

AXXESS RCM MANUAL

April 2021

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SET UP

Super-Users should open a ticket with Axxess to set up the payers to route via Axxess. Log in to Axxess Home Health and go to either *View/Lists/Insurances_Payors/Edit* or *Admin/Lists/Insurances_Payors/Edit*. If Axxess is listed as the payer's Clearinghouse in the Insurance/Payor Details section, the payer was set up correctly.



LOG IN

Navigate to www.axxess.com. Select **LOGIN**



User inputs credentials and selects **Secure Login**

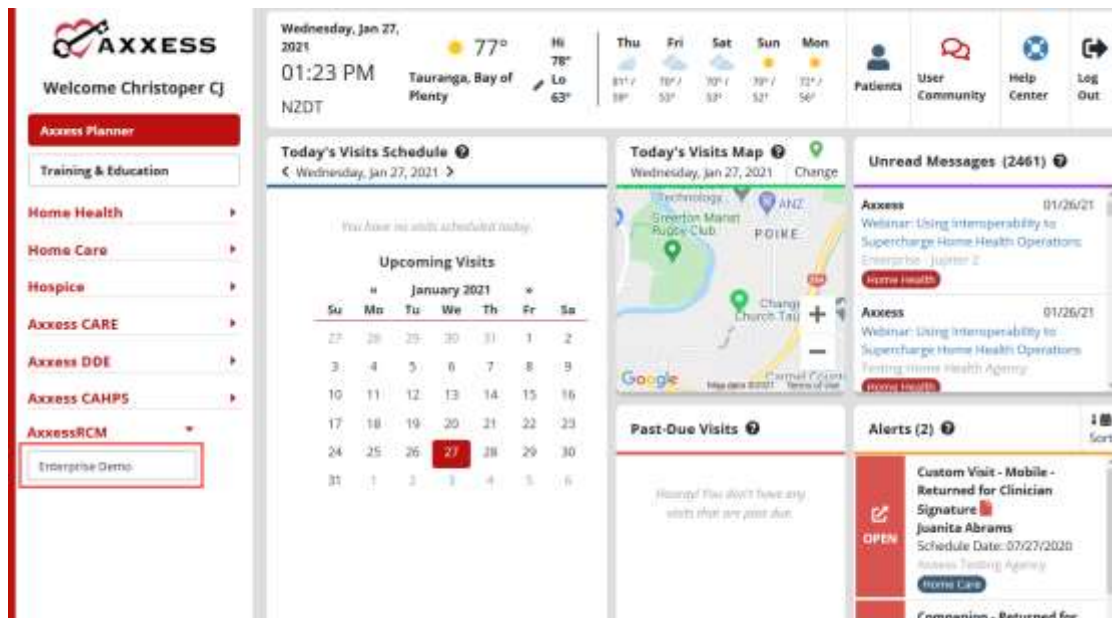


A Login Successful confirmation shows, select **OK**



Axxess Planner

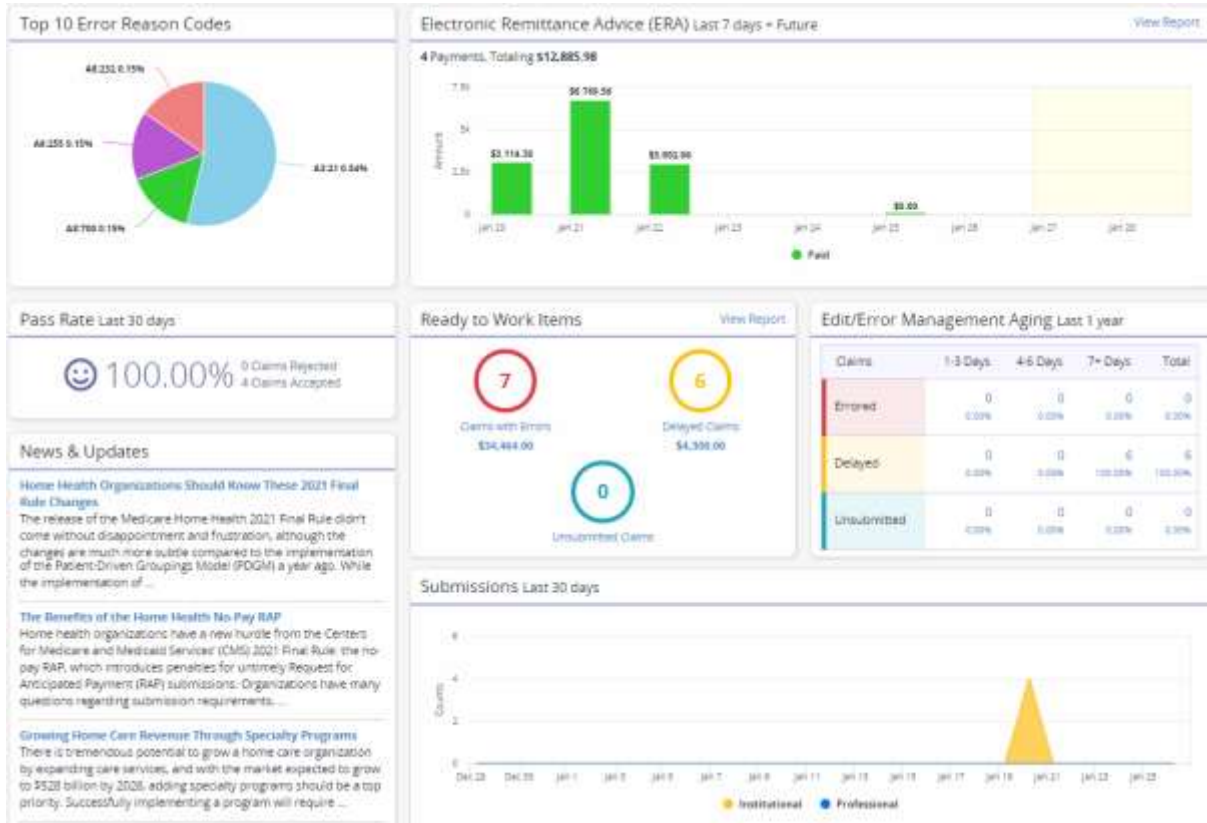
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. To access Axxess RCM, select the name of the organization below Axxess RCM on the left side of the page.



