MSI File Submission Steps

1. Visit -> **Create Submission File** -> Doctor #1
2. Visit -> MSI Communications -> **Send MSI Service Encounter**
3. Visit -> **Reconcile Remittance File**

   *   If the Remittance Report is printed, repeat steps 1-3 for next doctor.
   ** If the Remittance is not ready yet, repeat steps 4-6 until it is printed.

4. Wait 30 - 60 minutes.
5. Visit -> MSI Communications -> Receive MSI Adjudication
6. Visit -> Reconcile Remittance File

Deleting a Claim that has been PAID $0.00

When MSI returns a claim marked as PAID but with $0.00, they require you to send in a claim with a delete action code to remove it from their system before you can send in any more claims for that patient. Here are the steps to follow once MSI has returned a claim PAID $0.00:

1. In VisionWare, go to "Visit Entry" and select the appropriate patient. Click the "Previous Visit Entry" button.
2. If the current claim being shown is not the PAID $0.00 at the bottom, use the "Previous Claim" button on the toolbar to find the appropriate claim.
3. Go to the "Edit" dropdown menu at the top and select "Resubmit Claim".
4. A new copy of the claim will be created. In the "Action Code", type the letter "D" and press the <enter> key.
5. Press the "Save" button on the toolbar. The delete request claim is now ready and waiting for your next submittal.
6. Once you "Create the Submittal", the claim will appear on your Submittal Report with a "D" after the sequence number to indicate it is a delete request.
7. After the MSI Service Encounter and Reconciling the Remittance, the claim should appear on your "Remittance Report" under the section "Differences Between Amount Claimed and Paid" if the delete request was successful.
8. The delete process is complete. You can now enter a brand new claim for the patient with the original visit date to send to MSI to be paid correctly.