

Reversing an Adjudicated (Paid) Claim Item

Reverse the Paid Claim

These instructions should be used when:

- A claim item was paid in WITS, but the claim item was entered and batched by mistake (need to reverse and pay back the contractor for the claim item or
- A claim item was paid in WITS and any information on the claim item is incorrect, such as the date, time, rendering staff, or clinical note.

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: Trainee05, Treatment
Loc: Provider-Training Agency, Treatment Location 1
Client:

Printable View

MedlinePlus 15.2.0 Logout

Home Page
Agency List
GPRA Discharge Due
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
Enc #
First Name
Last Name
Payment #
Payor Name

Clear Go

EOB Transaction List (Export)

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

EOB Transaction Type
Enc # 3297
First Name
Last Name
Payment #
Payor Name

Clear Go

EOB Transaction List (Export)

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

EOB Transaction Type
Enc # 3297
First Name
Last Name
Payment #
Payor Name

Clear Go

EOB Transaction List (Export)

Enc #	Client Name	Svc Date	Transaction Type	Adjustment Reason	App Amt	App Date	Pmt #	Payor Name	Actions
3297	Cherry, Y	2/10/2014	Payment		\$49.60	3/10/2014	294	Idaho Department of Corrections - 4	

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

Client First Name Client Last Name Charge

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

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

Client First Name Client Last Name Charge

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

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
2358	<input type="checkbox"/>	Cherry, Y	FFS	None	2/10/2014	H0001/HF	60 Min	Batched	2/19/2014	\$49.60	Profile

8. Click **Reverse** to create a new claim item in a negative amount.

NOTE: The Claim Item will have a negative amount to reverse the original claim.

9. Click **Yes**.

Profile for Claim Item #2358 for Cherry, Y

ENC ID: 3297	Delivered Service: H0001/HF	FFS Type: Fee for Service
Program: Adult GAIN-I Assessment	Service Start: 2/10/2014 9:00 AM	
Diagnoses: / /	Service End: 2/10/2014 10:00 AM	
Pregnant: No	Duration: 60 Min	
Status: Batched	# Sessions/Units: 1	
	Rendering Staff: Willingham, Robert L., WA	

Service Fee

Billing Units	4.00	X Rate / Unit	\$12.40	=	\$49.60
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Group Enrollment: IDOC Group [IDOC Funding, 4] Encounter Post Date: 2/19/2014
Tier Type: Fee for Service Created Date: 2/19/2014 4:53 PM

Service Category: [Redacted]
Payor Billing Service: Alcohol or Drug Assessment: H0001/HF
Category: Assessment
Service Location: Office
Unit Desc: 1 unit = 15 Min
Authorization: 1789-H0001 Available: 234.40
Available to pay this claim item: 234.4000

Administrative Actions
[Reverse](#) [Adjust](#)

Claim # 1798 Claim Batch # 330 Claim Batch Created Date 2/28/2014 12:09 PM

Finish

Are you sure that you want to reverse this claim item?

Yes **No**

9

10. A new Claim Item is created with negative billing units and a negative billing amount. Click **Finish**.

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

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

12. Use the guidance Create a New Encounter Note After a Billing Correction if applicable.

Profile for Claim Item #2380 for Cherry, Y

ENC ID: 3297 Delivered Service: H0001/HF FFS Type: Fee for Service

Program: Adult GAIN-I Assessment Service Start: 2/10/2014 9:00 AM Service End: 2/10/2014 10:00 AM

Diagnoses: / / Duration: 60 Min

Pregnant: No # Sessions/Units: 1

Status: Released Rendering Staff: Willingham, Robert L., WA

Service Fee: Billing Units: -4.00 Rate / Unit: \$12.40 Total: -\$49.60

Group Enrollment: IDOC Group [IDOC Funding, 4] Tier Type: Fee for Service

Service Category: Payor Billing Service: Alcohol or Drug Assessment: H0001/HF

Category: Assessment

Service Location: Office Unit Desc: 1 unit = 15 Min

Authorization: 1789-H0001 Available: 234.40

Available to pay this claim item: 284.0000

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

10 → [Finish](#)

Claim Item Search

Plan: Group Enrollment: ENC ID: 3297

Client First Name: Client Last Name: Charge:

Subscriber/Resp Party First Name: S/R Party Last Name: Service:

Subscriber/Resp Party Account #: Rendering Staff: Service Date:

Authorization #: Facility:

Item Status: FFS Type: Fee for Service

Add-On Level: [Clear](#) [Go](#)

Claim Item List (Export) [Update Status](#)

Item #	Client Name	FFS Type	Add-On Level	Service Date	Service	Duration	Status	Release Date	Charge	Actions
2358	Cherry, Y	FFS	None	2/10/2014	H0001/HF	60 Min	Batched	2/19/2014	\$49.60	Profile
2380	Cherry, Y	FFS	None	2/10/2014	H0001/HF	60 Min	Released	2/19/2014	-\$49.60	Profile