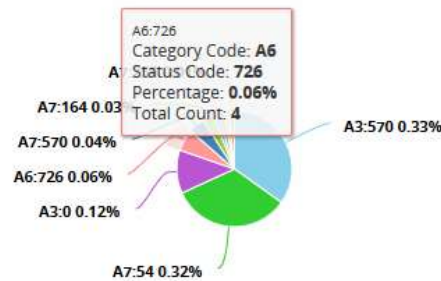
Once inside Axxess RCM, select the  **Axxess Planner** menu button to go back to the previous screen.

DASHBOARD

The landing page of Axxess RCM is the Dashboard. It shows at a glance Top 10 Error Reason Codes, ERAs, Pass Rate, Ready to Work Items, Edit/Error Management Aging Last 1 year, News and Submissions.



Top 10 Error Reason Codes



ERA - The Electronic Remittance Advice section displays organization checks in a bar graph form for the previous seven days and future dates. Hover over the bar graph to see the specifics of the payments including the payer, ERA number, payment total and date. Select the **View Report** hyperlink to see the full ERA report (also found in *Reports/Financial Reports/Electronic Remittance Advice*).



Pass Rate (Last 30 days) - A percentage calculated from the number of claims Rejected versus Accepted by the payers. The smiley face icon will adjust according to the rate percentage.

Pass Rate (Last 30 days)



51 claims rejected
492 claims accepted by
payer

Ready to Work Items

Selecting any of the ready to work circles will redirect the webpage to *Claims/Ready to Work*. Then choose status by selecting the corresponding color at the top of the page or select status from drop-down menu. Selecting the **View Report** hyperlink also goes to the **Ready to Work** tab.

Claims with Errors - Shows the number of submitted claims that contain errors and require further actions from the organization. The dollar amount is the combined total of all errored claims.

Delayed Claims - Submitted claims that have not received a response during the payers allotted timeframe.

Unsubmitted Claims - Created claims saved as a draft. They have not been completed and submitted to the payer.



Edit/Error Management Aging (Last 1 year) - Shows claim statuses which are categorized into aging buckets. Totals of each claim status is available on the last column.

Edit/Error Management Aging (Last 1 year)

Claims	1-3 Days	4-6 Days	7+ Days	Total
Errored	0 0.00%	0 0.00%	21 100.00%	21 100.00%
Delayed	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Unsubmitted	5 100.00%	0 0.00%	0 0.00%	5 100.00%

News & Updates - Shows recently published articles from the Axxess Blog. Select the story title hyperlink to read the full post which opens another browser tab.

Submissions (Last 30 days) - Shows a line graph with the total count of submitted claims within the previous 30 days. Hovering over the graph specifies how many claims were Institutional versus Professional claims.

- Institutional - UB04, 837I
- Professional - HCFA 1500, 837P

Submissions Last 30 days



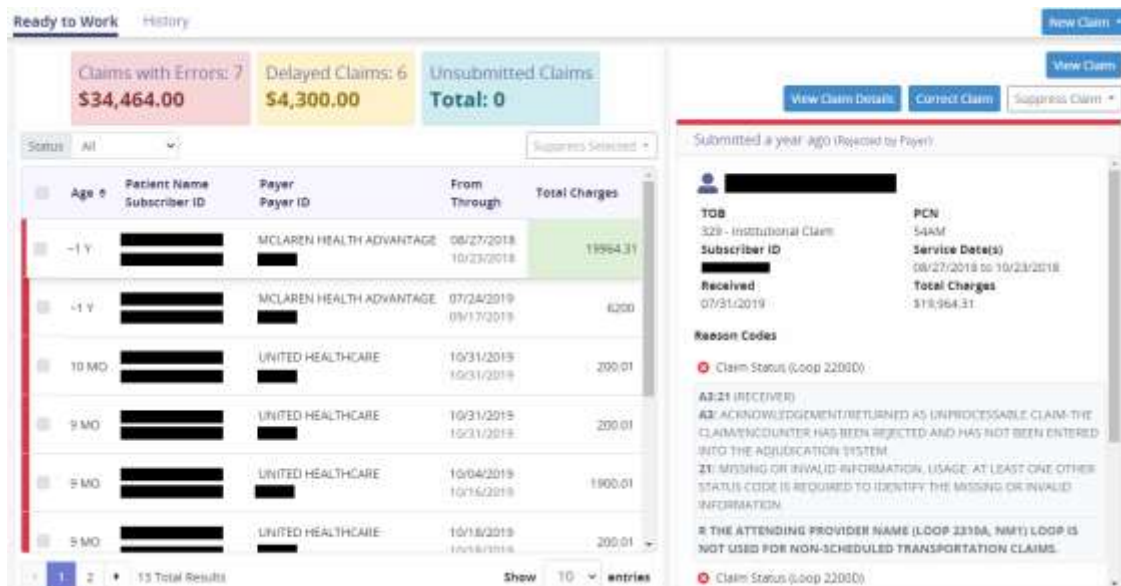
CLAIMS



The Claims Menu consists of two tabs: **Ready to Work** and **History**.

READY TO WORK

Ready to Work tab is the extended version of the **Dashboard** line items, **Claim with Errors**, **Delayed Claims** and **Unsubmitted Claims**.



Age	Patient Name Subscriber ID	Payer Payer ID	From Through	Total Charges
-1 Y	[REDACTED]	MCLAREN HEALTH ADVANTAGE	06/27/2018 10/23/2018	11964.31
-1 Y	[REDACTED]	MCLAREN HEALTH ADVANTAGE	07/24/2019 09/17/2019	6200
10 MO	[REDACTED]	UNITED HEALTHCARE	10/31/2019 10/31/2019	200.01
9 MO	[REDACTED]	UNITED HEALTHCARE	10/31/2019 10/31/2019	200.01
9 MO	[REDACTED]	UNITED HEALTHCARE	10/04/2019 10/16/2019	1900.01
9 MO	[REDACTED]	UNITED HEALTHCARE	10/18/2019 10/18/2019	200.01

Submitted a year ago (Rejected by Payer)

TOB
329 - Institutional Claim
Subscriber ID
[REDACTED]
Received
07/31/2019

PCN
54AM
Service Date(s)
08/27/2018 to 10/23/2018
Total Charges
\$19,964.31

Reason Codes

- Claim Status (Loop 22000)
- A3:21 (RECEIVER)
- A3: ACKNOWLEDGEMENT/RETURNED AS UNPROCESSABLE CLAIM-THE CLAIM/ENCOUNTER HAS BEEN REJECTED AND HAS NOT BEEN ENTERED INTO THE ADJUDICATION SYSTEM
- Z1: MISSING OR INVALID INFORMATION, USAGE: AT LEAST ONE OTHER STATUS CODE IS REQUIRED TO IDENTIFY THE MISSING OR INVALID INFORMATION
- R THE ATTENDING PROVIDER NAME (LOOP 2310A, NMT) LOOP IS NOT USED FOR NON-SCHEDULED TRANSPORTATION CLAIMS.
- Claim Status (loop 22000)

Each claim status category displays the Age of Claim, Patient Name/Subscriber ID, Payer/Payer ID, Date Range and Total Charges. Selecting a claim will

generate a synopsis on the right side of the page. The claim shows details, Validation Message and Reason Codes.

