1) Open your web browser, go to www.mytransactrx.com

Note: All users must have their own Login ID and Password. If you do not have one please request that your administrator contact TranactRx to obtain one for you.
Home Page Pointers:

- **Customer Service** phone number will always be printed to the top right hand corner of your screen.
- **Customer Account Number** will always be located below the customer service phone number.
2) Billing a Medical Claim

Click on Menu \(\Rightarrow\) Medical Claim \(\Rightarrow\) Enter Encounters
3) **Enter Patient Demographics** — You can use the “patient lookup” feature to locate a patient previously entered. If your patient is new click on “New Patient”
4) **Provide Patient Information** — all fields identified in red are required fields

*Note:* Primary Medicare Insurance defaults to “Medicare part B”. If the patient is insured by Medicaid or a Commercial plan user must select “Caid/Comm” radio button. (picture on the right displays “Caid/Comm options available)
5) **Check Eligibility** — after providing the patient information demographics click on “check eligibility” to confirm if the patient is currently insured by the plan identified. The user will see a pop up window that displays one of the following: “Eligibility Successfully Verified” or “Unable to Verify Eligibility”.

*Note:* Override feature should be used with caution. If you click on “override” you are overriding the eligibility logic built into the system and will likely **not** get reimbursed for the service billed.
6) **Select the Visit Type, Provider and Service Date** - verify the defaulted data for accuracy or your reported service. If you are backbilling, remember to change the default date of service.
7) Add Immunization — click on “add immunization”. The “Immunization Detail” window will pop up, provide all required fields.

Click on “Save” if you only provided 1 immunization. Click on “Save and New” if you have more than one immunization to report.

Note: For a complete immunization record provide all fields (recommended). However not all fields are required, required fields are as follows:

- Product Funding
- Vaccine
- Counseling Provided
- Billed Product
- Billed Admin
8) Finalizing and Submitting Claims – The screen below is displaying the information you have provided for billing. It will itemize the number of immunizations you have reported. If the information appears to be correct and you are ready to submit your claim for billing click on finalize ➔ Submit Claims
9) **Confirmation** — after the claim has been **finalized** and **accepted for billing** you should see confirmation of this as shown below. The user should now **click on “Done” or “New Encounter”**

**Billing Status:**
If claim “**Rejected**” click on the word “rejected” and the response information will detail why we were unable to bill the claim. Contact customer service if further assistance is necessary.

*(See reject sample below)*
10) **Immunization Record** — if you would like to print an immunization record for your records or to give to your patient you may **click on “immunization record”**. This immunization record will capture ALL of the immunizations for ALL dates of service you have entered into TransactRx for this patient.