OfficeAlly(™) Support

How to Problem Solve Electronic Claims

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Know You Have Failed Claims

You'll discover when you have missing or failed claims while performing your New Patient Follow Up Phone Call from Part 3 of the course.

You can also find them under "Claims Fix >> Repairable Claims" on OA

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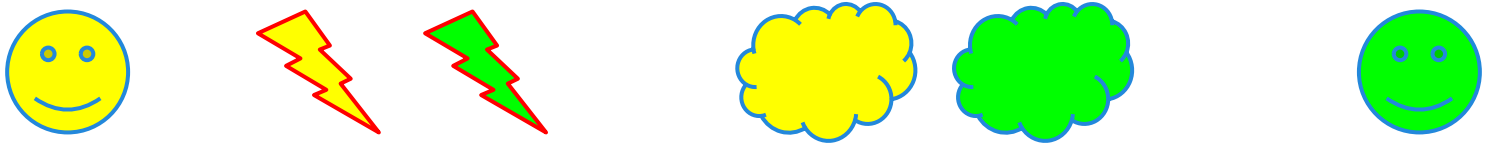
The Billing Process

Claim → **Electronic Submission** → **Insurance Co System** → **Payment Verification**



You

EHR + Clearing House

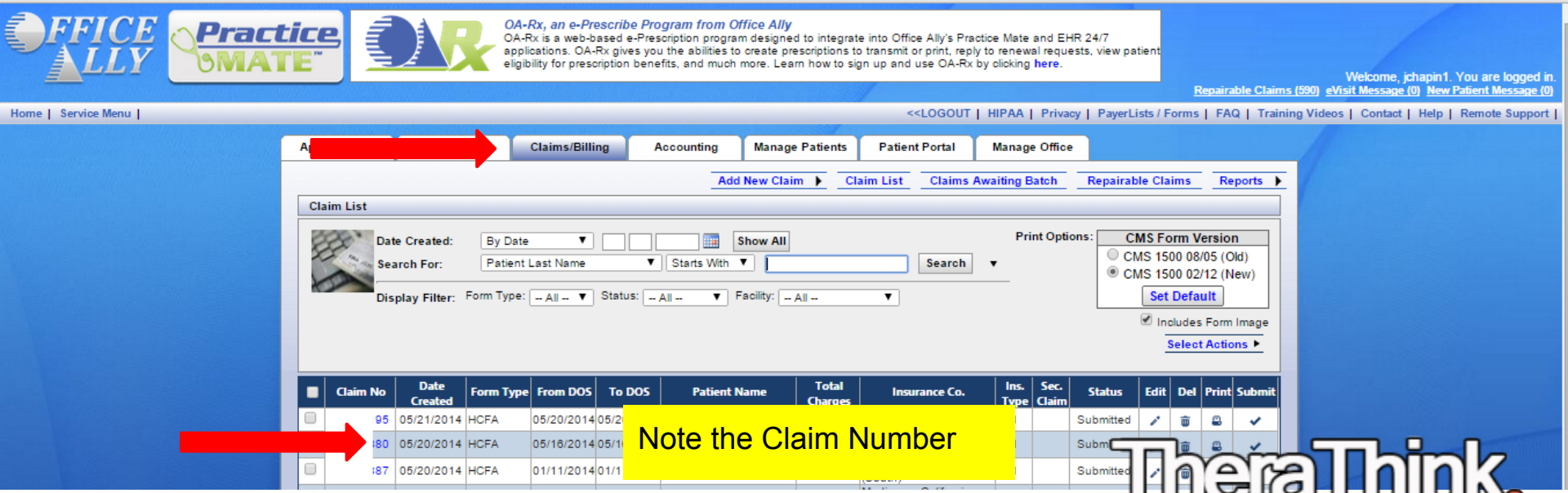
“Blue Cross System”

