

If your claim is not appearing in DDE or if the payer states the claim is not on file, there may have been an issue with the batch/transmission. To determine if your batch has been accepted, rejected, or if a claim within your batch has been rejected, follow these steps:

Note: Download the 999 and/or 277 response files from your vendor (e.g., Ability, Esolutions) before proceeding. These will need saved in the same folder as your claims.

1. Go to **Billing > HIPAA Transactions > View HIPAA Transactions.**
2. Select the appropriate program/payer on the left. A list of transactions will appear on the right.
3. Select the file name of the transaction you need to review. Look for file type 837 (the claim file). An electronic format of the claim will appear.
4. Click the **999** checkbox at the top right of the screen. (If there is an error with transmission, it will show here. If your batch was rejected, correct the error(s), recreate, and resubmit the entire transmission. If your transmission was accepted with no errors, proceed to the next step.)
5. Select the **277** bullet. (This shows further edits claim by claim and indicates if any claim is rejected. If any claims have been rejected, correct the error(s), recreate, and resubmit those specific claims.)

Selecting the claim in question

My Claims Were Accepted, but Medicare / Medicaid Did Not Receive Them

Search For: [] Close Text Display

This screen lets you see a list of all claims and eligibility requests done during a selected range of dates, and also see the responses, including the RA.

FileName	Type	Size	Date/Time
999999001ZZ	837	4,552	2012.10.05 09:23 Fri
999999001ZZ	999	428	2012.10.05 09:23 Fri

Selecting the 999 bullet when there are errors in the claim

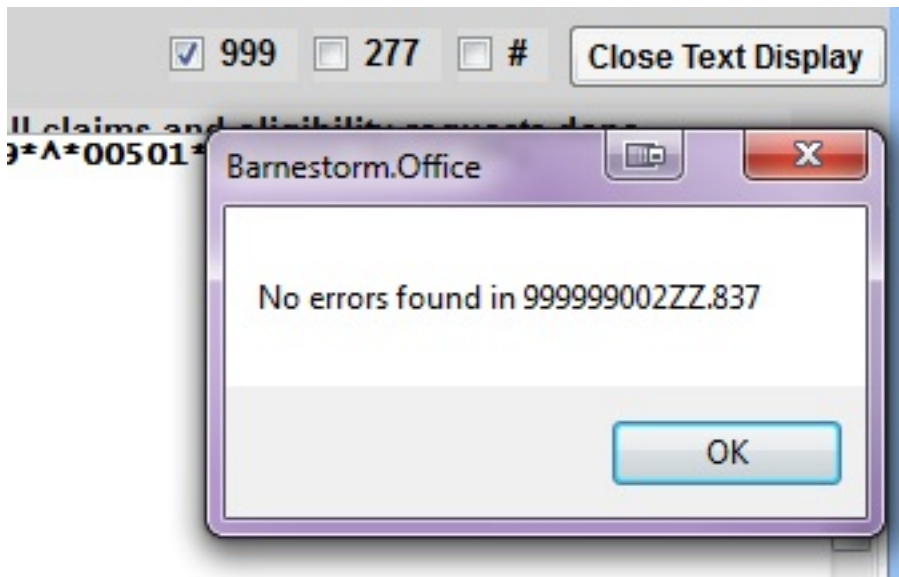
Select Non-Claim File Type to View: 999 277 # Close Text Display

270 - Eligibility Verification Query

In order to check claims for: This screen lets you see a list of all claims and eligibility requests done

```
999999 TEST, TEST
CLM*TEST999999-01-002*999.99***12:B:1*Y*A*Y*Y
IK3*CLM*47*2300*8 Segment has data element errors
IK4*2**6*999.99 [999.99] Invalid character in data element
```

Selecting the 999 bullet when there are NO error in the claim



Receive Files from NC Medicaid (Billing, BillingBasics, Medicaid, Transmit to NC Medicaid) (barnestorm.biz)

My Claims Were Accepted, but Medicare / Medicaid Did Not Receive Them

[Tips To Prevent Billing Errors and/or Denials \(Billing, Chart Audits, Denial, Instructions, Medicaid, Medicare, Troubleshoot\)](#)
(barnestorm.biz)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50825.aspx>