
NEW SOLACE FEATURES

You will notice 2 new things in SolAce this week after the 4.0.16 update.

1. A Claim Status Request Tab
2. A Claim Info button

These features will be explained in 2 different sections below.

Please note that these features will not change your normal workflow or activities in SolAce, however it will give you additional information that will help you keep track of the events your claims go through if you choose to use them.

The screenshot shows the SolAce interface with the 'Claim Status Requests' tab selected. The table below displays the data for this tab. The 'Claim Info' button in the bottom toolbar is also highlighted.

File	Label	# Claims	Total \$	Create Date
20130514-02	gigi 05-14	1	5.00	2013-05-14
20130514-01	gigi-201305141311-PRINT-IMAGE-IMPORT-1500.bt	1	100.00	2013-05-14

Toolbar buttons: New, Import, Open, Delete/Archive, Label, Report, Claim Info

Claim Status Request Tab

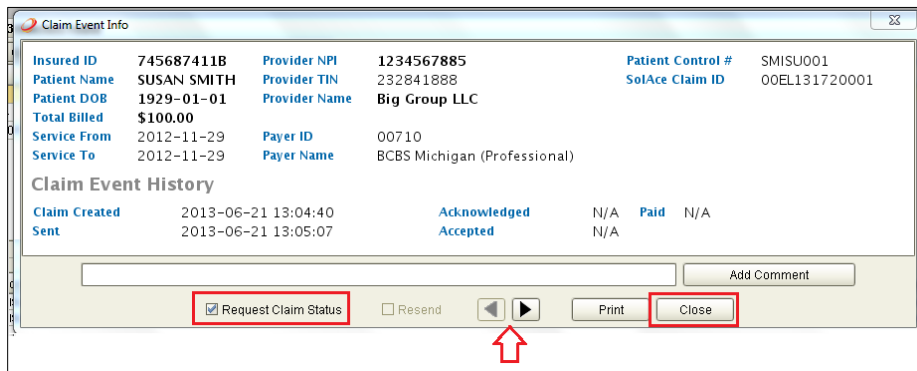
The Claim Status Request feature allows you to send a 276 file to the receiver you bill your claims to so they can send back a 277 response (this is not the same as the 277CA response that you get today in your Inbox) containing status information of the claims you billed in their system. This will let you know if your claim is being paid even before you receive an EOB. Claims you send a 276 request for will be found in the Claim Status Request Tab. The 277 response will be found in your claim's "Claim Info" report or in your Inbox in the message center.

What you need to do before utilizing this feature:

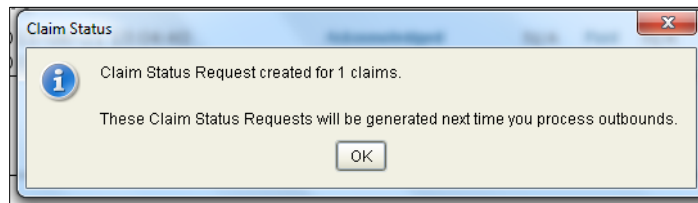
- You must first find out if the receiver that you bill your claims to accepts 276 files and returns 277 replies for claim status requests. (Not all receivers are equipped to do this)
 - a. If they do, you must find out if there are additional enrollment forms that you must complete to sign your **current Submitter ID** up for 276/277 transactions.

If your receiver has confirmed that you can send 276 transaction files with your current Submitter ID, you may do the following to generate a 276 file for a claim:

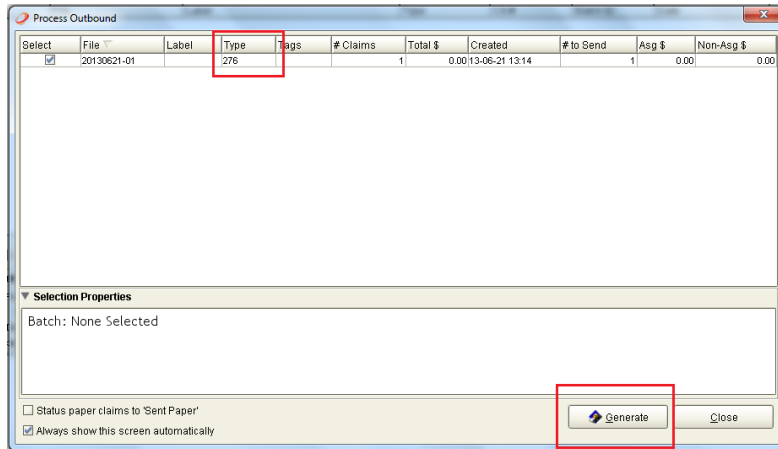
- Select a batch in Batch Manager and click on the “Claim Info” button
 - a. When it pops up, it will display one claim at a time
 - i. Use the arrows at the bottom to go from one claim to another
 - b. Put a check mark on “Request Claim Status” for claims you want to generate a 276 for
 - c. Click Close when you are done



- d. You will see a pop up confirmation to let you know how many Requests were created.



