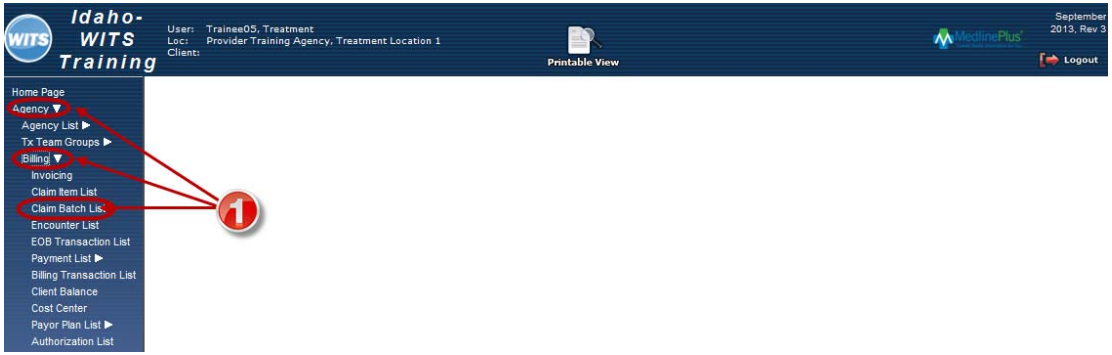
Correcting & Re-Submitting Some Claim Items from a Rejected Batch

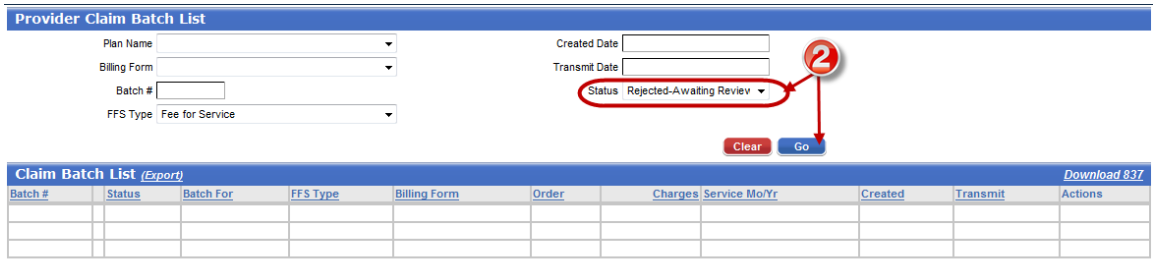
Remove Incorrect Claims From the Rejected Batch

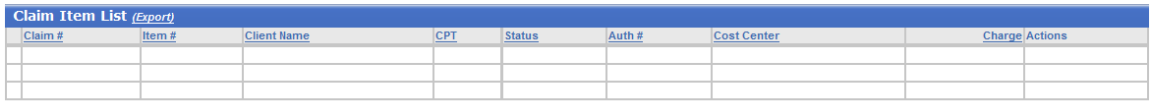
<u>These instructions should be used when a batch is rejected and you need to correct some of the PAYER PLANS for claim items in the batch.</u> The agency will receive an email from the Contractor with detailed information regarding why the batch was rejected.

1. **Getting here:** Login, select the **<u>Facility,</u>** select **<u>Agency</u>**, **<u>Billing</u>**, and **<u>Claim Batch List</u>** on the navigation pane.

