

MANAGING PATIENT AGREEMENTS IN ERROR STATUS

A patient agreement (PA) may error due to an occurrence downstream, resulting in an error message indicating the PA did not get to its intended destination/location. Users can view and manage patient agreements in Error Status on the main dashboard.

CSA Orthopedics

[Patient Agreements](#)
[Restock Status](#)
[Billing](#)

Completed PAs that are ready for billing
(Click to view ready for billing)

16
 Submitted PAs with Errors
(Click to view errors)

The Error Statuses: Error, Document Generation Failure and Transmission Failed have been combined into one Error Filter under the Billing Submission Tab.

Error

1/1

Awaiting Billing
Error

Transmission Failed

1/1

Ready for Billing
Transmission Failed

Document Generation Failure

2/2

Ready for Billing
Failed

Review each claim and verify whether the PA was transmitted to billing prior to taking any action. If the claim was not received, it will need to be re-submitted to Billing.

Smith, Cindy
 Defiance
07/03/2018 by Cynthia Sever

1/1

Awaiting Billing
Error

ID 104915
 MRN
 DOB 1968-08-05

Diagnoses

M23.00

Products

☒ OfficeCare

Error

AirSelect Standard
(2007-M - Ankle - (Medial)) - Body Side Left - L4301

Payment

Aetna (Commercial, Verified on 2018-07-03)

Signatures

Signed by Cindy A. Smith (Self) on 11/13/2020
 Signed by Karen Jones on 07/17/2020

Actions

Birthdate
 1968-08-05
 Email
 No email has been added.
 Provider
 Karen Jones

Once Submitted to Billing, you will see a Successfully Submitted message with the total quantity of Patient Agreements submitted.

Successfully submitted 1

If claims remain in Error status after re-submission, submit a help ticket for further support assistance.