Claims with Errors/Delayed Claims

Claim Buttons

New Claim ▾

- Gives the option to add a new **Professional** or **Institutional** claim.

Correct Claim

- Provides the option to edit, save and submit the claim. General claim details, patient data, payer information and more can be modified.

Suppress Claim ▾

- Gives options to suppress for **24 Hours**, **48 Hours** and **Indefinitely**. Choosing to suppress **Indefinitely** will completely remove the claim from the **Delayed Claims** window, without reappearing in the future. Claims suppressed for an indefinite timeframe can be found in the **History** tab. This option is recommended when a claim requires no further action and needs to be removed from the **Ready to Work** queue.

View Claim

- Displays a new window with the Type of Bill code and Claim type shown in the top left side of the page. Below is a line graph of the claim's Life Cycle. Each point represents the claim version with the date of correction listed below. Selecting the point will display details of the changes inside each claim version.

011 - Professional Claim



Request Details

The bottom left section of the page shows a synopsis of the claim, shows the timeframe since the claim was submitted and Request Details. Selecting **Request Details** provides in-depth details about the claim.

Submitted 4 days ago (Rejected by Payer)

TOB 329 - Institutional Claim Subscriber ID [REDACTED] Received 01/23/2021	PCN [REDACTED] Service Date(s) 12/20/2020 to 01/16/2021 Total Charges \$1,568.32
--	--

Reason Codes

- ☒ Receiver Status (Loop 2200B)

A1:19
 A1: ACKNOWLEDGEMENT/RECEIPT-THE CLAIM/ENCOUNTER HAS BEEN RECEIVED. THIS DOES NOT MEAN THAT THE CLAIM HAS BEEN ACCEPTED FOR ADJUDICATION.
 19: ENTITY ACKNOWLEDGES RECEIPT OF CLAIM/ENCOUNTER.
- ☒ Provider Status (Loop 2200C)


A1:19 (PAYER)
 A1: ACKNOWLEDGEMENT/RECEIPT-THE CLAIM/ENCOUNTER HAS BEEN RECEIVED. THIS DOES NOT MEAN THAT THE CLAIM HAS BEEN ACCEPTED FOR ADJUDICATION.
 19: ENTITY ACKNOWLEDGES RECEIPT OF CLAIM/ENCOUNTER.
- ☒ Claim Status (Loop 2200D)

A0:116
 A0: ACKNOWLEDGEMENT/FORWARDED-THE CLAIM/ENCOUNTER HAS BEEN FORWARDED TO

Claim Stages

Shows the various stages the claim has been through. Each status will have a date, time and a unique reference number assigned.

- Claim Submitted - The claim was submitted by the organization to be sent to the payer.



 Saturday, Jan 23, 2021 @ 06:16:25 AM

Claim Submitted

The claim was submitted by your organization to be sent to the payer.

AAH4-065F-0527

- Unknown Response - This status is part of the transmission process.
- Claim Sent - The claim was sent to the trading partner.
- Validation Failure - The claim has been validated internally via the Rules Engine and issues were found.


 Tuesday, Oct 08, 2019 @ 07:21:47 AM

Validation Failure

This claim has been validated and one or more issues were identified.

D32F- C71B- 2BA8

[View Response Details](#)

Claim Validation Response
Close


Validated Reference ID	1-0000-0	Patient Control Number	45
Requested Reference ID	1-0000-0	Last Modified On	01/20/2019 09:22:22 AM
Patient Name	BEA, PAT		

Validation Results

Rep claims (TSM 322) should only contain a Home Health Service Line (Revenue Code 0071) and should not contain additional services lines.

If a referral number is present, then a referring provider should be present as well.

- Trading Partner Acknowledgment** - The trading partner has acknowledged the claim and has sent the claim to the payer. Select **View Response Details** to view the Claim Response Details.




Friday, Jan 22, 2021 @ 03:18:28 AM

Trading Partner Acknowledgment

The Trading Partner acknowledged the claim and has sent the claim to the payer.

FICS-000A-1EC9

View Response Details

- Claim Response Details - Patient and provider details are displayed.
- Trading Partner Acknowledgements - Shows time, date and Reference ID.
- Response Details - Indicates claim response codes and specifics.
 - Accepted:  indicates claim was accepted.  signifies the claim was not accepted.
 - Effective Date: The date claim payment will be effective.
 - Status Type: The current state of the claim.
 - Total Charges: The amount being paid on the claim.

Claim Response Details

Close

Patient Name: [REDACTED]

Patient Control Number: [REDACTED]

Payer Name: UNITED HEALTHCARE

Provider Name: 365CARE HOME HEALTH

Created On: 01/23/2021 06:16:25 AM


Payer Acknowledgments

The Payer acknowledged the claim.

Received On:	01/26/2021 03:29 AM
Acknowledged Reference ID:	EOBA-8089-C398
Requested Reference ID:	AAF4-065F-D527

Response Details

Accepted	Effective Date	Status Type	Total Charges
	01/22/2021	Receiver Status (Loop 2200B)	\$1,568.32
A1:19	A1: Acknowledgement/Receipt: The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication.		19: Entry acknowledges receipt of claim/encounter.
		Provider Status (Loop 2200C)	\$0.00
A1:19	A1: Acknowledgement/Receipt: The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication.		19: Entry acknowledges receipt of claim/encounter.
	01/22/2021	Claim Status (Loop 2200D)	\$1,568.32

- Payer Acknowledgment - The payer acknowledged the claim. Selecting **View Response Details** will generate the Claim Response Details window with the same options as Trading Partner Acknowledgment.
- Trading Partner Acknowledgment with Errors - The trading partner reviewed the claim and returned it as Unaccepted due to having errors.
- Payer Acknowledgment with Errors - The payer reviewed the claim and returned it as Unaccepted due to having errors. Selecting **View Response Details** will generate the Claim Response Details window. Claims with errors have a .



