

Descriptions of Incedo Provider Portal (IPP) Claim Statuses

Quick Reference Guide

The below descriptions of claim statuses are intended to supply providers with a better understanding of the disposition of their claim.

Incedo Claim Header Statuses:

- **Completed:** Claim, as a whole, has completed all processing. All detail lines are either paid, denied, rejected, voided, or accepted.
- **In-process:** Claim, as a whole, has not been fully processed and has not been adjudicated. The claim service lines could have a mix of statuses (i.e. approved, pending, denied or a single status of “approved”). This replaces the status ‘multiple’.
- **Not Adjudicated:** Claim has been received and processed by the electronic claim process, but exceptions have been found that require further analysis.
- **Received:** Claim has been received, but not yet processed by Incedo’s electronic claims process.
- **Rejected:** Claim, as a whole, has been rejected and will not be adjudicated.
- **Voided:** Claim, as a whole, has been voided and will not be adjudicated.