

# Adjusting an Adjudicated (Paid) Claim Item

## Adjust the Paid Claim

These instructions should be used when a claim item was paid for an incorrect number of units for a Unit Based service.

1. **Getting here:** Login, select the **Facility**, select **Agency**, **Billing**, and **EOB Transaction List** on the navigation pane.
2. Enter the **Search Criteria (Encounter #)** and click **Go**.
3. **Verify the Transaction Type is Payment** and select **Claim Item List** on the navigation pane.

Idaho WITS Training

User: Test, RSS  
Loc: RSS Stand Alone, RSS Stand Alone - Boise  
Client:

Printable View 15.2.0 Logout

Home Page  
Agency List  
Tx Team Groups  
Billing  
Invoicing  
Claim Item List  
Claim Batch List  
Encounter List  
EOB Transaction List  
Payment List  
Billing Transaction List  
Client Balance  
Cost Center  
Payor Plan List  
Authorization List

EOB Transaction Search

EOB Transaction Type [Dropdown] Enc # [Text Box]  
First Name [Text Box] Last Name [Text Box]  
Payment # [Text Box] Payor Name [Text Box]

Clear Go

EOB Transaction List (Export)

Enc #	Client Name	Svc Date	Transaction Type	Adjustment Reason	App Amt	App Date	Pmt #	Payor Name	Actions

EOB Transaction Search

EOB Transaction Type [Dropdown] Enc # 3333  
First Name [Text Box] Last Name [Text Box]  
Payment # [Text Box] Payor Name [Text Box]

Clear Go

EOB Transaction List (Export)

Enc #	Client Name	Svc Date	Transaction Type	Adjustment Reason	App Amt	App Date	Pmt #	Payor Name	Actions

Idaho WITS Training

User: Test, RSS  
Loc: RSS Stand Alone, RSS Stand Alone - Boise  
Client:

Printable View 15.2.0 Logout

Home Page  
Agency List  
Tx Team Groups  
Billing  
Invoicing  
Claim Item List  
Claim Batch List  
Encounter List  
EOB Transaction List  
Payment List  
Billing Transaction List  
Client Balance  
Cost Center  
Payor Plan List  
Authorization List

EOB Transaction Search

EOB Transaction Type [Dropdown] Enc # 3333  
First Name [Text Box] Last Name [Text Box]  
Payment # [Text Box] Payor Name [Text Box]

Clear Go

EOB Transaction List (Export)

Enc #	Client Name	Svc Date	Transaction Type	Adjustment Reason	App Amt	App Date	Pmt #	Payor Name	Actions
3333	Carrot, E	3/5/2014	Payment		\$5.55	3/13/2014	297	Idaho Department of Corrections - 3	

4. Select the Item Status of **None (an empty field)**.

5. Enter the **Search Criteria** (Client Name , Encounter ID Number, Service Date).

6. Click **Go**

7. Click **Profile**.

Claim Item Search

Plan  Group Enrollment  ENC ID 3333

Client First Name  Client Last Name carrot

Subscriber/Resp Party First Name  S/R Party Last Name  Charge

Subscriber/Resp Party Account #  Rendering Staff  Service Date

Authorization #

Item Status  Facility

FFS Type Fee for Service

Add-On Level

Create Batches

Claim Item List (Export)

Item #	Client Name	FFS Type	Add-On Level	Service Date	Service	Duration	Status	Release Date	Charge	Actions

Claim Item Search

Plan  Group Enrollment  ENC ID 3333

Client First Name  Client Last Name carrot

Subscriber/Resp Party First Name  S/R Party Last Name  Charge

Subscriber/Resp Party Account #  Rendering Staff  Service Date

Authorization #

Item Status  Facility

FFS Type Fee for Service

Add-On Level

Create Batches

Claim Item List (Export)

Item #	<input type="checkbox"/>	Client Name	FFS Type	Add-On Level	Service Date	Service	Duration	Status	Release Date	Charge	Actions
2406	<input type="checkbox"/>	Carrot, E	FFS	None	3/5/2014	A0080	180 Min	Batched	3/13/2014	\$5.55	<a href="#">Profile</a>

