Navigating Birth to Three Fiscal Portal: Workable Claims - Insurance Report

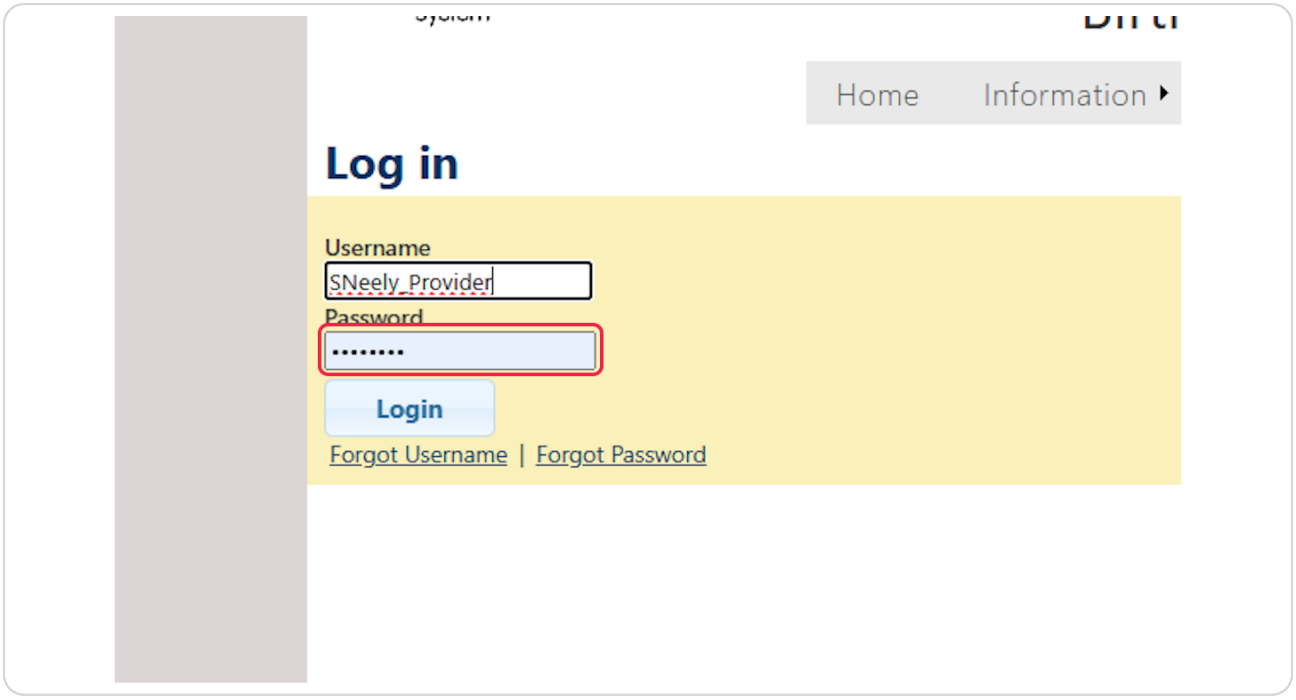
It is best practice to review this report once per day. There are claim rejections and denials. It is critical to work rejected claims daily due to timely filing is a factor and making sure claim data is accurate. Any claim record the provider cannot not manually correct, the provider should contact PCG support for additional assistance.

