



### **eBusiness Marketing Team**

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**Technical Support** (423) 535-5717, Option 2

eBusiness Marketing Representative for all of your registraton and training needs.

Go to: www.bcbst.com/providers/

**Step 1:** Click the + button to expand the Log In/Registration field.

Step 2: Enter User ID & Password and click the "log in" button to access BlueAccess<sup>™</sup>, your secure provider portal called BlueAccess.

**Note:** If you do not have a User ID & Password, contact your eBusiness Marketing Representative or Service Center for personal assistance with registration and/or training.



Home > Providers

### Providers

BlueCross BlueShield of Tennessee is committed to helping our members have access to the highest quality networks of physicians, hospitals and other health care providers. We value the strategic partnerships we have with health care providers across the state and look forward to working with you to deliver the best medical value to our members.

#### BlueAccess Login for Providers

BlueAccess allows you to access secure services including e-Health, FEP, Membership Rosters and more.

Certification/Pre-Authorization

**Step 3:** Click either the "Create Claim/Estimate" tab or click the "New Claim or Estimate" link as shown below.

Note: Either option will take you to the same screen as shown in step 4.

Quick Jump » e-Health Services Additional Provider S	Services Account Management	My Messages (0)
e-Health Services ®		Compose Message Center
Electronic Claims Filing is the preferred method for claims submission. To 5717 (select option 2). You can find additional information regarding en bcbst.com/providers/ecomm.	sign up or discuss how to submit all claims electronically call (423) 535- rollment and benefits of electronic claims filing on our website at	Quick Reference Guide
Service Center	Real Time Claim Step 3: Click Link Estimation/Adjudication	Additional Information
<ul> <li>Pror-Autorization Contact Sheet</li> <li>Specialty Pharmacy Quick Reference Guide</li> <li>Specialty Pharmacy Quick Reference Guide</li> </ul>	Enables claim submission & claim estimation to gain member liability for Commercial,BlueCare/TennCare <i>Select</i> and BlueAdvantage.	+ Log Out
<ul> <li>Web Authorization Quick Reference Guide         <sup>™ Pop</sup> </li> <li>Milliman Care Guidelines® Disclaimer     </li> </ul>	View tutorial	<ul> <li>BlueAccess FAQs</li> <li>Scheduled Maintenance Times</li> </ul>
+ More	+ More	
BlueCard / FEP	CHOICES	
Coverage, eligibility & claims status inquiries for out-of-state BCBS & FEP plans.	TennCare CHOICES in Long-Term Care is TennCare's program for long- term care services.	BlueAlert Newsletter
Electronic Provider Access (EPA) Out-of-Area Pre-service Review	+ More	<ul> <li>Read the latest BlueAlert. You can</li> <li>view it and past editions here.</li> </ul>
+ More	BCBST Musculoskeletal Program	view it and past editions here.
Inter-Plans Medical Policy and Pre-	Medical Record submission requirement for prior authorizations has been delayed until April 23, 2012.	

Step 4: Click on either the New Claim or Estimate link OR to click on the Create Claim/Estimate tab.

Real Time Claims Estimation/Adjudication	Help	Log Out
Get Started Create Claim/Estimate History Search Administration		
Select an Action Click on a tab above or one of the Step 4: Click Link		
Create New Claim of Estimate		
Rev Claim or Estimate: : Create a new claim or estimate for physician or outpatient hospital services.		
Search Transaction History		
B History Search: Find submitted claims or find a claim estimate to review or finish.		
Application Administration		
Administration: View list of Administration Tools		
Real Time Claims Estimation/Adjudication - Last User Login: 03/03/2014 1:53 PM Disclaimer		

Step 5: Enter Member ID Number (or SSN) into patient search criteria.