2. Select the Status of **<u>Rejected-Awaiting Review</u>**.



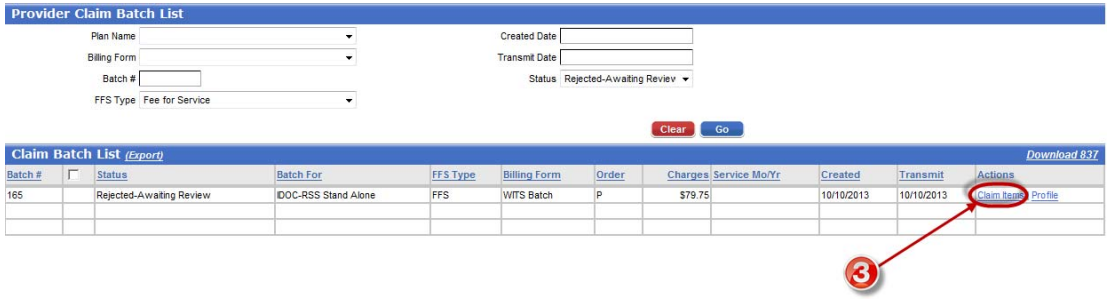


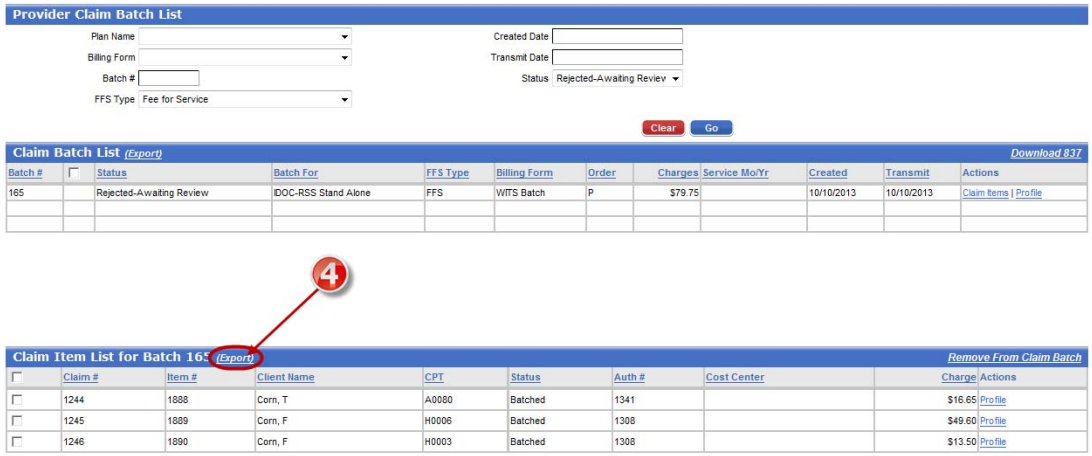


3. Click **Claim Items**.

NOTE: You need the exported information on the individual claim items in order to re-submit the claim items.

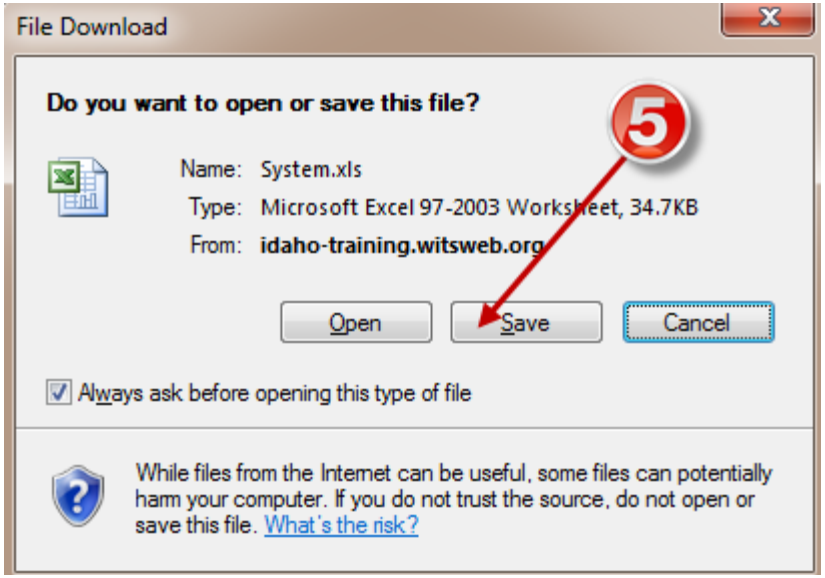
4. Click **Export** *(you may need to hold down the CTRL Key and then press Export).*

