





# VISIONWARE

## Quick Guide for Visit Entry



### Correcting claims from the OHIP ERROR REPORT

1. Select patient in 'Patient Data Entry' (using 'Search by Health Number' from the Edit Menu) and correct the Patient's Health Number or Version Code.
2. Go to 'Visit Entry', enter the patient and doctor number, and click **Previous Visit Entry**.
3. Use the  arrows on the toolbar to find the "Outstanding" error claim. Press the **Resubmit** button in the Claim Status area at the bottom of the page.
4. A new copy of the claim is created with a status of "Not Submitted". Press the  save button and the claim will be sent to OHIP in your next submission file. The original claim from the Error Report is still viewable, but its status is now "Resubmitted".

### Correcting Rejected claims from the OHIP REMITTANCE REPORT

1. Go to 'Visit Entry', enter the patient and doctor number, and click **Previous Visit Entry**.
2. Use the  arrows on the toolbar to find the "Rejected" claim. Press the **Resubmit** button in the Claim Status area at the bottom of the page.
3. A new copy of the claim is created with a status of "Not Submitted". Make the correction (Visit Code, Diagnosis, Visit Date, etc.) and press the  save button. The original Rejected claim is still viewable, but its status is now "Resubmitted".

### Deleting a duplicate or unwanted claim

1. Go to 'Visit Entry', enter the patient and doctor number, and click **Previous Visit Entry**.
2. Use the  arrows on the toolbar to find the unwanted claim. Press the  delete button on the toolbar to permanently remove the claim from your system.

### Claim Status:

NOT SUBMITTED – The claim is saved and waiting to be submitted in the next Submission File  
OUTSTANDING – The claim was sent to OHIP. Waiting to hear from Remittance or Error report  
REJECTED – The claim was rejected and needs to be corrected using "Resubmit" button  
PAID – The claim was paid by OHIP  
RESUBMITTED – The claim was an error or rejected, and has since been resubmitted to OHIP