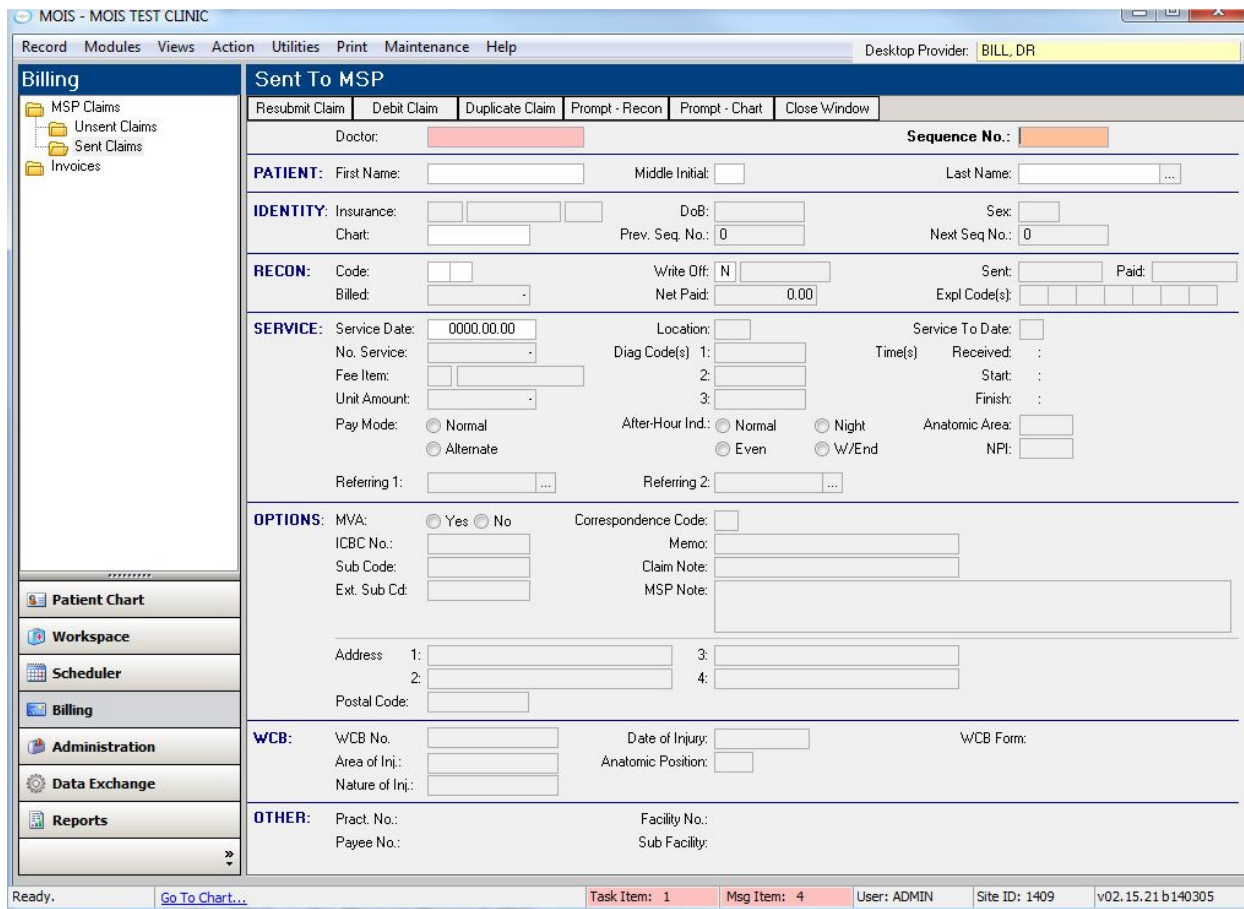


How to Resubmit Claims

Rejected, Failed or Unpaid Claims:

If claims have been sent to MSP and have been returned as Rejected, Failed, or Unpaid, you will then need to resubmit these claims, edit/correct them and then resend the claims to MSP.



