

Sandata EVV Billing Module Crosswalk

Sandata EVV launched a new Billing module. This article introduces you to what you will expect to see in the new Billing module and helps you make the transition from the earlier Sandata EVV Billing module.

Continue using the Billing module, now known as Billing (Archive) for service dates up to May 22nd, 2025. You can resubmit or review claims up to May 22, 2025, in the old invoice-based module, Billing (Archive).

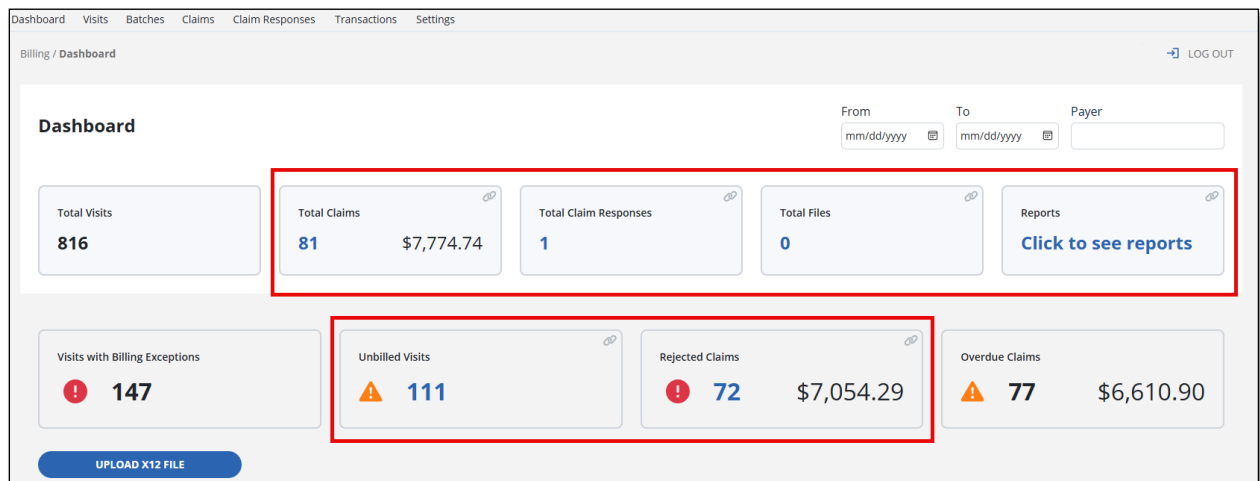
Billing data for Friday, May 23rd, 2025, and forward, will be handled in the new batch-based module. Use this crosswalk to help navigate the new functionality available to you.

New Billing Dashboard

The Billing Dashboard provides a quick view of your account information across tiles.

Use the From and To fields to limit the data to a specific date range.

Use the tiles to guide you with your billing tasks. For example, you may want to start with Unbilled Visits or Rejected Claims.



Each tile provides the following billing information:

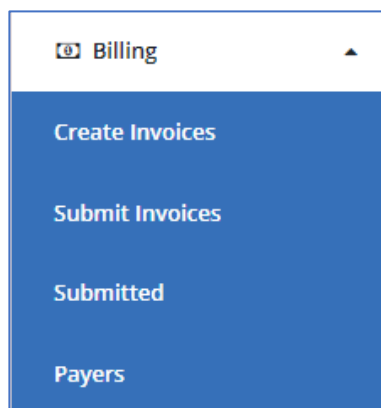
- **Total visits:** displays the total number of visits that have occurred. These are all the visits in visit maintenance.
- **Total claims:** displays the number of total claims submitted, and the dollar value of those claims.
- **Total Claim Responses:** displays the number of total claims that have responses.

- **Visits with Billing Exceptions:** shows the total number of visits with billing exceptions. Exception details are shown in the visit details screen of the billing module.
- **Unbilled Visits:** displays the total number of unbilled visits.
- **Rejected Claims:** displays the number and dollar value of claims that have been rejected. The Payer has rejected the claim (see these in the batch view).
- **Overdue Claims:** displays the total number of overdue claims, along with the dollar value of the overdue claims. Visits that are billable but have yet to be submitted.
- **Reports:** takes you to a screen to run the Visits and Claims reports.
- **Upload X12 File Button:** Select to open your file explorer and upload an X12 file. When you upload this file, the system will parse it and create a claim status transaction that pays the claim. The system will tell you how much of the claim is paid and create an invoice.

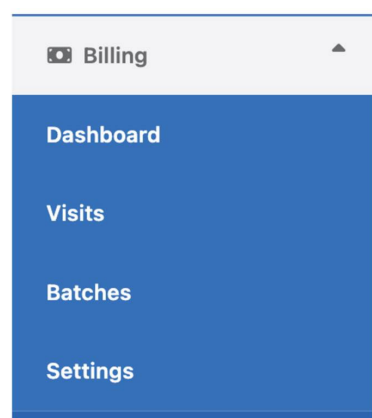
Using the new Sandata EVV Billing Module

In the navigation menu, when you select Billing, you'll see the new menu items, starting with Dashboard. Billing is now based on processing visits into batches, where creating batches uses the same general process as creating invoices.