- e. Once you are done, go to File then Message Center and click on Generate to generate a 276 file for your claims.
 - i. You will notice that the file type on the Generate Outbound box is 276.



- f. If the Receiver you sent the 276 to accepts your file, they will send you a 999 and the status of your 276 batch under the Claim Status Request tab will be accepted just like your regular claims that get accepted under the Professional or Institutional claims tab.
- g. Once a 277 report comes in as a response to your inquiry, it can be found in your message center's Inbox.

Claim Info Button

The claim info button displays all of the events that a claim has gone through from being sent, to being accepted on a 999, a 277CA and then being paid on an 835. It will even show if the claim is edited and resent. The beauty of this feature is, as a claim experiences an event that relates to a report, a link to the report will be right there on the Claim Info screen for the user to click on.

- Please note, we are only able to provide direct links to 999s, 277CAs, 835s (Remittances), and Availity Clearinghouse reports. If you send to a receiver that sends text reports, you will still need to go to the message center to read those reports.

The Claim info button is available in most of the SolAce screens. Just look at the middle or the bottom of your screen to find it.

In a batch scenario, if you click on the Claim Info button, you can use the arrows at the bottom to go from one claim to another as explained above.

The screenshot shows a 'Claim Event Info' window with the following sections:

- Purple area:** A grid of fields for patient and claim information:

Insured ID	Provider NPI	Patient Control #
Patient Name	Provider TIN	SolAce Claim ID
Patient DOB	Provider Name	Payer Claim ID
Total Billed	Type of Bill	
Stmnt Begin	Payer ID	
Stmnt End	Payer Name	
- Claim Event History:** A table showing key events:

Claim Created	Acknowledged	2013-03-25 11:00:40	Paid	2013-04-08 00:00:00
Sent	Accepted	2013-03-25 11:00:40	Paid Amount	\$
- Orange area:** A detailed event log table:

Date	User	Event
2013-04-08 00:00:00	SYSTEM	This remit has been matched to the originally submitted claim/837.
2013-04-08 00:00:00	SYSTEM	This claim was 1. WPS has paid \$ for this claim.
2013-03-25 11:00:40	SYSTEM	This claim's tracking number has been matched to an inbound 277 file
2013-03-25 11:00:40	SYSTEM	WPS has accepted this claim for adjudication.
2013-03-25 08:57:42	SYSTEM	837 Transmitted
2013-03-25 08:52:31	SYSTEM	Claim loaded by system
- Bottom area:** Includes an 'Add Comment' button (pointed to by a red arrow), a 'Resend' checkbox (highlighted in a red box), and 'Print' and 'Close' buttons.

- Information in the Purple area: Patient/Claim information
- Links in the Green boxes: These are links that you can click on to open the 999, 277CA, or 835 (Remit) that relates to the claim being reviewed.
 - For Availity claims, there will be a link there called “reports” for the IBR, EBR, and DPR reports. (The most recent one received will be linked to the “report” link)
- Information in the Orange area: This lists the events the claim has experienced. From being sent to being acknowledged on a 999, 277CA, all the way to getting paid and the paid amount.
 - When a payment is received, your claim’s status will change from Accepted to the payment status in Batch Editor.
- The button the Red Arrow is pointing to: Use the Add Comment feature to add a comment to the claim info record and have your comment be part of the claim’s event list.
- Check box in the Red box: With this new claim event tracking feature, we are encouraging users to stop copying claims to new batches when a claim needs to be resent. Instead, change the status of the claim to “resent” by checking this box and then edit and resend the claim. The event of changing the claim’s status to resend, its current GUID #, and resend event with its new GUID# will all be recorded on the event list for the claim.
- Click Close when you are done.

We will continue to evolve and improve these features. In the meantime, we hope you enjoy using our current release.

(The Claim Info feature will only work for claims created in SolAce from March, 2013 and on...)