

How to Void 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 void 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

***** 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 the claim lookup and has a status of To Be Paid or Paid:

1. From the Claim Lookup screen, click on the claim you would like to void

State ID	Claim Status	Client Name	Date Of Serv	Prov ID	PAR ID	Total Charge	Entry Date	Orig/Adj
Y000000	Paid		00/00/0000	.00000000		90.00	00/00/0000	0

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

default result set based on the last 120 days of Date of Service

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Edit Copy Delete View/Print **Adjustment** ClaimStatus View Claim Response

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

Claim Submission Type
Claim TCN : 00000000000000000000 Adjustment TCN : Frequency Type Code: *
Billing Provider Information
Provider ID: * Signature on File: * Y N Release of Information: *
7- Replacement
8. Void

4. 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

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

Method #2: If claim is not found on the Claim Lookup screen:

1. Scroll to the bottom of the screen

default result set based on the last 120 days of Date of Entry
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Edit Copy Delete View/Print Adjustment Claim Status View Claim Response
Search Criteria:
* State ID * Equals
* Entry Date From: Through:
Search Reset
Add New Professional Claim/Adjustment Add New Claim Adjustment
Check Status Of Claims: Claims Status Request
Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818

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2. Check the *Adjustment* box next to the **Add New Claim** button

default result set based on the last 120 days of Date of Entry

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Edit Copy Delete View/Print Adjustment ClaimStatus View Claim Response

Search Criteria:

* State ID * Equals

* Entry Date From: Through:

Search Reset

Add New Professional Claim/Adjustment **Check Status Of Claims:**

Add New Claim Adjustment **Claims Status Request**

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

default result set based on the last 120 days of Date of Entry

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Edit Copy Delete View/Print Adjustment ClaimStatus View Claim Response

Search Criteria:

* State ID * Equals

* Entry Date From: Through:

Search Reset

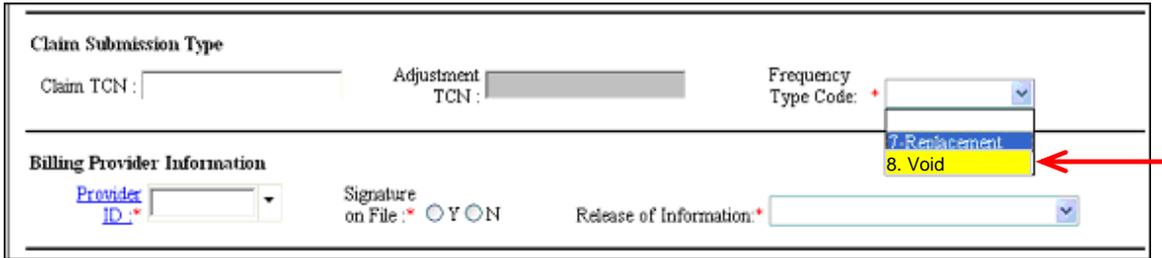
Add New Professional Claim/Adjustment **Check Status Of Claims:**

Add New Claim Adjustment **Claims Status Request**

Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818

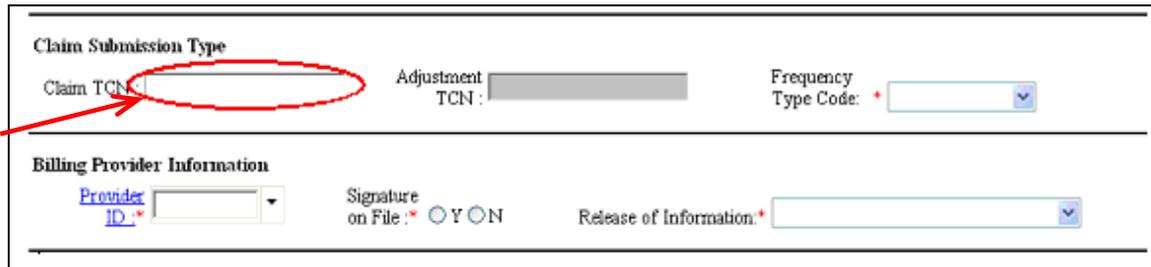
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- On the Client Info tab, change the *Frequency Type Code* to **Void**



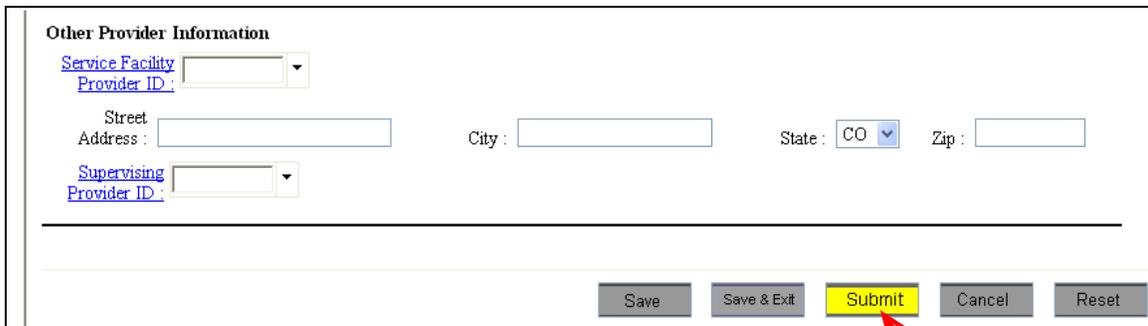
The screenshot shows the 'Claim Submission Type' section of a web portal. It includes fields for 'Claim TCN', 'Adjustment TCN', and 'Frequency Type Code'. The 'Frequency Type Code' dropdown menu is open, showing two options: '7. Replacement' and '8. Void'. A red arrow points to the '8. Void' option, which is highlighted in yellow.

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



The screenshot shows the 'Claim Submission Type' section of a web portal. The 'Claim TCN' field is circled in red, and a red arrow points to it from the left. The 'Adjustment TCN' field is also visible. The 'Frequency Type Code' dropdown menu is closed.

- Enter the original claim information on each of the applicable tabs (client/provider information, amount, units of service, etc...)
- Click on the **Submit** button.



The screenshot shows the 'Other Provider Information' section of a web portal. It includes fields for 'Service Facility Provider ID', 'Street Address', 'City', 'State' (set to CO), 'Zip', and 'Supervising Provider ID'. At the bottom right, there are five buttons: 'Save', 'Save & Exit', 'Submit', 'Cancel', and 'Reset'. The 'Submit' button is highlighted in yellow, and a red arrow points to it from the bottom right.

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