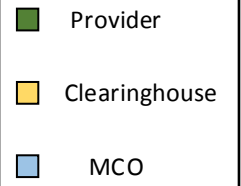


# Claim and Encounter Process Flow



Provider submits Claim/Encounter one of the following ways

EDI through Clearinghouse (preferred method)

Submitted via MCO web portal

Paper claim mailed to MCO

Claim Encounter goes through upfront claim edits for HIPAA compliance

ACCEPT

REJECT

Claim passes to the MCO system

Not entered in to the MCO system and Clearing house communicates rejection to provider

ACCEPT

REJECT

Portal/Paper Rejections come from MCO to provider

Accepted claims are entered into the MCO system for processing: Payments/ Denials are communicated through EOPs (paper/web portal) and 835 (clearinghouse)