16 Steps View most recent version

Created by	Creation Date	Last Updated
Shelbi Neely	Mar 26, 2025	Mar 28, 2025

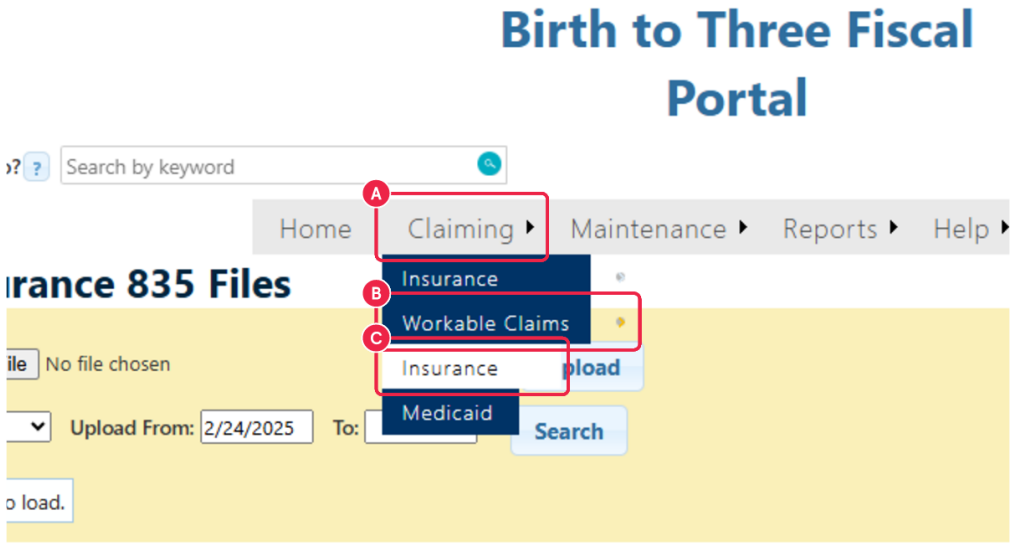
STEP 1

Login into the Birth to Three Fiscal Portal with your information



STEP 2

A. Select the Claiming button
B. Select the Workable Claims button
C. Select the Insurance button



STEP 3

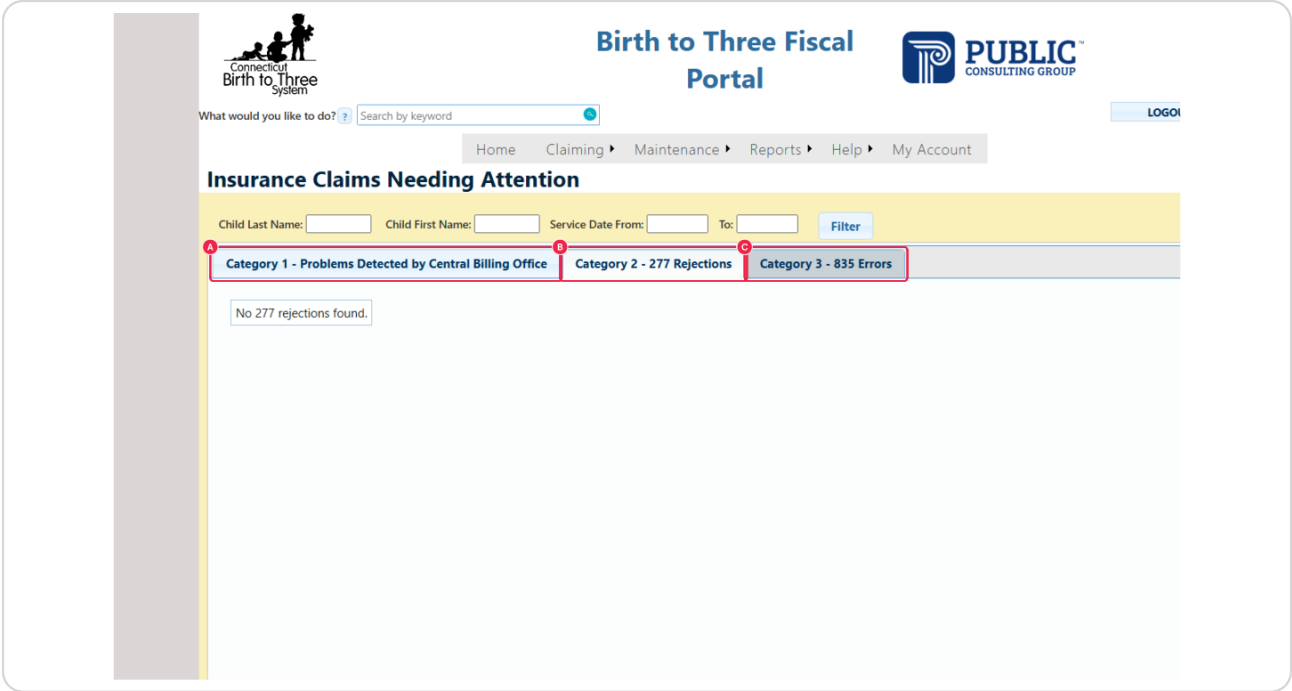
A. Select the Category 1 – Problems Detected by Central Billing Office
B. Select the Category 2 – 277 Rejections
C. Select the Category 3 – 835 Errors

This provides the providers with details about added claims that are rejected or denied.

It's important to review on a daily basis what is in:
Category 1 - Problems detected by the Central Billing Office
Category 2 - Claim rejections (277s)
Category 3 - Insurance 835 Errors (EOBs)

Review the Headers and all information below.

If there are any rejections in Category 2, it will have indicators as to what is wrong with the claim to show why it was rejected by the insurance company. Providers can try to resolve the issue themselves. If they have trouble, they can enter a Dynamics ticket for PCG to investigate and assist them in solving the issue.



