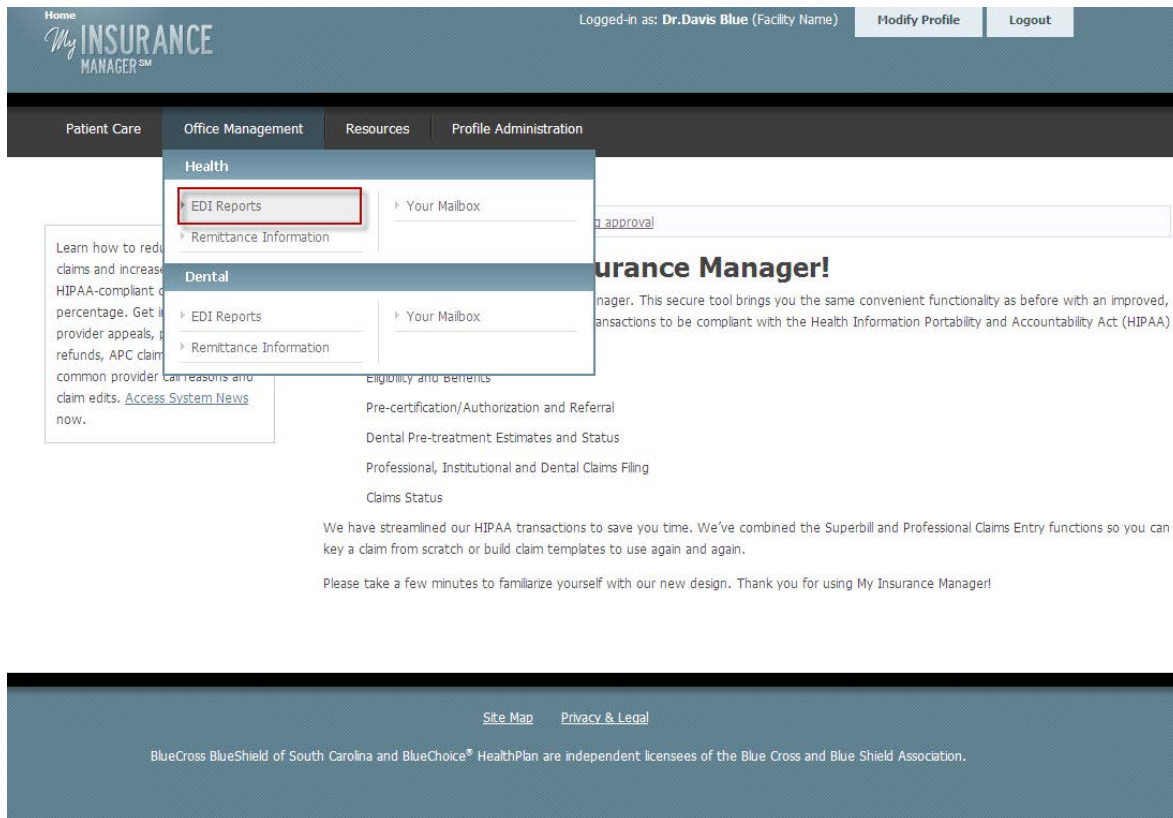


My **INSURANCE** **MANAGER**SM

EDI REPORTS USER GUIDE

Electronic claim filers can access EDI claim reports in My Insurance Manager. These reports include all claims received via the EDI Gateway each day and include explanations for rejected claims so you can resubmit them as soon as possible. You can view reports for a specific National Provider Identifier (NPI) or view reports for all of your locations at once.

This function shows reports only for electronic claims that come in through the EDI Gateway. This function does not show reports for Web claims.



Log into My Insurance Manager. In the top menu under Office Management, choose EDI Reports.

LOCATION SELECTION

My INSURANCE MANAGER

Logged-in as: Dr. Blue same code

Modify Profile Logout

Patient Care Office Management Resources Profile Administration

Electronic Data Interchange

Location Selection

Please choose a Primary ID to view the EDI claim reports for that number. You can also choose to view reports for all locations.

Please note: To sort by Primary ID, Provider Name, Address or City, please click the column title.

