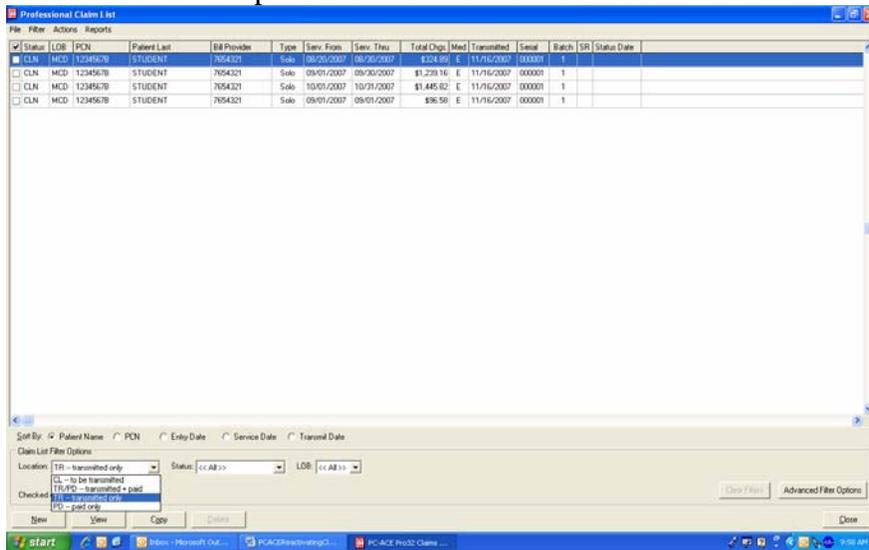


PC-ACE Pro32 – Reactivating Claims

In some situations, it may become necessary to resubmit one or more previously transmitted claims. After a claim is prepared, it automatically is placed into the Transmitted Only (TR) list. The following steps will walk you through moving a claim or several claims from the TR location to the CL – to be transmitted location.

Reactivating Claims Individually

1. From the PC-ACE Pro32 main toolbar, click the Professional Claims Processing buttons.
2. Select List Claims.
3. Go to the Location drop-down box and choose the TR – Transmitted Only claims.

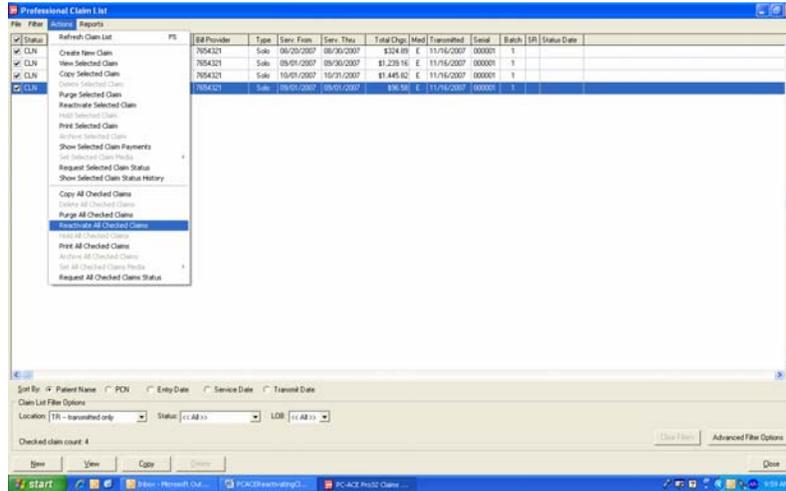


4. Select the claim to be reactivated by clicking and highlighting one claim from the list.
5. Go to the Actions menu to choose Reactivate Selected Claim or right click and select Reactivate Selected claim. The claim should disappear from the list, since it is no longer in the TR – Transmitted location.
6. You should now find the unprocessed – (UNP) claim in the CL - To Be Transmitted location.
7. To change the status of the claim from UNP to CLN, open the claim and select Save. If there are no errors in the claim, it will change to CLN.

Reactivating Multiple Claims

1. From the PC-ACE Pro32 main toolbar, click the Professional Claims Processing buttons.
2. Select List Claims.
3. Go to the Location drop-down box and choose the TR – Transmitted Only claims.
4. To reactivate several claims at one time, simply click the check box located on the left hand side of the claim list for every desired claim to reactivate.

5. Go to the Actions menu to choose the Reactivate All Checked Claims or right click and select Reactivate All Checked claims. The claims disappear from the list.



6. You should now find the unprocessed – (UNP) claim in the CL - To Be Transmitted location.
7. To change the status of the claim from UNP to CLN close out of the claims list.
8. Click on the Process Claims button.
9. Click Process and Choose OK
10. A message will appear stating the action was completed successfully. Click OK. Your claim should now be in the CLN status and ready for transmission.

Note: You can also automatically check every claim by going to the Filter menu and selecting the Check All Claims or Check All Claims From a Selected Transmission. You must choose which transmission if you select the second option above.

1. You must go to Process Claims to get all of the claims from a UNP status to a CL status. Go to the Process Claims button, click Process, click OK, wait for the message and click OK.