

Track & Process Claims from Home

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When working from home, you may not have access to a printer. Minute Menu HX has tools that can help you process and monitor claims without printing reports to paper.

Processing Claims & Manual Adjustments

Process all of your claims first and *then* make any manual adjustments. If you make adjustments and then process claims, your adjustments are deleted. Therefore, it is best to process all claims first and make your adjustments last so you do not lose the adjustments.

Stop Reports from Printing Automatically

Typically, the Office Error Report is sent to your printer by default during claims processing. If you do not have a printer available at home, you can choose to stop any reports from printing. Don't worry—you can print these reports to PDF later. See the **Generate and Save Error Reports** heading, below.

1. Click the **Claims** menu and select **Process Claims**. The Process Claims window opens.
2. Select your state (if you operate in multiple states), select the claim month, and click **Refresh List**. Any providers who are ready to be processed display.
3. Clear the **Print Office Error Report** box. Ensure that the boxes next to the other reports are clear, as well.
4. Complete claims processing as you normally would. For details, see [Process Claims](#).

Stay Organized with Track Received Claims

Use the Track Received Claims feature to keep track of providers who have submitted claims, as well as which of those claims you've already processed. This allows you to remain organized in a paperless environment.

1. Click the **Claims** menu and select **Track Received Claims**. The Track Received Claims window opens.
2. Select the **All Providers** option in the **Filter By** section.
3. Click the **Select Claim Month** drop-down menu and select the claim month you are tracking.
4. Click **Refresh List**. A check in the **Processed** column indicates that you've processed the listed provider's claim. The processed date displays in the **Date** column.

Track Received Claims

Filter By: Selected Provider All Providers

Select Provider: Active

Select Claim Month: December 2018

Show only Received but not Processed

Filter Providers by Status: Active, Hold, Pending and Rer

Filter Claims by Type: All Scannable Forms KidKare Online Manual

9 Received
6 Processed
48 Providers

Refresh List

#	Name	Status	Received	Date	Received Via	Received By	Time Recvd	Processed	Date	Monitor	Paid	Note
001239	Cordova,Anna	Active					03:51 PM CST	<input checked="" type="checkbox"/>	3/5/2019		--	
008585	DTest,Jennifer	Pending						<input type="checkbox"/>		NM	--	
000052	Email Test,Jennifer	Active	<input checked="" type="checkbox"/>	1/15/2019	Manual Entry - Spc	993999	12:42 PM CST	<input checked="" type="checkbox"/>	1/15/2019	BG	--	
454545	Enrollment,NewMP	Active						<input type="checkbox"/>			--	
654321	evizi,test	Active						<input type="checkbox"/>			--	
995600	Flats,Highland	Active						<input type="checkbox"/>		BG	--	
237893	Flower,Blue	Active						<input type="checkbox"/>			--	
001236	Garcia,Ramon	Active						<input type="checkbox"/>		BG	--	
001238	Goodstein,Jeffrey	Active	<input checked="" type="checkbox"/>	1/29/2019	Scannable Forms -	993999	10:27 AM CST	<input type="checkbox"/>		NM	--	
998891	Ha,Nguyen	Active						<input type="checkbox"/>		BG	--	
000123	HomesAPI,No	Active						<input type="checkbox"/>		PT	--	
112233	HX app Evi,Release	Active						<input type="checkbox"/>		EG	--	
004282	HX Provider,Thanh	Active						<input type="checkbox"/>			--	

Providers Not Claiming Claims Not Received Double click the "Received Via" column to change any Provider's claim source. Save Close

View Received Claims You Haven't Processed

If you need to see those claims you've received but have not yet processed, you can check the **Show Only Received Not Processed** box and click **Refresh List** to view a list of unprocessed claims.