Tuesday, Jan 26, 2021 @ 03:16:58 AM

Payer Acknowledgment with Errors

The payer acknowledged the claim.

3F43-56F6-0A52

View Response Details

- Response Delays - When Axxess RCM has not received a response from the payer within the expected timeframe a response delay is shown.



Unsubmitted Claims

These claims were created, but not completed. They are saved as a draft. This window displays general claim data including the age of the claim, payer name and date range.

Delete Incomplete Claim

- Once deleted, a claim will be removed from the **Ready to Work** tab. Deleted claims are completely removed from the system and will have to be recreated.

Continue Correcting

- Provides the option to edit, save and submit the claim. General claim details, patient data, payer information and more can be modified.

HISTORY

This section displays all content submitted to a Payer. The filter options includes searching by Patient Control Number, Status, Subscriber/Patient Name, Provider, Payer, Date Type or Date Range.

Ready to Work **History** New Claim +

Download

Date Type: -

TOB	Patient Control Number Claim Type	Status	Patient Name Subscriber ID	Provider NPI	Payer Payer ID	From Through	Edited Updated	Total Charges
329	Institutional Claim	Submitted			AETNA 60954	07/30/2020 08/26/2020	01/27/2021 01/27/2021	\$1,754.85
329	Institutional Claim	Submitted			AETNA 60954	08/29/2020 09/24/2020	01/27/2021 01/27/2021	\$1,254.85
332	Institutional Claim	Submitted			AETNA 60954	07/30/2020 07/30/2020	01/27/2021 01/27/2021	\$0.00
332	Institutional Claim	Submitted			AETNA 60954	08/29/2020 08/29/2020	01/27/2021 01/27/2021	\$0.00

1 2 3 4 5 6 7 8 9 4189 Total Results
Show 10 entries

The columns provide information on the following:

- TOB - Type of bill hyperlink that shows the details of the claim.
- Patient Control Number/Claim Type - This is a unique 12-digit number in the system used as a method of tracking each claim.
- Status - This will specify the status of the claim; the following options will display:
 - Submitted: Claims submitted by a user within the organization.
 - Claims with the green Submitted status are Accepted/not yet rejected.
 - Unsubmitted: Claims that have not been submitted.
 - Remittance Received: Reported charges received electronically.
 - Suppressed: Claims that have been suppressed by a user within the organization.
 - Errored: Claims with one or more errors at the Edit, Trading Partner or Payer level.
 - Delayed: Claim has not received a response within the payer's usual response time.
 - Archived: The status for claims after they are Suppressed.
 - Suppressed Statuses: Suppressed Indefinitely, 24 or 48 hours.
- Patient Name/Subscriber ID - Subscriber ID is the numerical version of the patient's name. Each patient will have a unique ID that will be used as a form of reference.
- Provider/NPI - Each organization will have an assigned Provider Name (company name). The NPI is tied to each specific organization and is beneficial to users with access to multiple databases.
- Payer/Payer ID - Each insurance/payer will be listed in Axxess RCM, along with its unique identifier number. The ID is assigned by Axxess.
- From/Through - This is the date range for the claim.
- Edited/Updated - When a claim is modified. The system will update this column to indicate the last update date.
- Total Charges - This dollar amount is the sum of charges submitted on the claim.

Download

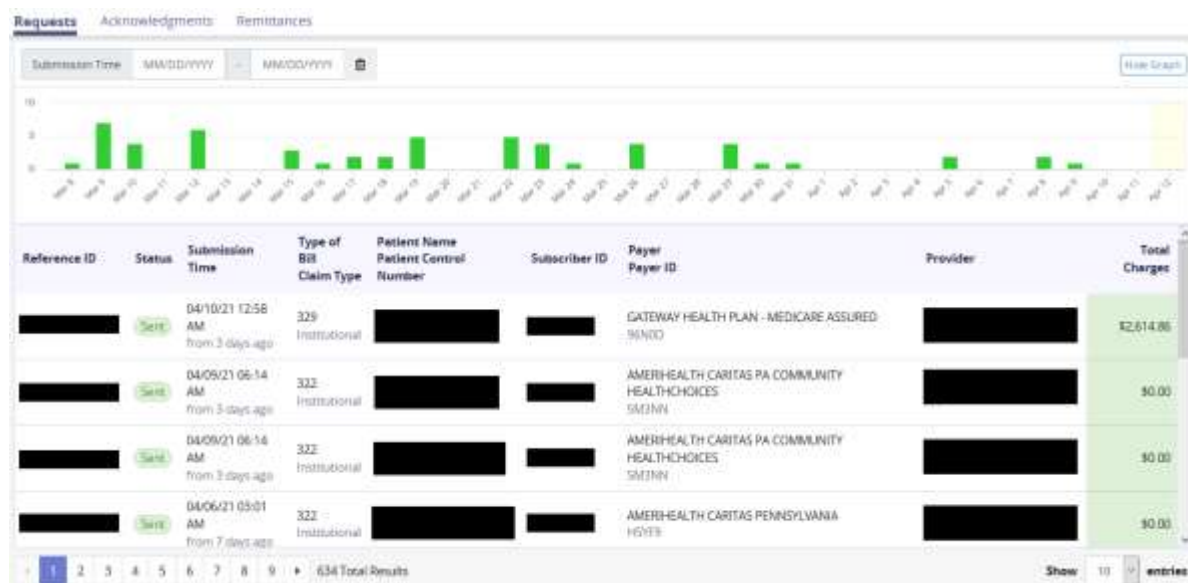
- Selecting the **Download** button will generate an Excel file to be saved based off the filters chosen.