**Note:** If you do not have Patient ID / SSN, you may search by Patient Name / DOB by selecting radio button.

Real Time Claims Estimation/Adj	udication		Help Log	) Out	~
Get Started Create Claim/Estimate History Sean	ch Administration				
Patient OProvider OService Details Estimate	mate O Confirmation				
Select a Patient	Patient Name/				
Use the radio buttons to search by Patient ID/SSN or a	DOB search				
● ID: 90221882 - Prefix "ID Number Suffix					
Vithin Group ID:	5: Click Link				
& Search					
* Indicates required information					
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### Step 6: Select a patient by clicking his or her name

🔯 🚺 Real Time Claims Es	itimation/Adjudication			Help Log
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Select a Patient				
embers found for ID: MBCTE				
elect a family member for the c	step 6: Select Patient	to search again.		
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all, Cristopher	MBCTEST00-02	05/20/1989	000.00.300	M
all, Krishna	MBCTEST00-03	04/13/1992		1
Use the radio buttons to search by Pa	itient ID/SSN or Patient Name/DOB.			
Search by: 🖲 Patient ID/SSN	or O Patient Name/DOB			
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**Step 7:** Select provider name from drop down list, if applicable.

Note: Claim Type defaults to Professional Claim / Estimate Outpatient Facilities should change claim type.

### Step 8: Click the Continue button.

Real Time Claims Es	stimation/Adjudication	Help Lo	og Out	^
Get Started Create Claim/Estimat	te History Search Administration			
Patient O Provider Service	ce Details ) Estimate ) Confirmation			
Selected Patient (ID): HALL, CHRI:	IS ( 902218823-00 ) & CI Step 7: Select Provider Name			
Provider Name: ABC Medical Clin				
Service Address: One Cameron Hill	I Circle V			
One Cameron Hill Chattanooga, TN	Default is Professional			
Claim Type: Outpatient Faci Outpatient Claim Claim Type:	ality Claim/Estimate Claim/Estimate			
Continue				
Step	8: Click Continue Button			-

Step 9: The patient account number is a required field. Enter the patient account number used in your office or if you do not track patient account numbers, simply enter a number to identify the patient, for example you could enter 123 to satisfy the required field

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**Step 10:** Click the Estimate Liability button if you wish to see patient liability. You may also click the Claim Submission button to submit the claim to BlueCross.

Note: If a billing clearinghouse is used to submit your office claims, you will need to suppress the claim from your practice management system if you submit the claim as shown below.

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		Tomplataa	may ba	Step 9: Enter Line	ND	C	Dia	gnosis	
Medical Cl	laim Details: New	created an	d used	Item Detail	Cod	le	Cod	les	
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		Step 10: C	lick						
		Estimate L	iability 🖆	tion purposes only and may not ref	flect actua	I costs at time of service.			

The claim estimate displays as shown below: The benefits are based upon actual member contract benefits and provider network fee schedule.

Note: You may hover your cursor over the Procedure Code or Reason Code for a description.

This summary of coverage change	benefits is based on s, COBRA eligibility o	the informati changes or co	on you have give verage cancellati	n today. Final determin on. The member's cove	ation will be made u erage can terminate	pon the comple retroactively, v	tion of the processing of hether he or she is an ac	he claim. These ben tive member or on 0	efits may change di COBRA or State con	ue to possible inuation.
Submitted: () Reference ID: Status: [	08/24/2011 3:07 PM 00000806616 Stimate - Pre-Deten	mination Prici	ng Only; No Payr	nent						
Patient						Provider				
Name: Address: Member ID: Group ID: Subscriber Ass	HALL, CHRIS 1 CAMERON CI CHATTANOOGA 902218823-00 100000 ets: FSA	RCLE ,, TN 37401				Name (NPI): Address: Network Indi	ABC Medical Clinic One Cameron Hill Circ Chattanooga TN, 3740 cator: In Network	le 2		
Claim Totals						Claim Messag	es			
Charges: Network Saving Not Covered:	js:	\$40.00 \$26.80 \$0.00	В	alance to c	collect fro	Strice Explana	ation Codes:	Hover o	ver Reas	on
BCBST Pays: Deductible:		\$13.20 \$0.00		ombor dio	nlovo in			Code or	Procedu	ire
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Stalance to C	ollect from Memb	er: \$0.00								
Claim Details (	use mouse to hove	er over head	lings and code	to get description)						
Service Date	Procedure	Charge	Allowed	Network Savings	Not Covered	Less HRA	Member Balance	BCBST Pays	Reason Code	Prior Auth
08/24/2011	90658	\$40.00	\$13.20	\$26.80	\$0.00	\$0.00	\$0.00	\$13.20	45	
		Cancel	\$13.20	stimate	Stati Claim	\$0.00	ave as PDF	Claim Submission		
<ul> <li>What would y</li> <li>Create An</li> <li>Search for</li> </ul>	ou like to do next? other Claim/Estimat r Claim/Estimates	e						Claim Butto	n Submis on	sion
				Real Time Claims	Estimation/Adjudica Disclaimer	tion - 8/24/201	1 3:07 PM			

