

## Checking Relay for Excluded Claims

**Excluded claim: Claim rejected by Relay due to billing error. Claim does not get sent to Payor.**

**Rejected claim: Claim sent through Relay but rejected by Payor due to billing error.**

Open Relay web page and log in.

Secure | https://portal.transactions.mckhbc.com/account/login.fcc?TYPE=33554433&REALMOID=06-47c2b2cd-6a5b-4282-8e19-28c2feb363d6&GUID=&SMAUTHRE/

RelayHealth Collaboration Compass

Welcome to Collaboration Compass™  
Login | Register | Password

Site Home

**Login**  
Enter your user ID and password to log into the Collaboration Compass. If you are encountering login problems and are sure your credentials are correct, please contact RelayHealth Support.

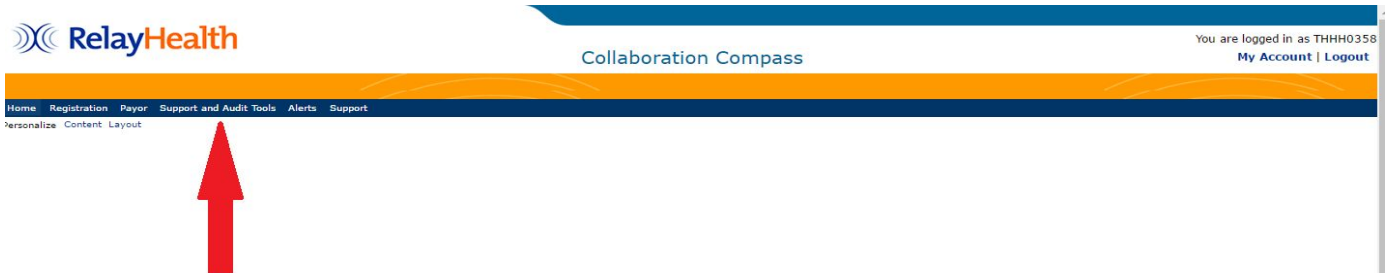
**Please Note:** The Registrations staff cannot recover your password for you. If you have forgotten your password, please go to the Reset Password page to request a new password. If you are unable to successfully log in after five attempts your user account will be locked. Please contact RelayHealth or your organization's Delegated Administrator (if applicable) to have your account unlocked.

User ID:

Password:

Login

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Click on “Support and Audit Tools”

This page gives you option to look at the last batch submitted or you can use the search tools for a different date of submission or a claim etc.

When you choose last transmission, it brings you to a page where it shows what happened to the claims. **The only way you see these is if you go into Relay and look for them.** These are the ones in the yellow box circled in red. Click on the number, in blue, to be taken to the claims and reasons they were excluded.

<a href="#">Home</a>	<a href="#">Claim Search</a>	<a href="#">Remittance Search</a>	<a href="#">Report Search</a>	<a href="#">Transmission Search</a>
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### Transmission Reconciliation Details

Browse the details of the selected transmission below.

[Text Display View](#)

[Return to Search Results](#)

**Details**

Billing ID	395200	Submitter File Name	161100066.dat
Billing Name	Health Systems Technology Inc	Received Date	03/06/2017 19:47
Submitter ID	486053	Transmission Status	ACCEPTED
Submitter Name	Touching Hands Healing Hearts		
<b>RelayHealth Processing</b>			
Total Claims	Claims Accepted	Claims Excluded	Electronic Institutional Claims Professional Claims Inst/Prof Claims
25	\$ 11378.00	23 \$ 10462.00	2 \$ 916.00 0 \$ 0.00 24 \$ 10920.00 1 \$ 458.00
<b>Claims Distribution</b>			
Electronic to Payor	Paper Claims to Payors	Paper Claims to Patients	Paper Claim Images Returned to Providers Paper Claims Returned to Providers Paper Claims No Output
23	\$ 10462.00	0 \$ 0.00	0 \$ 0.00 2 \$ 916.00 0 \$ 0.00 0 \$ 0.00