You

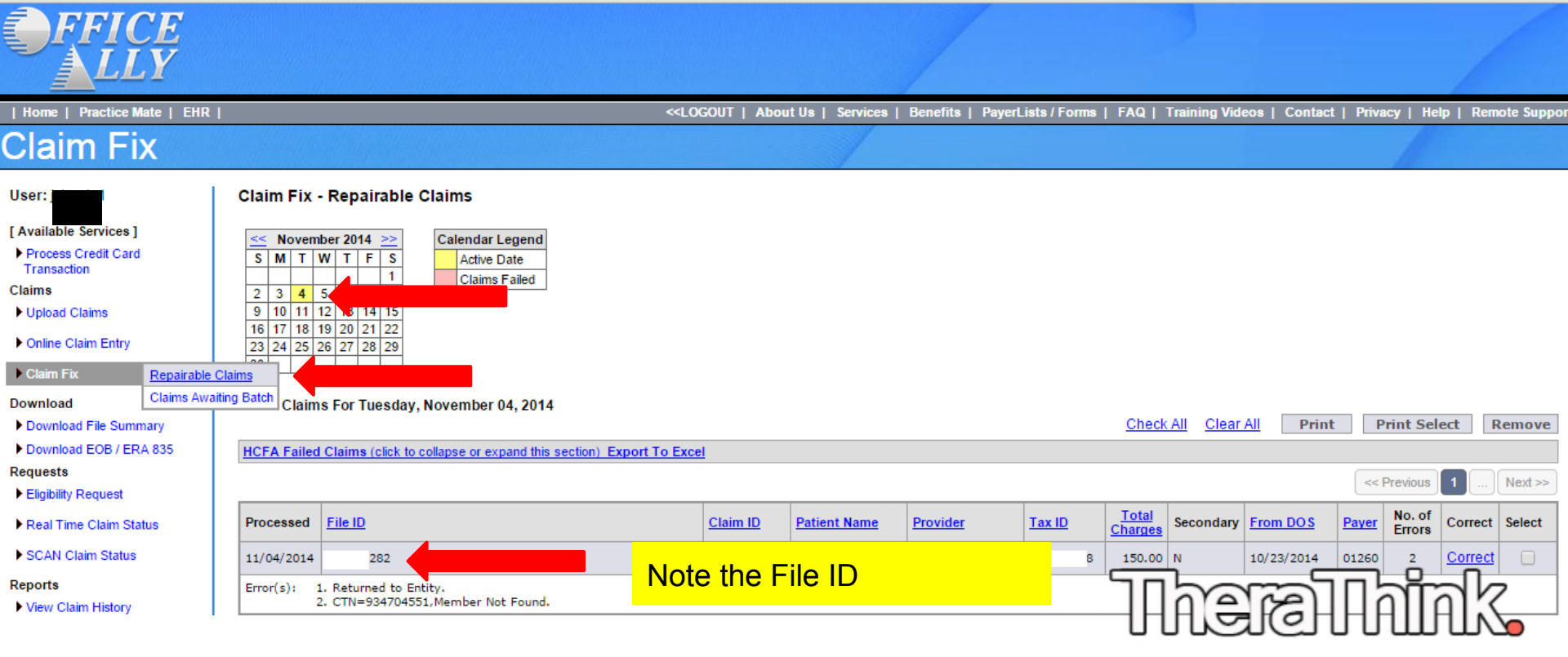
TheraThink.

Locate Claim ID in PracticeMate

Click “Claims/Billing”



