

Outstanding Insurance Claims Report

Click on "Reports" at the top of your Open Dental

Click on "Standard"

In the "Monthly" box click on "Outstanding Insurance claims"

At the top check the box "Ignore Custom Tracking"

Make sure "Leavenworth" is chosen in the "Clinics" tab

Click the "Refresh" button

Click the "DateService" box. This will put the oldest claims at the top. We always want to work the oldest claims 1st.

Choose a claim to work on by highlighting that line. Right click and choose "Go to Account". This will pull up the patients account page.

Minimize (Do not close) the Report. On the patients account page find the date of service for the outstanding claim.

Read all previous notes to familiarize yourself with what the issue might be.

Call the Insurance to check the status and ask them what needs to be done to correct the issue and get the claim paid.

Make notes on the claim for anything you do or find out. Always ask for a reference number and put that in the note as well.

If you run out of space, cut the older notes and move to "status history". If you do this make sure you write "**status history" in the "Reasons underpaid" box so everyone knows there are additional notes that may need to be viewed.

Pull your Report back up and assign yourself as the "User". This will keep everyone from working on the same claims.

To Assign yourself, just click on the line you want then at the bottom click on "Assign User". Find your name and click "ok".

Call me/Text me/ or Task me with any questions or issues you may have. It is my job to help you learn so please do not feel like you are bothering me. I am never too busy to help! I don't expect you to already know how to do something you have never done. Some of these Outstanding claims can be really complicated- so don't feel discouraged. Just reach out to me :) Thank you for all your hard work 😊

Tax ID: 471447285

NPI: 1104019793

License Number: 60953

Treating Provider: Robinson Kiser

Treating Address: 2511 S 4th St. Leavenworth KS 66048

Office phone number: 913-250-6583