Washington | Medicaid

How to submit a corrected claim

Wellpoint

Rejected claims versus denied claims

- **A rejected claim is a claim that is sent back due to an error in the claim.** This could be due to an input error, incorrect data or data that does not match what the payer has on file.

- **Denied claims have been processed and adjudicated but are denied and deemed unpayable.** The denial could be for a number of reasons.

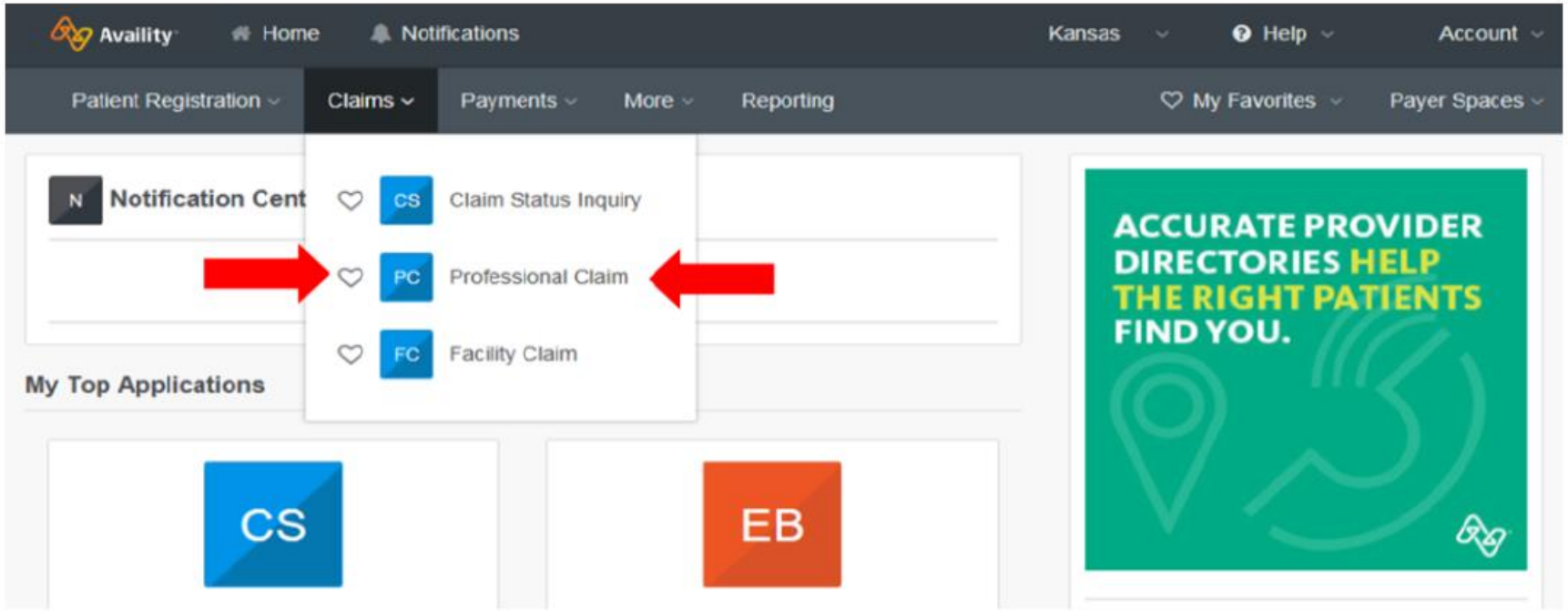
- When a claim has been rejected (in other words, it has not been adjudicated), you may resubmit the claim. To resubmit the claim, simply create a new claim and resubmit it in Availity or with your preferred clearinghouse.