Primary ID ▲	Provider Name	Address	City
2222222220	MY FAMILY PRACTICE	123 ELM ST	COLUMBIA
3333333330	MY FAMILY PRACTICE NORTH	466 PINE ST	COLUMBIA

[View Reports for All Locations](#)

Cancel

Choose the location for the EDI reports you want to view. To view all EDI reports associated with your Tax ID, click View Reports for All Locations.

Note: EDI report searches will differ for atypical and typical providers or locations. The law does not require an atypical provider or location to have an NPI. A typical provider or location must have a National Provider Identifier (NPI).

Only typical locations with NPIs will appear on the Location Selection list. To look up EDI reports for claims you filed without an NPI — whether for atypical or typical locations — you **must** click View Reports for All Locations.

If there is no NPI associated with your Tax ID, the Location Selection page will not appear. My Insurance Manager will go directly to the Claim Rejection/Acceptance Reports screen and show EDI reports for all locations associated with your Tax ID.

CLAIM REJECTION/ACCEPTANCE REPORTS SUMMARY REPORT LIST

My
INSURANCE
MANAGERSM
Logged-in as: Dr. Blue same code
Modify Profile
Logout

Patient Care
Office Management
Resources
Profile Administration

Electronic Data Interchange

Claim Rejection/Acceptance Reports

Choose an EDI claims report type:

Summary Report
 Detail Report

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims. Also, retrieving a large report using a dial-up connection may take considerable time.

Summary Reports for Primary ID : 2222222220

Choose an EDI claims received date to view a report. (You will need [Adobe Acrobat Reader](#) to view or print reports.)

Received Date	
09/27/2011	No Claims Received
09/28/2011	No Claims Received
09/29/2011	No Claims Received
<u>09/30/2011</u>	
10/01/2011	No Claims Received
<u>10/02/2011</u>	
10/03/2011	No Claims Received
10/04/2011	No Claims Received
10/05/2011	No Claims Received
10/06/2011	No Claims Received
10/07/2011	No Claims Received
<u>10/08/2011</u>	
10/09/2011	No Claims Received
10/10/2011	No Claims Received

Choose a Different Location

If you choose a specific location from the screen on page 3, you will see a list of EDI summary reports filed with the NPI for that location. If we did not receive claims for this location and NPI on a particular date, "No Claims Received" will appear next to the date, and there will be no report. Dates for which there is a report available will appear in underlined blue link text. Click on a date link to view the summary report for that date (see page 5).

On this page, you can also select Detail Report to go to a list of reports showing detailed information about claims filed with this NPI.

Click Choose a Different Location to return to the location selection list.

EDI SUMMARY REPORT

09/30/2011 EDI GATEWAY
20:16:20 COLUMBIA, SC 29219

RECEIVED DATE : 09/30/2011

E837P602
CLAIMS SUMMARY REPORT
STATUS : PROD
PAGE : 1
CYCLE : DAILY

SUBMITTER ID : 444111541 CLEARINGHOUSE INC
BILLING PROVIDER ID : 333333333 MY FAMILY PRACTICE
NATIONAL PROVIDER ID : 222222222
PAY TO PROVIDER ID : 570287419 BLUECROSS BLUESHIELD OF SOUTH CAROLINA
PROCESSOR : 570287419 BLUECROSS BLUESHIELD OF SOUTH CAROLINA
TRANSACTION TYPE : 837 INSTITUTIONAL VADID

TOTAL CLAIMS	ACCEPTED CLAIMS	% OF ACCEPTED	REJECTED CLAIMS	% OF REJECT
101	98	97	3	03
TOTAL DOLLARS	ACCEPTED DOLLARS	% OF ACCEPTED	REJECTED DOLLARS	% OF REJECT
576,714.53	\$ 576,050.53	100	\$ 664.00	00

BLUECROSS BLUESHIELD OF SOUTH CAROLINA IS AN INDEPENDENT LICENSEE OF THE BLUE CROSS AND BLUE SHIELD ASSOCIATION, AN ASSOCIATION OF INDEPENDENT BLUE CROSS AND BLUE SHIELD PLANS.

DUPLICATE COPY

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims.

[View Detail Report](#)

[Close Summary Report](#)

This report summarizes the claims we received for the chosen NPI and date.