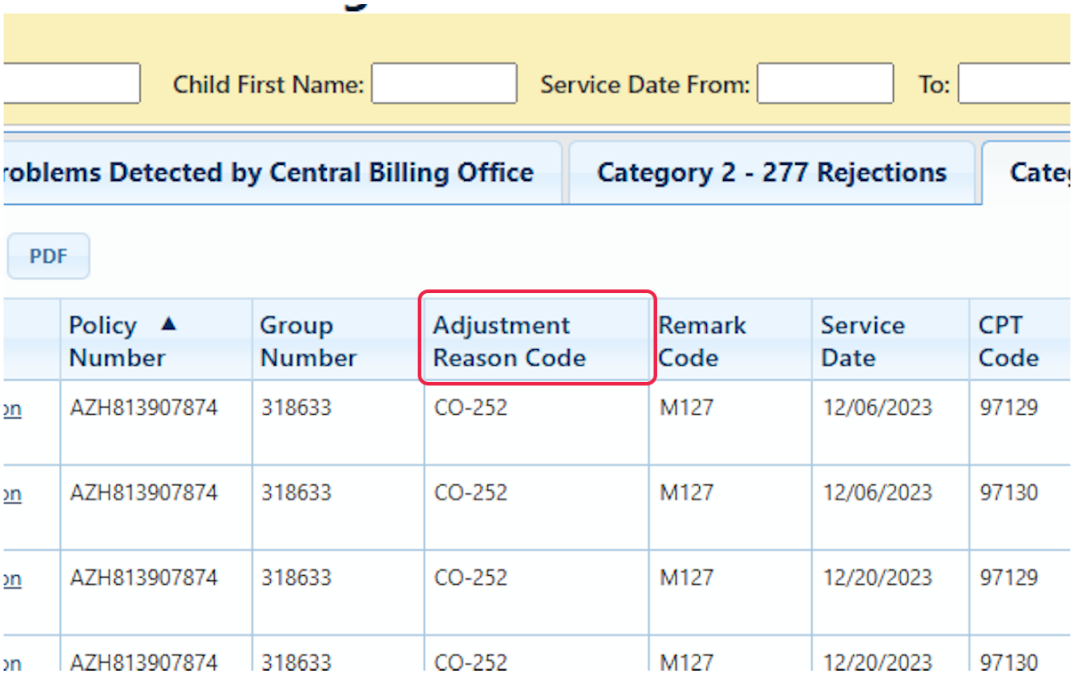
STEP 4

Look at the Headers to Review Information on your Claims

STEP 5

Select the Adjustment Reason Code: No sort applied, activate to apply an ascending sort

The provider will need to know what the adjustment reason code means to know what is going on with the claim.



Policy Number	Group Number	Adjustment Reason Code	Remark Code	Service Date	CPT Code
AZH813907874	318633	CO-252	M127	12/06/2023	97129
AZH813907874	318633	CO-252	M127	12/06/2023	97130
AZH813907874	318633	CO-252	M127	12/20/2023	97129
AZH813907874	318633	CO-252	M127	12/20/2023	97130

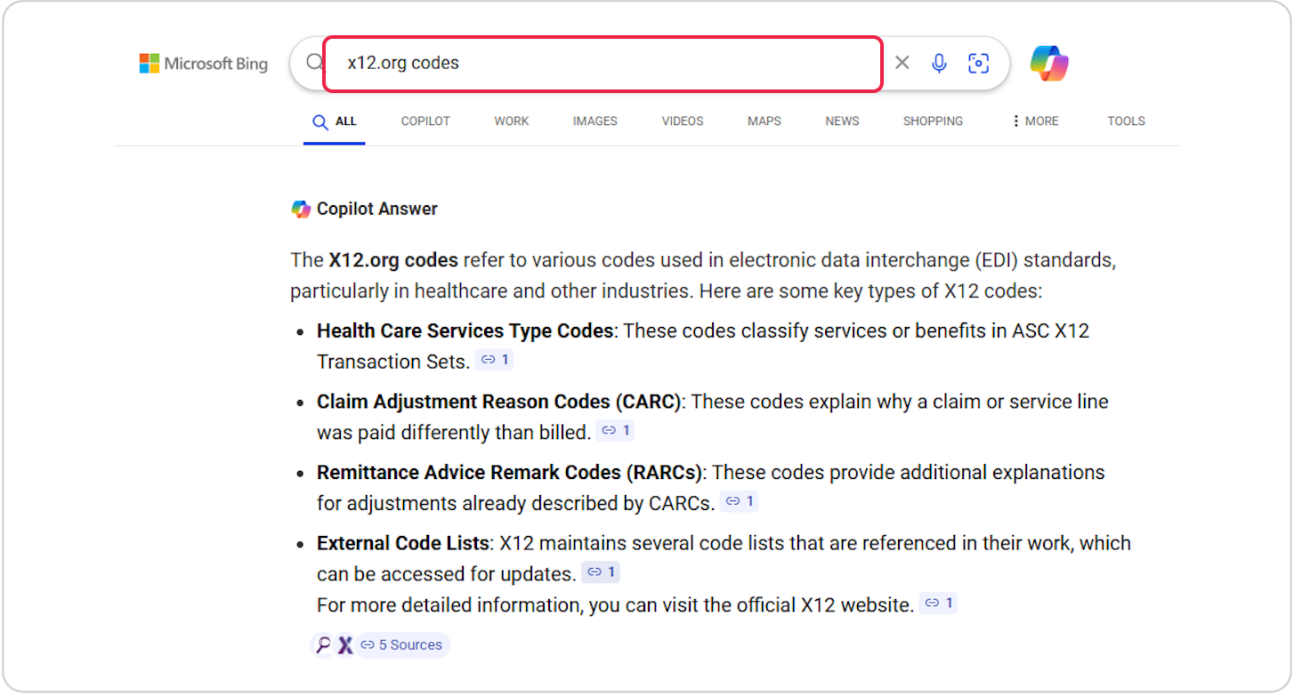
Bing

1 Step

STEP 6

Type Enter your search here - Sea... Search "x12.org codes" in your search engine

If you do not know the Adjustment Reason Code, type "x12.org codes" into your search engine to find out more information about the claim status