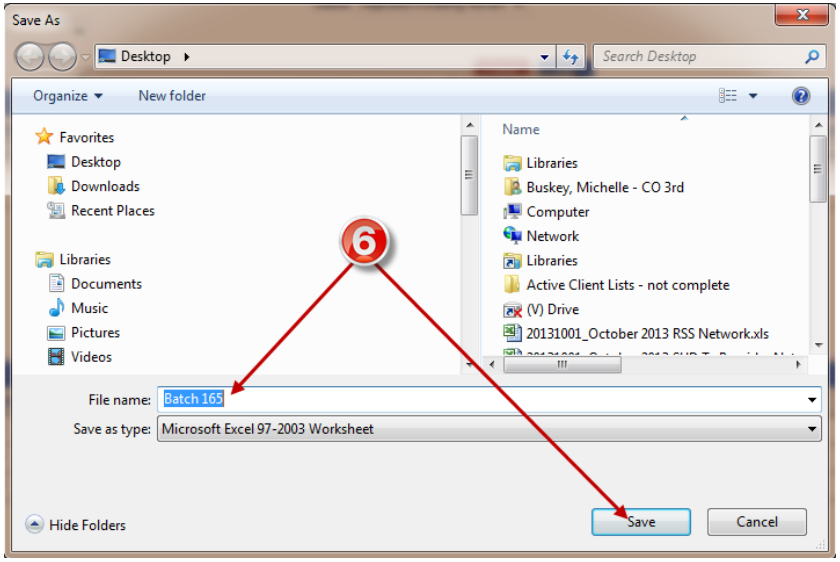




5. Click **Save**.

6. **Update the file name** and click **Save**. **Open the file saved on your computer before proceeding.**

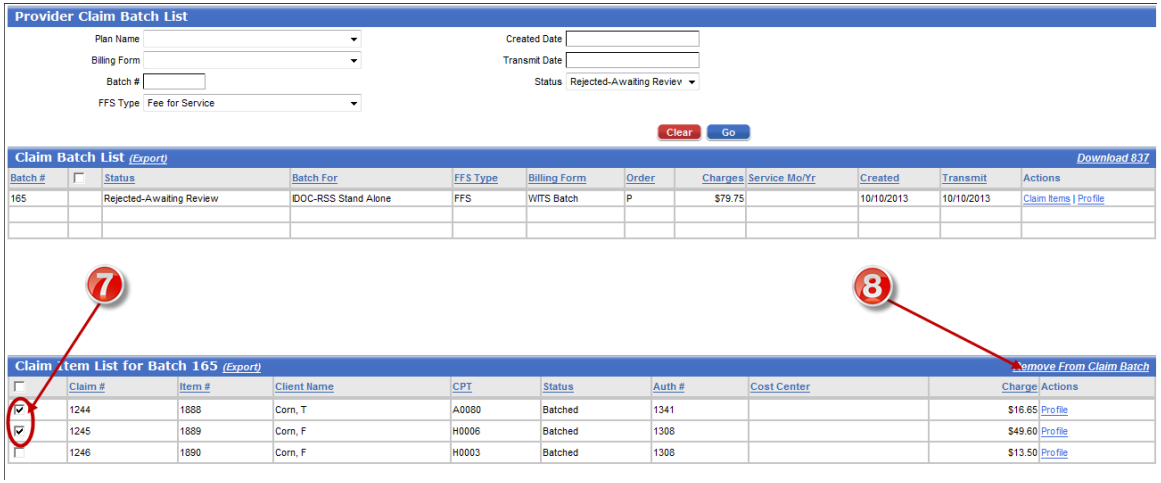


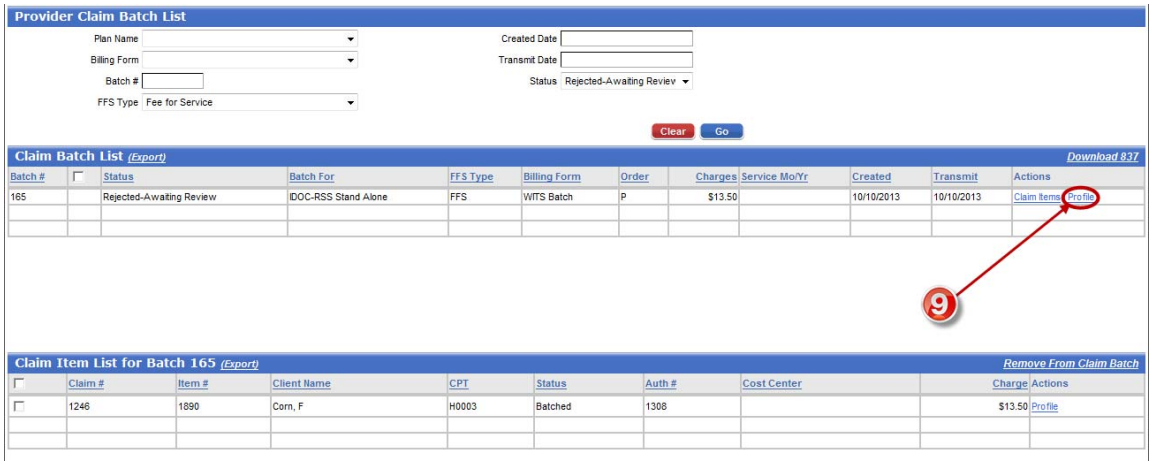


7. **Select the Claim Items** to be removed from the batch.

