


Reprocess Interface Messages

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Messages that have received an error can be reprocessed through Interface Tracker. Because the error was identified the patient record, claim, or appointment wasn't created or updated. Once the error is corrected you can simply reprocess the message without having to leave the application.

 If the error was because of wrong information on the interface vendors side, you will need to re-send the message from the interface vendor.

1. Select **Interface > Interface Tracker**.
2. Enter the **Search Criteria** or **Load** a Search Filter.
3. Click **Search**.
4. Once the results are displayed, **click on the message you want to Reprocess**.
5. Click the **Reprocess** button.

Although the interface allows for the selection of multiple messages, the system is designed to reprocess only one at a time. This intentional limitation prevents issues associated with bulk processing and ensures that errors are addressed on a claim-by-claim basis.
