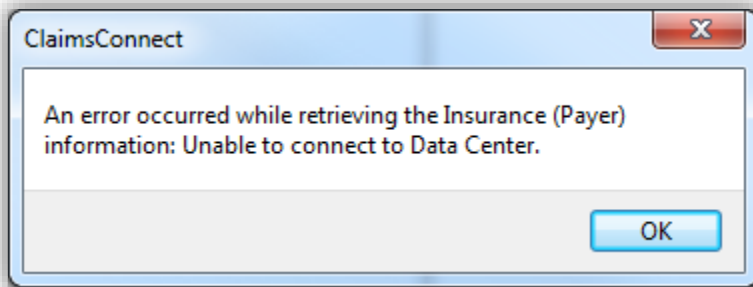


Unable to Connect to Data Center in ClaimsConnect

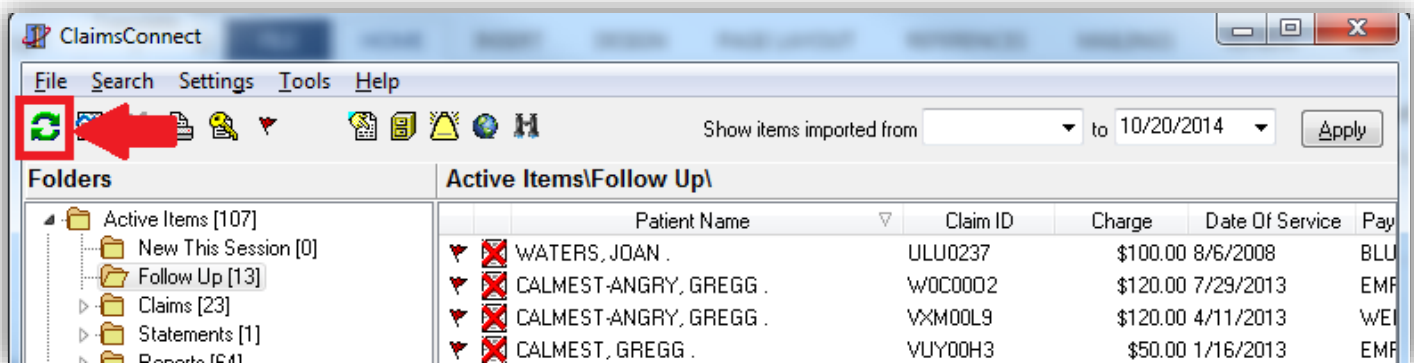
If you receive the following error when attempting to send claims, please follow the steps listed below to *avoid duplicate claim submissions and the resulting charges*.



This error is typically caused by internet connection issues. If you are able to successfully access the internet, please follow the steps below.

Once you are able to connect to the internet, you will need to finalize the sending process. It is important to note that you do not need to resend the claims from Helper, as the claims have already been moved to ClaimsConnect. **Resending through Helper will cause duplicate claims.** You can view the claims waiting to submit in ClaimsConnect by going to Active Items>Claims>Unsubmitted.

1. Open the ClaimsConnect software.
2. Click on the Send/Receive button. (The 2 green arrows forming circle in the upper left corner indicated by the red box). This will successfully transmit the claims that were being held.



3. After clicking on the Send/Receive Update Results window will appear. It will inform you of the claims that have been submitted and what has been received. All of this information can be viewed in greater detail in the New This Session folder.

If the issue persists and you are able to successfully connect to the internet, please call our support department at 1-800-343-5737 (option #1.)