

## 4010 CLAIMS SUBMISSION: Checking Your EDI Report is Critical *Identifying Claim and Batch Failures*

For successful accounts receivable management and timely reimbursement, it is critical that you **review your online EDI Report on a daily basis**. The report presents the status of all your submitted EDI claims and batches, including acceptance (even before confirmation in Alteer Office) and rejections (including reasons for rejection). Proactively reviewing your EDI Report allows you to quickly fix errors and resubmit corrected claims. Recently, we have discovered that many of our customers are not reviewing their EDI Reports to verify that claims have been submitted successfully. This means that in cases where 4010 claims do not meet ANSI 837 requirements (i.e., they have syntax errors), claims or batches of claims may not have been submitted to the payer (even when green lights appear within Alteer Office). To avoid this problem, in addition to checking the report for common EDI errors you must verify that all of your batches are acknowledged as received within two days of submission. Do this by searching for the batch (serial) number in the EDI Report. If the number does not appear within 2 days from submission, then there may be a data entry syntax error. In this case, please call Customer Support for assistance in identifying and resolving the error. Be sure to check the Customer Support Advisory web page often for updated information. (This information also is available in the Customer Support book in the Online Help [in Alteer Office, press F1].

### To access your EDI report and search for batch numbers

1. Go to the Web site <http://edi.alteer.com>.
2. Type your practice **username** and **password**, and then click **Login**. (Contact Customer Support if you do not have them.) Your practice home page appears.
3. Click **View Reports**.
4. In the **DIR** list, click the appropriate month. The EDI reports for that month appear, organized by date.
5. In the list, click the report you want to view. The report appears in a separate window. (Use the scroll bars to view more data, if necessary.)
6. Press CTRL+F. The Find dialog box appears.
7. Type the *batch number* and click **Find Next**. (Be sure to search up and down through the file.)

To find the batch number in Alteer Office, go to the **Claims** work area and click the appropriate aging bucket. At the top of the claims list, slide the left-most column header divider to the right until the **Batch** column appears.

In the EDI report, the batch number is referred to as the serial number.

8. If the batch number is not found, the Microsoft Internet Explorer dialog box appears indicating that it has finished searching the document; click **OK** and then

click **Cancel** to close the Find dialog box. Call Customer Support to report the batch number that was not found.

9. To close the report, click the Close (X) button at top right of the window, or on **File** menu, click **Close**.

For details about fixing some of the common EDI errors, read the FAQ "How do I fix the most common EDI Errors?" in the Online Help [In Alteer Office, press F1; keyword search: EDI error]. Also, sign up for the "Managing Your Insurance AR" training class that covers EDI reports and errors in depth. For more information or to sign up for training, send an e-mail to [register@altee.com](mailto:register@altee.com).

#### Tip

To comply with HIPAA, CMS began accepting electronic claims in the ANSI 837 4010 file format. To fulfill this requirement and maintain consistency, Alteer has begun conversion from NSF to ANSI 837 4010P for electronic claims submission. ANSI 837 submission requirements are more stringent than NSF (including the way in which data is entered), which may result in increased incidence of syntax errors. For information about how to avoid such errors, including guidelines for proper data entry and syntax, see "Customer Support Advisory: Important Guidelines for Successful 4010 Claim Submission."

For more information, please contact Alteer Customer Support by telephone (949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time) or e-mail [support@altee.com](mailto:support@altee.com).