Current Billing Module



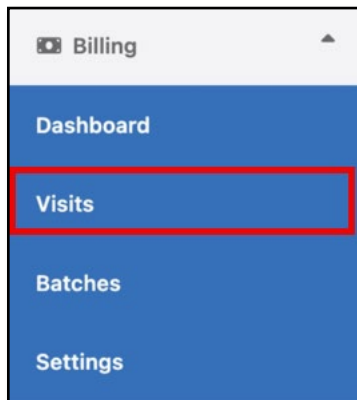
New Billing Module



Create Invoices is now Visits

To begin billing, you will create a new invoice which is now called creating a new batch. This is found in the **Visits** module.

1. Start by selecting **Billing > Visits**.



2. This opens the **Visits** page. Here you can select the date range for the visits to bill.
3. Next, use the Sync button to display the most up to date visit information.






4. The visits for the selected dates will load. Only those visits showing as **Verified** in Visit Maintenance will be displayed.

You can further narrow your search by using these search fields. Again, you will need to select **SYNC**.

From, To	Last Name	First Name	Status	Billing Exceptions	Payer	Member ID
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A screenshot of the search filters section in the Visits page. It contains several input fields: 'From' (mm/dd/yyyy), 'To' (mm/dd/yyyy), 'Last Name', 'First Name', 'Status' (a dropdown menu showing 'Billable'), 'Billing Exceptions' (a dropdown menu showing 'Select exceptions type'), 'Payer' (a dropdown menu showing 'Select a payer'), and 'Member ID'. A red rectangular border highlights these input fields. Below the filters, there is a 'Clear filters' link and a table header with columns: CLIENT NAME, SERVICE BEGIN DATE, SERVICE END DATE, UNITS, SERVICE, PAYER, BILLING EXCEPTIONS, STATUS, and ELAPSED DAYS. The table currently shows 'No records found'.

5. To view visit details, use the **eye icon**. This opens the Visit Details page in the Billing module.

	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	EXCEPTIONS	STATUS
	Blackwell, Kingsley	09/21/2024 2:00:00 AM	09/21/2024 3:00:00 AM	4	T1019	NVFFS	0	Verified
	Best, Zen	09/20/2024 9:00:00 PM	09/20/2024 10:00:00 PM	4	G0156	NVFFS	0	Verified
	Campos, Romeo	09/20/2024 11:00:00 AM	09/20/2024 0:00:00 AM	4	T1019	NVFFS	0	Verified

In addition to all the visit information, the Visit Details page includes the billable amount, the service lines, and any billing exceptions.

Visit Details

Last updated: 10/29/2024 10:13:21 PM

Total billed: \$17.56 Exceptions: 0

First Name

Kingley

Payer

NVFFS

Company Name

J,K HOME CARE INC

Program

-

Last Name

Blackwell

Pre-Auth #

74028639618

NPI

1851544878

Service Begin Date

09/21/2024 2:00:00 AM

Birth Date

01/04/1961

Diagnoses

-

TAX ID

262158784

Service End Date

09/21/2024 3:00:00 AM

Address Line

810 ARROWHEAD DR

AMP Diagnoses

A15.7

Taxonomy Code

251E00000K

Elapsed Days

81

Address Line 2

-

Employee NPI

100516412

Provider ID

100516412

City

Carson City

First Name

James Edward

Phone

7028932001

State

NV

Last Name

EmployeeUploadTest

Address Line

3210 W CHARLESTON BLVD STE 2

Postal Code

89701-1201

Providers NPI

-

Address Line 2

-

Member ID

85028639618

City

LAS VEGAS

Contact

-

State

NV

Postal Code

891020080

Service Lines

Date	Service	Measure	Unit Calc Rule	Service Rate	Per Unit Price	Quantity, #	Price, \$	Info
09/21/2024	T1019	1 hr	NV-Rule-4 (i)	allow	\$4.39	4	17.56	-

No Exceptions

Note: Notice that the URL is different from the other Sandata EVV URLs. This is important to have when working with customer support. Here is an example:

<https://fhir.uat.us-east-1.sandata.com/billing/#/visits/2159574090>

- Use the back arrow to return to the **Visits** screen.
- Next, use the checkboxes to select the visits you want to include in the batch. Selecting the checkbox next to Client Name will select all visits.

From

mm/dd/yyyy

To

mm/dd/yyyy

Last Name

First Name

Billing Exceptions

Select exceptions type

Payer

Select a payer

Member ID

Clear filters

6 selected

Save Batch

Cancel

Total Items: 518

<

1

2

3

4

5

...

