

Save and retrieve a claim

ProviderOne allows you to save a direct data entry (DDE) claim entered through the ProviderOne Portal if you are interrupted during the process of entering a claim. You can then retrieve the saved claim to finish and submit later. The save claim feature is available for professional, dental, and institutional fee for service claims.

What's required?

To have the ability to save a claim, the following data elements must be completed:

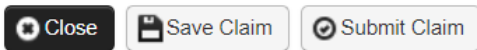
Provider information	Subscriber/client information	Claim information	Basic service line items
<ul style="list-style-type: none"> Billing provider NPI Billing provider taxonomy Question: Is the billing provider also the rendering provider? Question: Is this service the result of a referral? 	<ul style="list-style-type: none"> Client ID number Question: Is this claim for a baby on a birthing parent's ID? Question: Is this a Medicare crossover claim? * <p>*Not a required question for dental claims.</p>	<ul style="list-style-type: none"> Question: Is this claim accident related? 	<ul style="list-style-type: none"> Not required for saving a claim.

Note: If you have expanded a particular area on the claim form and have started entering data, but have not finished, the claim cannot be saved until required field entries are complete.

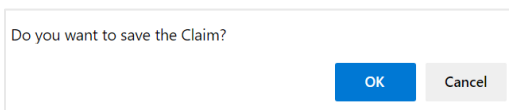
To save a claim

- Click on the **Save Claim** button at the top of the direct data entry screen.

Home > [Provider Portal](#) > [Claim Submission](#)



- ProviderOne displays a confirmation popup window.
- Click the **OK** button. ProviderOne will check to make sure the minimum required information is complete and save the claim.





Retrieving a saved claim

- On the provider portal, click on the **Retrieve Saved Claims** hyperlink under the claims section. ProviderOne loads the saved claim list screen.

Claims
Claim Inquiry
Claim Adjustment/Void
On-line Claims Entry
On-line Batch Claims Submission (837)
Resubmit Denied/Voiced Claim
Retrieve Saved Claims

- Click the carrot next to the saved claim you wish to submit. The system will populate the DDE claim screen with the previously saved information. Finish completing all required entries and submit the claim.
- Once a saved claim has been retrieved and submitted, it will be removed from the saved claims list.

Saved Claims List	
Filter By : <input type="text"/>	
Link	Billing Provider NPI
<input type="checkbox"/>	
<input type="checkbox"/>	5100000004

For additional information

Review the [ProviderOne Billing and Resource Guide](#).

Questions?

Providers should submit questions through our secure, online [contact form](#).