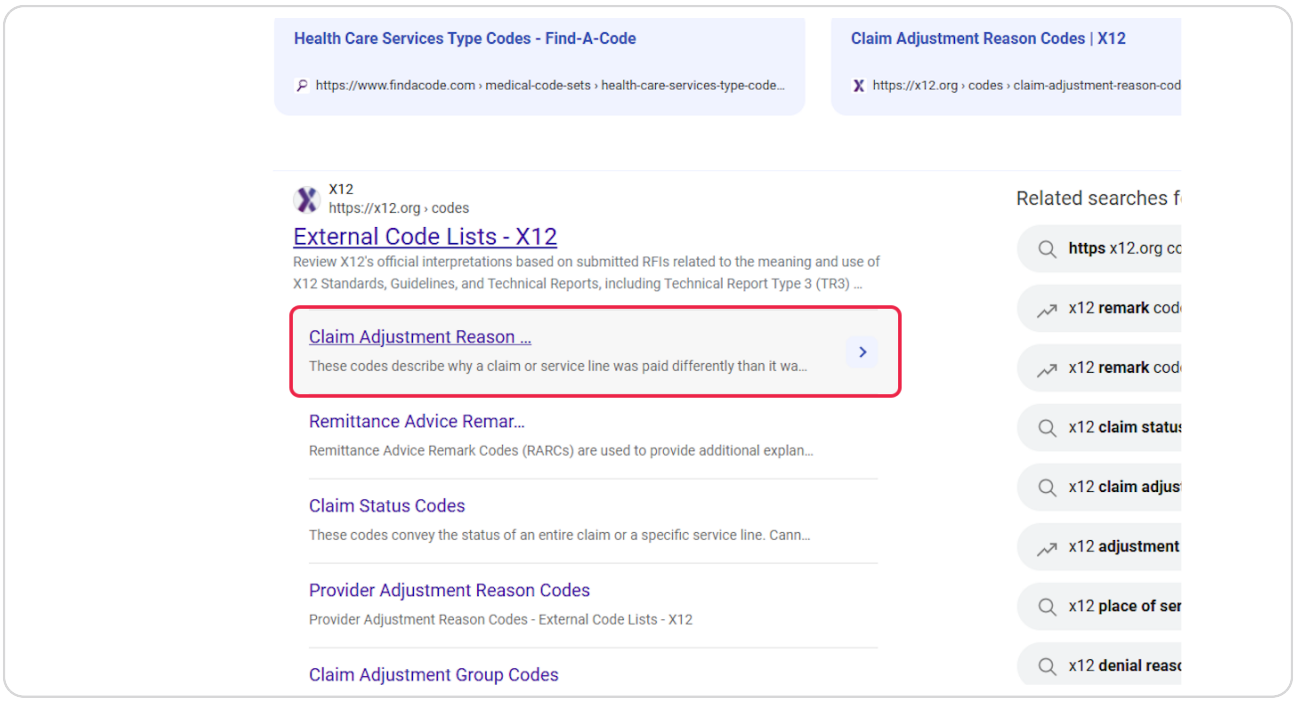


Select Claim Adjustment Reason

1 Step

STEP 7

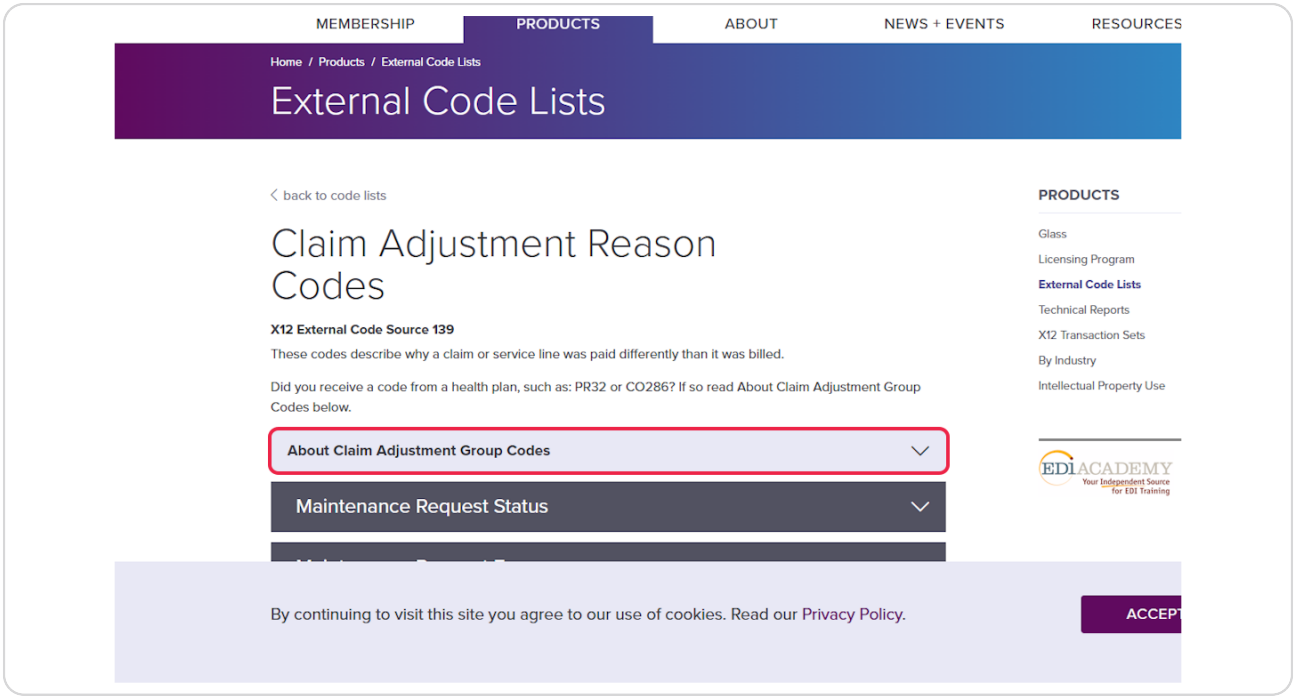
Select on Claim Adjustment Reason .....



