

## Accessing Claims - Global View

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### Accessing Claims

From Dashboard, Click Invoices & Claims

The screenshot shows the 'Invoice claims' interface in the CareRight system. The sidebar on the left contains a menu with various options, including 'Invoices & Claims' which is highlighted. The main area has a blue header with the title 'Invoice claims' and a search icon. Below the header, there are three tabs: 'Claims', 'Manual Era Payments', and 'Manual Batch Payments'. The 'Claims' tab is selected. Below the tabs, there is a 'Dashboard' link. The main content area features a table with filters for 'All Locations', 'All Providers', and 'All'. The table displays data for 'Bulk Billed' and 'IMC' categories, with columns for 'Uninvoiced', 'Unsent', 'Unpaid', 'Part Paid', and 'Problem'. The 'Grand Totals' row shows a total of 84 Uninvoiced, 82 Unsent, 584 Unpaid, 37 Part Paid, and 1 Problem.

Bulk Billed	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Department of Veterans Affairs		2	2	0	0
Medicare		2	258	0	0
<b>Totals</b>		<b>4</b>	<b>260</b>	<b>0</b>	<b>0</b>

  

IMC	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Better Health Cover		1	0	0	0
BUPA Australia		23	1	0	0
iTest Health Fund		17	16	1	0
MBF Australia Pty Ltd		3	0	0	0
<b>Totals</b>		<b>44</b>	<b>17</b>	<b>1</b>	<b>0</b>

  

IHC	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Private	13	0	0	0	0
Australian Unity	1	0	0	0	0
BUPA Australia	8	7	1	0	0
Department of Veterans Affairs	4	0	0	0	0
HBA	2	0	0	0	0
iTest Health Fund	53	26	18	25	1
MBF Australia Pty Ltd	2	0	0	0	0
Teachers Federation Health	1	0	0	0	0
<b>Totals</b>	<b>84</b>	<b>33</b>	<b>19</b>	<b>25</b>	<b>1</b>

  

Other	Uninvoiced	Unsent	Unpaid	Part Paid	Problem
Private		0	282	11	0
Defence Health		1	0	0	0
National Disability Insurance Agency		0	3	0	0
Workcover Victoria -SGIO		0	3	0	0
<b>Totals</b>		<b>1</b>	<b>288</b>	<b>11</b>	<b>0</b>
<b>Grand Totals</b>	<b>84</b>	<b>82</b>	<b>584</b>	<b>37</b>	<b>1</b>

The sub-heading status definitions are as follows:

1. Unvoiced – Records that have an admission but have not been invoiced will be counted in this section. See note\*\*
2. Unsent - Invoices with no claims sent yet

3. Unpaid - Claims Sent, not get paid
4. Part Paid - Claims Sent partially
5. Problem - Problem Claims

**Note:** If the setting "' Confirm Admission Billing" is set in the Global settings, then records that have been invoiced but not confirmed/Marked as completed will also be counted in the un-invoiced IHC section.

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