8. Click **Remove from Claim Batch** (selected claim items will be set to a status of Awaiting Review).

9. Click **Profile**.

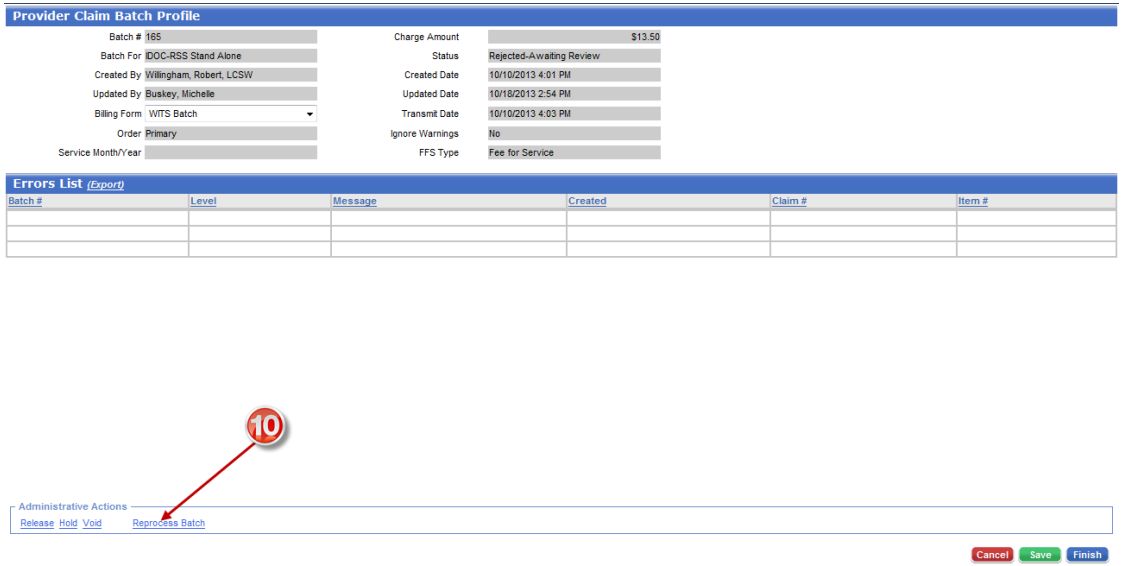


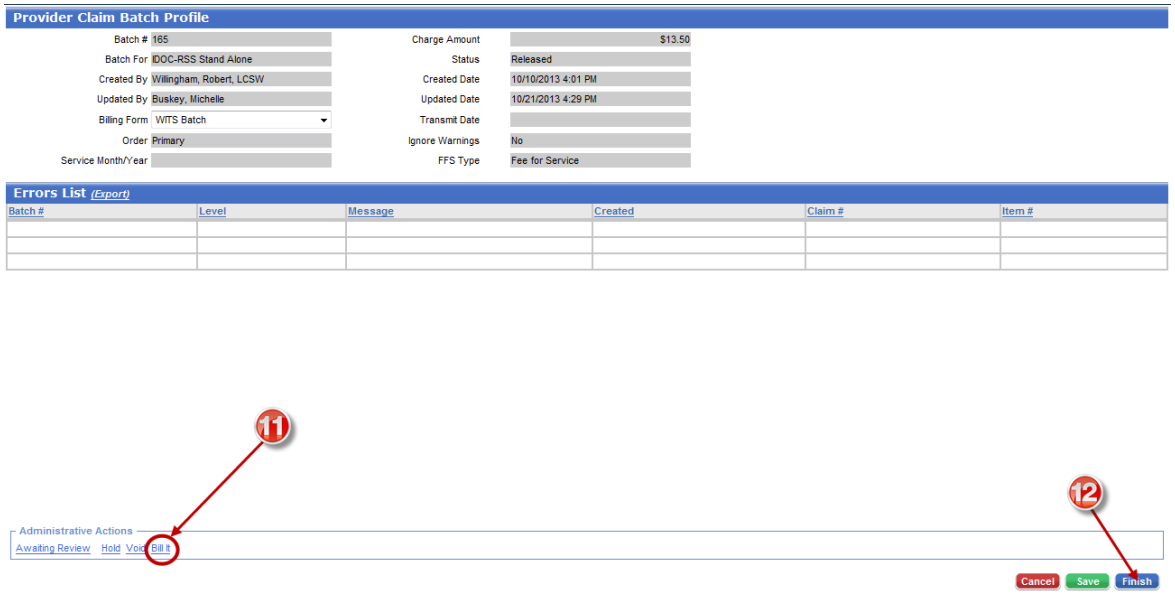


10. Click **Reprocess Batch**.

11. Click **Bill It**.

12. Click **Finish**.





Adjust the Incorrect Claims

13. **Open the file saved on your computer**.