Repairable Claims Screen



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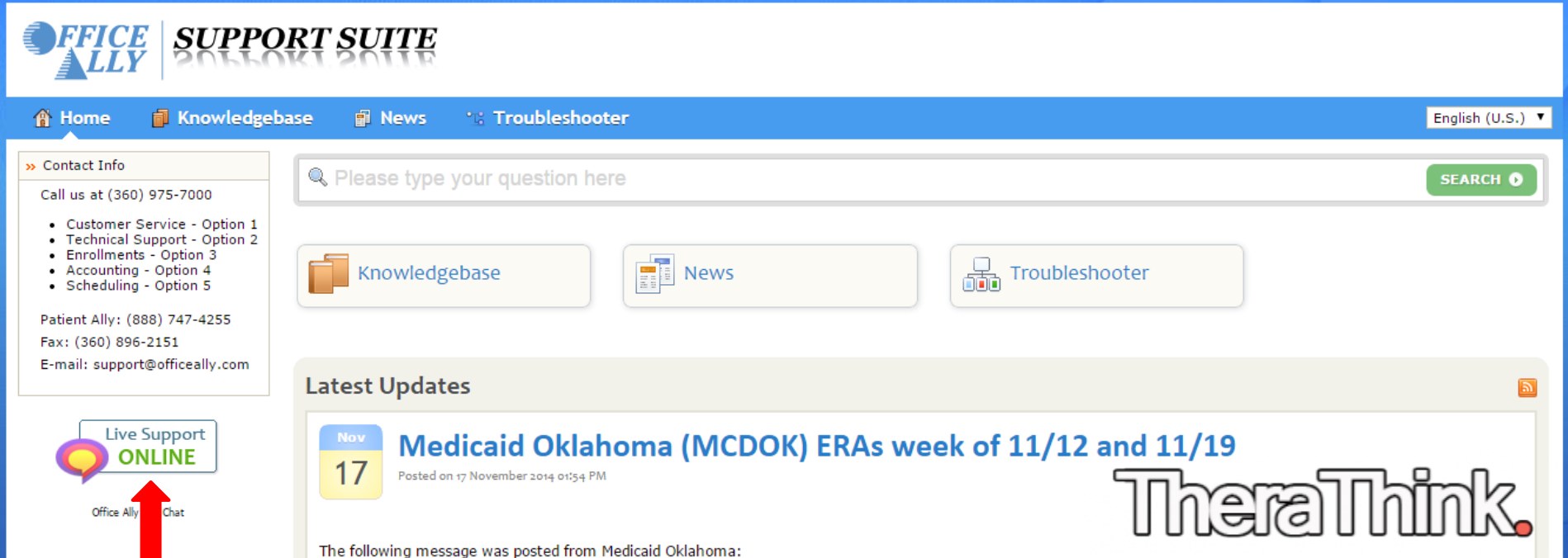
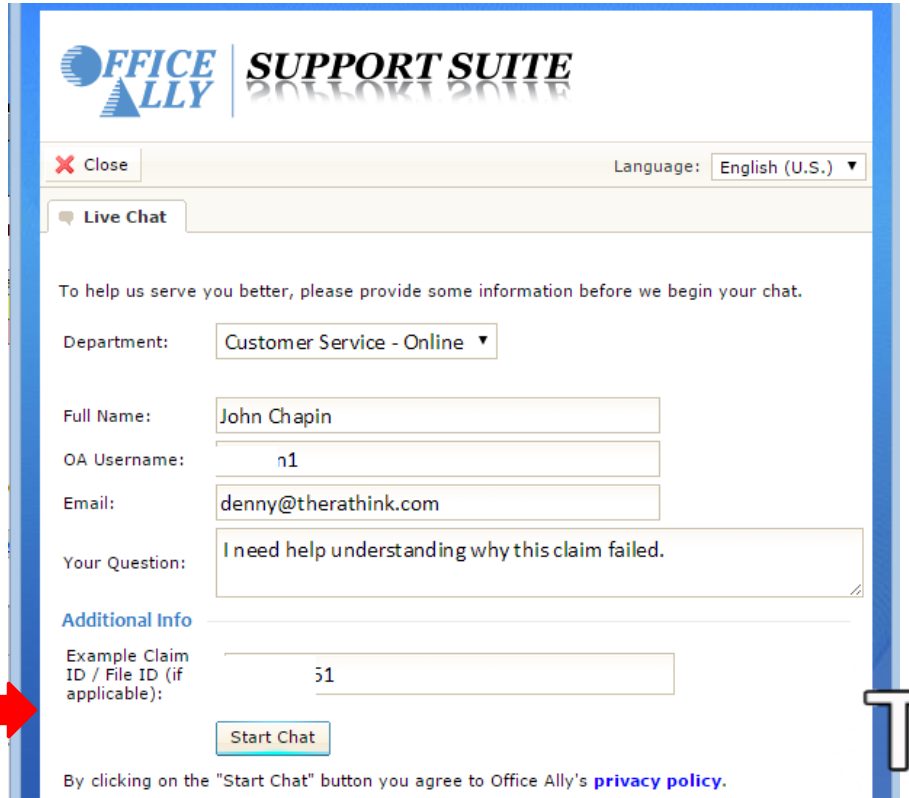
Contact OA Customer Support