When to submit a corrected claim

- A **corrected claim** is appropriate to submit when the provider made an error in the information initially submitted on a claim.
- Submitting as a corrected claim is not the same as resubmitting. **Resubmitting is simply creating a new claim** and submitting it through your preferred clearinghouse.
- If you resubmit a claim that has been denied, the new claim will be **denied as a duplicate claim**.
- Submitting a previously denied claim as a corrected claim will result in adjudication of the claim with the corrected information. **Submitting a corrected claim will replace the previously denied claim.**

Submitting a corrected claim

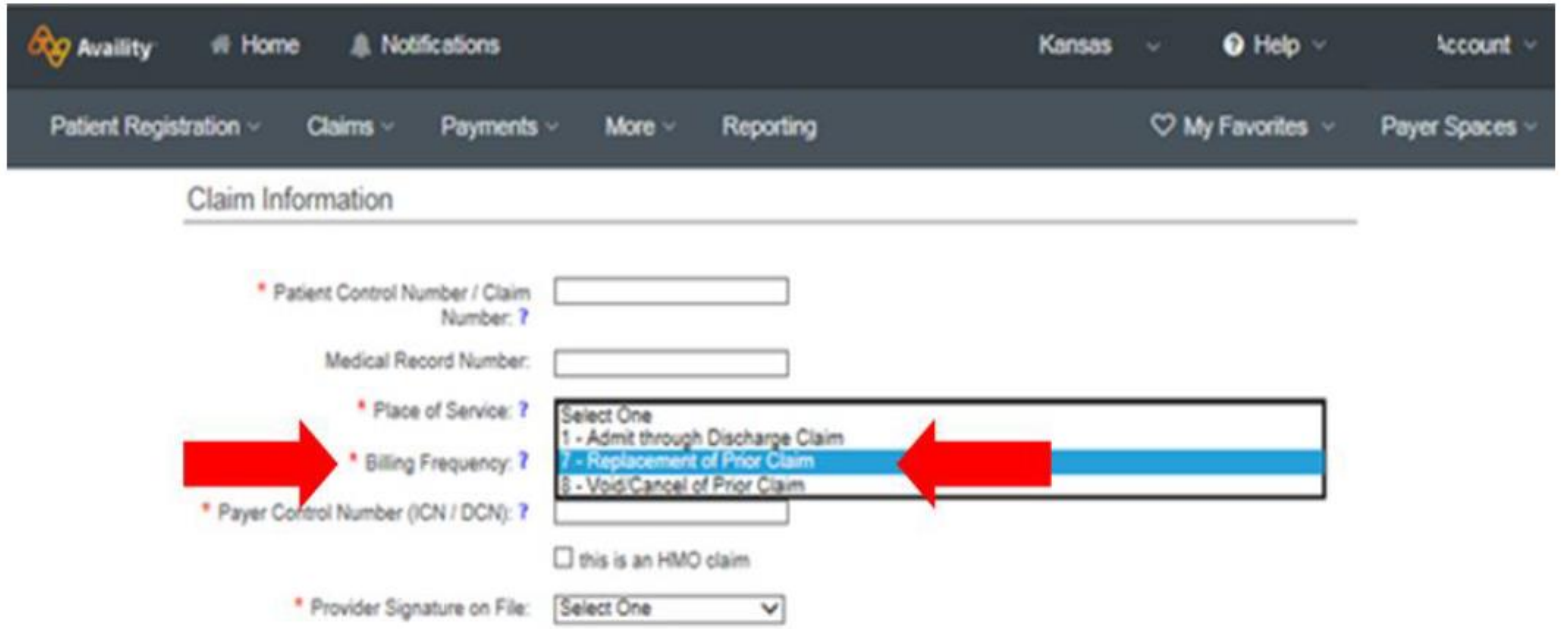
From the Availity dashboard, select the **Claims** menu and then choose **Professional Claim**.



Submitting a corrected claim (cont.)