Select the Drop-Down Box under Claim Adjust... 4 Steps

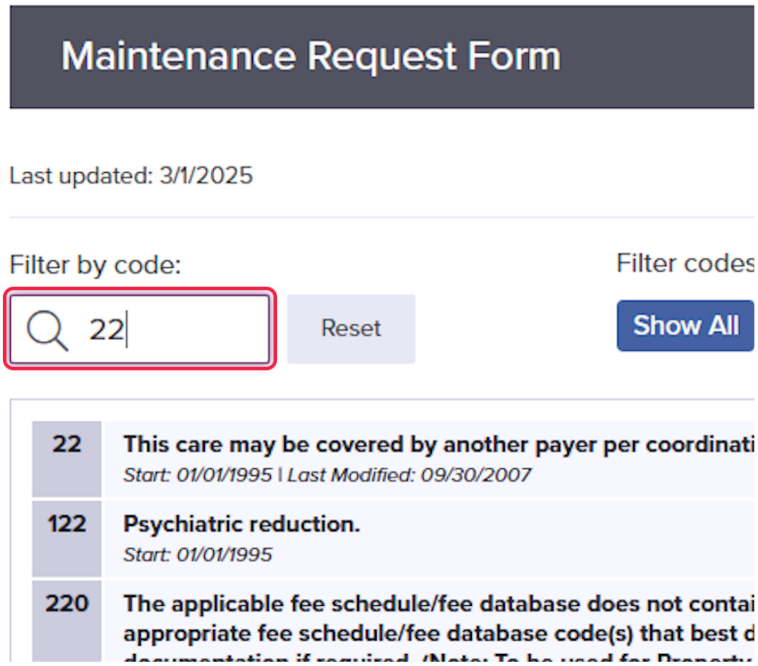
STEP 8

Select the About Claim Adjustment Group Codes



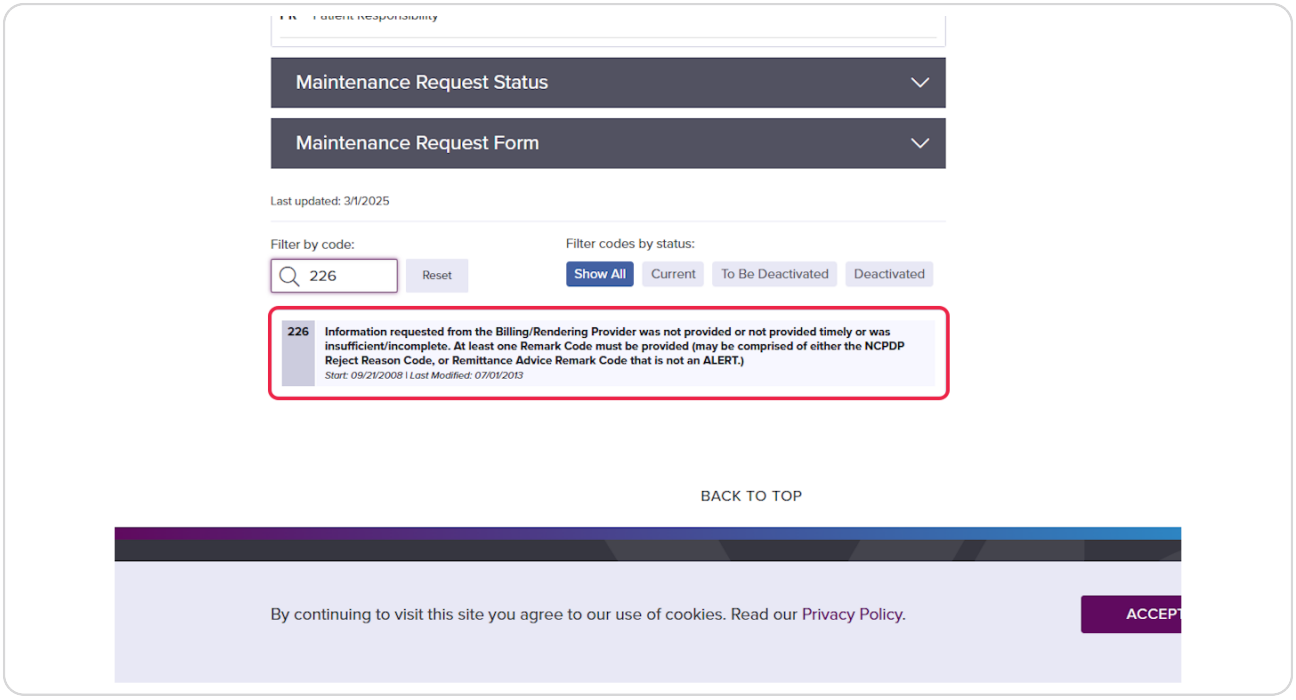
STEP 9

Type in the matching code number from the Birth to Three Fiscal Portal under Adjustment Reason Code



