

# INTERNAL: EDI Dashboard

07/24/2024 5:45 pm EDT

The purpose of this dashboard is to provide visibility to the multiple files sent daily from DrChrono to various clearinghouses. This dashboard will show files that have successfully made it to and were accepted by the clearinghouse. It will also show files that may not have gone for whatever reason or have become stuck during the transmission process.

*Note: The word "files" above is meant to encompass claim submission, claim acknowledgment, electronic remittance advice, and patient statements.*

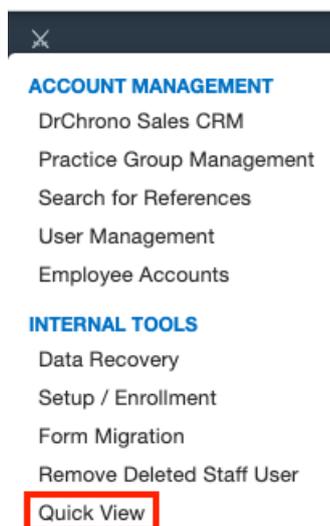
## Activate your internal account

- The feature lives under the feature flag.  
`edi_dashboard`
  - Once you enter your user/practice name, please click on "update" and then "clear cache" before leaving the Feature Rollout Tool.

Feature Name	<input type="text" value="EDI Dashboard access"/>	
Code Name	<input type="text" value="edi_dashboard"/>	
Description	<input type="text"/>	
Global Enable	<input checked="" type="checkbox"/>	
Global Start Date	<input type="text"/>	
<input type="button" value="Update"/>	<input type="button" value="Export Enabled List"/>	<input type="button" value="Clear Cache"/>

## To view

- Navigate to Swords > Quick View



- Click on EDI Dashboard on the left menu

Claims
Claim Status Inquiry
Clearinghouse Authentication
EDI Submission
EDI Received
EDI Dashboard 

- From this screen, pick the tab that corresponds with the file(s) you are reviewing

## EDI Dashboard

Pending Claims / Files	Pending 837 Batch Files	Processing Queue (835 & 277)	Patient Statement Transmission
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837 = Claim Submission File (EDI)

835 = Electronic Remittance Advice (ERA)

277 = Claim Status Inquiry

- The chart below will show you the claims that have been submitted less than 24 hours ago, and the claims that have been submitted more than 24 hours ago. The system will start the clock when a claim is placed in a submission billing status (bill insurance, bill secondary insurance, worker's comp claim, auto accident claim, durable medical equipment claim).

Professional = provider claims (outpatient setting)

Institutional = hospital, some nursing home claims (inpatient setting)

Clearing House	Claims	
	Less than 24 hours	Greater than 24 hours
Change Healthcare (Professional)	2356	3
Trizetto (Institutional)	11	0
Trizetto (Professional)	15216	38
Waystar (Institutional)	0	0
Waystar (Professional)	0	0
iHCFA (Professional)	124	0

- If there are claims that do not receive a status update via 277 files and are moved to "In process at clearinghouse/payer" billing status, the system will display them here. There should not be any claim in the "Greater than 24 hours" column.
- If there is, the system will also automatically trigger an alert that will be posted in the **EDI Alert MS Teams** channel. From there, the payments team will investigate and provide updates in the channel as to what the issue is/was and what the solution will be.