1. Go to the Billing Module – the 4th module down on the bottom left-hand side of the screen.
2. Go to Sent Claims on the left-hand side of the tree view.
3. If you know the sequence number of the claim(s) you wish to fix, enter in the sequence number in the required field at the top of the page, then hit F4, and it will filter to the claim that corresponds with that sequence number.
4. If you are unsure of the sequence number(s), search for the Failed or Rejected claims simply by bringing your cursor to the Recon area, clicking in the second Code box, and pressing F4.
5. This will populate a new window full of the Failed and/or Rejected claims.

Advanced Lookup Service

MSP Sent Claim List

R1	R2	WO	Service	Diag	Fee	Ins	Billed	Paid	Last Name	First Name	M	Doctor	E1	E2	E3
>		U	N	2007.02.05	7862	16100	BC	33.23	- WILSON	GEORGE		ALICE, DR			
		U	N	2007.09.16	250	18100	BC	37.57	- MOUSE	MICKEY		BILL, DR			
		U	N	2010.03.06	78079	15300	BC	31.79	- BUMSTEAD	DAGWOOD		BILL, DR			
		U	N	2010.03.08	71790	16100	BC	33.23	- WILSON	GEORGE		BILL, DR			
		U	N	2011.04.07	78903	00100	BC	28.90	- COCHRANE	AGNES		BILL, DR			
		U	N	2011.04.08	78900	15300	BC	31.79	- BOOP	BETTY		DR. MOIS			
		U	N	2011.04.12	840	00100	BC	28.90	- BUMSTEAD	ALEXANDER		BILL, DR			
		U	N	2011.04.12	840	14091	BC	28.90	- BUMSTEAD	BLONDIE		BILL, DR			
		U	N	2011.04.12	840	00100	BC	28.90	- BUMSTEAD	ALEXANDER		BILL, DR			
		U	N	2011.04.14	840	00100	BC	28.90	- SAILOR	POPEYE	T	BILL, DR			
		U	N	2011.05.17	840	00100	BC	14.45	- ADAMS	DILBERT		ALICE, DR			
		U	N	2011.06.20	250	00100	BC	28.90	- ARBUCKLE	JON		BILL, DR			
		U	N	2011.06.21	250	00100	BC	28.90	- ADAMS	DILBERT		BILL, DR			
		U	N	2011.06.21	250	16100	BC	33.23	- ANDREWS	ANNE		BILL, DR			
		U	N	2011.06.21	250	00100	BC	28.90	- ADAMS	DILBERT		BILL, DR			
		U	N	2011.06.23	250	15300	BC	31.79	- BOOP	BETTY		BILL, DR			
		U	N	2011.07.29	V762	16100	BC	33.23	- ANDREWS	ANNE		BILL, DR			
		U	N	2011.07.29	7879	00100	BC	28.90	- KEANE	BILLY		BILL, DR			
		U	N	2011.07.29	460	17100	BC	36.12	- ANDREWS	BILL		BILL, DR			
		U	N	2011.07.29	95901	00100	BC	28.90	- ANDREWS	CATHY		BILL, DR			
		U	N	2011.07.29	7280	00100	BC	28.90	- ARBUCKLE	JON		BILL, DR			

List by reconciliation code(s), sent date and internal id.
 NOTE: The Check Box in the FILTER section is used to include (if checked) or exclude (not checked) the RECON CODE 1 from the filter. Since a 'BLANK' value is a valid entry, MOIS needs to know when the user wants to search for ALL RECON CODE 1 values. By unchecking this box, MOIS will search for ALL values of the RECON CODE 1.

Home PgUp Ok Cancel PgDwn End

- Put an "F" or an "R" into the R2 filter column to filter out the Failed or Rejected claims and press enter.
- Select the claim you wish to edit, hit enter and this will bring you back to your Sent Claims window with all of the necessary fields populated.
- If you are unsure why the claim was failed or rejected, look to the right of the page at the Expl Code(s) field. Here there will be one or more sequences of numbers relating to why the claim was sent back.

