## How to identify claims that were billed but not paid

07/24/2024 5:15 pm EDT

1. Hover your cursor over the "Billing" tab and select "Live Claims Feed" from the drop-down menu.

Billing	
BILLING	
Billing Summary	
Live Claims Feed	
Patient Payments	
Day Sheet	
Transactions	
Remittance Reports	
Unmatched ERAs	
Insurance Credit Card Paymen	ts
Accounts Receivable	
Patient Statements	
Product/Procedure	
Patient Balance Ledger	
Fee Schedule	
Underpaid Items	
Adjustment Master	
Sales Tax	
Billing Log	

- 2. Click on "Claim St", from the drop-down and select the following statuses:
  - In Process at Clearinghouse
  - In Process at Payer
  - Payer Acknowledged
  - Coordination of Benefits
  - Rejected
  - ERA Denied
  - Missing Information

After making the selections, click on Update Filter.

Schedule Clinical Patients	Reports	Billing	Account	Help	* *	\$						S	earch			3	
Live Claims Feed																	
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3. To export this report, click on "Export file".

4. This report will generate in your message center.

5. Once generated, you can open the file in MS Excel. From MS Excel, you have various options including seeing the number and/or dollar value of claims that have been billed to the payer but not yet paid.