



Manage Follow Ups

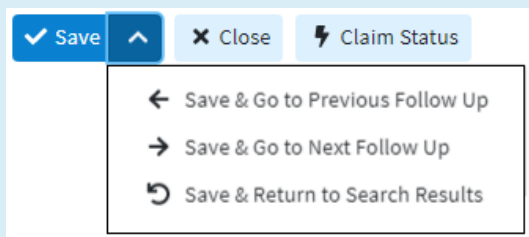
† Modified on 07/21/2025 2:57 pm EDT

Change Follow Up Date

Follow the steps below to change the follow up date.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or Load a **Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click on the **Calendar** Icon and select the new **Follow Up date**.
5. Click **Save**. Otherwise, click the **Close** button.

 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.



Change Charge Status

Follow the steps below to change the claims charge status.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or Load a **Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the **Set all charges to** dropdown and select your claim's charge status from your list.

✓ Save ✕ Close ⚡ Claim Status 📄 Activity ⋮ More

Editing follow up information for Claim # [REDACTED]

Follow Up Date: 05/31/2024

Set all charges to: NO CHANGE

Follow Up Notes

+ Add Note

hey the payer said we need to res

Created by [REDACTED] on 08/22/2024




NO CHANGE
 WAITING FOR REVIEW
 SEND TO CIGNA HEALTH PLAN VIA CLEARINGHOUSE
 CLAIM AT CIGNA HEALTH PLAN
 PENDING CIGNA HEALTH PLAN
 BALANCE DUE PATIENT
 REJECTED AT CLEARINGHOUSE
 REJECTED AT CIGNA HEALTH PLAN

✏️ If no selections are made, the defaulted "NO CHANGE" option will keep the claim's existing charge status.

5. Click **Save**. Otherwise, click the **Close** button.

Manage Follow Up Notes



Follow the steps below to manage follow up notes.

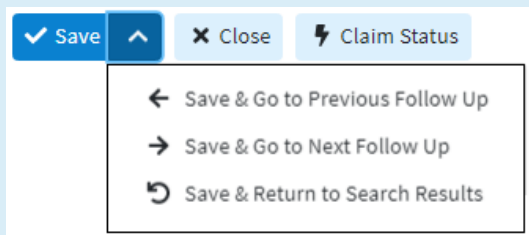
1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the **Add Note** button to add a new text box.
5. Type your note in the text box.
6. Additional options:
 1. The **copy** icon  copies the note to other unpaid claims for this patient.
 2. The **gear** icon  is used to configure which users can view this note.
 3. The **remove** icon  removes this note from the claim.

4. The Undo Icon  Undoes removing the follow-up note.

 You can only undo this action if you have not saved the claim.

7. Click **Save**. Otherwise, click the **Close** button.

 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.



Set Follow Up Date



You can also add follow-up dates to one or multiple claims in order to boost insurance receivables by checking up on claims at a specific day or date. Follow the steps below to manually add a Follow Up Date to multiple claims at once.

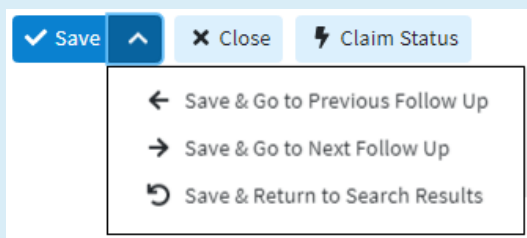
1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**
3. Check the box next to the claims you wish to update.
4. Click the **Set Follow Up** button
5. Enter the new **Follow Up Date**.
6. Click **Save**.

Enter Patient Notes

Follow the steps below to Enter Patient notes

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**.
3. Click on a line item to open up a specific claim.
4. Locate and click on the Notes tab from the side-panel.
 1. Use the drop down menu to select the type of note you want to enter.
 2. Click the **Add Note** button to start creating the note.
 3. Click **Done**.
5. Click **Save**. Otherwise, click the **Close** button.


 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.



Manage Tasks for Follow-up Claims



Follow the steps below to change the follow up date.

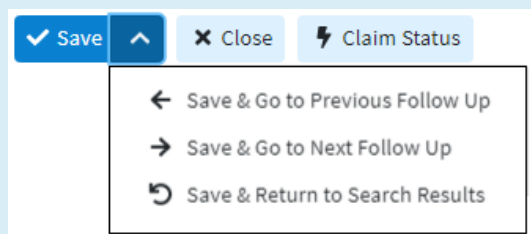
1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or Load a **Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the **Create Task** button.

 Visit our [Tasks Help Articles](#) for detailed steps on how to add and manage tasks.

1. Enter your task **Title**.



2. Set the **Due Date**, **Status** and **Priority**.
 3. Enter the **description** for this task.
 4. Add any **links** to this task.
 5. Select which **user** to assign this task to
 6. Click **Save**
5. Click **Save**. Otherwise, click the **Close** button.



 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.

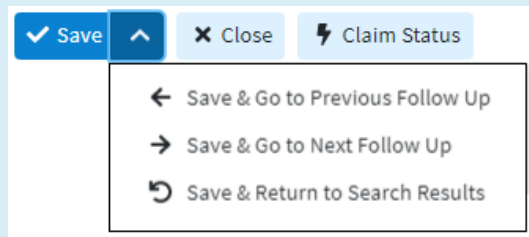


Open Related Records

Follow the steps below to quickly open any related records to this claim.



1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the  **More**  button found at the top of the page.
 1. **Open Claim:** Opens the claim record
 2. **Open Patient:** Opens the patient the claim was sent for.
 3. **Open Payer:** Opens the payer this claim was sent to.
 4. **Open Provider:** Open's the provider that billed this claim
5. Click **Save**. Otherwise, click the **Close** button.



