

Sending Claims to Medicare Online

Once the setup of Medicare is complete (after receiving your submitter ID and getting the necessary programs) you need to send a test batch of 20 claims (minimum) to Medicare. You must continue to submit a test batch until you receive a 95% acceptance rate. At that point, you may start sending claims for payment. The test claims can be real claims or fictitious.

To prepare test scrips:

- Fill a prescription as normal, billing to a third party (Medicare). Fill at least 20 if in test mode.

To send scrips to Medicare:

- Run #17 Insurance Claims from the processing menu.
- Choose "Medicare".
- Follow the on screen instructions. Note that it will ask about printing and will print a hard copy of the scrips being sent. Review this list to make sure it is accurate before proceeding to the transmission part.
- After printing the hard copy, press Enter and the modem will activate to dial Medicare. Once it is done a message will be displayed saying the transmission was (or was not) successful. Type OK to go on.
- When it asks do you want to process these claims again, answer "Yes." Answering yes saves the scrips in the batch. Answering "No" deletes the references to the scrips from the batch (it does not delete the scrip, just the reference). Answer yes until you get the 95% correct so you won't have to create new scrips every time. You can correct the scrips and resend them. Once you are sending live, you will not need to process the scrips again if the transmission was successful.

To retrieve Medicare's response:

After about 24 hours, you need to get the response from Medicare. To do this:

- Go to the Pharmacy main menu
- Choose Reports
- Choose #30 Medicare Transmission Response. This will dial the modem, connect to the bulletin board, download the response form and print it out. The response form will tell you how many claims were sent, how many were accepted, and what was wrong with the rejections. Correct the rejections and send the batch again.

When you get 95% acceptance, do the following:

- Call Palmetto (866.749.4301) and notify them that your test batch is good. They will activate your account for live transmissions.
- Call Cost Effective (866.259.6091) so that we can take Medicare out of test mode for live transmissions.