BRIDGES Bulk Approval Job Aid

This job aid describes the new process for approving and disapproving pending service logs for family training and service coordination. The Bulk Approval feature has been designed to expedite the approval/denial process for Agency Administrators of service coordination provider agencies.

**Bridges Bulk Approval Process**

1. When logged into BRIDGES as an Agency Administrator, select the *Bulk Approval Claims* button from the dashboard.
2. All pending claims (billable service logs) for T1016, T1018, and T1027 can be found on the bulk approval screen.

3. To process pending claims, complete the following steps:

   A. Select provider from the dropdown.
      - Claims will be sorted by provider in this report. It will be necessary to individually select each service coordinator in order to see the agency’s claims for the children they serve.

   B. Select desired date range.
      - The range is based on service log entry date. The report defaults to the last 30 days but can be modified to display up to the past 365 days.

   C. Click the Display Claims button.
      - All pending claims in the chosen date range for the selected provider should be displayed.

DO NOT click the “bulk approve” button until you are ready to approve all claims!
Once the bulk approve button is clicked, all claims not marked “disapproved” will be approved.
4. Beside each service log, there will be Approve or Disapprove buttons. Agency Administrators may approve, disapprove or bulk approve claims.

A. Approve – To approve claims, the Agency Administrator can either select the “approve” button or leave both the “approve” and “disapprove” buttons blank. 
   - After the list has been reviewed, they should click the “bulk approval” button.
   - Any services that are not marked “approve” or “disapprove” will be approved.

B. Disapprove – if service logs have errors, such as, an incorrect date of service, incorrect time, entered under the wrong child, wrong service was chosen (Special Instruction instead of Service Coordination), the pending claim should be disapproved.
• Claims that are disapproved will not be paid. If the service log had any of the above-mentioned errors and was disapproved, the service coordinator will need to re-enter the service log with the correct information in order to receive payment. The Agency Administrator or Service Coordinator should contact the Helpdesk to have the disapproved service logs deleted!

C. The claims will drop to the History section at the bottom of the screen.

5. Repeat this process for each Service Coordinator in the Agency.