How to Process Electronic Claims

1. From the EagleSoft Front Office screen, go to Online | Electronic Claims.
2. This will pull up the Process Insurance Claims screen to the Unsubmitted Electronic view.
   - All of the claims in this view will be marked. You will need to uncheck any claims that you do not want to send.
3. Click Process.
4. In the next pop-up screen, mark the claims **only** if you wish to receive a hard copy of each claim in addition to sending the claims electronically. Then click on Start. If you choose not to receive a hard copy, simply click on Start.
5. In the next screen, select Yes to the following message: 'Are you ready to begin processing Electronic claims?'
6. EagleSoft will run a verification on the claims to check for missing information. If it is determined that there is missing information, one of the following things will happen:
   - If a payer id is missing it will prompt you to enter the payer id. (To find the eClaims payer id number you will need to refer to your eclaims payer list. To obtain an updated copy of this list, go to Online | FAQ | Under Search by Keyword type in eClaims Payer List. This will bring up FAQ 2453 – Within this FAQ answer, click on eClaims Payer List.
   - If additional information is needed on a claim, you will receive the following message: 'Some claims have incomplete information and cannot be submitted electronically until corrections are made'. Click on the Report button to print a listing of these errors. Once the report has printed, you may hit the Continue button to send the claims that have complete information. You will then use the Report to correct the affected claims.
7. Once the eClaims file has been submitted, you will automatically receive reports on your printer from the previous day's submission of claims.
8. Your claims that were submitted successfully for the day will now appear in the 'In Process' view of the Process Insurance Claims screen.
   - Any claims that were rejected will still be listed under the 'Unsubmitted Electronic' view for further review.
   - All outstanding claims will now appear under the 'Open' view awaiting payment from the insurance companies.

For any questions, please contact eServices Support at 800-475-5036.