26

>

	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	BILLING EXCEPTIONS	STATUS	ELAPSED DAYS
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/28/2025 5:00:00 AM	03/28/2025 6:00:00 AM	1	S9122	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 11:00:00 PM	03/28/2025 12:00:00 AM	4	S5125	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/27/2025 10:00:00 PM	03/27/2025 11:00:00 PM	1	S9123_TT	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 7:00:00 PM	03/27/2025 8:00:00 PM	4	S5125	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/27/2025 6:00:00 PM	03/27/2025 7:00:00 PM	1	T1001	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 1:00:00 PM	03/27/2025 2:00:00 PM	4	S5125	NVFFS	0	Verified	41

- Once all visits are selected, choose **Save Batch**.

From To Last Name First Name Billing Exceptions Payer Member ID [Clear filters](#)

6 selected Save Batch Cancel

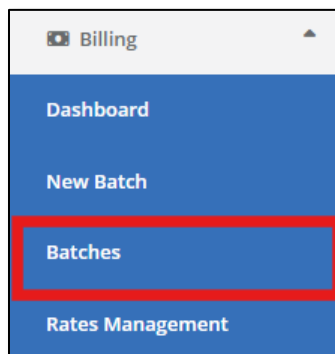
Total Items: 518

	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	BILLING EXCEPTIONS	STATUS	ELAPSED DAYS
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/28/2025 5:00:00 AM	03/28/2025 6:00:00 AM	1	S9122	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 11:00:00 PM	03/28/2025 12:00:00 AM	4	S5125	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/27/2025 10:00:00 PM	03/27/2025 11:00:00 PM	1	S9123_TT	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 7:00:00 PM	03/27/2025 8:00:00 PM	4	S5125	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Jeffers, Belinda	03/27/2025 6:00:00 PM	03/27/2025 7:00:00 PM	1	T1001	NVFFS	0	Verified	40
<input checked="" type="checkbox"/>	Sampson, Yggdrasil	03/27/2025 1:00:00 PM	03/27/2025 2:00:00 PM	4	S5125	NVFFS	0	Verified	41

You will now be directed to the **Batches** screen.

Submitting a New Batch (Formerly Submit Invoices and Submitted)

1. Start by selecting **Billing > Batches**. This replaces the previous version of submitting Invoices. Follow the process below to submit claims.



The Batches screen displays the batches that you have created. Notice the navigation menu at the top of the screen.

2. Select the batch you wish to submit.

Dashboard

Visits

Batches

Claims

Claim Responses

Transactions

Settings

Billing / Batches

LOG OUT

+ NEW BATCH

LINK	#	BATCH DATE	PAYERS	SERVICE DATES	NUMBER OF VISITS	BATCH TOTAL	TOTAL BILLED	TOTAL UNITS
<>	12	05/07/2025	NVFFS	03/28/2025 - 03/28/2025	1	\$63.61	\$63.61	1
<>	11	05/07/2025	NVANT, NVHPN	03/26/2025 - 03/28/2025	11	\$756.92		44
<>	10	05/07/2025	NVHPN	03/04/2025 - 03/06/2025	2	\$50.00		8
<>	9	04/28/2025	NVFFS	03/28/2025 - 03/28/2025	3	\$4,157.11	\$4,157.11	102
<>	8	04/23/2025	NVANT, NVHPN	03/27/2025 - 03/27/2025	4	\$340.96		16
<>	7	04/23/2025	NVHPN, NVFFS	03/12/2025 - 03/13/2025	5	\$163.61	\$163.61	17
<>	6	04/22/2025	NVFFS	03/22/2025 - 03/22/2025	3	\$75.00		12

3. Inside this batch, locate and select the **Claims** tab.

Billing / Batches / Batch / Claims

LOG OUT

Batch #106

09/14/2024 - 09/16/2024

Visits5

Units0

Batch total\$0.00

Total billed-

Payers

NVSIL NVHPN NVFFS

Refresh Batch

Visits

Claims

Transactions

Exceptions (0)

Claims

Refresh draft claims

Confirm & Send

All (2)

Draft without exceptions (2)

Draft with exceptions

Sent

Errored

To-review

Processed

Balanced

Payment-in-progress

Search by payer, pcn, member-id, prior auth or client name

Created from

Created to

Service from

Service to

mm/dd/yyyy

mm/dd/yyyy

mm/dd/yyyy

mm/dd/yyyy

Creation date

Claim number

Status

Payer

Client name

Member ID

Service date

Service Lines

Total amount

Total paid

Write off

Balance

03/17/2025

71032NK60CJ9A6I

draft

NVHPN

Bishop, Paul

85028639139

09/14/2024

1

\$35.38

\$0.00

?

\$35.38

03/17/2025

71032H875EHB1F0

draft

NVHPN

Bishop, Paul

85028639139

09/16/2024

1

\$68.00

\$0.00

?

\$68.00

Total: 2

No more data is available for the selected filter.

4. Under the **Claims** tab, review the claims in the list. Use the following filters to help sort the claim information and status. Notice the number in parentheses (*). This refers to the number of claims related to that tab.

All (2)	Draft without exceptions (2)	Draft with exceptions	Sent	Errored	To-review	Processed	Balanced	Payment-in-progress
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In this table, each claim status is defined.

