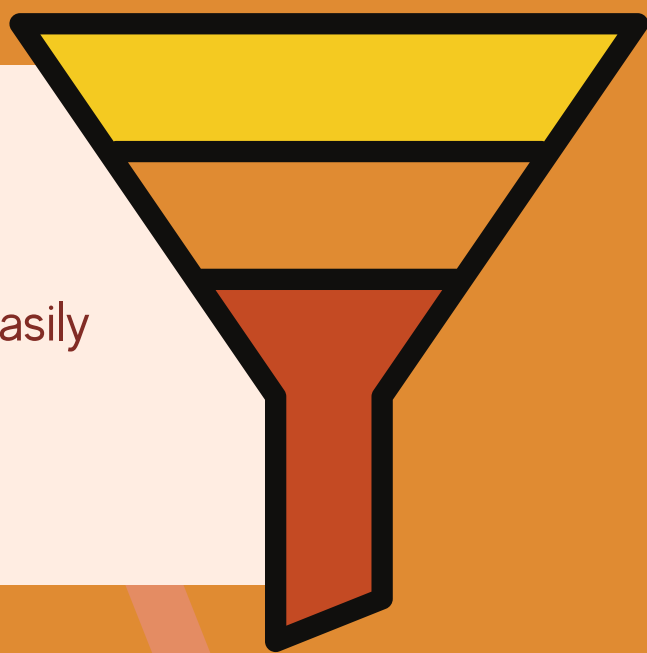


OUTSTANDING INSURANCE CLAIMS

Use these tips to effectively manage outstanding insurance claims in Open Dental using the [Outstanding Insurance Claims Report](#).

APPLY FILTERS

Filter the report by date range, treating provider, insurance carrier, and more to easily shorten the list of insurance claims or preauthorizations shown.



ASSIGN USERS

From within the report, assign specific users to follow up on specific claims. This can help prevent multiple users from following up on the same claim and doubling your workload.

CUSTOM CLAIM TRACKING

Create and use Custom Claim Tracking statuses to note the status of claim staff have followed up on that have not yet been received. The report can be filtered by these statuses for easier follow-up.



ZERO OUT CLAIMS

If you have multiple claims on the Outstanding report that insurance denied. These can easily be received with \$0 payment and write-offs by selecting the claims and clicking **Zero Claims**