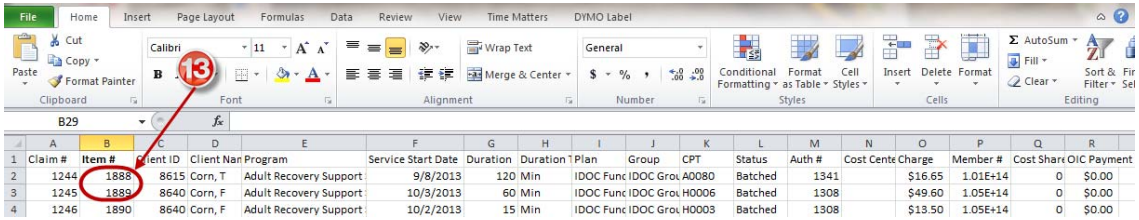
NOTE: The Item Number on the spreadsheet is the same as the Item Number listed in WITS.

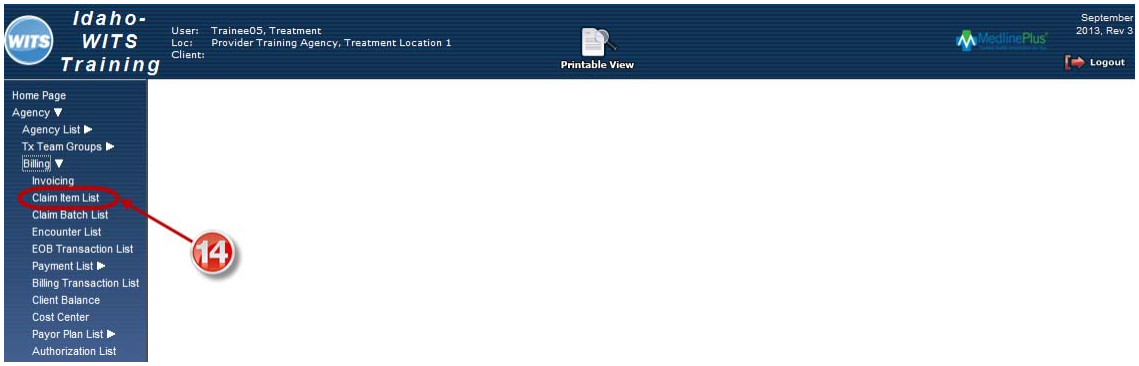
14. Select **Claim Item List** on the navigation pane.

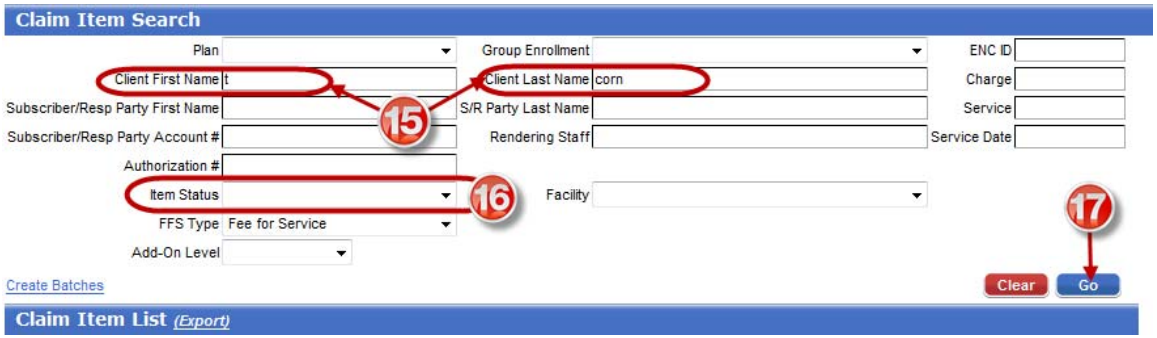
15. Enter the **First Name** and the **Last Name** for the client.