8. Click Adjust.

**NOTE: Two new Claim Items will be created. The first Claim Item will have a negative amount to reverse the original claim. The Billing Units can be adjusted on the second Claim Item.**

9. Click Yes.

**Profile for Claim Item #2406 for Carrot, E**

ENC ID: 3333	Delivered Service: A0080	FFS Type: Fee for Service
Program: Adult Recovery Support Services	Service Start: 3/5/2014 9:00 AM	Service End: 3/5/2014 12:00 PM
Diagnoses: / /	Duration: 180 Min	
Pregnant:	# Sessions/Units: 5	
Status: Batched	Rendering Staff: Buskey, Michelle	

**Service Fee**

Billing Units: 5.00	X Rate / Unit: \$1.11	= \$5.55	Cost Center:
Group Enrollment: DOC Group [DOC Funding, 3]	Tier Type: Fee for Service	Encounter Post Date: 3/13/2014	Billing Note:
		Created Date: 3/13/2014 4:59 PM	

Service Category:

Payor Billing Service: Transportation of Client: A0080

Category:

Service Location: Transportation

Unit Desc: 1 unit = mile

Authorization: 1350-A0080 Available: 22.20

Available to pay this claim item: 22.2000

**Administrative Actions**

[Reverse](#) [Adjust](#)

Claim # 1853 Claim Batch # 352 Claim Batch Created Date 3/13/2014 5:00 PM

**Are you sure that you want to adjust this claim item?**



**10. Edit the Billing Units.**

**NOTE: Do not adjust the billing units if this is a claim item for a duration based service (view the Payer Billing Service on this screen).**

**11. Click Save and Finish.**

**NOTE: The negative claim item and the new adjusted claim item have a status of Released and will be included in the next batch. The original claim item, the negative claim item, and the new adjusted claim item will all have the same ENC ID (encounter number).**

**12. Create a Billing Correction Note (Miscellaneous Note) using the guidance on the website.**

**Profile for Claim Item #2409 for Carrot, E**

ENC ID: 3333	Delivered Service: A0080	FFS Type: Fee for Service
Program: Adult Recovery Support Services	Service Start: 3/5/2014 9:00 AM	Service End: 3/5/2014 12:00 PM
Diagnoses: / /	Duration: 180 Min	
Pregnant:	# Sessions/Units: 5	
Status: Released	Rendering Staff: Buskey, Michelle	

**10**

Billing Units:  X Rate / Unit:  =

Group Enrollment: DOC Group [DOC Funding, 3]      Tier Type: Fee for Service      Cost Center:

Encounter Post Date: 3/13/2014      Created Date: 3/13/2014 5:56 PM

Service Category:

Payor Billing Service: Transportation of Client: A0080

Category:

Service Location: Transportation

Unit Desc: 1 unit = mile

Authorization: 1350-A0080      Available: 22.20

Available to pay this claim item: 22.2000

**11**

Administrative Actions: [Awaiting Review](#) [Hold](#) [Delete](#)

**Claim Item Search**

Plan: <input type="text"/>	Group Enrollment: <input type="text"/>	ENC ID: 3333
Client First Name: <input type="text"/>	Client Last Name: carrot	Charge: <input type="text"/>
Subscriber/Resp Party First Name: <input type="text"/>	S/R Party Last Name: <input type="text"/>	Service: <input type="text"/>
Subscriber/Resp Party Account #: <input type="text"/>	Rendering Staff: <input type="text"/>	Service Date: <input type="text"/>
Authorization #: <input type="text"/>	Facility: <input type="text"/>	
Item Status: <input type="text"/>	FFS Type: Fee for Service	
Add-On Level: <input type="text"/>		

**Claim Item List (Export) Update Status**

Item #	Client Name	FFS Type	Add-On Level	Service Date	Service	Duration	Status	Release Date	Charge	Actions
2406	Carrot, E	FFS	None	3/5/2014	A0080	180 Min	Batched	3/13/2014	\$5.55	<a href="#">Profile</a>
2408	Carrot, E	FFS	None	3/5/2014	A0080	180 Min	Released	3/13/2014	-\$5.55	<a href="#">Profile</a>
2409	Carrot, E	FFS	None	3/5/2014	A0080	180 Min	Released	3/13/2014	\$11.10	<a href="#">Profile</a>