Introduction to Claim Comments

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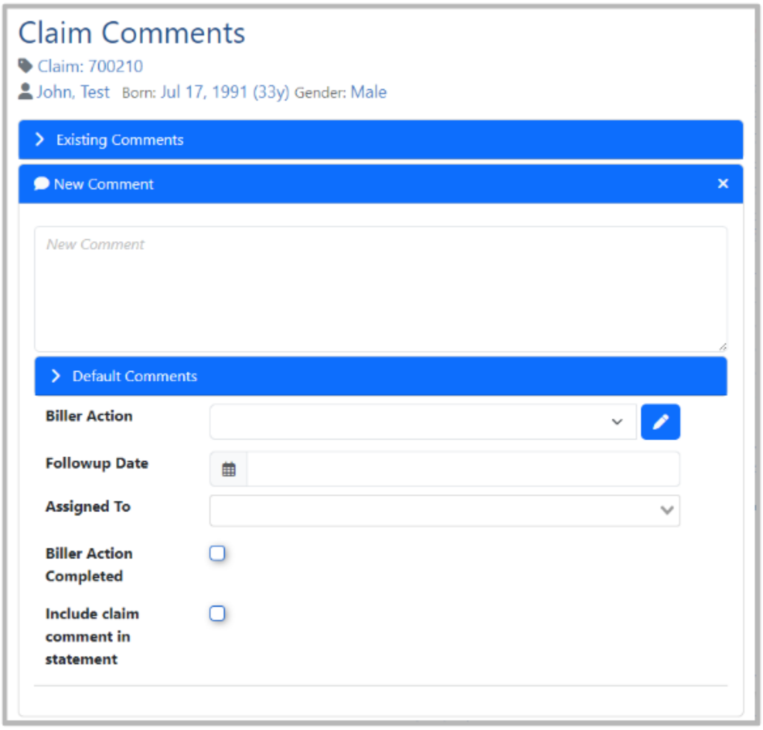
When working on claims, it's important to document your work. It's important to clarify what's happened, both so that the system can track biller productivity and the next biller can follow your work and continue to pursue payment.



Key items when creating a Claim Comment for Billing needs:

Default Comments may be utilized to store specific phrasing used often. These can be added to a particular Claim or Patient Comment and edited to save from having to type it out each time.

Biller Action is used to document any follow-up needed by billing. This will be used for reporting as well as tracking and is especially helpful when working on Aged Receivables.

Followup Date is important as this will alert the date the action needs to be taken.

Assigned To is used to identify who the follow-up is assigned to.

Biller Action Completed is used to record that an action (Adjustment Taken, Appeal Submitted, etc.) was taken for future reporting on Biller Productivity.

Include Claim Comment in Statement Allows the comment to be printed in the Patient Statement as a detailed line underneath the specific claim it's associated with.