

PracticeWorks Inc.

Exclusive Maker of **Kodak** Dental Systems

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Atlanta, GA 30339

Kodak SoftDent Electronic Claims Quick Reference Tool

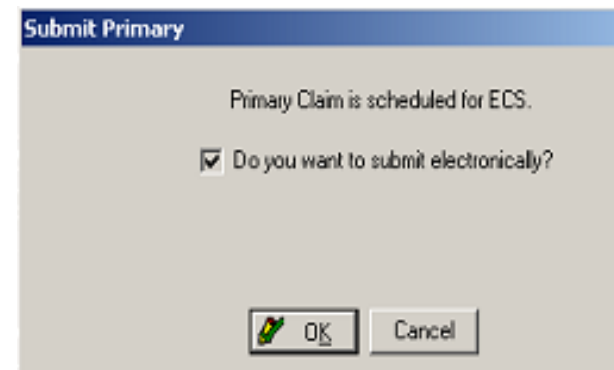
SOFTDENT Software E-Services Support 1-800-262-8593 option 3

Hours (excluding holidays): Monday through Thursday, 8 a.m. to 8 p.m. and Friday, 8 a.m. to 6 p.m. EST

Batching Claims:

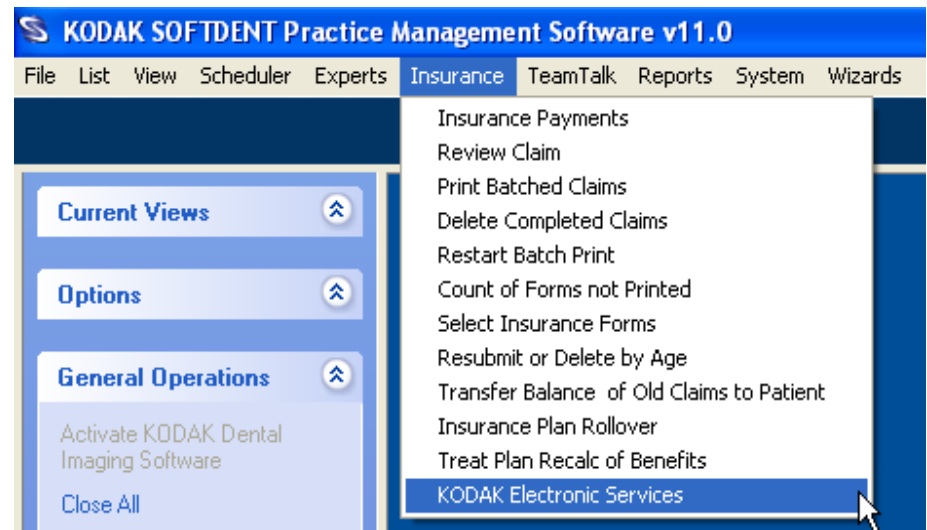
Creating an Electronic Claim is no different than entering in a Paper Claim in SoftDent.

When the Submit Primary window appears, asking you if you want to submit the claim electronically, click **OK**. By leaving the check mark in the box, it will batch the insurance claim. If you need to print the claim, remove the check mark and SoftDent will prompt you to print the claim.



Sending the Batch:



You should send your Electronic Claims once a day. When you are ready to do so, click the Insurance pull down menu then click KODAK Electronic Services.




Sending the Batch (continued):

Once in Electronic Services, you have 4 steps to send your claims.

 **Step 1: Load** –clicking the **Load** button previews all claims that are waiting to be sent.


 **Step 2: Validate** –clicking the **Validate** button checks the claims for any errors or missing information. Use the  **Help** button for assistance fixing any validation errors.

 **Step 3: Transmit** – by clicking the **Transmit** button, claims that passed validation will be sent to the clearing house to be processed.

Step 4: Print Reports – After transmission is done, your Report List will open on the screen automatically. Using the **PRINT ALL** button on the Reports window, sends all reports in the report list to the printer. Review reports for any requests for more information or rejections from the Insurance Companies.

Note:

 **Stop Claim** button – temporarily takes the claim high lighted out of the batch.

 **Delete Claim** button – takes claim from permanently from the electronic claims batch and puts it in the print claim batch in SoftDent.