All	view all claims that are in the batch
Draft without exceptions	claims in draft form not yet submitted
Draft with exceptions	claims with billing exceptions in draft form not yet submitted
Sent	claims that have been sent for payment
Errored	claims that have been previously submitted, but need to be revised before resubmitting
To review	claims that need to be reviewed before re-submitting; there is an action that needs to be taken
Processed	claims that have been submitted for payment: the clearinghouse has received the claim.
Balanced	Claims that were paid
Payment-in-progress	Claims submitted awaiting payment we have received a message back from the clearinghouse that the payer has received the claim.

5. Select **Draft without exceptions** and select each visit that is to be billed in this batch. If all, choose the top checkbox to select all.

Batch #106
09/14/2024 - 09/16/2024

Visits: 5, Units: 0, Batch total: \$0.00, Total billed: -, Payers: NVSIL NVHPN NVFFS

Refresh Batch

Visits **Claims** Transactions Exceptions (0)

Claims

Refresh draft claims Confirm & Send

All (2) **Draft without exceptions (2)** Draft with exceptions Sent Errored To-review Processed Balanced Payment-in-progress

Search by payer, pcn, member-id, prior auth or client name

Created from Created to Service from Service to
mm/dd/yyyy mm/dd/yyyy mm/dd/yyyy mm/dd/yyyy

<input checked="" type="checkbox"/>	Creation date	Claim number	Status	Payer	Client name	Member ID	Service date	Service Lines	Total amount	Total paid	Write off	Balance
Selected all loaded (2) rows. Select all by filter												
<input checked="" type="checkbox"/>	03/17/2025	71032NK60C9A6I	draft	NVHPN	Bishop, Paul	85028639139	09/14/2024	1	\$35.38	\$0.00	[?] ?	\$35.38
<input checked="" type="checkbox"/>	03/17/2025	71032H875EH81F0	draft	NVHPN	Bishop, Paul	85028639139	09/16/2024	1	\$68.00	\$0.00	[?] ?	\$68.00

Total: 2
No more data is available for the selected filter.

To send, select Confirm & Send to send the claims ready for payment.

Adding Visits

Before you send, if you need to add a visit to a batch, select the visits tab, and select **Add Visits**.

Billing / Batches / Batch

Batch #106
09/13/2024 - 09/16/2024
Visits: 8, Units: 0, Batch total: \$0.00, Total billed: -, Payers: NVSIL NVHPN NVFFS

Refresh Batch

Visits Claims Transactions Billing Exceptions (0)

Visits

DELETE VISITS + ADD VISITS

Search

From: mm/dd/yyyy To: mm/dd/yyyy Billing Exceptions: Select exceptions type Clear filters

<input type="checkbox"/>	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	STATUS	BILLING EXCEPTIONS
<input type="checkbox"/>	Bishop, Paul	09/16/2024 7:00:00 AM	09/16/2024 8:00:00 AM	4	G0300	NVHPN	Verified	1
<input type="checkbox"/>	Benton, Kartier	09/16/2024 2:00:00 AM	09/16/2024 3:00:00 AM	4	G0152	NVHPN	Verified	1
<input type="checkbox"/>	Beck, Joaquin	09/15/2024 9:00:00 PM	09/15/2024 10:00:00 PM	4	S9123	NVFFS	Verified	1
<input type="checkbox"/>	Blackwell, Kingsley	09/15/2024 11:00:00 AM	09/15/2024 12:00:00 PM	1	S9122	NVSIL	Verified	1
<input type="checkbox"/>	Bishop, Paul	09/14/2024 10:00:00 AM	09/14/2024 11:00:00 AM	1	S9122	NVHPN	Verified	1
<input type="checkbox"/>	Benton, Kartier	09/14/2024 5:00:00 AM	09/14/2024 6:00:00 AM	1	T1022	NVHPN	Verified	1
<input type="checkbox"/>	Barnett, Milan	09/13/2024 11:00:00 AM	09/13/2024 12:00:00 PM	4	G0151	NVHPN	Verified	1
<input type="checkbox"/>	Best, Zen	09/13/2024 9:00:00 AM	09/13/2024 10:00:00 AM	4	G0299	NVFFS	Verified	1

This will take you back to the visits page, where you can select the visit(s) to add to the batch by selecting the checkbox next to Client name and then select **Save Batch**. Use the filters to find the visits you want to add.