Sent Claim Detail

MSP Claim Explanation Codes

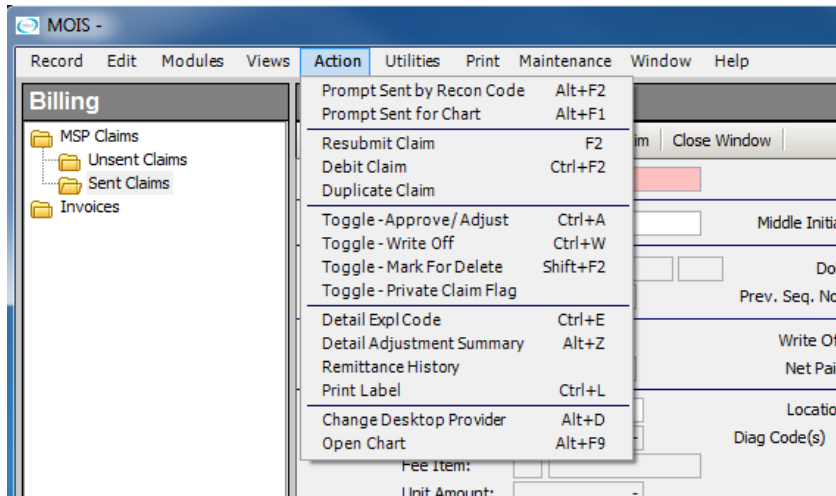
CODE	DESCRIPTION
KD	THIS SERVICE DOES NOT MEET CRITERIA FOR FEE ITEM BILLED.

Ok

- Press CTRL+E to open the Sent Claim Detail window, which provides descriptions of the explanatory codes.
- After you know why the claim was sent back, press the Resubmit Claim button at the top of the window. MOIS will prompt you and ask 'Would you like to resubmit the current claim?'. Select Yes to bring you back to the Unsent Claims window, with the patient's information populated.
- The information that needs to be corrected will be shown in red. Enter in or edit the information you need to make this claim correct and save the claim (press Save at the top of the page or F2).

12. After the claim has been saved, it is then moved into your Complete Unsent folder and will remain there until you send your next transmission.
13. You can make edits as needed when your claim is in the Complete Unsent folder. Nothing is final until you do your transmission. Double click the Complete checkbox in Claim Status or press CTRL+F4 to view your Complete Unsent folder and mark claims as complete so that they are transmitted to MSP.

Delete Claims:



1. Open the Billing module.
2. Select the Sent Claims folder.
3. Press Shift+F2 or navigate to the Action toolbar and select Toggle – Mark for Delete.
4. This will put a D in Recon Code 1.
5. Do **not** press F2 to save the action after selecting this option, as the claim is automatically saved. F2 will resubmit the claim.

Write-Off Claims:

1. Open the Billing module.
2. Select the Sent Claims folder.
3. Press CTRL+W or navigate to the Action toolbar and select Toggle – Write Off.
4. This will put a Y in the Write Off field.
5. Do **not** press F2 to save the action after selecting this option, as the claim is automatically saved. F2 will resubmit the claim.

Using the Claim Review Wizard:

The Claim Review Wizard allows you to resubmit batches of Failed or Rejected claims, instead of resubmitting them individually.

1. Navigate to the Billing module.
2. Open the Sent Claims folder.
3. Navigate to the Utilities menu on the toolbar and select 'Claim Review Wizard'.

Choose claims that match:

Claim Sent Date:

Ignore Sent Date

Sent in the last [] day(s)

Sent date after []

Sent date before []

Sent date between [] and []

Service Date:

Ignore Service Date

Service in the last [] day(s)

Service date after []

Service date before []

Service date between [] and []

Reconciliation Codes:

Include ALL R1 codes:

R1 Code(s): Claims with these codes
 Claims without these codes

R2 Code(s): Claims with these codes
 Claims without these codes

Included Written Off Claims.