1. The Received Date is the date we received the claims.
2. The body of the report shows acceptance and rejection totals and rates for claims, and claim dollar amounts.
3. The report will have multiple pages if certain information in the report header changes. For example, there will be a separate total for each Processor (health plan). There will also be a separate total for each location associated with an NPI.
4. If you have questions about claims missing from the reports, contact your clearinghouse or trading partner.
5. Click View Detail Report to see a report listing each individual claim (see page 6).
6. Click Close Summary Report to return to the report list.

EDI DETAIL REPORT

09/30/2011 EDI GATEWAY
20:16:20 COLUMBIA, SC 29219

E837P602
CLAIMS ACCEPTANCE/REJECTION DETAIL REPORT

PAGE : 1
CYCLE : DAILY

RECEIVED DATE : 09/30/2011

STATUS : PROD

SUBMITTER ID : AAA1111AA1 CLEARINGHOUSE INC
BILLING PROVIDER : 303030303 MY FAMILY PRACTICE
NATIONAL PROVIDER ID : 222222220
PAY TO PROVIDER :
PROCESSOR : 570287419 BLUECROSS BLUESHIELD OF SOUTH CAROLINA
TRANSACTION TYPE : 837 INSTITUTIONAL V4010

SUBSCRIBER MEMBER ID	PATIENT CONTROL NUMBER	PATIENT LAST NAME	F	SERVICE DATE FROM TO	TOTAL CHARGES	GROUP CNTL NUMBER	ERROR/REJECT CODES
AAA111111111	11111111	SMITH	T	09/22/11 09/22/11	\$ 5,109.56	000904477	251
BBB111111111	22222222	JONES	E	09/16/11 09/16/11	\$ 3,496.40	000904477	E02
CCC111111111	33333333	WILLIAMS	L	09/24/11 09/24/11	\$ 2,205.06	000904477	
DDD111111111	44444444	SMITH	L	09/06/11 09/06/11	\$ 1,785.38	000904477	
EEE111111111	55555555	RICARDO	S	09/24/11 09/24/11	\$ 1,320.00	000904477	
FFF11111111	66666666	JACKSON	B	01/03/11 01/03/11	\$ 995.00	000904477	

REJECTED CLAIMS
0

ACCEPTED CLAIMS
6

ERROR CODES: VERBIAGE
251 SUBSCRIBER ID NOT ON FILE AS ENTERED
E02 INVALID SUBSCRIBER ID FOR CARRIER CODE

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Please note: Contact your clearinghouse or trading partner with inquiries about missing claims.

[View Summary Report](#)

[Close Rejection/Acceptance Detail Report](#)

The Detail Report shows a detailed list of claims we received for this NPI and date. As with the EDI Summary Report, the Detail Report will contain separate totals if certain header information changes. For each report section, rejected claims appear at the top of the list with the error or reject code. Code definitions are located just after the report totals.

CLAIM REJECTION/ACCEPTANCE REPORTS SUMMARY REPORT LIST – ALL LOCATIONS

Electronic Data Interchange**Claim Rejection/Acceptance Reports**

Choose an EDI claims report type:

 Summary Report
 Detail Report

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims. Also, retrieving a large report using a dial-up connection may take considerable time.

Summary ReportsChoose an EDI claims received date to view a report. (You will need [Adobe Acrobat Reader](#) to view or print reports.)

Received Date	Primary ID
10/12/2011	No Claims Received
10/13/2011	No Claims Received
10/14/2011	No Claims Received
10/15/2011	No Claims Received
10/16/2011	No Claims Received
10/17/2011	No Claims Received
10/18/2011	No Claims Received
10/19/2011	No Claims Received
10/20/2011	No Claims Received
10/21/2011	No Claims Received
10/22/2011	No Claims Received
10/23/2011	No Claims Received
10/24/2011	No Claims Received
10/25/2011	No Claims Received

If you choose View Reports for All Locations from the screen shown on page 3, you will see a screen like this. Again, the Received Date column contains links to EDI claims reports received on particular dates. The Primary ID column shows the provider ID (NPI or Tax ID) with which you filed the claims.

We break large reports into 50-page increments. When this happens, you will see links with section numbers you can click to navigate through the entire report.

From here, this function operates as described in pages 4-6.