Billing / Visits

Batch #106
09/13/2024 - 09/16/2024
Visits: 8, Units: 0, Batch total: \$0.00, Total billed: -, Payers: NVSIL NVHPN NVFFS

Refresh Batch

Visits

Sync visits from: 04/02/2025 Sync visits to: mm/dd/yyyy Sync

From: mm/dd/yyyy To: mm/dd/yyyy Last Name: First Name: Billing Exceptions: Select exceptions type Payer: Select a payer Member ID: Clear filters

3 selected Save Batch Cancel

Total Items: 49

<input type="checkbox"/>	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	BILLING EXCEPTIONS	STATUS	ELAPSED DAYS
<input checked="" type="checkbox"/>	Ilya, TestClient	03/25/2025 12:00:00 AM	03/25/2025 1:00:00 AM	4	G0151	NVFFS	0	Verified	8
<input checked="" type="checkbox"/>	Ilya, TestClient	03/24/2025 12:00:00 AM	03/24/2025 1:00:00 AM	4	G0151	NVFFS	0	Verified	9
<input checked="" type="checkbox"/>	Ilya, TestClient	03/23/2025 12:00:00 AM	03/23/2025 1:00:00 AM	4	G0151	NVFFS	0	Verified	10
<input type="checkbox"/>	TesterTester, Anastasia	02/25/2025 12:00:00 AM	02/25/2025 2:00:00 AM	8	G0151	NVFFS	0	Verified	36
<input type="checkbox"/>	TesterTester, Anastasia	02/24/2025 12:00:00 AM	02/24/2025 2:00:00 AM	8	G0151	NVFFS	0	Verified	37

9. Back inside of the Batch, revisit the Claims tab. Choose the top checkbox to select all, then select **Refresh Draft Claims** to see the new batch total. **Do not skip this step!**

Batch #106
09/13/2024 - 03/25/2025 Visits 11 Units 35 Batch total \$1,594.60 Total billed Payers NVSL NVHPN NVFPS

Visits Claims Transactions Billing Exceptions (8)

Claims

REFRESH DRAFT CLAIMS

All Draft without exceptions Draft with exceptions Sent Errored To-review Processed Balanced Payments-in-progress

Search Created From Created To Start From Start To

Clear filters

<input checked="" type="checkbox"/>	CLIENT NAME	SERVICE DATES	PAYER	VISITS #	TOTAL AMOUNT	CLAIM NUMBER	STATUS
<input checked="" type="checkbox"/>	Benton, Karlier	09/14/2024 - 09/14/2024	NVHPN	1	\$350.00	71032RN91HSLQFO	draft
<input checked="" type="checkbox"/>	Benton, Karlier	09/16/2024 - 09/16/2024	NVHPN	1	\$126.52	71032TY9D08YKOL	draft
<input checked="" type="checkbox"/>	Best, Zen	09/13/2024 - 09/13/2024	NVFP5	1	\$102.40	71032PKNYFWVTGT	draft
<input checked="" type="checkbox"/>	Blackwell, Kingsley	09/15/2024 - 09/15/2024	NVSL	1	\$35.38	71032PFVASEETMS	draft
<input checked="" type="checkbox"/>	Beck, Joaquin	09/15/2024 - 09/15/2024	NVFP5	1	\$295.00	71032BGPY9A376X	draft
<input checked="" type="checkbox"/>	Barnett, Milan	09/13/2024 - 09/13/2024	NVHPN	1	\$145.48	710329KLA2F552	draft
<input checked="" type="checkbox"/>	Bishop, Paul	09/14/2024 - 09/14/2024	NVHPN	1	\$35.38	710324QT7FP2H35	draft
<input checked="" type="checkbox"/>	Bishop, Paul	09/16/2024 - 09/16/2024	NVHPN	1	\$68.00	71032UZCK1HWBHL	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/25/2025 - 03/25/2025	NVFP5	1	\$145.48	71032O5YERPTU4K	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/23/2025 - 03/23/2025	NVFP5	1	\$145.48	71032MGDD0UJ355A	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/24/2025 - 03/24/2025	NVFP5	1	\$145.48	71032TH6DOCN9LS	draft

Total items: 11

If no other adjustments need to be made, select **Confirm & Send**.

Batch #106
09/13/2024 - 03/25/2025 Visits 11 Units 35 Batch total \$1,594.60 Total billed Payers NVSL NVHPN NVFPS

Visits Claims Transactions Billing Exceptions (8)

Claims

REFRESH DRAFT CLAIMS **CONFIRM & SEND**

All Draft without exceptions Draft with exceptions Sent Errored To-review Processed Balanced Payments-in-progress

Search Created From Created To Start From Start To

Clear filters

<input checked="" type="checkbox"/>	CLIENT NAME	SERVICE DATES	PAYER	VISITS #	TOTAL AMOUNT	CLAIM NUMBER	STATUS
<input checked="" type="checkbox"/>	Bishop, Paul	09/16/2024 - 09/16/2024	NVHPN	1	\$68.00	71032WFSBVDWRTQ	draft
<input checked="" type="checkbox"/>	Benton, Karlier	09/16/2024 - 09/16/2024	NVHPN	1	\$126.52	71032QKE1IAURK4	draft
<input checked="" type="checkbox"/>	Best, Zen	09/13/2024 - 09/13/2024	NVFP5	1	\$102.40	71032KNGVWVTC6	draft
<input checked="" type="checkbox"/>	Barnett, Milan	09/13/2024 - 09/13/2024	NVHPN	1	\$145.48	71032GPRV5QNHQ7	draft
<input checked="" type="checkbox"/>	Blackwell, Kingsley	09/15/2024 - 09/15/2024	NVSL	1	\$35.38	71032CJMQHTFC3	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/25/2025 - 03/25/2025	NVFP5	1	\$145.48	71032XTRZ54583N	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/24/2025 - 03/24/2025	NVFP5	1	\$145.48	71032KZPYDLMA64	draft
<input checked="" type="checkbox"/>	Ilya, TestClient	03/23/2025 - 03/23/2025	NVFP5	1	\$145.48	71032PKX29UTV2R	draft

Transactions

The batch is now listed as a set of claims under the **Transactions** tab. Here you can view the status of the claims.

