

How do I process claims if the internet is down?

Internet claims processing is a very dependable technology, but there can be times that your internet service is down. In those situations, you have the ability to enable the backup modem dialing feature.

Simply follow the steps below:

- From the Main Pharmacy Menu, press F1 – Master File
- Press f1 – Site Parameters
- Press f1 – Rx Parameters

Scroll down and uncheck the line titled “CLAIM OPTIONS – Use NDC eClaim?”

When your internet service has been restored, simply check this option to start sending claims over the internet again.