Electronic Insurance Claim (eClaim) – Workflow Steps

The steps in the eClaim workflow process are shown below. Those highlighted in green are mandatory, the rest being optional.

Workflow step	Party involved
1. Starting a new Claim	Practice Management System (PMS)
2. Initiating an Attachment (to accompany the claim)	PMS
3. Uploading the Claim	PMS
4. Uploading the Attachment	PMS
5. Downloading the Claim	Insurance Company System
6. Confirming Claim download	Insurance Company System
7. Downloading the Attachment	Insurance Company System
8. Confirming the Attachment download	Insurance Company System
9. Sending a query (question)	Insurance Company System
10. Downloading the query	PMS
11. Sending a reply to the query	PMS
12. Downloading the reply	Insurance Company System
13. Cancelling (nullifying) a Claim	PMS
14. Acknowledging the Claim nullification	Insurance Company System
15. Setting the Status of the Claim (to processing, settled or declined)	Insurance Company System
16. Acknowledging the Claim as Settled or Declined.	PMS