Billing / Batches / Batch / Transactions LOG OUT

← **Batch #4** 03/28/2025 - 03/28/2025 Visits 3 Units 6 Batch total \$90.19 Total billed \$90.19 Payers NVFFS Refresh Batch

Visits Claims **Transactions** Exceptions (0)

Transactions [Send](#)

all 837 835 277 999

Date	Type	Payer	Total	Connection	Claim Type	Status
04/16/2025 5:51:18 PM	837	NVFFS	\$24.50	changehealthcare	institutional	errored
04/16/2025 5:51:17 PM	837	NVFFS	\$40.69	changehealthcare	institutional	errored
04/04/2025 8:52:00 PM	837	NVFFS	\$25.00	changehealthcare	professional	processed

Billing Reports

There are new reports in the billing module, which you will not find in the EVV Reports module. These are basically exports of your filtered data. You will access these reports via the Billing Dashboard.

Dashboard From mm/dd/yyyy To mm/dd/yyyy Payer

Total Visits
816

Total Claims
87 \$8,204.61

Total Claim Responses
1

Total Files
0

Reports
[Click to see reports](#)

Visits with Billing Exceptions
147

Unbilled Visits
93

Rejected Claims
72 \$7,054.29

Overdue Claims
83 \$7,040.77

[UPLOAD X12 FILE](#)

Once selected, you have access to view the Claims report and Visits report. Use the eye icon to view.

DESCRIPTION
<div>Claims report</div> <div>Visits report</div>
Total Items: 2

Once inside of the report screen, use the search fields to narrow the reporting data. Click on the Export button to export the report to an Excel file.

Client first name	Client last name	Visit status	Payor ID Select a payor ID	Current claim status	Service start date mm/dd/yyyy	Service end date mm/dd/yyyy	Clear filters	Export
CLIENT FIRST NAME	CLIENT LAST NAME	SERVICE BEGIN DATE	SERVICE END DATE	SERVICE	PAYER	STATUS	CURRENT CLAIM STATUS	
Logan	Allen	11/08/2023 10:01:16 AM	11/08/2023 10:13:35 AM	T1003	NVFFS	Verified	draft	
Logan	Allen	11/08/2023 10:53:44 AM	11/08/2023 11:04:48 AM	T1003	NVFFS	Verified	draft	
Logan	Allen	11/08/2023 11:33:27 AM	11/08/2023 11:41:14 AM	T1003	NVFFS	Verified	draft	
Logan	Allen	11/01/2023 1:30:00 PM	11/01/2023 5:34:00 PM	T1003	NVFFS	Verified	draft	
Logan	Allen	11/08/2023 2:46:40 PM	11/08/2023 2:56:33 PM	T1003	NVFFS	Verified	draft	
London	Archer	11/08/2023 3:48:11 PM	11/08/2023 4:06:31 PM	G0152	NVANT	Verified	draft	
Bridger	Barry	11/27/2023 1:00:00 AM	11/27/2023 4:00:00 AM	S9123	NVHPN	Verified	draft	
Isaac	Adams	12/14/2023 0:16:16 AM	12/14/2023 0:21:07 AM	S5120	NVFFS	Verified	draft	
London	Archer	04/16/2024 8:00:00 AM	04/16/2024 1:00:00 PM	G0152	NVANT	Verified	draft	
Total Items: 715								< 1 2 3 4 5 ... 36 >

Viewing Claims Responses

To view Claim Responses, go to the Billing Dashboard and select the number on the **Total Claim Responses** tile.

Dashboard

Frommm/dd/yyyy

To

Payer

Total Visits

883

Total Claims

8

\$668.65

Total Claim Responses

2

Total Files

0

Reports

Click to see reports

Visits with Billing Exceptions

!

436

Unbilled Visits

!

869

Rejected Claims

!

4

\$356.15

Overdue Claims

!

0

\$0.00

UPLOAD X12 FILE

This takes you to the Claim Responses page where you can use multiple filters to sort the claim responses. Some column headings are sortable.