**Electronic to Payor**

Payor ID	Payor Name	RelayHealth Information			Payor Information						
		Sent Date/Time	# Claims Sent	\$ Claims Sent	# Claims Accepted	\$ Claims Accepted	# Claims Rejected	\$ Claims Rejected	# Claims Other	\$ Claims Other	
2415	MISSISSIPPI BLUE SHIELD	03/07/2017 15:15	6	2834.00	6	2834.00	0	0.00	0	0.00	<a href="#">Claims</a>
3429	UNITEDHEALTHCARE	03/07/2017 06:12	5	2290.00	0	0.00	0	0.00	5	2290.00	<a href="#">Claims</a>
5286	MAGNOLIA MISSISSIPPI	03/07/2017 05:07	11	4880.00	0	0.00	0	0.00	11	4880.00	<a href="#">Claims</a>
6400	AETNA	03/06/2017 20:06	1	458.00	0	0.00	1	458.00	0	0.00	<a href="#">Claims</a>
<b>Totals</b>			23	10462.00	6	2834.00	1	458.00	16	7170.00	

Once you have clicked on the [blue](#) number under the **Claims Excluded** referenced above, in the top portion of the next screen, you can see the patient info on the claims excluded. The black boxes are the last names of the 2 patients whose claims excluded. When you click on one, their info shows below.

Home Claim Search Remittance Search Report Search Transmission Search

### Claim Search Results

Selecting a claim in search results will show claim information in the bottom panel. (A red RelayHealth Claim ID indicates a TEST claim.) [Search Again](#)

W	Submitter ID	Payor ID	Payor Name	Patient Account Number	Patient Last Name	RelayHealth Claim ID	Total Claim Charge	Service From Date	RelayHealth Status Code	Payor Status Code
<input type="checkbox"/>	486053	4322	MEDICAID	100230.10052	[REDACTED]	1706513005386	458.00	02/21/2017	Excluded	
<input type="checkbox"/>	486053	5286	MEDICAID	100180.10053	[REDACTED]	1706513005388	458.00	02/21/2017	Excluded	

[Download these claims to CSV](#)

[Show Filter](#)

**Change the Worked status:** [Check All](#) [Uncheck All](#) [SAVE](#)

**Pagination:** Showing records: 1 through 2 of 2 **Maximum pages:** 1

[First](#) [Previous](#) 1 [Next](#) [Last](#) Page size: 50

(you may manually check one or more claims) (you may use the buttons or key in a page number and press the Enter key)

#### Claim Information for RelayHealth Claim ID 1706513005386

<b>Claim Information</b> Provider Claim ID RelayHealth Assigned Claim ID 1706513005386 Date Received at RelayHealth 03/06/2017 Service From Date 02/21/2017 Total Claim Charge 458.00 Payor Name MEDICAID	<b>Patient Information</b> Patient Account Number 100230.10052 Last Name [REDACTED] First Name EMMITT Middle Name Insured ID 364066260	<b>Related Information</b> <a href="#">Detailed Claim Information</a> <a href="#">Remittance Advice</a> <a href="#">Customer Claim Sent to RelayHealth</a> <a href="#">Internal Claim View</a> <a href="#">Claim Sent to Payor</a> <a href="#">Previous Remits</a> <a href="#">Previous Reports</a> <a href="#">Previous Transmission</a> <a href="#">Text Display View</a>
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**Claim History**  
Selecting the Status field of a rejected milestone below will show the related edit information.

Date/Time	Milestone	Status	Message
03/06/2017 19:48	Claim processed by RelayHealth	<a href="#">E3</a>	NOT AUTHORIZED FOR 1490; WILL PROCESS AS 4322 PN4-0301:MISSING PAYER ZIP CODE

Underneath the yellow boxes with the patient info will be the claim excluded information. Click on the code, in this case [E3](#) to see more information on the exclusion.

**Claim History**  
Selecting the Status field of a rejected milestone below will show the related edit information.

Date/Time	Milestone	Status	Message
03/06/2017 19:48	Claim processed by RelayHealth	<a href="#">E3</a>	NOT AUTHORIZED FOR 1490; WILL PROCESS AS 4322 PN4-0301:MISSING PAYER ZIP CODE

## Rejected Claims

Looking below the yellow box (Electronic to Payor section), are the Payors that had claims submitted in this transmission. Under the red rectangle, are any claims that were rejected by their insurance. Click on “claims” on that line to see what patient[s] / claim[s] rejected and the reason. This information also appears on the **Claim Edit Report** but you may find more detail here.