

Unable to Connect to Data Center in ClaimsConnect

If you receive the following error when attempting to send claims, please follow the steps listed below to <u>avoid duplicate claim submissions</u> and the resulting charges.

| n error occurred while retrieving formation: Unable to connect t | g the Insurance (Payer) |
|---|-------------------------|
| formation: Unable to connect t | DIC |
| | o Data Center. |
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The error is typically caused by internet connection issues. Confirm that your computer can access the Internet then proceed with the steps below.

Once you can connect to the internet, you will need to finalize the sending process. It is important to note that you do not need to resend the claims from Helper, as the claims have already been moved to ClaimsConnect. **Resending through Helper will cause duplicate claims**. You can view the claims waiting to submit in ClaimsConnect by going to Active Items>Claims>Unsubmitted.

1. Open the ClaimsConnect software.

2. Click on the **Send/Receive** button. (The 2 green arrows forming circle in the upper left corner). This will successfully transmit the claims that were being held.

| ClaimsConnect | and desired on | an name | | Contract in | - | | x | |
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| File Search Settings Tools Hel C C C C C | р <mark>8 🏹 🔮 М</mark> | Show items in | nported from | | to 10/20/2 | 2014 v 🗛 | pply | |
| Folders | Active Items\Fo | Active Items\Follow Up\ | | | | | | |
| Active Items [107] | | Patient Name | ∇ | Claim ID | Charge | Date Of Service | e Pay | |
| | 🛛 👻 🎇 WATERS, JI | 👻 🔀 WATERS, JOAN . | | ULU0237 | | \$100.00 8/6/2008 | | |
| Follow Up [13] | 👻 🌠 CALMEST-A | NGRY, GREGG . | Ŷ | /0C0002 | \$120.00 | 7/29/2013 | EM | |
| Claims [23] | 👻 🕱 CALMEST-A | NGRY, GREGG . | V | XMOOL9 | \$120.00 | 4/11/2013 | WE | |
| Statements [1] | 🛛 🌪 💢 CALMEST, G | iREGG . | V | 'UY00H3 | \$50.00 | 1/16/2013 | EM | |

3. After clicking on the **Send/Receive** button, **the Update Results** window will appear. It will inform you of the claims that have been submitted and what has been received. All this information can be viewed in greater detail in the **New This Session** folder.

If the issue persists and your computer is connecting to the Internet, please call our support team at 1-800.343.5737 option 1.

Rev. Feb. 2019