CLEARINGHOUSE



Requests

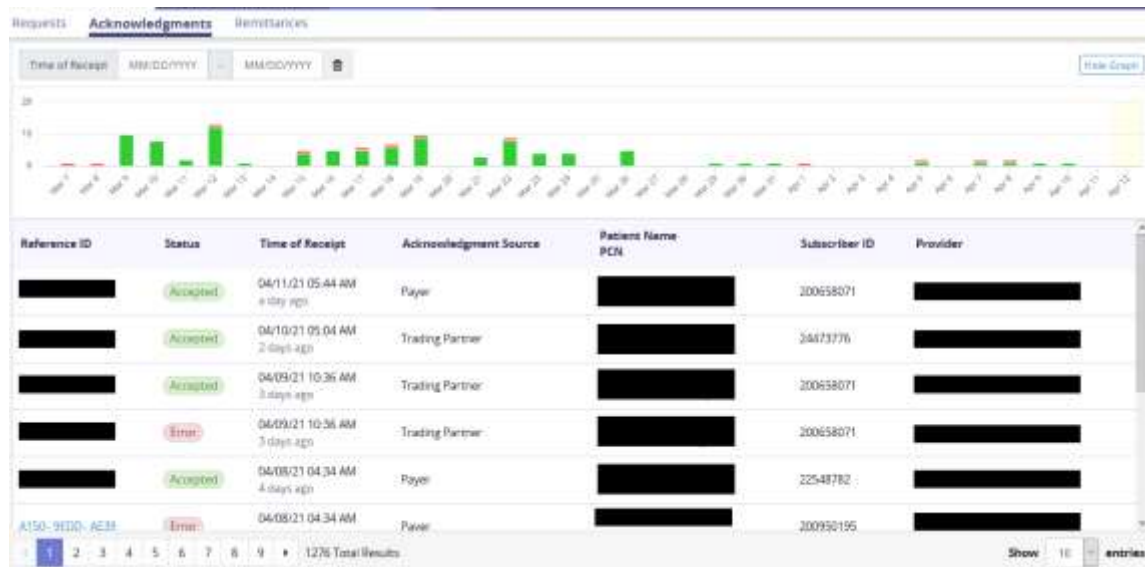
This tab will show claims sent, which are also viewable from the **History** tab. The top of the tab will show a bar graph of requests submitted during a specified date range. Search for submissions by entering a Submission Time start and end date.



Columns are displayed by Reference ID (select hyperlink to see the request), Status, Submission Time, TOB/Claim Type, Patient Name/PCN, Subscriber ID, Payer/Payer ID, Provider and Total Charges. Select each column header to sort.

Acknowledgements

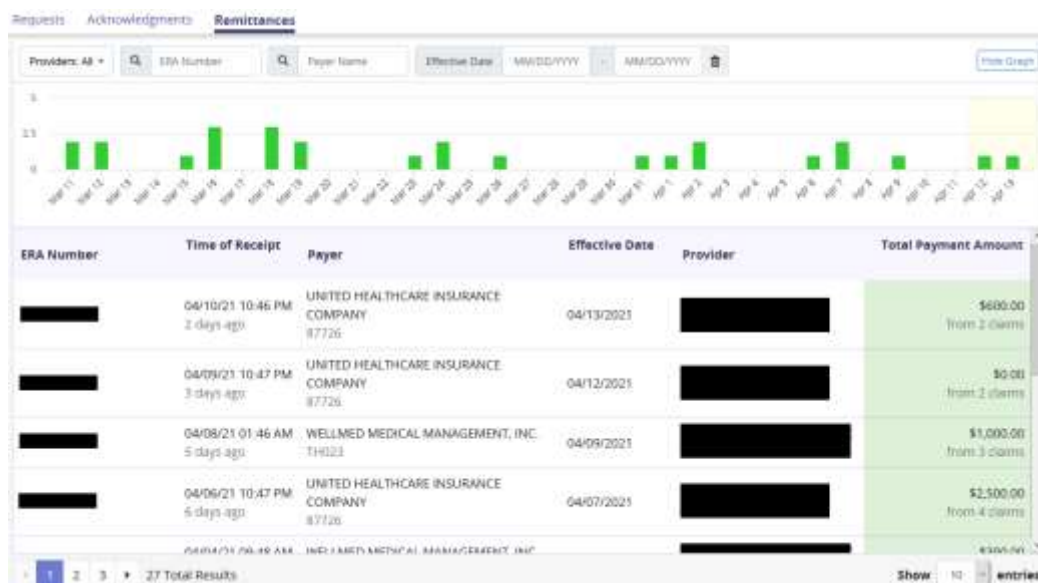
This tab will show claims received, which are also viewable from the **History** tab. The top of the tab will show a bar graph of requests received during a specified date range. Search for submissions by entering Time of Receipt start and end date.



Columns are displayed by Reference ID (select hyperlink to see request), Status, Time of Receipt, Acknowledgment Source, Patient Name/PCN, Subscriber ID and Provider. Select each column header to sort.

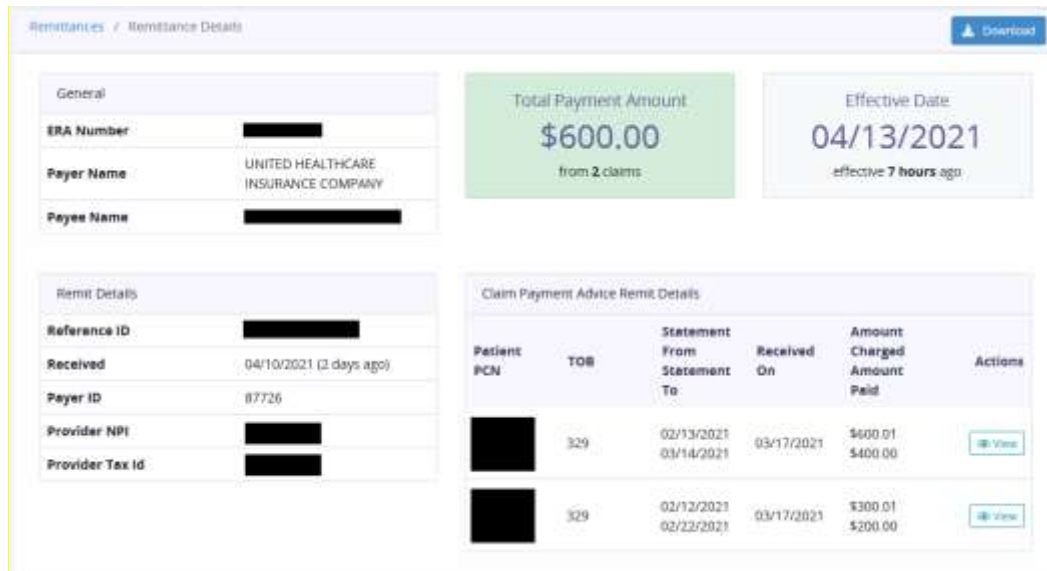
Remittances

The top of the tab will show a bar graph of remittance received during a specified date range. Search for remittances by entering the ERA Number, Payer Name, and Effective Date range.



