

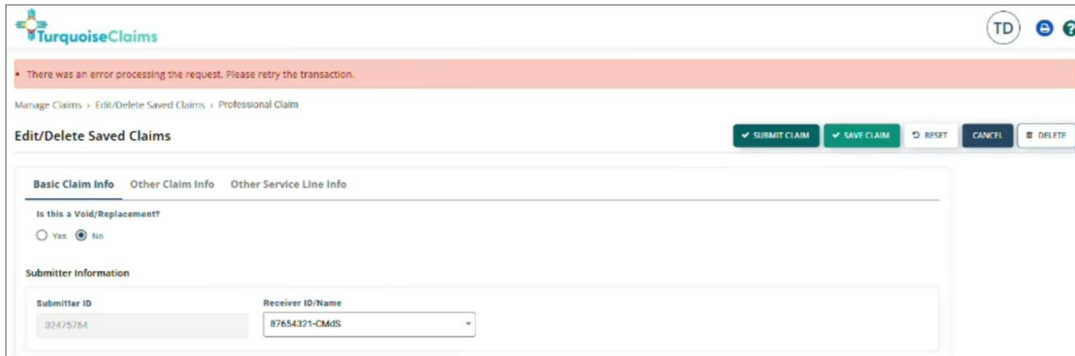
# Turquoise Claims System Claim Submission Error Message

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## Claim Submission

### Overview

After submitting a claim, the system may continue processing (spinning) and then display the following message: *"There was an error processing the request. Please retry the transaction."*



### Why This Occurs

This may happen due to a temporary system issue.

### Solution

**Do not resubmit the claim until you check Claim Status Inquiry.** Submitting the claim again may cause duplicate claims. In most cases, it has already been successfully submitted and adjudicated.

Before resubmitting the claim, do the following:

Step	Instructions
1	On the Claim Status Inquiry menu, click Status Inquiry.
2	On the Claims Status Inquiry page, enter the following search criteria to locate the claim. <ol style="list-style-type: none"> <li>a. Member ID</li> <li>b. Service Begin Date</li> <li>c. Service End Date</li> </ol>

To conduct a claim inquiry, please enter the TCN or the following combination of Member ID, Member Last Name, and Member Date of Birth and Dates of Services. Entering date range with Member information criteria will return a list of all the claims matching the search criteria. A maximum of 100 results will be returned; if necessary, refine your search by entering additional search criteria.

**Billing Provider ID**

Please enter either a TCN or a Claim Service Period Begin Date range with Member information criteria. Claim Service Period Begin Date applies to the earliest date of service on the claim. If no End Date is entered, the End Date will be either today's date or one year forward from the Begin Date entered (whichever is less).

**Claim Information**

TCN  Claim Service Period Begin Date  Claim Service Period End Date  Patient Account Number  Prescription Number

Type Of Bill  Total Claim Charge Amount  Claim Status

**Service Line Information**

**Member Information**

Member ID  Last Name  First Name  MI  Suffix

Date Of Birth  Gender

3	Review the search results.
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If	Then
Claim appears in the search results.	It was successfully adjudicated and a TCN is generated.
Claim does not appear in the search results.	Contact Support and provide the following information. <ul style="list-style-type: none"> <li>Member ID</li> <li>Service Dates</li> <li>Date and Time of Submission</li> <li>Screenshot of the Error Message</li> </ul>