## 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.

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

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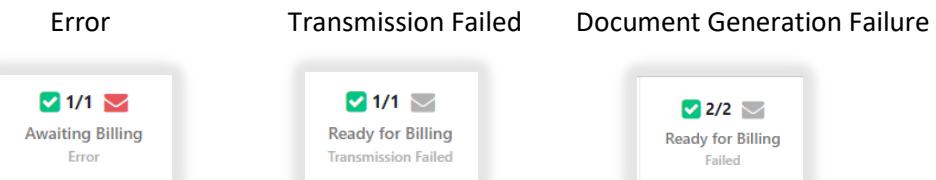
Review each claim and verify whether the PA was transmitted to billing prior to taking any action. If the claim was not received, it will need to be re-submitted to Billing.

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.