Claim and Encounter Process Flow

Legend:
- Provider
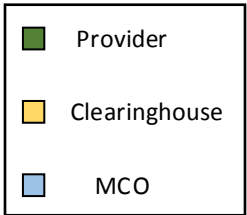- Clearinghouse
- MCO

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 → Claim passes to the MCO system

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

Claim passes to the MCO system:
- **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)

MCO IMC_mf102018