

Change Charge Status

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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.

The screenshot shows a user interface for editing follow-up information for a claim. At the top, there are buttons for 'Save', 'Close', 'Claim Status', 'Activity', and 'More'. Below these is a text field for 'Follow Up Date' with the value '05/31/2024'. A dropdown menu titled 'Set all charges to' is open, showing a list of options: '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', and 'REJECTED AT CIGNA HEALTH PLAN'. The 'NO CHANGE' option is highlighted. To the left of the dropdown is a 'Follow Up Notes' section with an 'Add Note' button and a text area containing the text 'hey the payer said we need to res'. Below the notes is a 'Created by' field with a user icon and the date '08/22/2024'.

 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.