Billing / Claim Responses													LOG OUT
Clear filters													
Created from mm/dd/yyyy	Created to mm/dd/yyyy	Message type all	Payer	Claim number	First name	Last name							
LINK	PAYER	CLIENT NAME	CREATION DATE	CLAIM NUMBER	BILLED	ALLOWED	PAID	PR	WRITE OFF	REVERSAL	TRANSFER WRITE OFF	MESSAGE TYPE	
1798	Sampson, Yggdrasil	04/04/2025 8:57:09 PM	716830ITSZDVWM	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	manual	
No additional info													
NVHPN	Huang, Danny	04/04/2025 7:49:04 PM	716833P3CZIOI7P	\$75.00	\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	manual	
Total items: 2													

Select the **eye icon** to view the Claim Response page.

Billing / Claim Responses

LOG OUT

Clear filters

Created from

Created to

Message type

Payer

Claim number

First name

Last name

mm/dd/yyyy

mm/dd/yyyy

all

LINK	PAYER	CLIENT NAME	CREATION DATE	CLAIM NUMBER	BILLED	ALLOWED	PAID	PR	WRITE OFF	REVERSAL	TRANSFER WRITE OFF	MESSAGE TYPE
	1798	Sampson, Yggdrasil	04/04/2025 8:57:09 PM	71683OITSIZDVWM	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	manual
No additional info												
	NVHPN	Huang, Danny	04/04/2025 7:49:04 PM	716833P3CZIQOL7P	\$75.00	\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	manual

1

Total items: 2

The top half of a **Claim Response** page gives you basic information about the claim you have selected.

Billing / Claim Responses / 71683OITSIZDVWM Response

LOG OUT

835 | Claim Response

Member ID

70001100012

Status

Active

Use

Claim

Type

Professional

Claim Number

71683OITSIZDVWM

Eligible

\$0.00

Created

2025-04-04

Submitted

\$25.00

Payer

1798

Write Off

\$0.00

Provider ID

1427138338

Reversal

\$0.00

Provider Name

NV Training Sandbox Test

Transfer Write Off

\$0.00

Paid

\$0.00

TRACE NUMBER	SERVICE	MODIFIER	SERVICE DATE
<div>▼ NVFFS71683OITSIZDVWM1</div>	S5125	-	03/28/2025

Use the dropdown arrow to view more details.

835 | Claim Response

Member ID

70001100012

Use

Claim

Claim Number

716830ITSIZDVWM

Created

2025-04-04

Payer

1798

Provider ID

1427138338

Provider Name

NV Training Sandbox Test

Status

Active

Type

Professional

Eligible

\$0.00

Submitted

\$25.00

Write Off

\$0.00

Reversal

\$0.00

Transfer Write Off

\$0.00

Paid

\$0.00

TRACE NUMBER	SERVICE	MODIFIER	SERVICE DATE
NVFFS716830ITSIZDVWM1	SS125	-	03/28/2025

Claim adjudication

CATEGORY	REASON CODE	DESCRIPTION	AMOUNT	TYPE
benefit			0	manual
CO	161	Provider performance bonus	25	manual

CLOSE

Resubmitting Claims

There will be claims that are returned or errored that you will need to submit.

Inside the claim you can view the error that needs to be resolved. In the example below, the claim needs the billing exceptions (update authorization) resolved before being resubmitted.

Batch #1	Visits	Units	Batch total	Total billed	Payers
03/28/2025 - 03/28/2025	1	4	\$145.48	\$145.48	NVANT

Refresh Batch

Claim Status History

Claim Draft

Total Amount \$145.48
REFRESH DRAFT CLAIM
ADD REASON CODE
RESUBMIT

Client Name	Software, Functional	Payer	NVANT	Company Name	NV Training Sandbox Test	Employee	Jones, Caree
Birth Date	01/01/1960	Rank	Primary	NPI	1427138338	Employee NPI	1083413041
Address Line	711 Customer St.	Claim Number	71683GPW063NGGF	TAX ID	110468603		
City/State	Las Vegas, NV	Payer Claim Number (ICN)		Provider ID	996655442		
Postal Code	89101-0000	Claim Type	institutional	State	NV		
Member ID	100010001	Sent Date	04/18/2025	City	Reno		
Claim Number	71683GPW063NGGF	Prior Auth #		Address	1325 Nevada Way, Ste 262		
				Postal Code	895021451		
				Service Dates	03/28/2025 - 03/28/2025		

Level: warn
Message: No matched amp authorization
Criteria: -
Visits:
3262924574

Level: warn
Message: Pre-auth # is required
Criteria: -
Visits:
3262924574

Find Claims that need to be resubmitted:

1. Locate the claim in the **claims tab** which can be found inside of a batch.

Billing / Batches / Batch

Batch #12	Visits	Units	Batch total	Total billed	Payers
03/28/2025 - 03/28/2025	1	1	\$63.61	\$63.61	NVFFS

Refresh Batch

Visits **Claims** Transactions Billing Exceptions (0)

Visits

DELETE VISITS + ADD VISITS

Search

From To Billing Exceptions

mm/dd/yyyy mm/dd/yyyy Select exceptions type Clear filters

CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER	STATUS	BILLING EXCEPTIONS
<input type="checkbox"/> Jeffers, Belinda	03/28/2025 2:00:00 AM	03/28/2025 3:00:00 AM	1	S9123_TT	NVFFS	Verified	0

