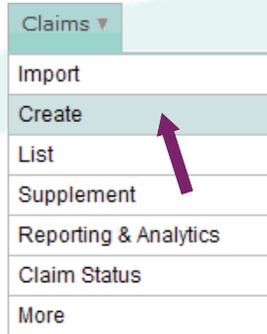# Create Claims

Overview	In Emdeon Office, you can create and submit claims to payers and receive a response typically within 24 hours. You can create and save entries for providers, payers, and patients as well as reuse the same data to create new claims.

1

In Emdeon Office, select **Claims** > **Create** from the main menu.

Note: Some users may not see the **Import** menu item.

Claims ▾
Import
Create
List
Supplement
Reporting & Analytics
Claim Status
More

2

The first time you create a claim, you must go through the **Provider Setup** process. Click the **Start Setup** button. (After you complete this process, the default screen for **Claims** > **Create** will be **New Claim**.)

3

You will need to complete 6 pages of provider setup:

1. **Organizations**
2. **Tax IDs**
3. **Addresses**
4. **Providers**
5. **Payers**
6. **Submitter**

For each step, fill in the required information, designated by red asterisks (*). After you complete each page, click **Save**, and then click the **Next Step** link at the bottom right.

4

After you complete the final page, you will receive a confirmation message that the information has been saved. You can repeat the provider setup process by clicking the **Add New Org** button, or you can create a new claim by clicking the **New Claim** link.
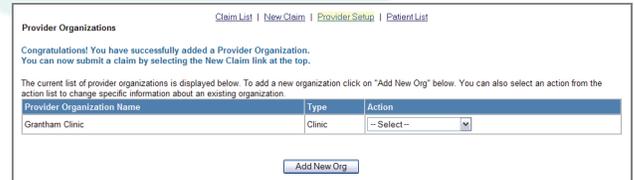
5

If you select **New Claim**, you will be able to select the organization, pay to address and provider, payer name, and service address. Click **Continue to Claim Data**.

6

If your practice sees patients on a recurring basis, you can use the Patient List to create a patient record. Selecting a patient from the Patient List will save time by auto-populating specific information on the claim form. (If this does not describe your practice, please proceed to step 8 on the following page.) At the top of the claim form that appears, click the **Select Patient** button. If your patient does not appear in the list, click **Add Patient**.

7

Fill in the patient's information on both the **Patient Details** and **Insured Details** tabs. Click **Save**.

You will see a confirmation message with the patient's name. Clicking the **Select** button will pre-populate that patient's information into the corresponding fields on the claim form.

If you have previously entered patient data, you can choose a patient from the Patient List by clicking the corresponding **Select** link.

8

Fill in the fields on the claim form. Fields marked with a red asterisk (*) are required for the form to be submitted, but the payer may need additional data based on your claim requirements. Click **Save** when you are finished.

Your claim has been saved but not submitted. You can click **Close** to close the window and return to the New Claim screen, or you can click **New Claim** to create a new claim for the same provider and payer you last selected.

9

You must manually submit saved claims to the payer. Saved claims accumulate in the Claim List. Access the Claim List by clicking the **Unsubmitted claim** link at the top right of the New Claim screen or the **Claim List** link.

10

On the Claim List, you can take the following actions:

- **Submit** the claim. Click the checkbox next to the claim or claims you want to submit, and click **Submit Selected**. Expect a response from the payer within 24 hours.
- **Edit** the claim. Click the **Edit** link. You can edit/save the claim or edit/save the claim as a new claim.
- **Search** for claims. Enter search criteria, and click **Search**.
- **View** and **print** the claim as an HCFA form. Click the **HCFA** link.
- **Delete** the claim. Click the checkbox next to the claim or claims you want to delete, and click **Delete Selected**.