16. Select the Item Status of **Awaiting Review**.

17. Click **Go**.





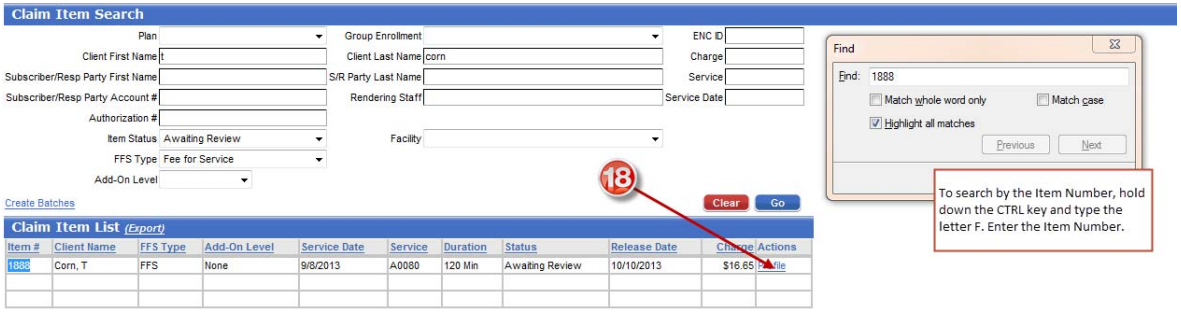
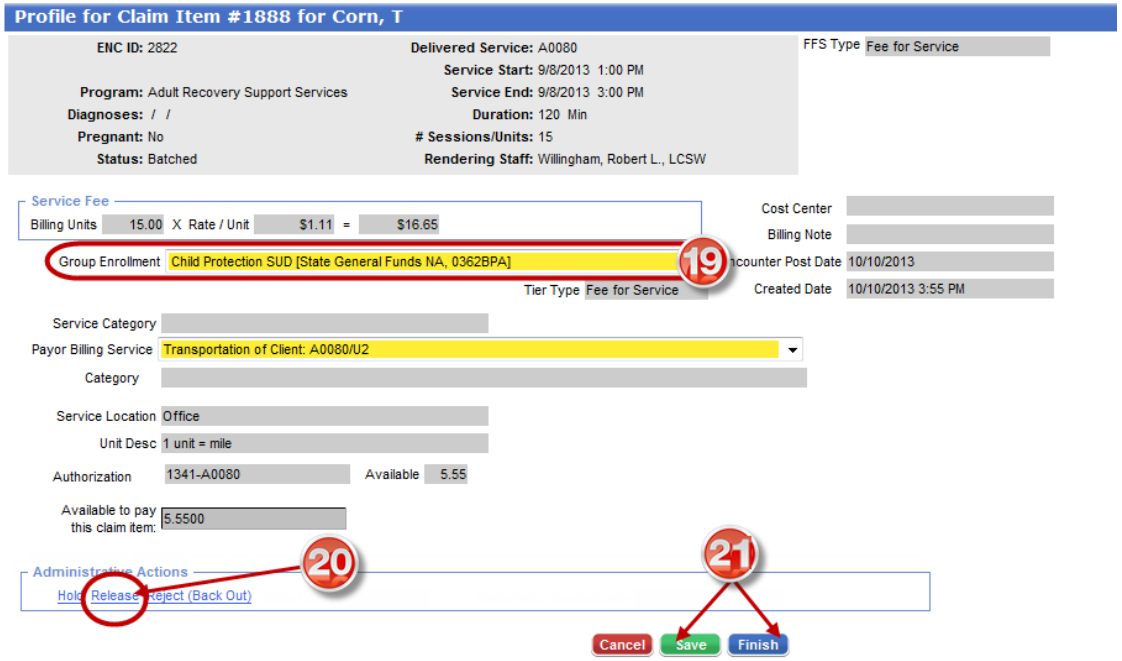


18. Click **Profile**.

NOTE: To search by the Item Number hold the CTRL key down and type the letter F. Enter the Item Number and it will be highlighted in the Claim Item List.

19. Select the correct **Group Enrollment**.

20. Click **Release**.

21. Click **Save** and **Finish**.

22. Repeat for all Claim Items listed on the spreadsheet. When all of the Claim Items are corrected and Released, create a Claim Batch.