

Managing Rejections and Resubmissions with the Apex Clearinghouse
Feature Guide

Summary:	Details:	Educational Links:
<p>Claims Process Summary</p>	<ol style="list-style-type: none"> 1. Submit claim by checking the appropriate check boxes and clicking the green “Submit Selected Claims” button 2. You can check the Status of the Claims by Navigating to Billing>Claims> and clicking on the various tabs (claim is either accepted or rejected by payer) 3. If rejected, correct and resubmit 4. When accepted, ERA payment is received from the Payer 	<p>TheraNest Claims Process Overview</p> <p>Apex Payer ID List</p>
<p>EDI File Settings Refer to your Payer’s requirements prior to applying these settings</p>	<p>When adding payers to TheraNest we recommend that you check the box “Ask for Resubmission Details prior to Re-Submit Failed Claim” under EDI file settings, This will give you a popup when resubmitting claims to indicate whether this is a corrected or voided claim.</p>	<p>EDI File Settings - Ask for Resubmission Details</p> <p>Setup EDI File Settings</p>
<p>Rejection Codes</p>	<p>Rejection codes give the provider details regarding why the claim has been rejected or denied.</p>	<p>Common Rejection Messages</p>
<p>Resubmit a Claim with a Rejection Occurs before the claim is processed and most often results from incorrect data</p>	<p>To resubmit claims, they must be in the rejected/denied tab. If claim is not in rejected/denied you can manually move it:</p> <ul style="list-style-type: none"> • locate claim>update status>rejected/denied <p>Correct a Claim (if needed):</p> <ul style="list-style-type: none"> • Locate the claim in the Rejected/Denied tab • Actions>view invoice details>correct the error in the invoice or client profile as appropriate>SAVE 	<p>Resubmit a Claim</p> <p>Find a Payer’s Claim Number</p> <p>Resubmit a Voided Claim</p> <p>Resubmit a Corrected Claim</p>
<p>Resubmit a Claim with a Denial Occurs when a claim is processed and found to be unpayable.</p>	<p>Resubmit a Claim: Once the claim has been corrected, the claim will need to be resubmitted:</p> <ul style="list-style-type: none"> • Billing>Claims> Rejected/Denied Tab • Locate Claim> Update Status> Resubmit New Claim> Resubmit and Create New Claim <p>*The claim will now move the resubmitted tab.</p>	<p>Resubmit a \$0 Pay Claim that is in the Paid/Processed Tab</p> <p>Resubmit a Paid Claim that is in the Paid/Processed Tab</p>