Below the graph lists remittances received and details tied to those payments:

- ERA Number - This column will list the Electronic Funds Transfer number. Select the hyperlink to see payments received and other details including the Remit Details, Claim Payment Advice Remit Details, Total Payment Amount and Effective Date.
- Time of Receipt - This column shows the date and time the remittance was received and how long ago it was.
- Payer - The insurance/payer associated with the remittance, plus the assigned Payer ID.
- Effective Date - Payments will have a specified effective date of when funds are available to retrieve.
- Provider - The Branch associated with the remittance.
- Total Payment Amount - The sum of the remittance payment will be indicated, plus the total claims included in it.



The screenshot shows the 'Remittance Details' page in the AXXESS system. It includes a 'Download' button in the top right. The page is divided into several sections:

- General:**
 - ERA Number: [Redacted]
 - Payer Name: UNITED HEALTHCARE INSURANCE COMPANY
 - Payer ID: [Redacted]
- Remit Details:**
 - Reference ID: [Redacted]
 - Received: 04/10/2021 (2 days ago)
 - Payer ID: 87726
 - Provider NPI: [Redacted]
 - Provider Tax ID: [Redacted]
- Total Payment Amount:** \$600.00 from 2 claims
- Effective Date:** 04/13/2021 effective 7 hours ago
- Claim Payment Advice Remit Details:**

Patient PCN	TOB	Statement From Statement To	Received On	Amount Charged Amount Paid	Actions
[Redacted]	329	02/13/2021 03/14/2021	03/17/2021	\$600.01 \$400.00	View
[Redacted]	329	02/12/2021 02/22/2021	03/17/2021	\$300.01 \$200.00	View

ELIGIBILITY



It is essential to confirm that a patient is eligible to receive services from the organization when providing patient care. Search for Eligibility Requests by entering the Patient Name or choosing a Payer from the drop-down menu. The tab provides details of the Time of Request, Patient Name/Subscriber ID, Payer,

Provider and Status of the request. Select the **View** button to see details of the request.

Eligibility History

Time of Request	Patient Name Subscriber ID	Payer	Provider	Status
02/20/21 05:08 AM 2 months ago	[REDACTED]	AETNA BETTER HEALTH OF LOUISIANA	[REDACTED]	<input type="button" value="Sent"/> <input type="button" value="View"/>

Select the **Check Eligibility** button and the top part of the screen will expand with the following form:

Check Eligibility

Payer Search

Provider Search

Date Range of Service
 -

Patient First Name
Patient Last Name

Patient Date of Birth
Patient Gender

Subscriber ID

Patient Relationship to Subscriber

To generate a patient's eligibility details, all sections provided must be completed. Eligibility data will appear within 24 hours of the request. The Payer list will show all payers Axxess bills out to, even if Axxess is not assigned as the clearinghouse. A message indicating **Unknown Status** will generate when the payer is not set up to support eligibility.

REPORTS

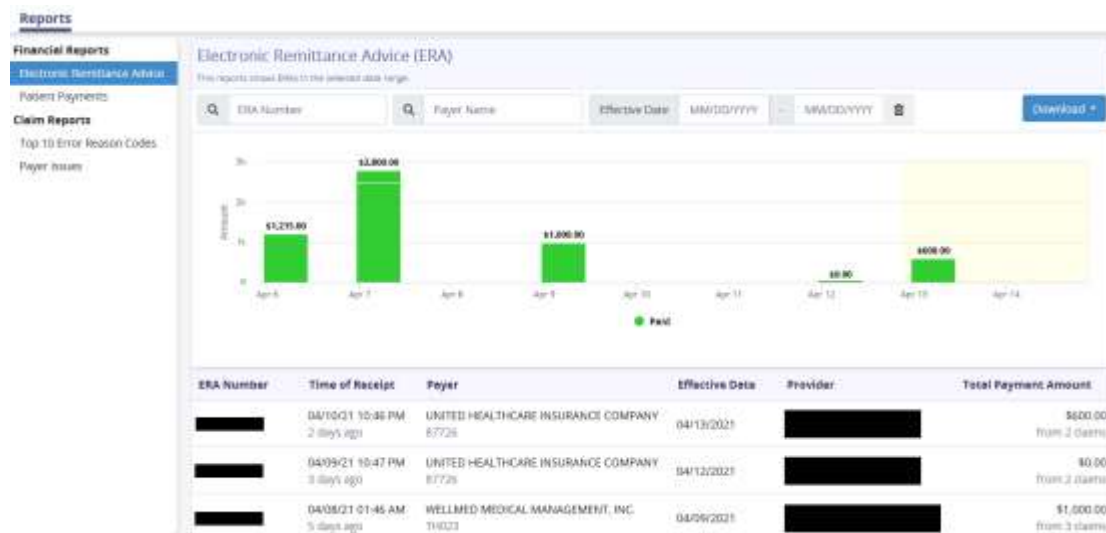


All reports have a **Download** button to give the user the option to save an Excel or PDF version of the report. The reports tab is split into two sections on the left side of the screen: Financial Reports and Claim Reports

Financial Reports

Electronic Remittance Advice

This report shows ERAs in the selected date range. Filter by ERA Number, Payer Name and Effective Dates. The bar graph shows a visual representation of payments over the selected effective dates. The columns in the report show the ERA Number, Time of Receipt, Payer, Effective Date, Provider and Total Payment Amount. Select the **ERA Number** hyperlink to view Remittance Details.



Patient Payments

The report displays patient's claims with the associated payment details. Filter by entering Patient Name/ID, choosing Providers, Payers and/or Date Range. Select the **View** hyperlink to see more details.

Patient Payment Report
This report displays patient activity with the associated payment activity.

