

Parathon User Tips

✓ Confirm your batch imported successfully!

Go to: Reports → Claim Reports → Daily Claim Receipts

Enter date range, choose your facility, click submit (if you do not see your batch, wait 1 hour and check again). While viewing the report, click the claim count # to list the claims in any given batch. Right click to print – use this as a cross-reference with your practice management system. The far right column shows the transmission status of the claim*. Claims with no errors will transmit to the payor (see 'Cleared' tab below). Claims with errors are not cleared and will *NOT* be sent to the payor until you successfully correct the errors (see 'Errored' tab below).

*Note: This is not payor level status (see below for payor level status info - 'Not Found, Denied, Rejected, Pended' tabs).

✓ Work all claims in your dashboard!

Go to: Processes → Claims Clearing → Claims Dashboard

Clearing Statuses				Payor Statuses *			
UB		HCFA		UB		HCFA	
# Claims	\$ Billed	# Claims	\$ Billed	# Claims	\$ Billed	# Claims	\$ Billed

Clearing Statuses and Payor Statuses are a snapshot of the status of the claims imported into Parathon. Clearing Statuses shows statusing up to and including transmission (also found in the Daily Claims Receipts report described above). Payor Statuses shows post transmission statusing.

Cleared

Claims in this tab have been checked for errors and will be transmitted to the payor at approximately 4pm CST M-F. Once transmitted, you will no longer see these claims in the Cleared tab. Payor level statusing is usually available 48 hours after transmission has successfully taken place. Payor level statusing is obtained directly from the payor or found in the 'Response Messages' tab while viewing the HCFA in Parathon (see below). It is your responsibility to check on the payor level status of claims. If you have not received successful payor level resolution to a claim within a reasonable period of time, call for help.

Errored UnEdited Claims

Claims under these tabs have NOT been transmitted to the payor. Claims in the 'Errored' tab must be corrected (while viewing HCFA, make corrections following by clicking Save). The 'Parathon Status' (appears above the HCFA) must show 'No-Errors' in order to clear the claim for transmission to the payor. If claims appear under the 'UnEdited Claims' tab, call for help.

OnHold

Claims in this tab have been placed on hold. If claims remain here for more than 2 days, call for help.

Not Found Denied Rejected Pended

Claims in these tabs have been transmitted to the payor but have issues that you need to investigate in order to avoid payment delays. To view payor messages, go to 'Response Messages' tab while viewing the HCFA. Claims can be edited and resubmitted to the payor. To do this, make correction then choose Actions: 'Resubmit' followed by Submit and Save. This will need to be corrected in your practice management system as well. If you do not wish to resubmit then reject/delete the claim (see below) in order to remove it from your dashboard.

Save Validate Cancel Actions: ** Not Seleted ** Submit

Type	Clm ID
HCFA	212051

Note: To view a claim, click Clm ID# or enter HCFA Claim ID# in Quick Lookups on dashboard.

Note: To reject/delete a claim from your dashboard, choose Actions: 'Reject' followed by Submit and Save.

Quick Lookups
UB Claim ID:
HCFA Claim ID: 1528
Pat Acct #:

Save Validate Cancel Actions: ** Not Seleted ** Submit

✓ Call for help! Prompt Solutions 888-897-7667 x1. Do NOT email.