

Step 1: Locate the exception usually by the patient name or patient number.

EXCEPTION LISTING
THESE ITEMS WERE NOT MATCHED INTO THE BILLING RECORDS

Status: Denied
Name: MEMBER, UNKNOWN Mem ID: member ACNT: 11899 ICN: ██████████

REND	PROV	SERV DATE	PS	QTY	PD	PROC	MODS	BILLED	ALLOWED	DEDUCT	COINS	R/C	R/C AMT	PROV PD	RMKCD
1558376913	0427		1	1	L1932	RT		946.36	0.00	0.00	0.00	CO-31	946.36		0.00
1558376913	0427		2	2	L2820	RT		234.28	0.00	0.00	0.00	CO-31	234.28		0.00
PT RESP: 0.00								CLAIM TOTALS:	1180.64	0.00	0.00	0.00	1180.64		0.00

Import Number: 34 R156B
REMITTANCE
NOTICE

NETWORK HEALTH
101 STATION LANDING-4TH FLOOR
MEDFORD MA 02155

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Page : 2
Date : 05/13/2012
CHECK/EFT: 0

GLOSSARY PAGE

GROUP CODES:
CO Contractual Obligations

REASON CODES:
31 Patient cannot be identified as our insured.

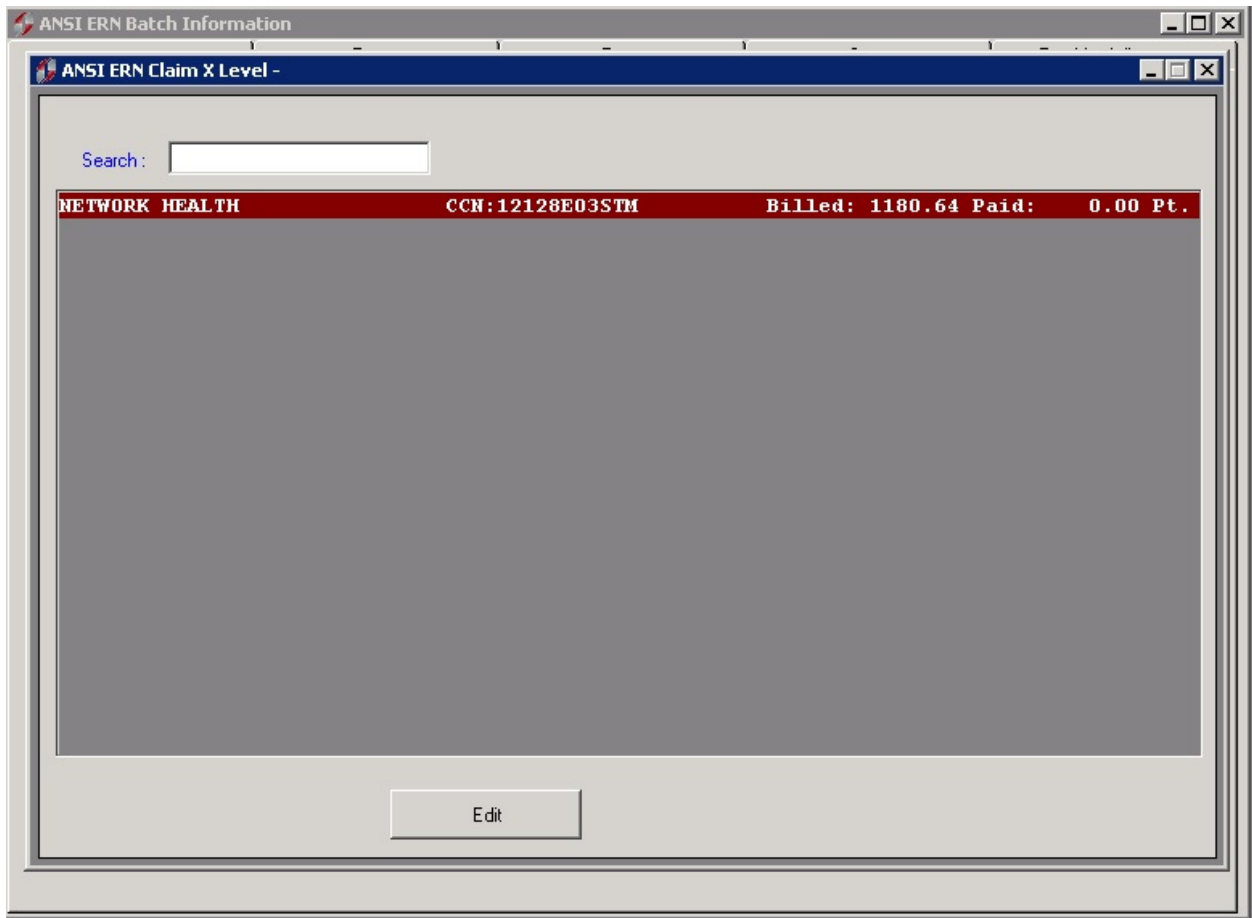
Step 2: Click "Exceptions".