If you choose to submit the claim, simply click the Claim Submission button. The claim will enter the BlueCross adjudication system, and you may view the claim status in the eServices section of BlueAccess.

## How to create a template:

**Step 1:** Click on the Administration tab.

🚳 🗑 Real Time Claims Estimation/Adjudication	Help Log Out 🔼
Get Started Create Claim/Estimate History Search Administration	
Select an Action Click on a tab above or one of the links below to get s Step 1: Click Administration Tab	
Create New Claim or Estimate	
New Claim or Estimate: : Create a new claim or estimate for physician or outpatient hospital services.	
Search Transaction History	
K History Search: Find submitted claims or find a claim estimate to review or finish.	
Application Administration	
Administration: View list of Administration Tools	
Real Time Claims Estimation/Adjudication - 10/16/2012 11:36 AM Disclaimer	

Step 2: Select either Outpatient or Physician link to create the appropriate template.

Real Time Claims Estimation/Adjudication	Help	Log Out	~
Get Started Create Claim/Estimate History Search Administration			
Outpatient Physician Bookmarks			
Administration: Get Started Click on a tab above or click one of the links below to get started.			
Application Administ Step 2: Click Outpatient or Physician link			
Physician: Add/Edit categories and templates for Physician			
Bookmarks: Add/Edit bookmarked codes used in the claim/estimates			

Step 3: Click the "Template" tab.

Real	Time Claims Es	timation/Adju	dication			Help	Log Out	^
Get Started Creat	e Claim/Estimate	History Search	Administration					
Outpatient Physic	an Bookmarks							
Physician Ten	plate Groups							
Set up Physician Cate	gories, Template T	ypes to manage P	hysician Estimates.					
Category Templa	te							
Categories Ste	3. Click	Template	categorie Tah	es and add/edit options.				
Enter a n		- mplato	from the	e list to update the nam	е.			
New Category	:			Add to List				
Current Categories	:			O Delete				
Selected Category	:			Update Name				
		Real 1	ime Claims Estimat	ion/Adjudication - 10/1 Disclaimer	5/2012 11:40 AM			

## Step 4: Click the "Create" button.

Get Started Create Claim/Estimate History Search Administration
Outpatient Physician Bookmarks
Physician Template Groups
Set up Physician Categories, Template Types to manage Physician Estimates.
Category Template
Claim templates can be set-up for frequently used services and loaded into a new claim or estimate.
Use the options below to search for an existing claim template to view or modify. Click the "Create New" button to create a new claim template.
Create
Na Step 4: Click "Create" button
Real Time Claims Estimation/Adjudication - 10/16/2012 11:42 AM Disclaimer

**Step 5:** Click Category drop down box and either select a New Category, or you may select a category that may have already been created.

