

From a denied claim to money in the bank, one claim at a time

Owedex sorts every open claim by what clears it (fix, attach, call, appeal...), explains the denial in plain English, writes the letter, and tracks the claim until it's paid.

Sorted for you

Groups like Fix & resend and Send attachments, best claims first, with each claim's chance of payment.

The letter, written

From the denial reason, the claim and your office. You read it, edit it and approve it.

Tracked until paid

Ready to send → Waiting on insurer → Done. The money you record goes into Results.

Before you start: create your free account at app.owedex.com (Guide 0, about 2 minutes). You land in Owedex's demo office, **Bluebonnet Family Dental (made up)**. Every patient, claim and dollar in it is made up, so you can try everything without your own data.

The pictures were taken on Wednesday, October 7, 2026. The demo's dates move with today's date, so your dollar amounts and dates will be different. The steps and screens are the same.

In this guide

- 1 . Open the Work queue
- 2 . Pick a claim
- 3 . Draft the letter
- 4 . Approve it
- 5 . Mark it sent
- 6 . Record the payment
- 7 . Paid

1

Click **Work queue** in the left menu. The tabs follow a claim through its life: **To do** , **Ready to send** , **Waiting on insurer** , **Done** . The chips group To do by what clears each claim.

Owedex · Work a claim from denial to paid · made-up demo data · app.owedex.com

2

Pick a claim

Click the **Fix & resend** chip, then the first claim. On the right: the chance of payment and why, a claim check, the denial in plain English, the fix, and what to have ready.

MCNA DENTAL (TEXAS MEDICAID)

Lucas R. • D2740

Service date Jul 16, 2026

Needs work

80%
chance of payment

Worth working
Worth \$486 • about 6 min • \$4,860 per hour of work

- 80% of "missing or incorrect information" claims are typically collected when worked
- Deadline in 12 days moves it up

Claim check

- ✓ Insurer still owes money
- ✓ Inside the filing limit • 12 days left (default limit; verify with the insurer)
- ✓ This insurer is the one that pays first
- ✓ Coverage active on the service date
- ✓ Not a duplicate
- ✓ Plan maximum not reached

Based on typical collection rates until your own results come in; it sharpens with every claim you finish. An estimate, not a promise. Minutes are estimates.

In the picture: **MCNA Dental (Texas Medicaid) • Lucas R. • D2740**, denied **CO-16, missing or incorrect information**, an 80% chance of payment.

3

Draft the letter

Scroll down in the claim and click **Draft the letter** (or press **D**). Owedex writes it from the denial, the claim and your office details. You can edit the text right in the box.

Corrected claim letter Written from Owedex's rules · nothing is sent until approved

MCNA Dental (Texas Medicaid)
Claims Reconsideration / Appeals

Re: Patient Lucas R. · Date of service 07/16/2026 · D2740 · Billed \$1,350.00 ·
Amount outstanding \$607.50

The claim above was denied for missing or invalid information. Enclosed is a corrected claim with the required information completed. Please reprocess it for payment.

Please contact our billing office with any questions.

Sincerely,

Billing Office

Approve **A**

Approving records your name and the time in the activity log.

Nothing is sent until you approve it. If a letter needs something only you know, Owedex leaves a [blank] in square brackets, and **Approve** waits until you fill it in.

4

Approve it

Click **Approve** (or press **A**). Your name and the time go into the activity log, and the queue moves on to the next claim. The approved one waits under **Ready to send**: open that tab and click the claim to see it.

Corrected claim letter Written from Owedex's rules · nothing is sent until approved

MCNA Dental (Texas Medicaid)
Claims Reconsideration / Appeals

Re: Patient Lucas R. · Date of service 07/16/2026 · D2740 · Billed \$1,350.00 ·
Amount outstanding \$607.50

The claim above was denied for missing or invalid information. Enclosed is a corrected claim with the required information completed. Please reprocess it for payment.

Please contact our billing office with any questions.

Sincerely,

Billing Office



Approved just now by You (demo). Print or fax it with the attachments, or upload it on the insurer portal.

Print

Copy

Mark sent

From here, **Print** it or **Copy** it to fax with the attachments, or upload it on the insurer's portal.

5

Mark it sent

Click **Mark sent** . The claim moves to **Waiting on insurer** .

MCNA DENTAL (TEXAS MEDICAID)

Sent

Lucas R. • D2740
Service date Jul 16, 2026

80%
chance of payment

Worth working
Worth \$486 · about 6 min · \$4,860 per hour of work

- 80% of "missing or incorrect information" claims are typically collected when worked
- Deadline in 12 days moves it up

Claim check

- ✓ Insurer still owes money
- ✓ Inside the filing limit · 12 days left (default limit; verify with the insurer)
- ✓ This insurer is the one that pays first
- ✓ Coverage active on the service date
- ✓ Not a duplicate
- ✓ Plan maximum not reached

Based on typical collection rates until your own results come in; it sharpens with every claim you finish. An estimate, not a promise. Minutes are estimates.

6

Record the payment

When the insurer pays, open the claim under **Waiting on insurer** , type the amount from the EOB and click **Record payment** . Less than the full amount keeps the rest open.

Did the insurer pay?

Record the amount from the EOB or payment file. It goes into Results with this claim. Less than \$608 keeps the rest open.

Record payment**Denied again: reopen**

In the picture: **\$607.50**, the full amount still owed.

7

Paid

The claim is marked **Paid** and moves to **Done**. The money appears in **Results** with this claim (Guide 7).

MCNA DENTAL (TEXAS MEDICAID)

Paid

Lucas R. • D2740
Service date Jul 16, 2026

Nothing owed

chance of payment

Claim check

- ✗ Insurer still owes money
- ✓ Inside the filing limit · 12 days left (default limit; verify with the insurer)
- ✓ This insurer is the one that pays first
- ✓ Coverage active on the service date
- ✓ Not a duplicate
- ✓ Plan maximum not reached

Based on typical collection rates until your own results come in; it sharpens with every claim you finish. An estimate, not a promise. Minutes are estimates.

FIX & RESEND
C0-16 Missing or incorrect information
The fix: Correct the missing field (tooth, surface, subscriber ID, NPI) and send

How Owedex works this out

- The chance of payment starts from typical collection rates for each denial reason. It sharpens with your own results as you finish claims. It's an estimate, not a promise.
- Filing deadlines use common default limits marked “verify with the insurer”. Owedex never invents an insurer's rules.
- Keyboard: J and K move between claims, D drafts, A approves.