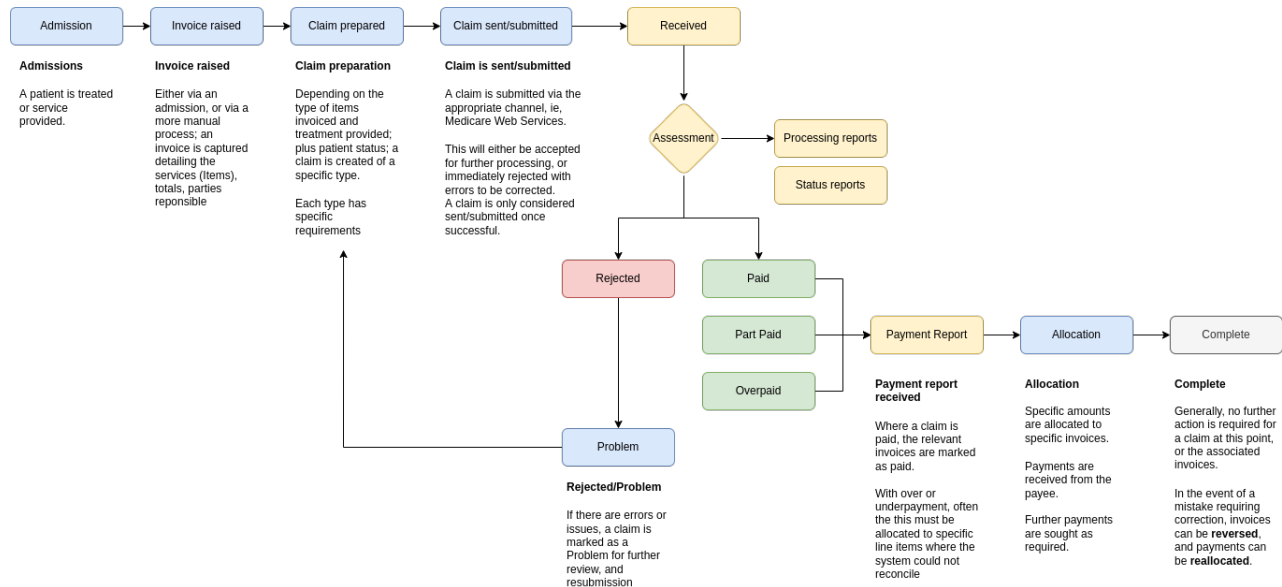


Managing and Tracking Claims - Statuses and Filters

Last Modified on 02/08/2022 12:22 pm ACST

Claim Lifecycle



Claim life cycle management via Invoices and Claims

Step	Viewable via	Criteria	
Admission (discharged)	Uninvoiced	No invoice has been raised	
Invoice raised	Unsent	No claim has been successfully sent	
Claim prepared	Unsent	No claim has been successfully sent	
Claim sent/submitted	Unpaid	No payment have been received	
Rejected	Problem	The payee has rejected the claim with feedback.	
Paid	All Status		
Part Paid	Part Paid		
Overpaid	Part Paid		

Overview:

Filters Clintel Clinic ▾ All Providers ▾ All Days ▾ Q					
Bulk Billed	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Department of Veterans Affairs		4	7	4	0
Medicare		6	54	14	1
Totals		10	61	18	1
IMC	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
AXA Australia Health Insurance		2	1	1	0
BUPA Australia		6	3	1	0
Defence Health		1	0	0	0
Health Partners		0	0	0	1
iTest Health Fund (STS)		10	26	0	14
Medibank Private		3	0	0	0
Mock HF (TST)		3	19	1	13
Totals		25	49	3	28
IHC	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Private	14	0	0	0	0
AUSTRALIAN UNITY HEALTH LTD	0	1	0	0	0
AXA Australia Health Insurance	2	3	2	2	0
BUPA Australia	18	11	12	1	2
CDH BENEFITS FUND	0	0	1	0	0
Defence Health	1	2	0	0	0
Department of Veterans Affairs	0	2	0	0	1
HCF AUST LTD	1	13	3	0	0
iTest Health Fund (STS)	3	25	34	1	1
Medibank Private	2	0	0	0	0

Search criteria:

Search

Medical Provider

▾

Location

Clintel Clinic

× ▾

Guarantor

Department of Veterans Affairs

× ▾

Status

Part Paid

▾

Scope

Bulk Billed

▾

Identifier

Patient

Select a Patient

▾

Claim information - statuses

When viewing a specific invoice, you will often see a more detailed *Claim Information* break down.

It lists a number of more fine grained statuses as per the table below.

Status	Description
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Warning	The invoice has been successfully sent to Medicare. Medicare has reported some patient data in the claim is outdated, but it won't affect the payment of the claim.
Successful	The invoice has been successfully sent to Medicare.
Referred	The claim needs to be referred to a Medicare Customer Services Officer for further assessment. The claim will be processed and payment notification will be sent in the near future.
Processed	A PCI claim has been accepted by Medicare and payment will be made.
Pending Acceptance	A PCI Claim has been lodged with Medicare, but it has not been processed.
With Medicare	An IMC claim has been sent via Medicare, no errors were reported by the checks that Medicare performs and no updates have been received from the receiving agency.
Rejected	Medicare has rejected the claim.
Rejected by Fund	The Health Fund has received the claim and has rejected it.
Completed	All processing by Medicare is complete including any payments that need to be made.
Problem	The claim has been only partially paid because of a problem with Medicare.
Eligible for In-hospital Claim	Eligible for In-hospital Claim, though one has not been created yet.
Incomplete Claim	An IHC claim has been created but has not been prepared for submission.
Submitted	An IHC claim has been submitted.
Waiting for Submission	An IHC claim has been prepared but has not yet been submitted.
Eligible for Inpatient Medical Claim	Eligible for Inpatient Medical Claim, but a claim has not been submitted.
Billed	Same as Raised. Legacy status not used in CareRight, but may exist in data migrated from The Specialist.
Raised	An invoice has been created, but no claim created.
Sent	Sent as part of a batch.
Paid	The total amount of the invoice has been paid.
Reversed	The invoice has been reversed.