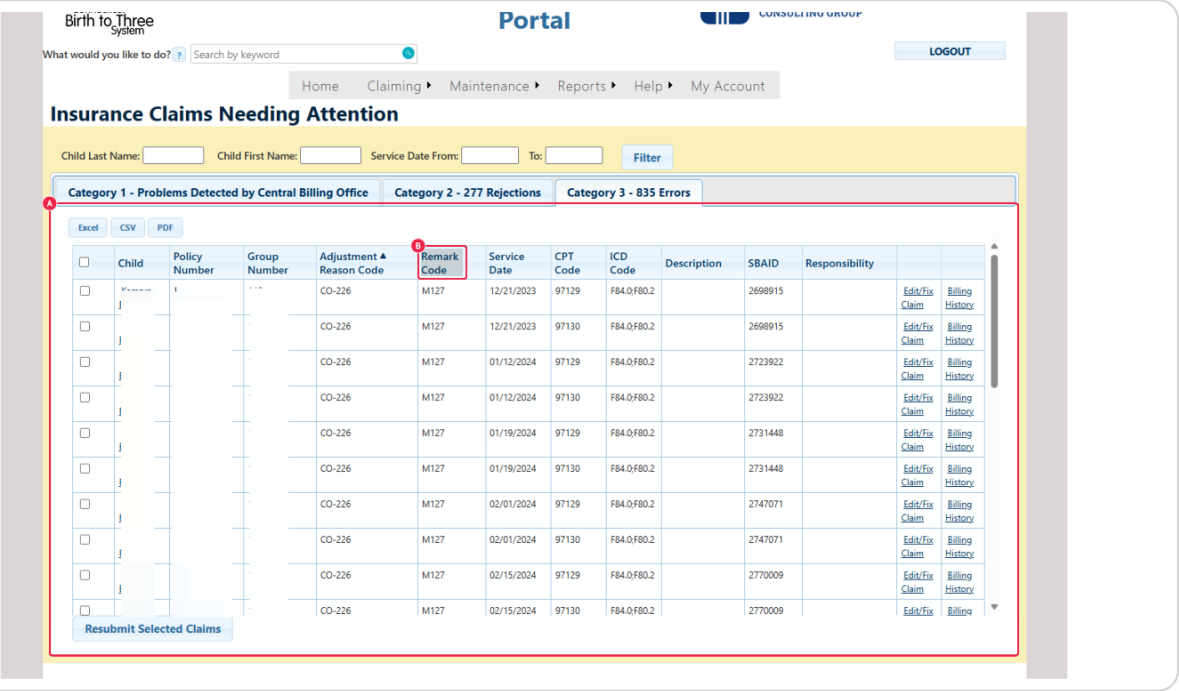
STEP 10

Select the code number to get more information about that specific code



STEP 11

A. Click on Category 3 - 835 Errors
B. Copy Remark Code to search what it means on site

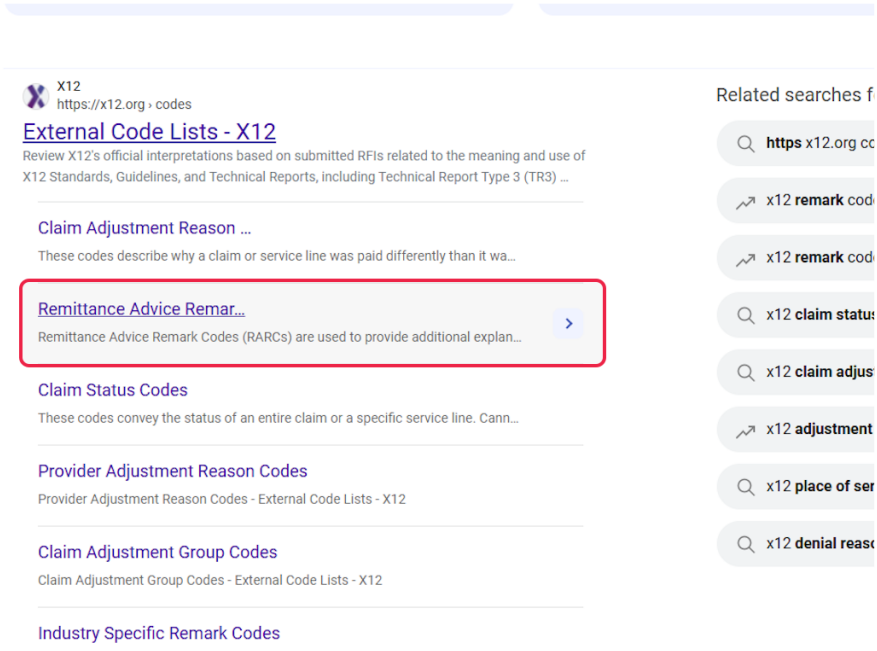


Go back to X12 to paste in Remark Code

5 Steps

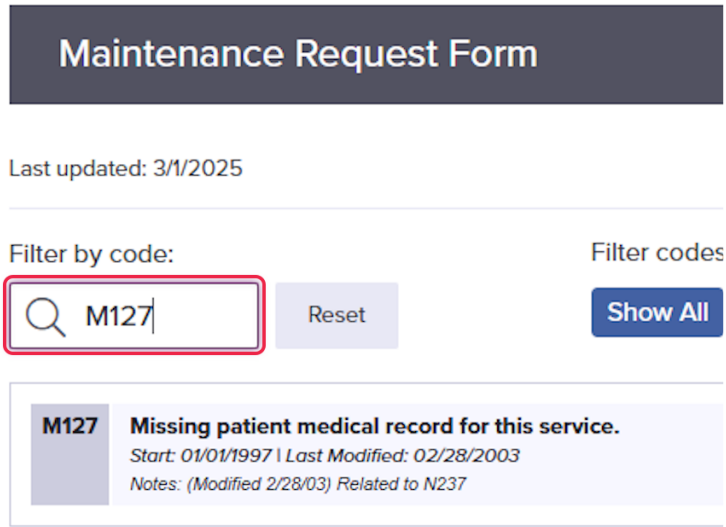
