

# TransUnion ClearIQ Portal



TransUnion tu Domain: TU - TransUnion Users (85386) Account: Training Account- TransUnion (88160) Welcome, Jaclyn Huertas! Support & Training | Logoff

Dashboard My Work Claims Processing Account

You are now in the Professional Claims-Claims Test Area. Not all links are available in the Test Area, and any actions taken here are not actually

## Professional Claims

Claims Batches Name Matching Providers Reports Payers Coding Tools

Saved Searches (0) 22 Results

Search

Status: All Rejected

Claim Number

Patient Name

Member ID

Claim ID

CURRENT SEARCH Save Search Clear All

Status - All Rejected

From Page: Batches Batch ID: 1065821

Archive Unarchive View

| Claim Number             | Patient Name                       |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | 20170112920078907535 DOE, DOREEN V |

Claim Overview

Patient Insurance Provider Claim Service Line CMS 1500

Patient

DOE DOREEN V

Last First Middle Suffix

Address Line 1

Address Line 2

City State Zip Country Code Subdivision

Member ID 123456 Date of Birth 6/6/942 Date of Death 12/11/2016 SSN

Pregnant LMP Date

Rejection Messages (4)

PATIENT/SUBSCRIBER ZIP CODE is missing. A valid Zip Code for US Postal Service, is an expected pattern of 5N, 5N-4N, or 9N. Please be verified at www.USPS.com. [X12 Info: 2010BA-N403]

Patient/Subscriber State is missing. [X12 Info: 2010BA-N402]

Resubmit Re-Apply Overrides Save Draft Add a User Note

Edit View Archive Copy 3rd Notes History

Simplified rejection messages within encounter

Easily filter and manage Encounters

Red indicates where correction is necessary

## Rejection Messages (2)

[Show Original Message](#)

Subscriber and/or Subscriber ID does not match the Payer's records. [X12 Info:2010BA]

How to Fix

Invalid or Missing Patient/Subscriber Information. Payer Cannot Provide Further Status Electronically. Verify that the subscriber information on the claim matches the ID card exactly. [X12 Info:2010BA]

How to Fix

“How to Fix” functionality for more detail

### Rejection Message Help: Principal or Primary Diagnosis Code cannot be an External Cause of Injury Code

**Article Number:** 000025296

**Article Detail:** Rejection Message Help: Principal or Primary Diagnosis Code cannot be an External Cause of Injury Code

#### Reason for Rejection

The Principal or Primary Diagnosis code cannot be an External Cause of Injury Code for the payer being billed. For ICD-10 the External Cause of Injury Codes are V, X, W, and Y codes.

#### Steps to Correct

1. Open the Claim Editor, click on the **Claim** view.
2. Edit/Insert the appropriate value in the **Primary** (professional) or **Principal** (Institutional) **diagnosis code**

Support Center with step-by-step instructions

|                         |  |
|-------------------------|--|
| <b>Account Managers</b> | Dedicated TU representatives you can speak to about your account                                       |
| <b>Support</b>          | Training and ongoing support for submitters using ClearIQ portal                                       |
| <b>Customer Service</b> | Unmatched customer service that includes account monitoring, analysis, bulletin updates, and much more |