Track Received Claims

Filter By: Selected Provider All Providers

Select Provider: Active

Select Claim Month: February 2019

Show only Received but not Processed

Filter Providers by Status: Active, Hold, Pending and Rer

Filter Claims by Type: All Scannable Forms KidKare Online Manual

0 Received
0 Processed
49 Providers

Refresh List

#	Name	Status	Received	Date	Received Via	Received By	Time Recvd	Processed	Date	Monitor	Paid	Note
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Providers Not Claiming Claims Not Received Double click the "Received Via" column to change any Provider's claim source. Save Close

Generate and Save Error Reports

Even if you skip automated printing during claims processing, you can generate the Office Error report and the Provider Error Letter and save a digital copy to your computer. There are several ways you can do this:

- **Reports Menu:** Click the **Reports** menu, select **Claim Data**, and click **Claim Error Report**. For more information, see [Print the Office Error Report](#).
- **List Claims Window:** Click the **Claims** menu and select **List Claims**. Locate the provider for whom to print the Office Error report, and click **OER** next to their name. The Office Error report is generated, and you can save it to your computer.

List Claims

Filter By: All States Selected State State: --

Filter by: Selected Claim Month All Claim Months

Select: Claim Month: February 2020 Submission Batch: All Submission Batc

Filter By: Selected Provider All Providers

Select Provider: Active

Refresh List

	State	#	Provider Name	Tier	Paid	Submitted	Changed	Adjustment	Src	On Hold		
Details	CA	005464	A, A (Hold)	1	No	No	No	<input type="checkbox"/>	WE		OER	ReProcess
Details	CA	001237	Landers, Gwen	2H	No	No	No	<input type="checkbox"/>	WE		OER	ReProcess

Print Claim Counts : 2 **Close**

Note: Providers using KidKare can download and print their own Provider Error Letter directly from KidKare. They can view instructions for doing so [here](#).

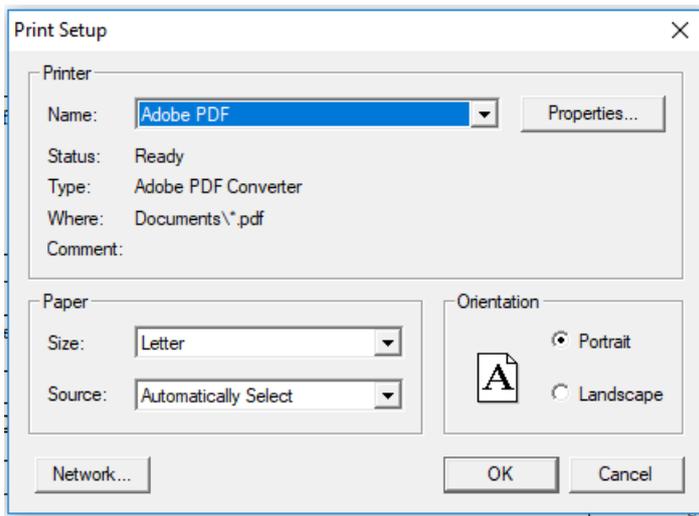
Print Reports to PDF

We recommend you print reports to PDF whenever possible—especially if you are emailing them to your providers. Note that you must have a PDF creator installed before you can print to PDF. If you do not, you can download and install CutePDF Writer for free [here](#) (external link). To change the printer used when printing reports:

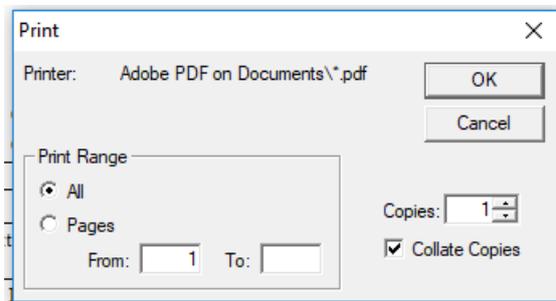
1. Generate a report as you normally would. See the bullets and linked articles, above.
2. In the Report Viewer, click . The Print Setup dialog box opens.



3. Click the **Name** drop-down menu and select your PDF printer, Adobe PDF, for example.



4. Click OK.
5. Click Print to print the report. Your PDF printer name should display.



6. Click OK.
7. Browse to the location on your computer in which to store the report, and click **Save**. You can now email the PDF report to your provider, if needed.