

**Provider**

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Revenue Cycle Management

## ***RelayAssurance™ EDI Claim Status*** **Improving Visibility into the Payment Process**

After submitting the claim to the payer, billing staff often lose sight of how the claim is progressing towards payment. The only indication of a claim issue may occur days or weeks later when a rejection or denial is received in the remittance advice.

RelayAssurance EDI Claim Status connects with payer databases to check claim status via online or batch processing utilizing HIPAA ASC (The Accredited Standards Committee) X12N 276/277 standards. Earlier knowledge of claim issues can help you take action sooner and reduce payment delays.

RelayAssurance EDI Claim Status helps ensure a claim status inquiry is recognized by the payer by formatting the 276 request to meet each payer's unique requirements. The search criteria function enables you to submit all of the claim parameters.

The claim status feature cross-checks the submission with the payer's recommended search options and creates one clean request to comply with the payer's requirements.

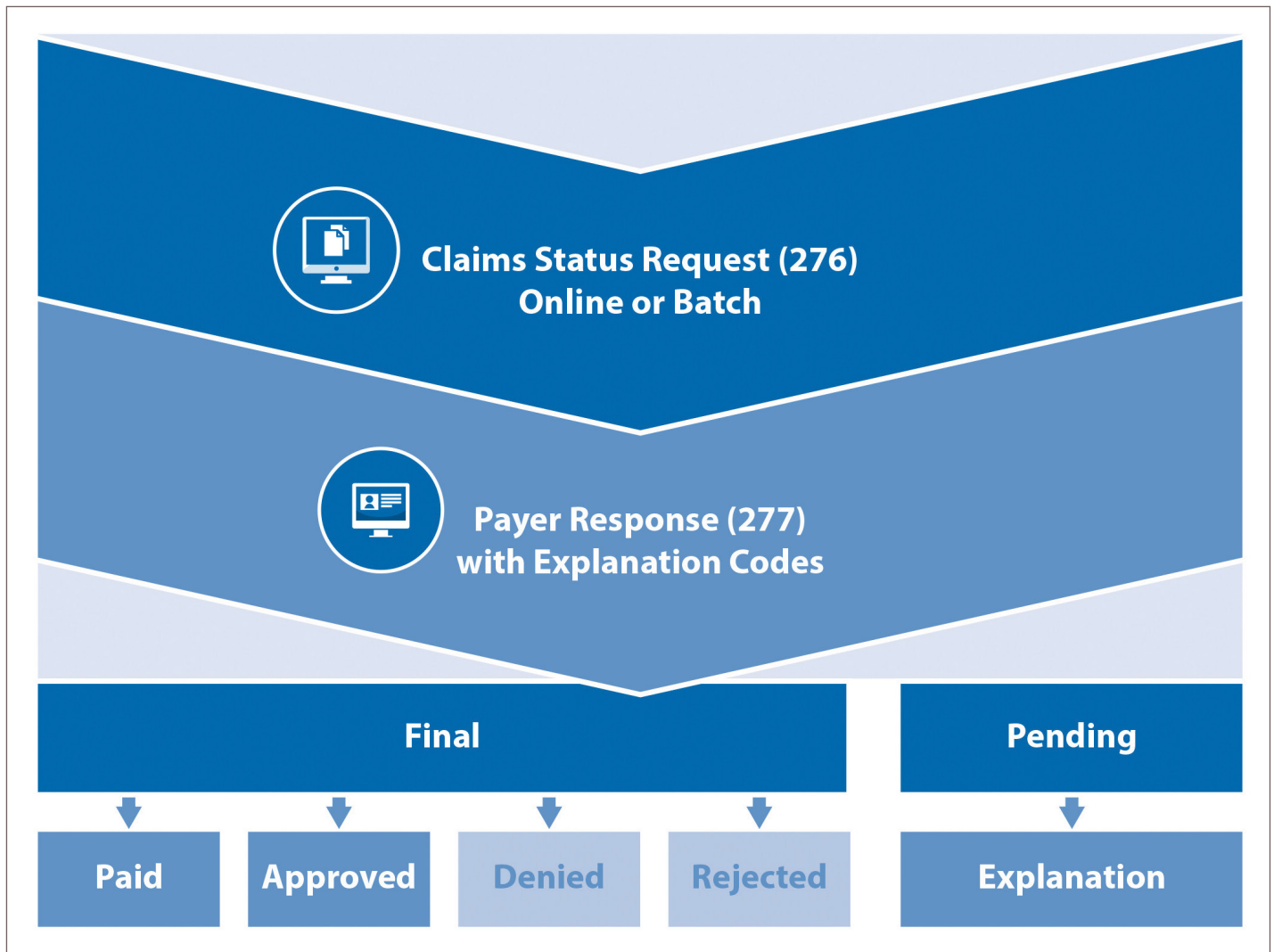
The codes returned by payers convey the status of the entire claim or a specific service line. Information provided in the 277 payer response generally indicates where the claim is in the process, either as pending or finalized. The 277 transaction may also include additional explanation of the status, such as a specific reason a claim has been rejected or denied.

RelayAssurance EDI Claim Status will send responses for online and batch requests as soon as they are received from the payers. Most payers respond to a batch request within 24 hours.

### **Claim Status helps your clients:**

- Enable earlier action when bottlenecks occur to avoid cash flow delay
- Improve the ability to respond to patient inquiries
- Increase productivity and efficiency by decreasing time spent making claim inquiries
- Reduce duplicate claim submissions





To learn more about the content included in claims status codes, please see the Washington Publishing Company X12 directory.

**For more information about implementing online or batch claim status, please contact us at 800.752.4143.**

**For more information please contact:**

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RelayHealth is CAQH-CORE Phase II certified and accredited by the Electronic Healthcare Network Accreditation Commission (EHNAC).



A CAQH Initiative