The screenshot shows a software window titled "ANSI ERN Batch Information". It contains a form with various fields for transaction details. At the bottom of the window, there are four buttons: "Post EOMB", "EOMB Report", "Exceptions", and "Cancel". The "Exceptions" button is highlighted with a red circle.

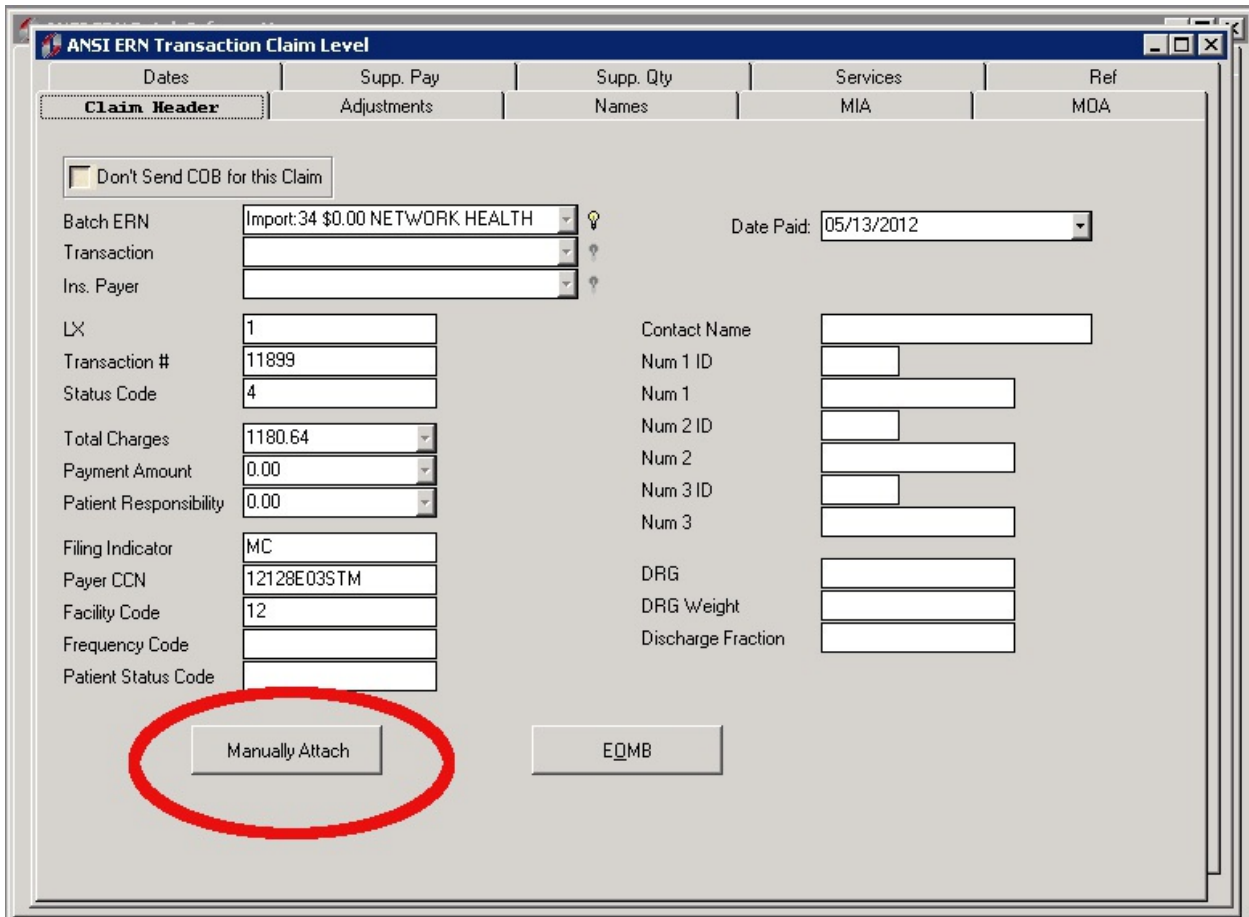
Header	Payee	Payer	Stats	Provider Adjustment
Production Date	05/13/2012		Trace Code	1
Control #	0001		Check/Trace #	0
Handle Code	H		Check Date	05/13/2012
Version Code			Total Paid	0.00
Currency Code			Credit/Debit	<input type="radio"/> Credit <input checked="" type="radio"/> Debit
Exchange Rate			Pay Method	NON
			Pay Format	
Receiver ID	133052274		Payer ID	1043320571
RDFI Qual			SDFI Qual	
RDFI ID			SDFI ID	
Account Qual			Bank Acct #	
Account #			Submitting Cmp	