Get Started       Create Claim/Estimate       History Search       Administration         Outpatient       Physician       Bookmarks         Image: Started       Create New Template - Windows Internet Explorer provided by BCBST       Image: Started         Set up Physician Categories, Template       Category       Create New Template - Windows Internet Explorer provided by BCBST         Category       Template Group       Create New Template - Windows Internet Explorer provided by BCBST         Category       Template Details       Select a category for this template and enter the line items below. "Indicates required information for estimate/claim processing.         Image: Claim Template Claim Template       Category' Select       Select         Search for Claim Template       Category' Select       Select         Description:       Step 5: Select Category       Image: Select         Name       Category' Select       Select       Select         Description:       Step 5: Select Category       Image: Select       Image: Select         Image: Select       Select       Select       Image: Select       Image: Select         Image: Select       Select       Select       Image: Select       Image: Select       Image: Select       Image: Select         Image: Select	Real Time Claims Estimation/Adjudication										Log Out	
Outpetient Physician Bookmarks     Physician Template Group   Set up Physician Categories, Template   Claim templates can be set-up forf     Use the options below to search for Claim Template     Select a category is Select   Select actegory is Select   Select actegor	Get Started Create Claim/Estimate History Search Administration											
Physician Template Group Set up Physician Categories, Template Category Template Claim templates can be set-up for for Category is block. Search for Claim Template Category: Select Search for Claim Template Category: Select Selec	Outpatient Physician Bookmar	ks										
Set up Physician Categories, Templ Category Template Claim templates can be set-up forf Use the options below to search to Category: Select Search for Claim Template Name Bescription: Step 5: Select Category Description: Step 5: Select Category Description: Step 5: Select Category 1 1 2 2 11 2 2 11 2 2 2 11 2 2 2 11 2 2 2 11 2 2 2 11 2 2 2 11 2 2 2 11 2 2 2 11 2 2 2 2 11 2 2 2 2 11 2 2 2 2 11 2 2 2 2 11 2 2 2 2 11 2 2 2 2 2 11 2 2 2 2 2 11 2	Physician Template Group	Create	e New Temp	late - Windows In	ternet Explorer p	rovided by BCBST						
Claim templates can be set-up for f Use the options below to search for Claim Template Search for Claim Template Name Ca Place of CPT* & Modifiers 1-4 Diagnosis* Charge* Units* 1: 11 V R P R P P 2: 11 V R P R P P 3: 11 V R P R P P 4: 11 V R P R P P 5 0.00	Set up Physician Categories, Templ Category Template	ر Select	New Prof	essional Clain	n <b>Template</b>	ns below. *Indicati	es required in	formation	for			
Use the options below to search 1 Search for Claim Templat Name Ca A Place of CPT* & Modifiers 1-4 Diagnosis* Charge* Units* 1: 11 V A P A A O O 2: 11 V A A A A O O 1: 11 V A A A A O O 1: 11 V A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A O O 1: 11 V A A A A A A O O 1: 11 V A A A A A A O O 1: 11 V A A A A A A O O 1: 11 V A A A A A A O O 1: 11 V A A A A A A A A O 1: 11 V A A A A A A A A A A A A A A A A A	Claim templates can be set-up for f	estima — Te	ete/claim pro	cessing. ails								
Step 5: Select Category         Name       Ca         A         Place of         Place of         Service*         CPT* & Modifiers 1-4         Diagnosis*         Charge*         Units*         1: <t< td=""><td>Use the options below to search t</td><td>* C</td><td>ategory: Se * Name: Sel Nev</td><td>lect 👻 ect w Ca</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Use the options below to search t	* C	ategory: Se * Name: Sel Nev	lect 👻 ect w Ca								
A       Place of Service*       CPT* & Modifiers 1-4       Diagnosis*       Charge*       Units*         1:       1! $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ 2:       1! $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ 3:       1! $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ 4:       1! $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ $\mathcal{P}$ Total Charge:       \$ 0.00 $Save$ $Save$ $Save$	Search for Claim Template Name Ca	Des	cription:	Step 5	: Select C	ategory				=		
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		2:	11 💌 🔑		Ņ	<i>"</i>			•			
		3:	11 💌 🔑		<i>P</i>	<i>"</i>			-			
Total Charge: \$ 0.00		4:	11 💌 🔑		<i>P</i>	<i>"</i>			-+			
						Total Charge:	\$ 0.00					
					Cancel	Save				~		

- Step 6: Enter category name.
- **Step 7:** Enter name of template.
- Step 8: Enter template details.
- Step 9: Click the "Save" button.

