Tracking Electronic Insurance Claims in Eaglesoft Version 12.00 and Above

It is imperative to your business that you begin tracking your claims in a timely manner. If a claim you submitted electronically is 30 days or more outstanding, you need to begin tracking that claim to determine why payment has not been received. *(Claims that are 90 days or older will no longer be traceable).*

Identifying Outstanding Claims

1. Print out the ‘Outstanding Claims by Aging Category’ report.
   a. Go to Online | Electronic Claims
   b. In the Process Insurance Claims screen click on the Claims by Age button.
   c. Under Choose Claims, select 30-59 days, 60-89 days, and 90 days +, and click OK.
   d. Print out the report. Cancel back to the Process Insurance Claims screen.

2. Uncheck ‘Unsubmitted Elec’ view and check to show the ‘Open’ view.

3. Click on the heading ‘Days Outstanding’ to list the oldest claims first.

4. Review the ‘Outstanding Claims by Aging Category’ report.

5. If you have internet access, you can highlight the electronic claim in the ‘Open’ view and click on the ‘Check Status’ button.
   a. A window will open displaying the details of the Claim Status information. This information is provided to you from the Clearinghouse and the Insurance Company.

6. Call the insurance companies that you need to follow up with to determine why payment has not been made.
   a. If the insurance company states they have never received the claim, then write down the name of the person you are speaking with and the phone number you called.
   b. Contact eServices Support at 800-475-5036 for additional assistance in tracking these claims.