STEP 12

Click on Remittance Advice Remark



STEP 13

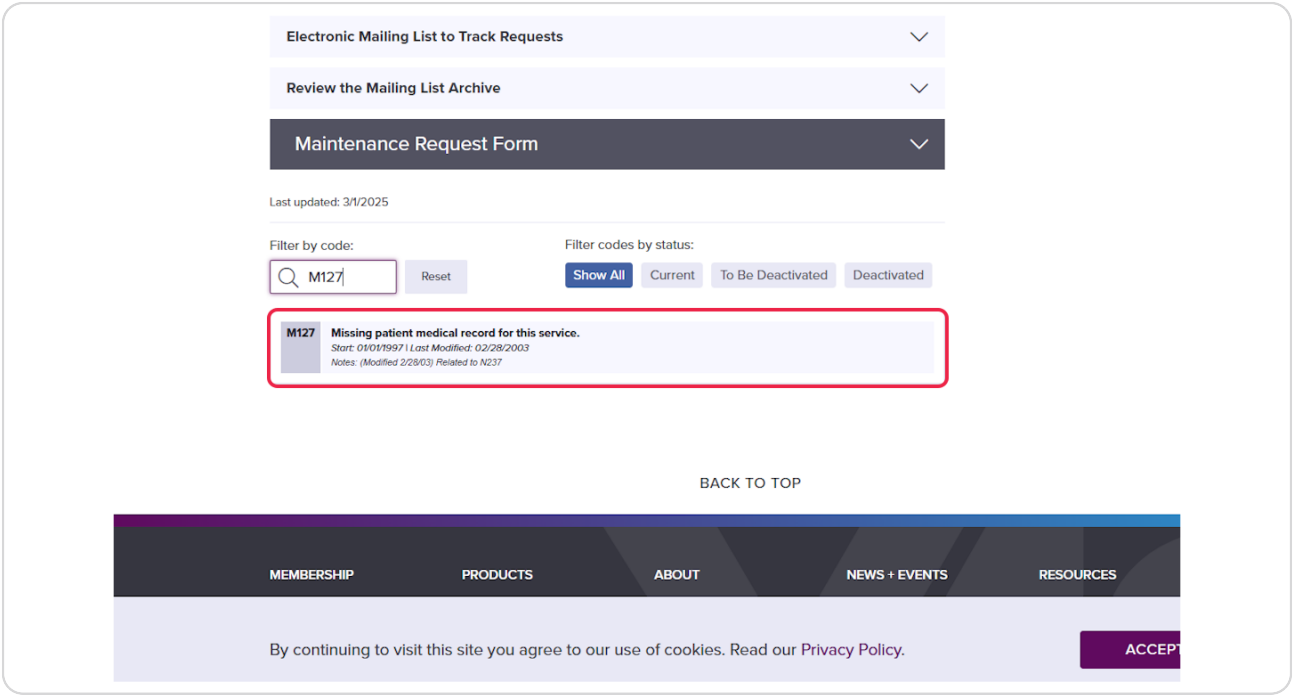
Type Filter by code



STEP 14

Read what the Remark Code means

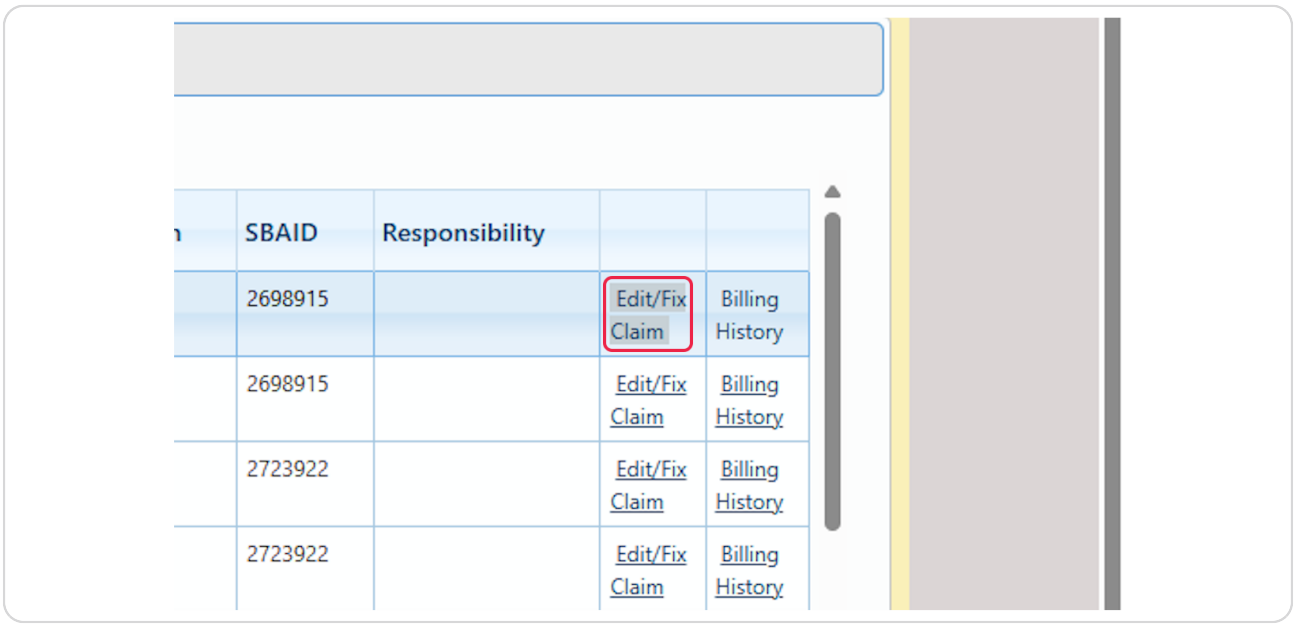
Understand what the Remittance Remark Code means and complete appropriate follow up steps to address the claim's needs.



STEP 15

