How to Adjust a Claim through the Web Portal

Definitions:

Adjust: The process of correcting underpayments, claims paid at zero, overpayments and claims history information

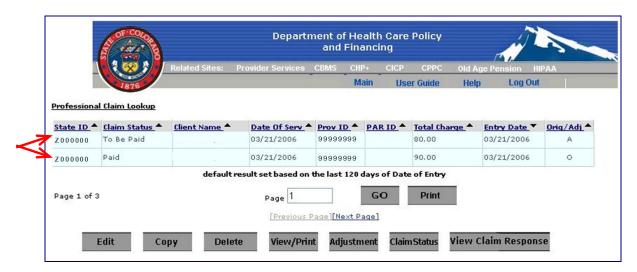**Replace:** The act of "correcting" a "paid" claim

Void: Previously known as a "reversal"; the act of "canceling" a "paid" claim

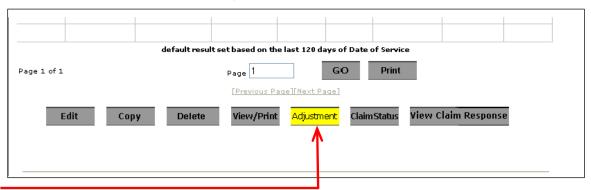**There are two different ways to replace (adjust) a claim through the Web Portal:**

1. If the original claim was submitted through the Web Portal and is found on the Claim lookup screen, use method #1.

2. If the original claim was not submitted through the Web Portal, use method #2.

3. If the original claim was submitted through the Web Portal, and it can't be found – Use method #2

   ** **Adjustments can only be made to claims that have the status of "Paid" or "To Be Paid"**

   *** Use the Web Portal Claim Status Inquiry to get the most current status on a claim ***

Method #1: If claim has been submitted, can be found on claim lookup screen and has a status of To Be Paid or Paid:
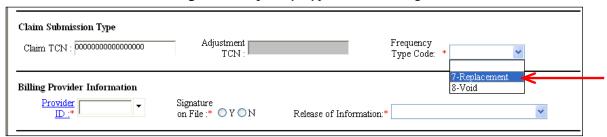
1. From the Claim Lookup screen, click on the claim you would like to replace

2. Click on the **Adjustment** button (the data entry tabs will be automatically populated with information from the selected claim)

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3. On the Client Info Tab, change the *Frequency Type Code* to **Replacement**

Claim Submission Type

Claim TCN : 00000000000000000   Adjustment TCN :   Frequency Type Code: *

7-Replacement
8-Void

Billing Provider Information

Provider ID :*   Signature on File :* ○ Y ○ N   Release of Information:*
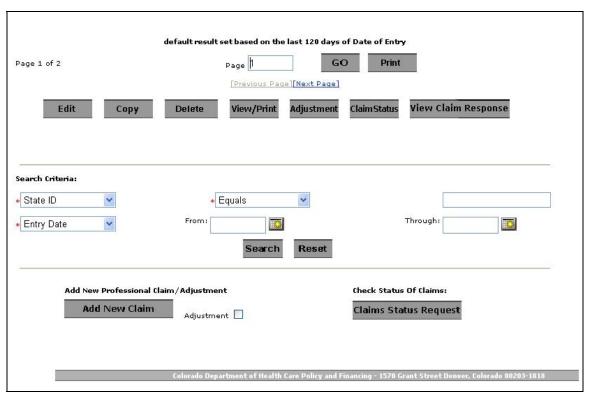
4. Enter all of the updated/corrected information on the applicable tabs

5. Click on the **Submit** button

Other Provider Information

Service Facility Provider ID :

Street Address :   City :   State : CO   Zip :

Supervising Provider ID :

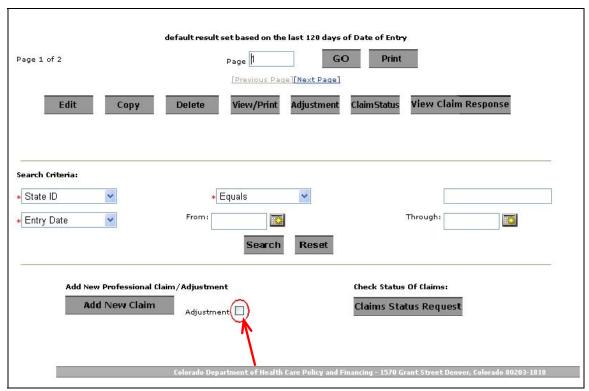Save   Save & Exit   Submit   Cancel   Reset

Adjustments accepted by the MMIS will be returned with a TCN in the claim response. If a submitted Adjustment is rejected, error codes will be returned. Once the errors have been corrected, the Adjustment can be resubmitted.

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Method #2: If claim is not found on the Claim Lookup screen:
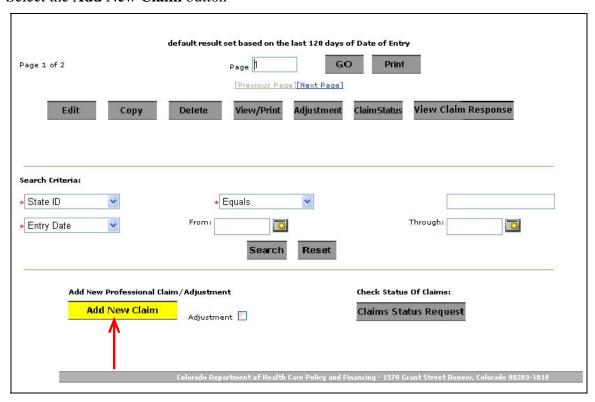
1. Scroll to the bottom of the screen
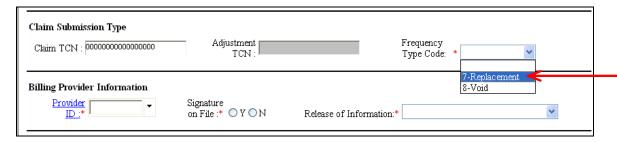
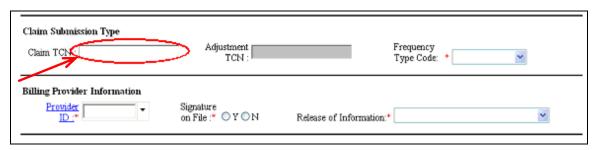2. Check the *Adjustment* box next to the **Add New Claim** button

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3. Select the **Add New Claim** button

4. On the Client Info tab, change the *Frequency Type Code* to **Replacement**

5. Refer to the Provider Claim Report and enter the original TCN in the **Claim TCN** box on the Client's Info tab

6. Enter the original claim information on each of the applicable tabs (client/provider information, amount, units of service, etc…)

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7. Click on the **Submit** button.

Adjustments accepted by the MMIS will be returned with a TCN in the claim response. If a submitted Adjustment is rejected, error codes will be returned. Once the errors have been corrected the Adjustment can be resubmitted.