Patient First Name
 Patient Last Name
 Subscriber ID
 ERA Number
 Providers: All
 Payers: All

Payment Date: MM/DD/YYYY - MM/DD/YYYY

Patient Name Subscriber ID	Type of Bill ERA Number	Provider Provider ID	Payer Payer ID	Statement From Statement To	Received Date Payment Date	Amount Charged Amount Paid	Actions
[REDACTED]	329	[REDACTED]	UNITED HEALTHCARE INSURANCE COMPANY	[REDACTED]	[REDACTED]	-\$11,164.00 -\$4,821.11	View
[REDACTED]	329	[REDACTED]	UNITED HEALTHCARE INSURANCE COMPANY	[REDACTED]	[REDACTED]	\$11,164.00 \$1,606.19	View
[REDACTED]	329	[REDACTED]	UNITED HEALTHCARE INSURANCE COMPANY	[REDACTED]	[REDACTED]	-\$13,541.87 -\$4,241.85	View
[REDACTED]	329	[REDACTED]	UNITED HEALTHCARE INSURANCE COMPANY	[REDACTED]	[REDACTED]	-\$11,014.03 -\$4,821.11	View
LUCILLE		DOCTORS CHOICE 4 CARE AT HOME	UNITED HEALTHCARE INSURANCE				

1 2 20 Total Results

Select the **View** hyperlink to see more details including the Service Line Payments. Hover over the Reason Code number in the Adjustments column to see an explanation.

Patient Name Subscriber ID	Type of Bill ERA Number	Provider Provider ID	Payer Payer ID	Statement From Statement To	Received Date Payment Date	Amount Charged Amount Paid	Actions
[REDACTED]	329	[REDACTED]	UNITED HEALTHCARE INSURANCE COMPANY	03/30/2018 05/28/2018	[REDACTED]	[REDACTED]	View

Service Line Payments						
Procedure Code	Revenue Code	Service Dates	Adjustments	Remarks	Amount Charged	Amount Paid
1A19K5	0023	[REDACTED]	\$4,919.49 94 -\$98.38 95		\$0.00	-\$4,821.11
0272		[REDACTED]	-\$14.82 95		-\$14.02	\$0.00
027200	0021	[REDACTED]	-\$200.06 94		\$0.00	\$0.00

Claim Reports

Top 10 Error Reason Codes

The pie chart displays statistical data of the most common error codes. Hovering over the graph displays the following details:

- Category Code - The classification each claim status is housed under.
- Status Code - A two-digit code that represents the status of the claim.
- Percentage - The fraction each Reason Code has in relation to the total sum.
- Total Count - The sum of claims with the specified reason code.



Payer Issues

This report displays issues that are associated with the payer connection. To filter, choose Payers and Statuses from their respective drop-down menus and enter the Date Range. Columns will display the Payer/Payer ID, Date Discovered, Status and Description.

ADMIN

ity [Reports](#) [Admin](#) [Settings](#)

Users

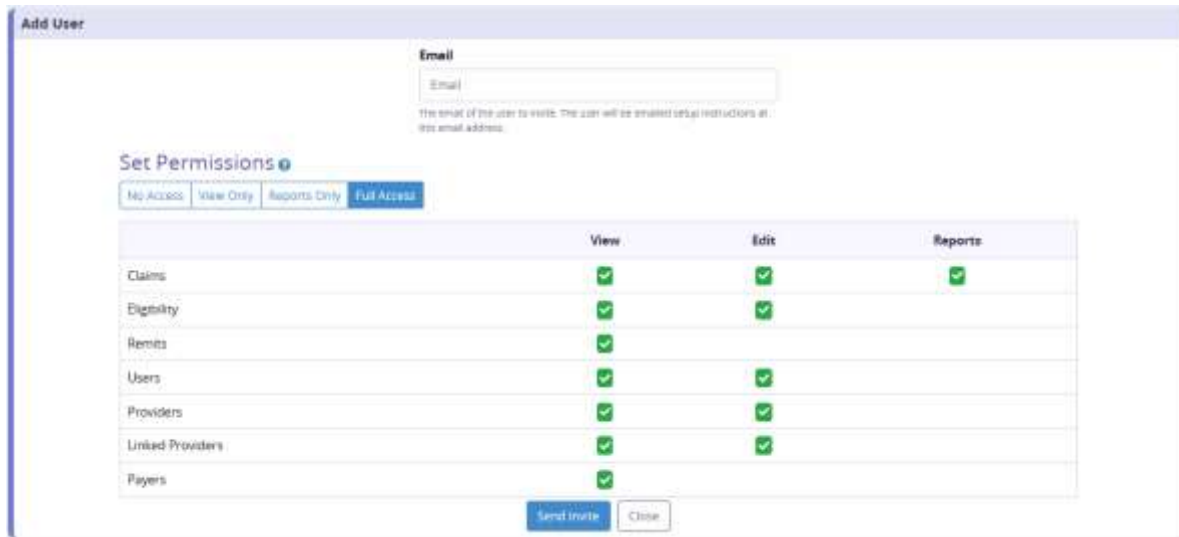
Houses all users with access to Axxess RCM. Search for users by Name or Email. Make changes to users by selecting the **Edit** hyperlink and remove users by selecting the **Delete** hyperlink. Select the <, > or number buttons to move through the entire list of users.

Users [Service Users](#) [Payers](#) [Providers](#) [Operators](#)

Search: [Create User](#)

Name	Email	Last Session	Permissions	Actions
Unknown Name	@axxess.com	Invite Pending	Full Access	Edit Delete
Robert	@axxess.com	5 days ago	Full Access	Edit Delete
Tanaka	@axxess.com	5 hours ago	Full Access	Edit Delete
Towadayo	@axxess.com	2 months ago	Full Access	Edit Delete

Select **Invite User** to add an additional user. Enter the user email that the employee uses to log into Axxess Home Health. Set Permissions provides the ability to set system functions/limitations for the new user. Select **View Only** to select all View checkboxes. Select **Reports Only** to select all Reports checkboxes. Select **Full Access** to select all checkboxes. Select **Send Invite** and the user will be emailed setup instructions.



Add User

Email

The email of the user to invite. The user will be emailed setup instructions at this email address.