Total Items: 1

2. Use the filter to sort for claims in **To-Review** status.

Billing / Batches / Batch / Claims

←	Batch #11	Visits	Units	Batch total	Total billed	Payers
	03/26/2025 - 03/28/2025	11	44	\$756.92	\$756.92	NVANT NVHPN

Visits **Claims** Transactions Billing Exceptions (0)

Claims

REFRESH DRAFT CLAIMS

All (12) Draft without exceptions (0) Draft with exceptions (5) Sent (3) **To review (2)** Payment in progress (0) Balanced (0) Errored (2)

Search Created From Created To Start From Start To

[Clear filters](#)

3. Find and select the claim you wish to process again. Once selected, the resubmit button will appear. Select **Resubmit**.

Billing / Batches / Batch / Claims Account: ST

←	Batch #11	Visits	Units	Batch total	Total billed	Payers
	03/26/2025 - 03/28/2025	11	44	\$756.92	\$756.92	NVANT NVHPN

Visits **Claims** Transactions Billing Exceptions (0)

Claims

REFRESH DRAFT CLAIMS **RESUBMIT**

All (12) Draft without exceptions (0) Draft with exceptions (5) Sent (3) To review (2) Payment in progress (0) Balanced (0) Errored (2)

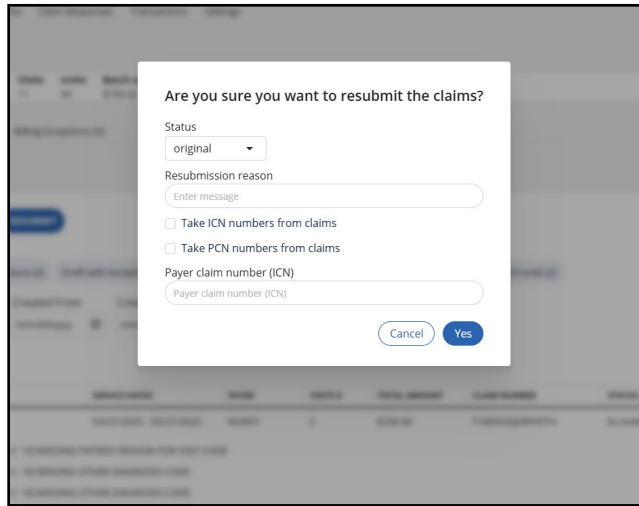
Search Created From Created To Start From Start To

[Clear filters](#)

<input type="checkbox"/>	CLIENT NAME	SERVICE DATES	PAYER	VISITS #	TOTAL AMOUNT	CLAIM NUMBER	STATUS
<input checked="" type="checkbox"/>	Software, Functional	03/27/2025 - 03/27/2025	NVANT	2	\$290.96	71683ODJD89YETH	to-review

⚠ 05/08/2025, 07:31:54 AM 18 | MISSING PATIENT REASON FOR VISIT CODE
 ⚠ 05/08/2025, 07:31:54 AM 18 | MISSING OTHER DIAGNOSIS CODE
 ⚠ 05/08/2025, 07:31:54 AM 18 | MISSING OTHER DIAGNOSIS CODE
 ⚠ 05/08/2025, 07:31:54 AM 18 | MISSING OTHER DIAGNOSIS CODE
 ⚠ 05/08/2025, 07:31:54 AM 18 | MISSING OTHER DIAGNOSIS CODE
 ⚠ 05/08/2025, 07:31:54 AM 18 | MISSING OTHER DIAGNOSIS CODE

4. The resubmit window will open. All fields are *optional*.



Fields:

Status dropdown options: select the correct status for this re-submission

- Original: the Payer did not receive the claim draft
- Replacement: change was made to claim draft
- Void: there was an issue with the claim amount, or the Payer has requested a different recoupment amount

Resubmission reason: enter the reason you are re-processing this claim.

ICN/PCN Selection: select this checkbox to use the original claim's ICN number in the resubmitted X12 message. The ICN is the claim number in the payer system (you can find it in the payer portal). Use this if the payer already has the claim in their system.

Payer Claim Number (ICN): enter a new ICN number here if you have not received a response from the payer.

5. Select **Yes** to resubmit the claim.

Are you sure you want to resubmit the claims?

Status
original

Resubmission reason
Enter message

☐ Take ICN numbers from claims

☐ Take PCN numbers from claims

Payer claim number (ICN)
Payer claim number (ICN)

Cancel Yes

Billing Exceptions

Here are a few examples of billing exceptions that need to be resolved. Resolve the exception in the Client profile, under the Program tab.

Billing Exceptions	Description
Client Date of Birth	There is no Date of Birth on the Client profile. Update the Client profile in Visit Maintenance.
No authorization match	The authorization information in the Client profile needs to be added or updated.
Missing Diagnosis code	The diagnosis code in the Client profile needs to be added.