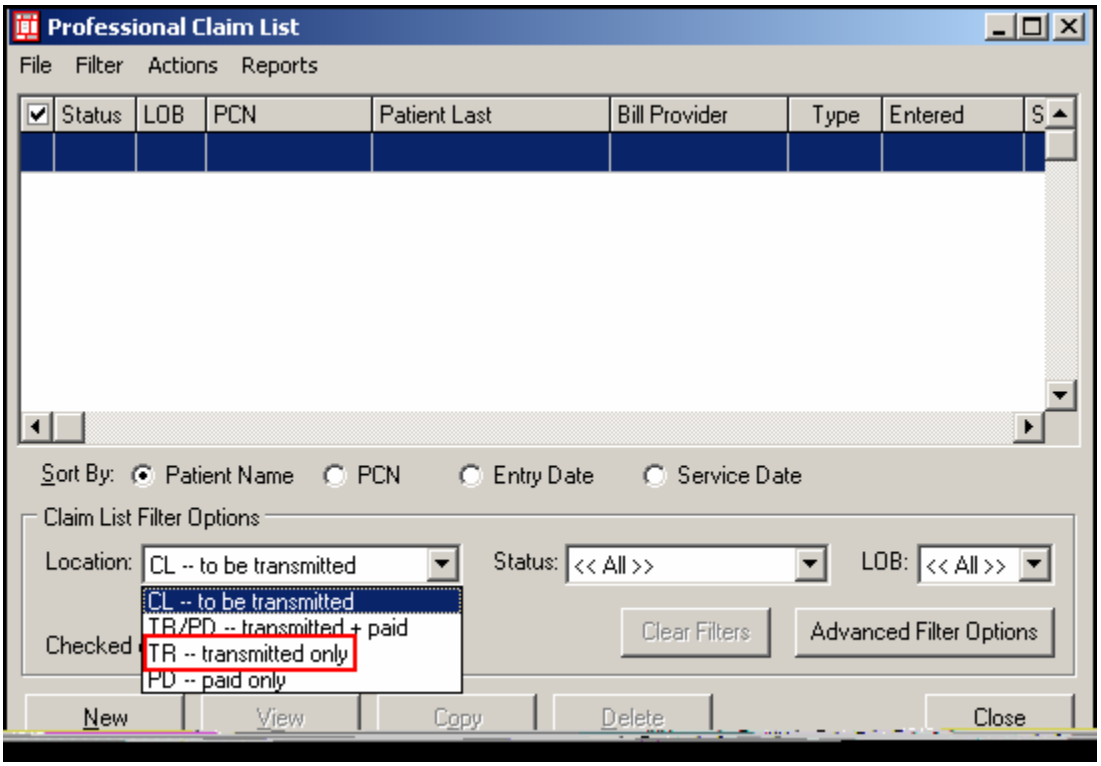

The claim(s) listed have already been prepared.

4. Reactivate the claim(s).

   A. To reactivate a single claim, check the claim record in the list and select Reactivate Selected Claim from the Actions menu.

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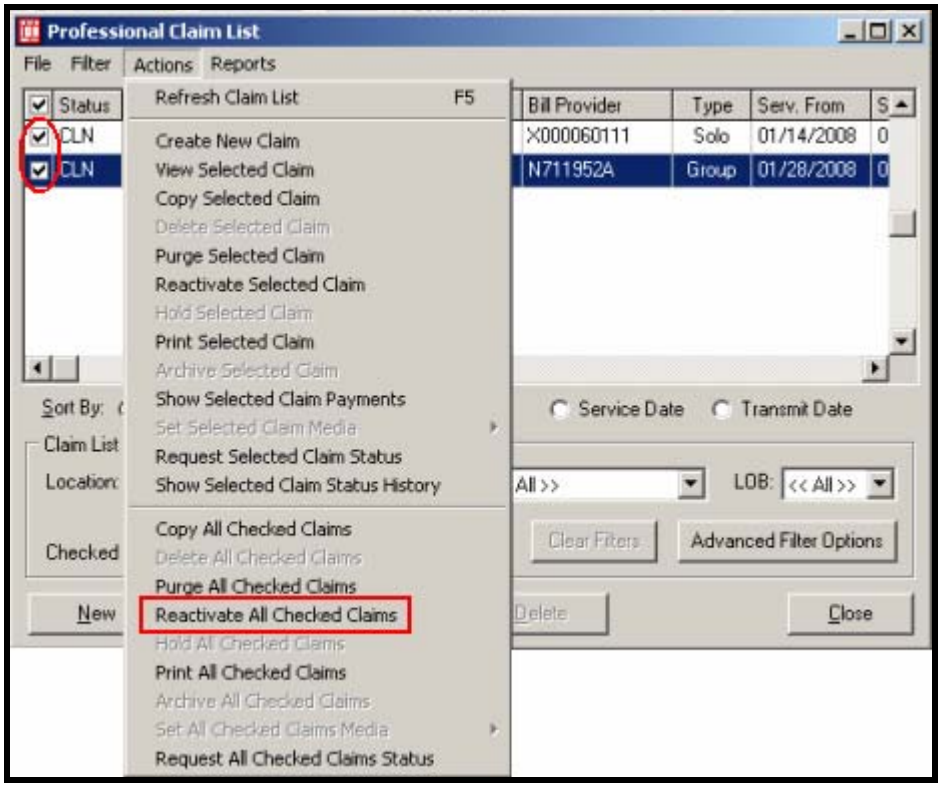
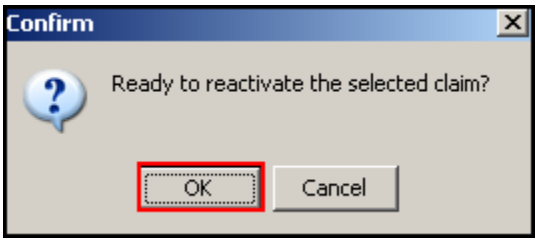


5. Click on OK to reactivate the selected claims.



Note: The process of reactivating moves the claim(s) from the TR -- transmitted only location back to the CL -- to be transmitted location. The status of the claim(s) changes from CLN (clean) to UNP (unprocessed).

6. Change the location back to CL -- to be transmitted and make necessary changes to the reactivated claim(s).
7. Prepare the claims and resend.