Post EOMB EOMB Report **Exceptions** Cancel

Step3: Click on the exception amount.



Step 4: Now click "Manually Attach".



Step 5: Are you going to attach this Exception to a claim in History?

The screenshot shows the 'ANSI ERN Transaction Claim Level' window. A 'Confirmation' dialog box is overlaid on the form, asking: 'Are you going to attach this Exception to a claim in HISTORY?'. The dialog has 'Yes' and 'No' buttons. The background form contains the following fields:

Dates	Supp. Pay	Supp. Qty	Services	Ref
Claim Header	Adjustments	Names	MIA	MOA

Form fields and values:

- Don't Send COB for this Claim
- Batch ERN: Import:34 \$0.00 NETWORK HEALTH
- Date Paid: 05/13/2012
- Transaction: [Empty]
- Ins. Payer: [Empty]
- LX: 1
- Contact Name: [Empty]
- Transaction #: 11899
- Status Code: 4
- Total Charges: 1180.64
- Payment Amount: 0.00
- Patient Responsibility: 0.00
- Filing Indicator: MC
- Payer CCN: 12128E0...
- Facility Code: 12
- Frequency Code: [Empty]
- Patient Status Code: [Empty]
- DRG Weight: [Empty]
- Discharge Fraction: [Empty]

Buttons at the bottom: Manually Attach, EQMB.

Step 6: Located the patient or invoice number that you want to attach the ERN to.

The screenshot shows the 'ANSI ERN Transaction Claim Level' window with the 'Select Pending Transactions' sub-window open. A search for '11899' has been performed, resulting in one transaction being listed:

1	A/R Posted	04/27/2012	11899	[Redacted]	1180.64	Primary	1
<Search Completed>							

Buttons at the bottom: Insert, Edit, Delete, Duplicate.

Step7: Confirm.

Dates	Supp. Pay	Supp. Qty	Services	Ref
Claim Header	Adjustments	Names	MIA	MOA

Don't Send COB for this Claim

Batch ERN: Import:34 \$0.00 NETWORK HEALTH Date Paid: 05/13/2012

Transaction: [] Ins. Payer: []

LX: 1 Contact Name: []

Transaction #: 11899 Status Code: 4

Total Charges: 1180.64 Payment Amount: 0.00 Patient Responsibility: 0.00

Filing Indicator: MC Payer CCN: 12128E

Facility Code: 12 DRG Weight: []

Frequency Code: [] Discharge Fraction: []

Patient Status Code: []

Confirmation

Are you SURE you want to attach this ERN to Invoice: 11899 for [REDACTED]

Once you attach this ERN you will NOT be able to move it again.