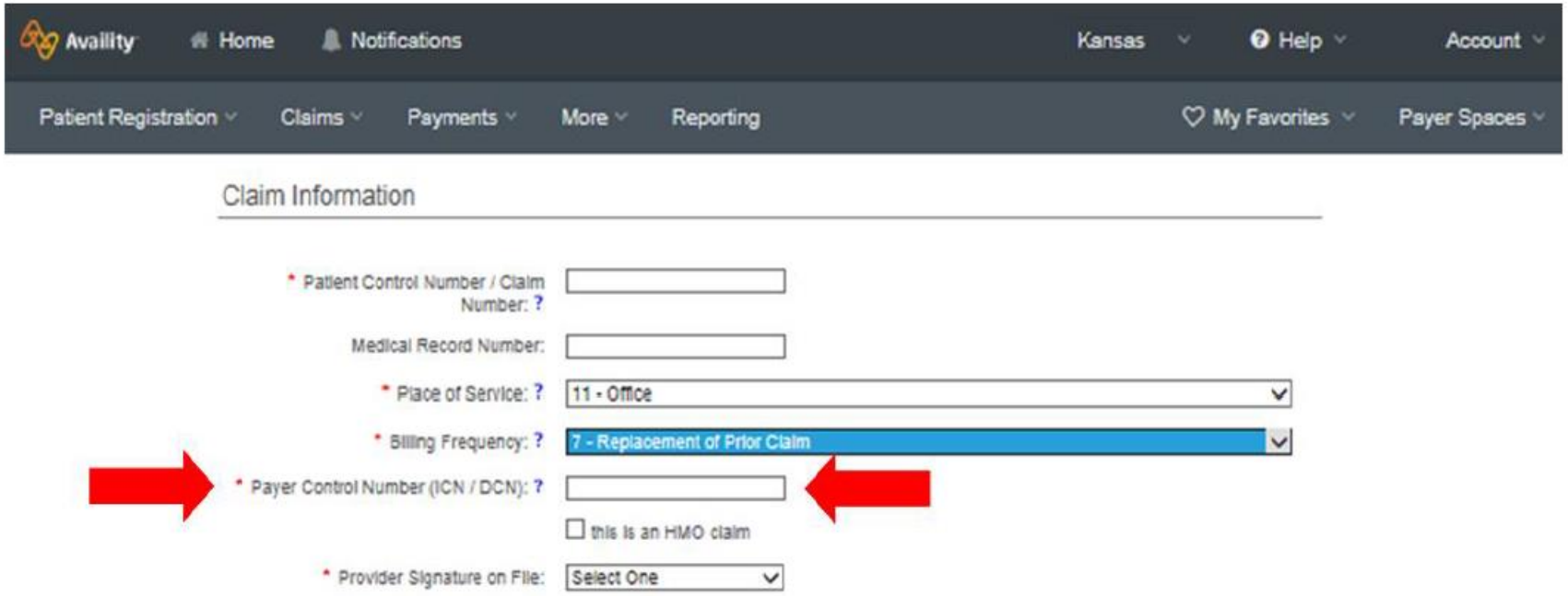
Complete the *Claim Information* form. Items with a red asterisk (*) are required.

To identify a claim as a corrected claim, under *Billing Frequency*, chose **7 – Replacement of Prior Claim** from the drop-down. This will replace the entire previously submitted claim.



Submitting a corrected claim (cont.)

Enter the claim number you want to replace in the field labeled *Payer Control Number (ICN / DCN)*.



Submitting a corrected claim (cont.)

Corrected claim reminders

- Ensure pop-up blockers are turned off to allow navigation to Wellpoint and Availity websites.
- Submit the form with the appropriate information — payer, rendering practitioner, other health information (For example, responsibility sequence), diagnosis codes and procedure code.
- Submit all lines of services. The submitted corrected claim will remove the previously submitted lines when the corrected claim is adjudicated.

Submitting a corrected claim (cont.)

A general Availity overview can be found at:

provider.wellpoint.com/wa/

provider.wellpoint.com/wa/

Services provided by Wellpoint Washington, Inc.

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