 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.

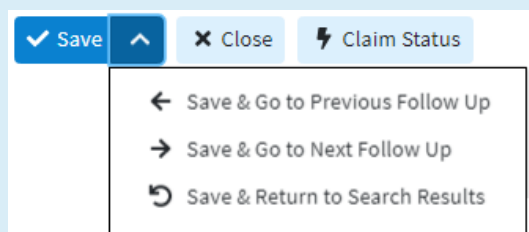


Track Claim Submission History

Need to review all the times this claim has been submitted? Or do you want to verify which payers this claim was sent to? Quickly track the claim's submission history from within the claim following up section.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or Load a **Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the  **More**  button found at the top of the page.
5. Select **Track Claim Submission History**.
6. The claim will be opened in the **Claim Tracker** screen.

 Reduce the amount of clicks when saving by using the Save button's drop-down arrow  to update this claim and move onto another record or return back to your search results.



Manage Open Negotiations and Federal IDR Initiation Dates

When negotiating out-of-network rates for emergency services, users print and submit the Open Negotiations Form to the payer. Upon submission, this triggers two important deadlines:

- 1. The end of the Open Negotiations Period, which occurs 30 business days after the form has been submitted
- 2. The deadline to initiate the Federal Independent Dispute Resolution (IDR) process, which is 4 business days after the conclusion of the Open Negotiations Period

These "Dates" are stored within the application to allow users with multiple claims to efficiently manage the Open Negotiations process. The Open Negotiations Period End Date and the Federal IDR Initiation Deadline Date can be set when printing the Open Negotiations Form by checking the "Set the Open Negotiations Period and IDR Initiation Deadline after printing" option. For more information, please reference our [Print Open Negotiations Form Help Article](#)

- 1. Select **Claim > Follow Up Management**.
- 2. Enter your **Search Criteria** or **Load a Search Filter**.
- 3. Click on a line item to open up a specific claim.
- 4. Locate and click **Open Negotiations** from the right-hand side panel.
- 5. View the previously set Open Negotiations Period End Date and the Federal IDR Initiation Deadline Date.

> Reference Information

> Expected Payment Info

< Open Negotiations

The Open Negotiations Period End Date and the Federal IDR Initiation Deadline Date can be set when printing Open Negotiations Form by checking the "Set the Open Negotiations Period and IDR Initiation Deadline after printing" option.

Open Negotiations Period End Date

12/04/2024

Federal IDR Initiation Deadline Date

12/10/2024

- 6. Click

✓ Save

/view EOB Info From Follow Up

Follow the steps below to view the EOB info from a follow up.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or Load a **Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the **EOB Info** tab from the side panel.
5. View the EOB information (Check#, Payer, Received Date, Payment Type, Processing Type, Allowed Amount, Paid Amount, And Adjusted Amount).

The screenshot shows the 'Follow Up Management' interface. On the left is a sidebar with a search bar and a list of sections: Home, Reports, Appointments, Patient, Claim (selected), Claim Tracker, Claim Control, Follow Up Management (expanded), Claim Batch Print, Settings, State Reporting, Payment, Documents, Interface, Customer Setup, and Account Administration. The main area is titled 'Editing follow up information for Claim #265361211'. It includes fields for 'Follow Up Date' (07/18/2025) and 'Set all charges to' (NO CHANGE). Below these is a 'Follow Up Notes' section with an '+ Add Note' button. On the right, a panel shows a list of tabs: Reference Information, Expected Payment Info, Open Negotiations, Patient Notes, Tasks, and EOB Info (selected). The EOB Info tab displays the following information: Check #: [redacted], From: NATIONAL GOVERNMENT SERVICES, INC., Received On: 06/18/2025, Payment Type: Electronic Funds Transfer, Processing Type: Forwarded to secondary payer, Allowed (this claim): \$74.67, Paid (this claim): \$58.32, and Adjusted (this claim): \$269.85.

6. To view the EOB details, click the desired check information to open the EOB details window.

EOB Details						
Procedure Code	Amount	Allowed	Paid	Remarks	Adjustments	Unpaid
97110	\$344.52	\$74.67	\$58.32	MA01 MA18 N807	CO-237: \$5.89 CO-253: \$1.19 CO-45: \$246.09 CO-59: \$16.68	PR-2: \$16.35

Close

 Hovering over the adjustment codes provides their descriptions; hovering over the unpaid


reason codes provides any denial reasons.

7. When finished, click **Close**.

Print Proof of Timely Filing Letter (From Follow Up)

The **Proof of Timely Filing** letter allows users to print a basic proof of timely filing letter directly from the Claim, Claim Tracker, and Claim Follow Up screens for payers who don't have their own required format.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**.
3. Click on a line item to open up a specific claim.
4. Click the **Print** button.
5. Select **Proof of Timely Filing**
6. Select your claim submission (TCN).
7. Review your letter.
8. Click **Print**.
9. Click **Save**. Otherwise, click **Close**.

 Visit our [Proof of Timely Filing Letter Sample](#) Help Article to view a sample Proof of Timely Filing letter.

Print Appeal Letter (From Follow Up)

The **Appeal** letter allows users to print a basic Appeals letter directly from the Claim, Claim Tracker, and Claim Follow Up screens for payers who don't have their own required format.

1. Select **Claim > Follow Up Management**.
2. Enter your **Search Criteria** or **Load a Search Filter**.

3. Click on a line item to open up a specific claim.
4. Click the **Print** button.
5. Select **Appeal**.
6. Select your claim submission (TCN).
7. Review your letter.
8. Click **Print**.
9. Click **Save**. Otherwise, click **Close**.



Visit our [Appeal Letter Sample Help Article](#) to view a sample Appeals letter.