Real Time Claims Estimation/Adjudication									
Get Started Create Claim/Estimate History Search Administration									
Outpatient Physician Bookmarks									
Physician Template Group Set up Physician Categories, Template          Category Template       Category Template         Claim templates can be set-up for f       Step 6: Name Category         Search for Claim Template       Category: New Category >>>         Search for Claim Template       Category: New Category >>>         Name       Category: New Category >>>         Place of       P1* & Modifiers 1-4         Place of       P1* & Modifiers 1-4      <	Button								

The template has been saved as shown below. The icons under the Actions column allow you to view, edit, copy or delete the template. If you hover your cursor over the icons, you will see the name of each icon.

Real Time Claims Estimation/Adjudication									~
Get Started Create	Claim/E	stimate	History Search	Administration					
Outpatient Physicia	n Book	kmarks							
Physician Temp	late Gro	oups							
Set up Physician Categ	ories, Te	mplate Ty	pes to manage Ph	ysician Estimates.					
Category Templat	e								
Claim templates can be Use the options below	set-up f v to sear	or freque	ntly used services existing claim tem	and loaded into a new claim or estimate. plate to view or modify. Click the "Create Ne	w" button to create a new claim ter	np/			
Create	Hover your curso								sor
Search for Clai	m Temp	lates				ove	r icon	to se	e the
Name Category Show Only:									
Saved Templates modified by me Search available action									1
1 Protessional Claim Ts plates Found									
Name Des	cripti	n	Category	Last Modified	Provider Id	Actions			
Fluvirin			Fluvirin	10/16/2012 1:52 PM by null, null	Group Level Only	🔍 🖓 (	s 🥝		

### How to use the templates:

Follow steps 1 – 7 on pages 3 and 4 of this quick reference guide.

Step 10: Instead of entering the line item information, click the "Use Template" button to select your previously saved template.

Referring Provider (Optional): (none selected)										
atient Account No:										
ndica	ates required in	formation								
Pric	or Authorizatio	on or Ref	ferral Number (	Option	al)					
Pati	ient's Conditio	n Impac	t on Estimate (	Option	al)					
dica	al Claim Detail	s: New								
edical Claim Details: New Step 10: Click "Use Template" Button										
10100	Use Template		Step 10:	: Cli	ck "Use Ten	nplate" Button				
4 (1)	Use Template Date of Servi	Ce from*	Step 10: Date of Serv	Clio	ck "Use Ten	nplate" Button	ŀ	Diagnosis*		CI
# 1:	Use Template Date of Servi 10/16/2012	ce from*	Step 10: Date of Serv 10/16/2012	ice to*	ck "Use Ten Place of Service"	nplate" Button	 ] <i>,</i> , E	Diagnosis*	<i>.</i>	Cl
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# 1: 2: 3:	Use Template           Date of Servi           10/16/2012           10/16/2012           10/16/2012	ce from*	Step 10:           Date of Servi           10/16/2012           10/16/2012           10/16/2012	Clice to*	Place of Service 11 V & 11 V & 11 V & 11 V &	nplate" Button	• ]	Diagnosis*		ci
# 1: 2: 3: 4:	Use Template Date of Servi 10/16/2012 10/16/2012 10/16/2012 10/16/2012	ce from*	Step 10: Date of Servi 10/16/2012 10/16/2012 10/16/2012 10/16/2012	Clic ice to*	Ck "Use Ten Place of Service" 11 V & 11 V & 11 V & 11 V & 11 V &	nplate" Button CPT/HCPCS* Modifiers 1-4		Diagnosis*  Diagnosis*  Diagnosis  Diagnosis Diagn		
# 1: 2: 3: 4:	Use Template Date of Servi 10/16/2012 10/16/2012 10/16/2012 10/16/2012 Save As	ce from*	Step 10:           Date of Servi           10/16/2012           10/16/2012           10/16/2012           10/16/2012	Clic ice to*	ck "Use Ten Place of Service" 11 v & 11 v & 11 v & 11 v &	nplate" Button CPT/HCPCS* Modifiers 1-4	 ] & [ ] & [ ] & [ ] & [	Diagnosis*  Diagnosis*  Diagnosis  Diagnosis Diagn		
# 1: 2: 3: 4:	Use Template Date of Servi 10/16/2012 10/16/2012 10/16/2012 10/16/2012 Save As	ce from	Step 10: Date of Serv 10/16/2012 10/16/2012 10/16/2012 Click "Estim	ice to*	ck "Use Ten Place of Service" 11 V R 11 V R	nplate" Button CPT/HCPCS® Modifiers 1-4 CUPUPUPUPUPUPUPUPUPUPUPUPUPUPUPUPUPUPUP	l ] ♪ 〔 ] ♪ 〔 ] ♪ 〔 ] ♪ 〔 ] ♪ 〔 ] ♪ 〔 ]	Diagnosis*	P     P       P <td>CI</td>	CI
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# Step 11: Click the "Search" button.