Select the Edit/Fix Claim for the specific child

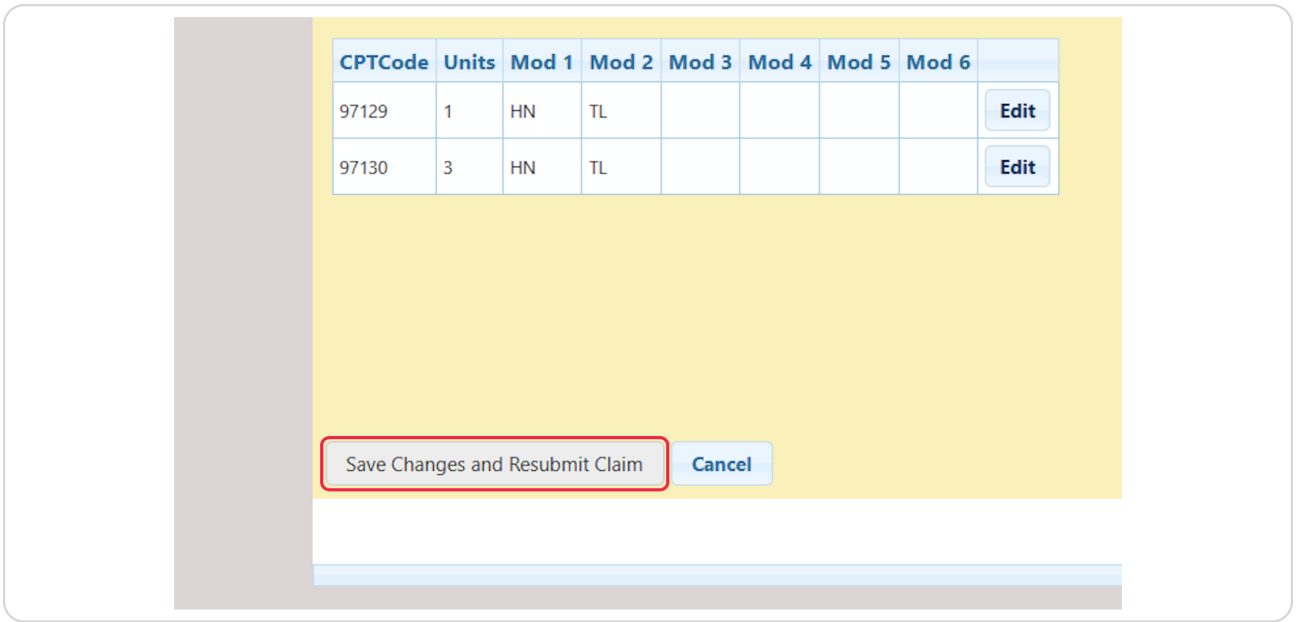
Once you have addressed the claim issue, select the Edit/Fix Claim button.



STEP 16

Select the Save Changes and Resubmit Claim button

Once changes have been made, if any needs to be made, the provider can resubmit the claim.

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