



HOW TO VIEW DIRECT DATA ENTRY REPORTS IN ONLINE SERVICES

Introduction

All providers, billers, and office staff members who submit claims using the Direct Data Entry (DDE) tool in Online Services should use the reports feature to:

- Track your claims so you know that Blue Cross Blue Shield of Massachusetts* has received them
- View rejected claims to see how you should correct them to resubmit.

If you do not track your claims, you may miss the opportunity to correct and resubmit claims within timely filing guidelines.

Terminology

TERM	DEFINITION
Payer	Blue Cross Blue Shield of Massachusetts
Claim Confirmation report (message)	Within a day of sending a claim batch, you will receive an email in your Online Services Message Center. The email will contain the Claim Confirmation Report , which tells you if any claims in your batch could not be accepted by Change Healthcare. The report also provides error explanations to help you correct rejected claims. Claims rejected during this initial analysis will not appear in the Claim Summary or Claim Detail reports until they are corrected and resubmitted.
Summary by Payer report and Summary by Payer by Day report	This report provides the total number of claims received by Change Healthcare™ (formerly Emdeon, Inc.) and the total number rejected by Change Healthcare and Blue Cross Blue Shield of Massachusetts. Use these reports to help you quickly determine if any claims were rejected.
Claim Summary report	This report lists the claims that were included in a submitted batch and indicates if the claims were accepted or rejected. Reject information from Change Healthcare or Blue Cross Blue Shield of Massachusetts is included when applicable.
Claim Detail report	This report gives you claim status history details, like whether the payer accepted or rejected your claim.

Before you begin

At least twenty-four hours after setting up your Direct Data Entry (DDE) account, log on to Online Services at bluecrossma.com/provider and set up your report preferences. Set your default to “Search by Payer” to search for claims received by Change Healthcare and Blue Cross Blue Shield of Massachusetts in the last 30 days.

To set your report preferences:

STEP	ACTION
1	Select Claims and click on Reporting and Analytics .
2	In the new menu, select Preferences>Set Preferences .
3	Select Payer Search .
4	Select Last 30 Days and click Save .
5	Select Home .

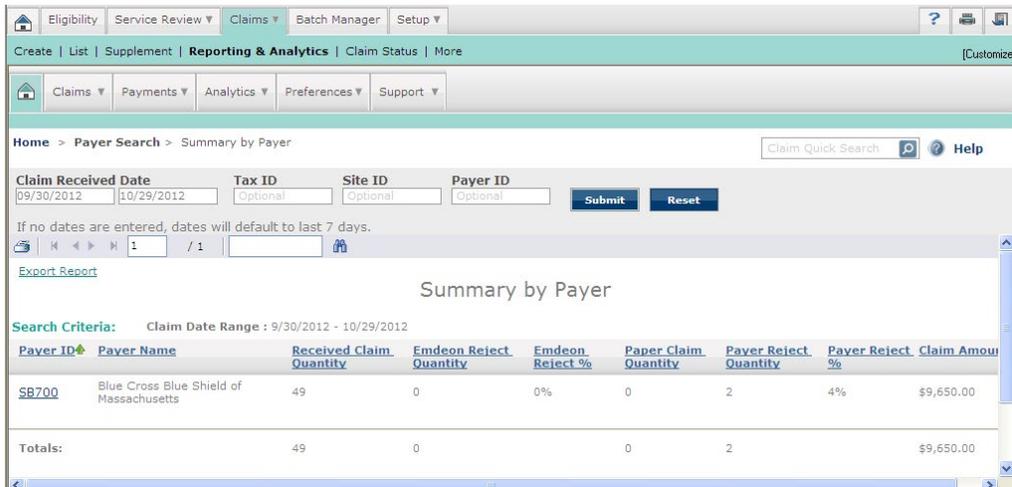
Cautions

- Reports will include only claims submitted using Online Services.
- Receiving a batch number does not guarantee your claim will be accepted.
- Claims accepted by Change Healthcare may not be accepted by Blue Cross Blue Shield of Massachusetts. Review every Claim Detail report (step 5 below) to ensure we have received the claim.

Claim acceptance does not guarantee payment.

Procedures

Follow the steps below every time you submit claims and receive a batch number.

