



March 27, 2015

Subject: Claims Issue Resolved – Resubmission Advice

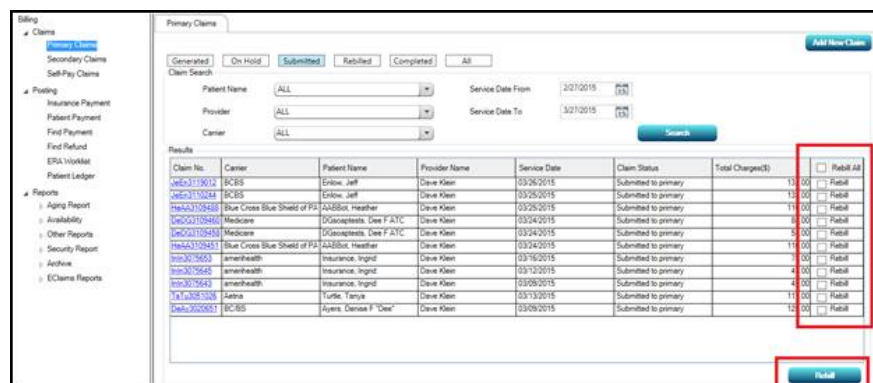
Dear Valued Customer,

If you were experiencing issues with your claims processing this week, rest assured that this issue has been resolved. You may now resubmit your claims with these few simple steps:

1. Look at the audit report (billing>reports>eclaims reports>audit reports) to see what claims did not go through



2. Go to the submitted bucket and check the rebill box on the claims that got rejected then click the rebill button at the bottom.



- Then go into the rebilled bucket and check the submission method column and click submit to eclaims.

Primary Claims

Generated On Hold Submitted **Rebilled** Completed All

Claim Search

Patient Name: ALL Service Date From: 1/1/2014 Service Date To: 3/27/2015

Provider: ALL

Carrier: ALL

Search

Results

Claim No	Carrier	Patient Name	Provider Name	Service Date	Claim Status	Total Charges(\$)	Submission Method	Update
PaAy255917	BC/BS	Ayers, Rachael PHO	Doctor PayDC	11/22/2014	Rejected by clearing ho	81.0	Electronic-EClaims	Update
PaHa252783	BC/BS	Aadams, Bill	Dave Klein	11/14/2014	Rejected by clearing ho	128.0	Electronic-EClaims	Update
PaGr251904	BC/BS	Gross, Denise	Dave Klein	11/13/2014	Rejected by clearing ho	136.0	Electronic-EClaims	Update
PaDi251993	Medicare	Dioappesti, Dee F AT	Dave Klein	11/13/2014	Rejected by clearing ho	125.0	Electronic-EClaims	Update
PaAy251991	BC/BS	Ayers, Denise F "Dee"	Dave Klein	11/13/2014	Rejected by clearing ho	80.0	Electronic-EClaims	Update
PaEn251426	BC/BS	Enlow, Jeff	Dave Klein	11/12/2014	Rejected by clearing ho	94.0	Electronic-EClaims	Update
PaAA248739	Blue Cross Blue Shield	AABBot, Heather	Dave Klein	10/27/2014	Rejected by clearing ho	183.0	Electronic-EClaims	Update
PaAy248166	BC/BS	Ayers, Denise F "Dee"	Dave Klein	11/05/2014	Rejected by clearing ho	80.0	Electronic-EClaims	Update
PaDi245046	Medicare	Dioappesti, Dee F AT	Dave Klein	10/29/2014	Rejected by clearing ho	125.0	Electronic-EClaims	Update
PaEn241442	BC/BS	Enlow, Jeff	Dave Klein	10/21/2014	Rejected by clearing ho	117.0	Electronic-EClaims	Update
PaJa208257	BC/BS	Jenkins, Jenny	Dave Klein	08/05/2014	Rejected by clearing ho	117.0	Electronic-EClaims	Update

Update Download Invoices **Submit E-Claims** Print Paper Claims

- Once they have been submitted, the claims will move back to the submitted bucket.

If you need assistance with this process or have any remaining questions please feel free to contact a member of our customer support team at **(888) 306-1256!**

Sincerely,
PayDC Support Team



Customer Support Team
(888) 306-1256
www.paydc.com