Set Permissions

No Access View Only Reports Only Full Access

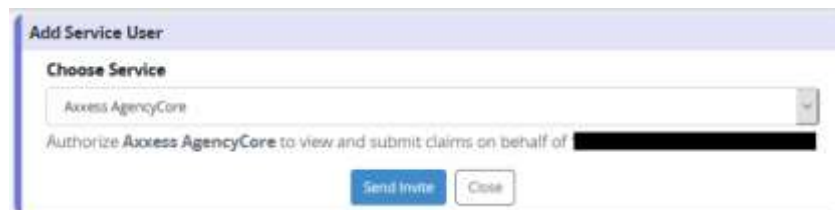
	View	Edit	Reports
Claims	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Eligibility	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Remits	<input checked="" type="checkbox"/>		
Users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Providers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
United Providers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Payers	<input checked="" type="checkbox"/>		

Send Invite Close

Service Users

Houses all service users with access to Axxess RCM and other Axxess applications. Make changes to users by selecting the **Edit** hyperlink and remove users by selecting the **Delete** hyperlink. Select the <, > or number buttons to move through the entire list of users.

Select **Invite Service User** to authorize that an Axxess application can view and submit claims on behalf of an organization. Choose the Service from the drop-down menu and select the **Send Invite** button.



Add Service User

Choose Service

Axxess AgencyCore

Authorize Axxess AgencyCore to view and submit claims on behalf of [redacted]

Send Invite Close

NOTE: Removing a service user removes the ability to communicate between applications.

Payers

The Payers list names all the insurances inside the organization's Axxess Home Health database. Search for payers by Name or ID. Select the <, > or number buttons to move through the entire list of payers.

Payer ID	Payer Name	Address	Contact Information
ZCNZF	1199 NATIONAL BENEFIT FUND	P.O. BOX 933 NEW YORK, NY 10108-0933	Not available
FORHX	AAA WORKERS COMP	1234 STREET DALLAS, TX 75001	Not available
AKET9	AAG-AMERICAN ADMINISTRATIVE GROUP	750 WARRENVILLE RD STE 200 Lisle, IL 60532	Not available
SN6NZ	AARP MEDICARE SUPPLEMENT	P.O. BOX 30607 SALT LAKE CITY, UT 84130-0607	Not available
B96PD	ABSOLUTE TOTAL CARE	P.O. BOX 5010 FARMINGTON, MO 63640-3821	Not available
GSPTP	ACCESS ADMINISTRATORS	1234 STREET DALLAS, TX 75068	Not available
J90RN	ACCESS MEDICAL GROUP	3000 AIRPORT PLAZA DRIVE SUITE 150 LONG BEACH, CA 90815	Not available
PDG11	ACCIDENT FUND INSURANCE CO OF AMERICA	250 N. GRAND AVENUE P.O. BOX 40790 LANSING, MI 48901-7990	Not available
ESNDX	ACCOUNTABLE HEALTHCARE IPA	2525 CHERRY AVE SUITE 225 SIGNAL HILL, CA 90755-2051	Not available

Providers

This section lists the branches/Provider numbers linked to the organization. Search for providers by Name. Select the <, > or number buttons to move between pages. Each page contains up to 10 providers.

Name	NPI	Tax ID	Verified	Receiving Remits
1ST CARE HOME HEALTH OF PA	1184960262	320387693	✓	✓

- **Name** - The name of the billing provider to link. This should match the NPI registry.
- **NPI** - The 10-digit registered NPI for the billing provider.
- **Tax ID** - The 9-digit registered tax ID for the billing provider.
- A green check mark icon will show if the provider is verified and receiving remits.

Operations

Users can decide to **Bulk Suppress** and/or **View Claims** related to Delayed Claims and Claims with Errors by selecting the corresponding buttons.

Bulk Suppress Claims

Delayed Claims

Select **Bulk Suppress** to indefinitely suppress claims with the Delayed status. The claims will updated to the status "Suppressed Indefinitely" and visible in the History screen.

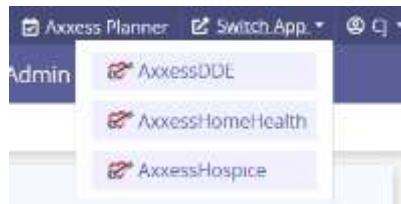
Select **View Claims** to view all claims in the Delayed status on the History screen.

Claims with Errors

Select **Bulk Suppress** to indefinitely suppress claims with the Error status. The claims will updated to the status "Suppressed Indefinitely" and visible in the History screen.


Select **View Claims** to view all claims in the Error status on the History screen.

USER MENU



The User Menu displays the Users name, select the name to see the menu.

Profile



Profile Management

About You

Email
The email address associated with your account.
@ gmail.com

Name
The name that other users will see in the system.
Christopher CJ

Security

Password
Choose a strong password to protect your account.
Updated over a month ago

2-Factor Verification
Another layer of security to protect your account.
Not enabled

Audit Events
Review security-related events on your account.
View now

Back to AxxessRCM
Log Out

While managing their profile, users can:

- Change the name that other users will see.
- Change their password.
- Enable Two-Factor Verification for more security.
- Review Audit Events.

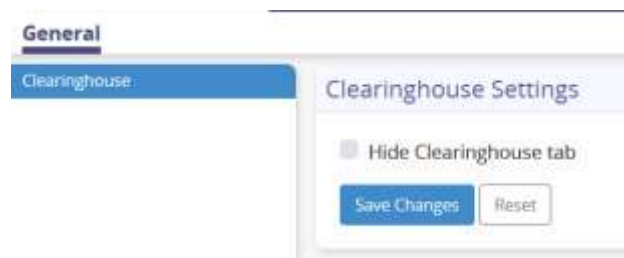
The user can then choose to go **Back to AxxessRCM** or **Log Out**.

Log Out - Select **Logout** to leave the Axxess RCM software.

Switch App - If the user has access to more than one Axxess application, they can make a quick change here.

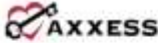
SETTINGS

General Settings provides the option to turn on Clearinghouse functionality. Selecting the checkbox will hide the **Clearinghouse** tab.



HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos of all Axxess products. It can be accessed by going to <https://www.axxess.com/help/>

[Home Health](#) [Hospice](#) [Home Care](#) [Revenue Cycle](#) [Patient Engagement](#) [Staffing](#) [Login](#)

Welcome to the
Axxess Help Center

What can we help you with?

Frequently Asked Questions

[Forgot My Password](#)
[Reset Signature](#)
[Create an Order](#)
[PDGM](#)
[No-pay RAP Resources](#)
[COVID-19 Resources](#)

Submit Ticket

OUR COMPLETE SUITE OF SOLUTIONS KNOWLEDGE BASE

Get Help Anytime, Anywhere