# TransUnion ClearIQ Portal: Rejection Dashboard



## Current Claims Rejections

User Preferences

Narrow Results

Scope: Domain

Group By: Rejection Message

Ability to group rejections by rejection message

Include Name Matching Rejections

Go

Age of Oldest Rejected Claim: **272 Days**

1 claims remain rejected from 272 days ago on October 15, 2019

Easy access functionality for quick information

| Qty  | Total Charges  | Rejection Message   | Drill Down         | Action |
|------|----------------|---|--------------------|--------|
| 1805 | \$1,136,139.85 | CLAIM REJECTED BY FIRST EDITS REJECTED PER CUSTOMER REQUEST - CLAIMS SHOULD NOT BE PROCESSED AT THE PARENT ACCOUNT. PLEASE CHECK PSID VALUE TO ENSURE SENT CORRECTLY. PLEASE CONTACT YOUR TU CSR FOR ADDITIONAL HELP. | Account            | Go     |
| 635  | \$301,202.14   | PDMB/001 (R)MEMBER NOT FOUND  | Account            | Go     |
| 609  | \$94,000.00    | CLAIM REJECTED BY SECOND EDITS PAYER REQUIRES HOSPITAL ADMISSION DATE WHEN PLACE OF SERVICE IS (31). [2300-DTP03].  | Batch              | Go     |
| 446  | \$234,808.89   | PLDU/001 (R)DUP-SAME MBR,PRV,DT,PRC,M1-4,NDC  | Billing Provider   | Go     |
| 373  | \$191,751.73   | CLAIM REJECTED BY SECOND EDITS HOSPITAL ADMISSION DATE REQUIRED FOR PLACE OF SERVICE 21, 51, 61 [2300-DTP03] ZE00742660. PAYER REQUIRES HOSPITAL ADMISSION DATE WHEN PLACE OF SERVICE IS (21). [2300-DTP03].          | Facility           | Go     |
|      |                |   | Payer              | Go     |
|      |                |   | Rejection Date     | Go     |
|      |                |   | Rejection Source   | Go     |
|      |                |   | Rendering Provider | Go     |

# TransUnion ClearIQ Portal: Workgroups



## Rejected Claim Workgroups

Enable Rejected Claim Workgroups

[View History](#)

### Unapplied Workgroup Changes

Changes have been made that may affect the workgroup location of existing rejected claims. Please make all necessary changes before sorting your claims.

[Sort claims into updated workgroups](#)

Create workgroups for specific rejections

**Please Note:** You can set up rejected claim workgroups to pull in both professional and institutional claims. You can also manage your rejected claim workgroups from Professional Claims Settings or Institutional Claims Settings.

[Create New Workgroup](#)

[? Need Help?](#)

A claim will be assigned to the highest priority workgroup with matching criteria.

[Reorder Workgroups](#)

|                      |  |
|----------------------|--|
| <b>PRIORITY</b><br>1 | <b>Segment Missing Type</b><br>5 Accounts 18 Users |
| <b>PRIORITY</b><br>2 | <b>Billing Prov NPI</b><br>8 Accounts 15 Users     |

Prioritize workgroups based on criteria

[Create New Workgroup](#)

If no rules are met, assign to:

|   |
|---|
| <b>Catch All Workgroup</b><br>5 Accounts 19 Users |
|---|

# TransUnion ClearIQ Portal: Dashboard



## Dashboard

[Overview](#) | [User Performance](#)

[Info about this page](#) | [Export](#) | [Saved Searches \(0\)](#)

**FILTERS**

Claim Received Date: Past 2 Weeks | 
 From: 06/17/2020 | 
 To: 07/01/2020 | 
 Account: Account Filter | 
 Claim Type: All

[Advanced Filters](#) | [Apply](#)

---

**CURRENT FILTERS** | [Save Search](#) | [Clear All](#)

Accounts: 11 | 
 Claim Received Date: 06/17/2020 - 07/01/2020 | 
 Claim Type: Professional | 
 Claim Type: Institutional

Filter toolbar for custom searches



### Key Claims Metrics



### Latest Batches

| Date          | Files | Claims |
|---------------|-------|--------|
| Wed 7/1/2020  | 0     | 0      |
| Tue 6/30/2020 | 0     | 0      |
| Mon 6/29/2020 | 0     | 0      |
| Sun 6/28/2020 | 12    | 31,491 |
| Sat 6/27/2020 | 0     | 0      |

### 11 Accounts

| Account      | Total Claims  | Normal Processing | Clearinghouse Rejections | Payer Rejections | At Payer      | Claim Complete | Clean after  |
|--------------|---------------|-------------------|--------------------------|------------------|---------------|----------------|--------------|
| <b>TOTAL</b> | <b>61,634</b> | <b>0</b>          | <b>212</b>               | <b>935</b>       | <b>60,487</b> | <b>0</b>       | <b>98.5%</b> |

High Level Metrics Analysis



Questions?