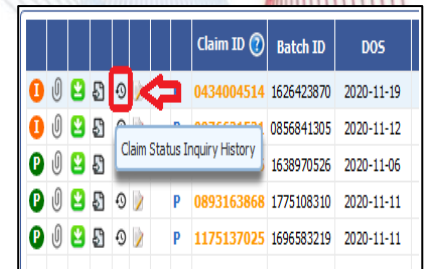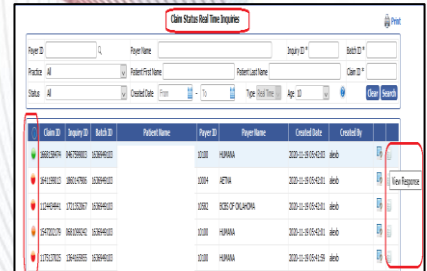# iTech Workshop®
Data Integration for Healthcare

Claim Status Inquiry (CSI)

Claim Status Inquiry is an important tool for the billers to do A/R & Denial analysis. Billers spend hours calling the payers every month following up on the unpaid claims and that can be expensive. To save you from these A/R calls, iTech has introduced the Seamless Claim Status Inquiry feature in expEDIum Medical Billing (eMB) so that your biller can put their valuable time in a more productive place. Now, with this feature you can know the status of claims that were submitted through eMB in real-time by making single or batch inquiries with a few buttons clicks.

Perform the inquiries from Claim search result screen. You will receive all the responses in real-time reconciled with the original claims, and responses are presented in a readable fashion. You can perform the inquiries one at a time or in bulk for a given set of aging claims for single or multiple payers. After reviewing the claim status responses, you can take further appropriate action for the aging claims without having to make expensive A/R calls.

We currently use Exchange EDI® / Transunion® as our preferred clearinghouse for performing claim status inquiries. There is per transaction fee but there are no setup charges. You can just request for this feature to be enabled via an email to support@itechws.com or through the Account Setup questionnaire. Please note that CSI is supported by lesser number of payers, for instance, out of every 100 payers you may find that only 40 to 50% of the payers are supporting real-time CSI.
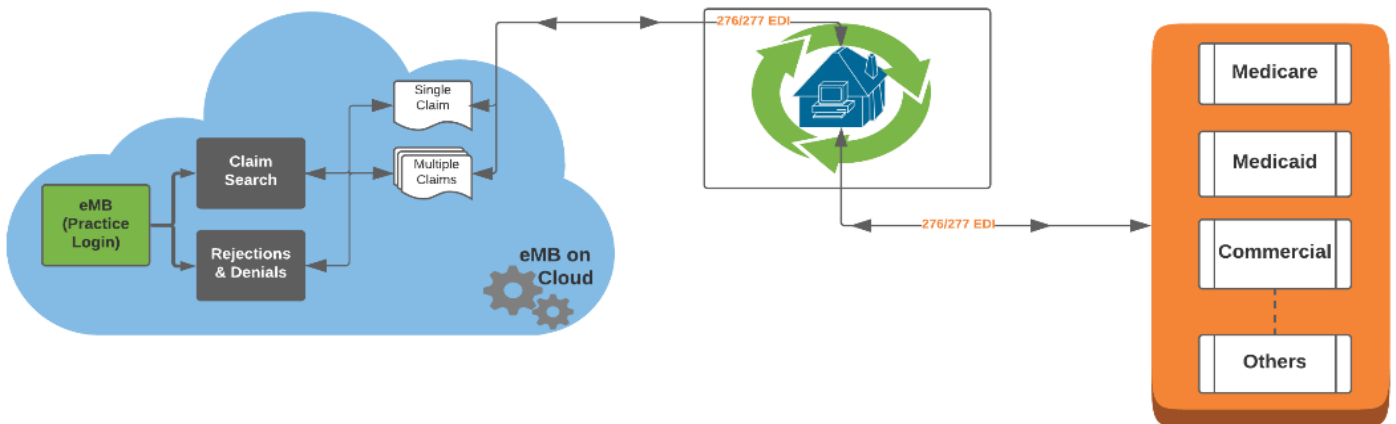
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Some of the key aspects of CSI are: -

- Can perform claim status inquiries one at a time or in bulk. Both are performed in real-time.
- Have color-coded inquiry responses for a better understanding of the denials.
- Increase productivity and efficiency of billers with respect to aging and denied claims.
- Have fewer manual and administrative tasks.
- Decrease duplicate claim submission.
- Increase on-time revenue flow.

TESTIMONIAL

"expEDIum Medical Billing Software has been the easiest and efficient software for our small practice. The customer service representatives have been amazing and knowledgeable. After reviewing many other billing software, expEDIum has been the best that I have encounter."

- Anne/Dr. Fritz, Thoracic and General Surgery.

"We have been using the expEDIum Medical Billing Software for over one year and are very pleased with the product. In event of input error, the software "points" us to the problem area for easy correction. The ability to print hardcopy HCFA 1500s for billings that need to be mailed is an additional plus."

- Dennis Fruin, General Manager, Columbia Pharmacy Inc

"I have been using expEDIum Medical Billing software for a few months now and it has been wonderful. I will always say first and foremost the people at the company are amazing! This is by far the best company I came across as far as customer service. Combine the customer service with a great program at good cost and you have a winning product. I highly recommend it not just for the software but for the people along the way!!"

- Jessica Scudder, West Texas Ambulance Service- Alpine EMS

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