+ Referring Provider (Opt	ional): (none selected)	^
	🖉 Load Claim Template - Windows Internet Explorer provided by BCBST	
Patient Account No:	A Load a Rhydician Claim Tomplato	
	Saarch far Bhysician Claim Template	
	Claim Template Name: Category:	
* Indicates required informati	ALL V Modified by me only	
+ Prior Authorization or R		_
+ Patient's Condition Imp	Step 11: Click "Search"	
Medical Claim Details: New		
Use Template		
# Date of Service from		Cl
1: 10/16/2012		_
2: 10/16/2012		
3: 10/16/2012		
4: 10/16/2012	Cancel	
Save As	rge:	
	dication.	
	<u> </u>	
	Estimate is for estimation purposes only and may not reflect actual costs at time of service.	

All saved templates will display as shown below:

### Step 12: Select template Step 13: Click "Use Selected"

Referring Provider (Op	tional): (none sele	cted)				
atient Account No:	Load Claim Ten	nplate - Windows Physician Clain	Internet Explor n Template	er provided by BCBST		
	Search for P	hysician Claim Te	emplate			
Indicates required informat	Claim Template	e Name:	Category:	Modified by me only		
Prior Authorization or F						
Patient's Condition Imp	Name	Description	Category	Last Modified	View	
ledical Claim Details: Nev	• Fluvirin		Fluvirin	2012-10-16 13:52:13.173 by null, null		
Use Template	top 12: Sol	oct tompla	to			
# Date of Servic	tep 12. 3ei	ectiempia				
1: 10/16/2012						<b>.</b>
2: 10/16/2012						₽
3: 10/16/2012						<b>.</b>
4: 10/16/2012		-				
10/10/2012		L	Cancel	Vise Selected		Ψ
Save As						hae:
				Step 13: Click "U	se Select	ted" Butto
	2					- and a second sec

The line-item details are populated based on the information saved on the chosen template. **Note:** You do not have to enter all of the fields on the template form. Some providers like to use the templates, but prefer to add the Diagnosis code individually onto the RTCA claim form. In this scenario, the provider would save the template without having a Diagnosis code on the form.

**Important:** You may need to change the date of service on a claim where a template is used. Templates are saved without dates of service added, and the claim form always defaults to current date. If using RTCA to submit a claim, you will need to verify the correct date of service before clicking the "submit" button.

* Indicates required information										
+ Prior Authorization or Referral Number (Optional)										
+ Patient's Condition Impact on Estimate (Optional)										
Predical Claim Details: New										
G Use Template										
# Date of Service from* Date of Service to* Place of Service* CPT/HCPCS* Modifiers 1-4 Diagnosis* Ch	arg									
1: 10/16/2012 🗓 10/16/2012 🗓 01 🗸 🖉 90658 🖉 🛡 V0481 🎤 🛡 25.00										
2: 10/16/2012 🗓 10/16/2012 🗓 01 🗸 🖉 G008 🖉 🛡 V0481 🎤 🛡 20.00										
3: 10/16/2012 🗓 10/16/2012 🗓 11 🗸 R 🛡 🦯 R 🐺										
<sup>4</sup> : 10/16/2012 <sup>1</sup> 10/16/2012 <sup>1</sup> 11 <b>№</b>										
Save As Total Charge: \$4										
Click "Estimate Liability" to view the estimated patient liability or "Claim Submission" to send final claim for adjudication.										
Cancel										
Estimate is for estimation purposes only and may not reflect actual costs at time of service.										
Real Time Claims Estimation/Adjudication - 10/16/2012 2:06 PM Disclaimer										



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