STEP	ACTION
1	<p>Twenty-four hours after submitting a batch of claims, you will receive the Claim Confirmation Report in your Online Services Message Center. Open the message and click the button at the top: "Display attachment first."</p> <p>Review this report, ensuring that the status "VAL" (for "validated") appears for every claim. Correct and resubmit any rejected claims.</p> <p>If you do not receive a confirmation e-mail, your batch was not received by Change Healthcare.</p>
2	<p>Go to Claims>Reporting and Analytics. The Summary by Payer report will display.</p>  <p>This screen gives you a high-level overview of how many claims Change Healthcare and Blue Cross Blue Shield of Massachusetts have received in the past 30 days. To confirm that the number of claims you submitted the previous day matches the number received by Change Healthcare, see step 3.</p>

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Click Blue Cross Blue Shield's Payer ID, SB700. The Summary by Payer by Day report will display.

Home > Payer Search > Summary by Payer by Day

Claim Received Date: 09/30/2012 to 10/29/2012

Search Criteria: Claim Date Range : 9/30/2012 - 10/29/2012 Payer ID : SB700

Claim Received Date	Received Claim Quantity	Emdeon Reject Quantity	Emdeon Reject %	Paper Claim Quantity	Payer Reject Quantity	Payer Reject %	Claim Amount
09/30/2012	2	0	0%	0	0	0%	\$300.00
10/01/2012	3	0	0%	0	0	0%	\$450.00
10/02/2012	2	0	0%	0	0	0%	\$400.00
10/03/2012	3	0	0%	0	0	0%	\$550.00
10/04/2012	3	0	0%	0	0	0%	\$450.00

Click a date to view the Claim Summary report for that day.

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If claims were rejected by Change Healthcare or Blue Cross Blue Shield of Massachusetts, review the messages on the Claim Summary report to find out why.

Home > Payer Search > Summary by Payer > Summary by Payer by Day > Claim Summary

Claim Received Date: 09/29/2012 to 10/28/2012

Search Criteria: Claim Date Range : 10/17/2012 - 10/17/2012 Payer ID: SB7000 Provider Tax ID: < Empty > Site ID: < Empty >

Worked	Patient Name	DOB	Insured ID	PCN	DOS	Amount	Payer ID	Payer Name	Emdeon Claim ID
<input type="checkbox"/>	WASHINGTON, GEORGE	12/12/1920	112345678A	217EX5796990PF	9/8/2012	\$200.00	SB7000	Blue Cross Blue Shield of Massachusetts	EP101712721733136
<p>Emdeon-Rejected Site ID: 4545 File ID: EP0012345PL12F9</p> <p>Message: -Claim Rendering Provider NPI: Invalid; Must be 10 numeric characters and must contain a valid NPI check digit -Billing Provider NPI: Invalid; Must be 10 numeric characters and must contain a valid NPI Check Digit</p>									
<input type="checkbox"/>	WASHINGTON, MARTHA	11/11/1921	112345678A	217EX5796000PF	10/8/2012	\$195.00	SB700	Blue Cross Blue Shield of Massachusetts	EP101712721331575

For claims that were accepted by Change Healthcare, learn more about the claim status by clicking the EP number link in the column, "Emdeon Claim ID." The Claim Detail report will display.

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In the Claim Detail report, scroll down to see the complete claim status history. Confirm that there is a Payer Acknowledge Date and a Payer Accept Date under "Claim Status History." This tells you that we have accepted your claim for processing.

If no date appears within 48 hours of submitting your claim, contact our EDI/Provider Self-Service Support Team at **1-800-771-4097, option 2.**

Service To	01/05/2012	Payer Name	Blue Cross Blue Shield of Massachusetts	NPI XWalk	XWalk Review
Payer Claim ID	6512009249921			Timely Filing Letter	Display Letter

Claim Status History

Emdeon Received	01/09/2012	Payer Acknowledge Date	01/09/2012
Emdeon Accepted Date	01/09/2012	Payer Accept Date	01/09/2012
Emdeon Reject Date		Payer Reject Date	

Message Detail

Standard Code	Message	Error Data	Error Code	Source
	Emdeon has forwarded the claim to the payer, waiting for acknowledgement from the payer			Payer
	Emdeon has forwarded the claim to the payer, waiting for acknowledgement from the payer			Payer

Related resources

The following resources are available by logging on to our [provider website](#) and selecting **eTools>Online Services**.

- [How to register for Direct Data Entry in Online Services](#)
- [How to enter claims using Direct Data Entry in Online Services](#)
- [DDE Set-up & User Guide](#)

For additional help, please call our EDI/Provider Self-Service Support Team at **1-800-771-4097** and select **option 2**.

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