Head to https://support.officeally.com



Submit Information & Ask for Follow Up



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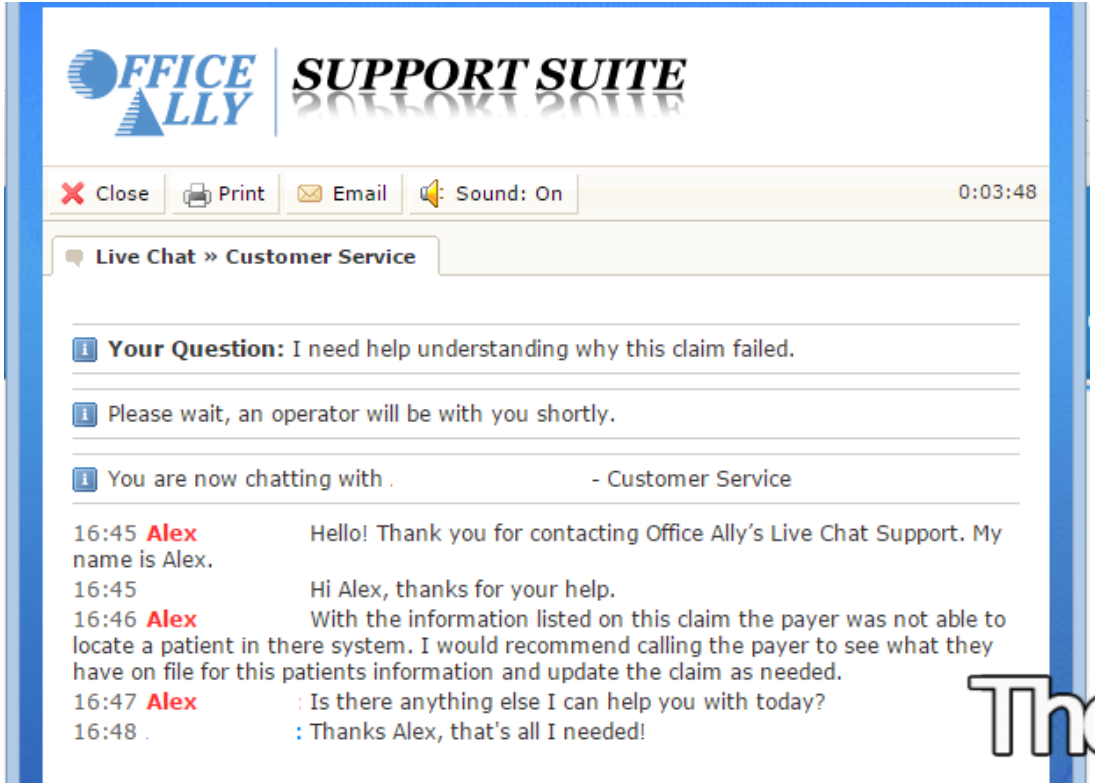
Learn Reason for Failure, Correct & Re-File



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More..

Head to TheraThink.com to learn:

- how to do your own billing for free
- how to get a raise with insurance panels
- how to get credentialed with panels
- how to get new clients
- interviews with successful therapists

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