Other Parameters:

Explanatory Code(s): Seperate additional codes with commas.

Fee Code(s): Seperate additional codes with commas.

Diagnosis Code(s): Seperate additional codes with commas.

Doctor: Use * for wildcald search

Last Name: Use * for wildcald search

Payee No.:

Continue Cancel

4. Enter in either the Claim Sent Information or the Service Date information.
5. Enter the Reconciliation Code that you are looking for. You can also enter Other Parameters at the bottom.
6. Press 'Continue'.

R1	R2	W/O	Last Name	First Name	Doctor	Exclude	
>		U	N	ADAMS	DILBERT	ALICE, DR	<input type="checkbox"/>
		U	N	ADAMS	DILBERT	BILL, DR	<input type="checkbox"/>
		U	N	ADAMS	DILBERT	BILL, DR	<input type="checkbox"/>
		U	N	ADAMS	DILBERT	BILL, DR	<input type="checkbox"/>
		U	N	ADAMS	DILBERT	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	ANNE	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	ANNE	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	ANNE	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	ANNE	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	BILL	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	CATHY	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	CATHY	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	CATHY	BILL, DR	<input type="checkbox"/>
		U	N	ANDREWS	IRVING	BILL, DR	<input type="checkbox"/>
		U	N	ARBUCKLE	JON	BILL, DR	<input type="checkbox"/>
		U	N	ARBUCKLE	JON	BILL, DR	<input type="checkbox"/>
		U	N	BOOP	BETTY	DR. MOIS	<input type="checkbox"/>
		U	N	BOOP	BETTY	BILL, DR	<input type="checkbox"/>
		U	N	BOOP	BETTY	BILL, DR	<input type="checkbox"/>
		U	N	BUMSTEAD	ALEXANDER	BILL, DR	<input type="checkbox"/>
		U	N	BUMSTEAD	ALEXANDER	BILL, DR	<input type="checkbox"/>
		U	N	BUMSTEAD	BLONDIE	BILL, DR	<input type="checkbox"/>
		U	N	BUMSTEAD	DAGWOOD	BILL, DR	<input type="checkbox"/>
		U	N	CAPP	BUSTER	BILL, DR	<input type="checkbox"/>
		U	N	COCHRANE	AGNES	BILL, DR	<input type="checkbox"/>
		U	N	HILDA	BROOM	BILL, DR	<input type="checkbox"/>
		U	N	HILDA	BROOM	BILL, DR	<input type="checkbox"/>
		U	N	KEANE	BILLY	BILL, DR	<input type="checkbox"/>
		U	N	MOUSE	MICKEY	BILL, DR	<input type="checkbox"/>
		U	N	MOUSE	MICKEY	BILL, DR	<input type="checkbox"/>
		U	N	MOUSE	MICKEY	BILL, DR	<input type="checkbox"/>

CLAIMS: 41

Resubmission Wizard... Close

7. Review the list of patients, excluding any claims that do not need to be resubmitted.
8. Press 'Resubmission Wizard'.

Resubmission Wizard

Change resubmitted claim value(s):

Select Item to Change	New Code
<input checked="" type="checkbox"/> Fee Code	<input type="text"/>
<input type="checkbox"/> Clarification Code	<input type="text"/>
<input type="checkbox"/> Submission Code	<input type="text"/>

Add Note

No Note
 Claim Note
 MSP Note

NOTE:
U claims will not be resubmitted (these will be automatically skipped)
H claims will not be resubmitted (these will be automatically skipped)
Previously resubmitted claims and marked for delete claims will not be resubmitted.

Continue Cancel

9. Enter the information that needs to be changed in order for these claims to be resubmitted.
10. Press 'Continue'.
11. You will be asked if you would like to submit, click 'Yes'.
12. A report will open allowing you to print what you've resubmitted.
13. Follow the regular steps taken to submit to MSP.