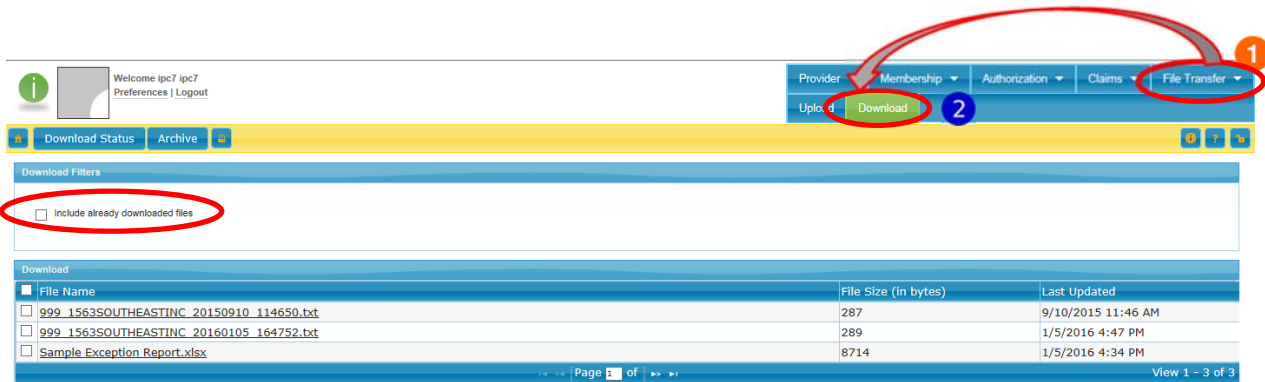


Description: Voiding claims - The purpose of this document is to offer ADAMH provider agencies detailed instructions regarding when and how to void a claim.

Instructions: After a claim has been adjudicated through SHARES it will receive one of four claims statuses (approved, accepted, denied and pending). Once a claim has been adjudicated it cannot be changed, in order to rectify any errors, the claim must be voided and resubmitted.

Claims details can be reviewed on the Adjudication Status Detail report. The Adjudication Status Detail can be accessed from Provider Connect by going to **File Transfer** and choosing **Download**.



To void a claim, information from the Adjudication Status Detail must be submitted in a ticket to the 3C Hotline. Since this information is being sent to the SHARES software vendor to void the claim, only certain claims details need to be included, so as to not unnecessarily disclose PHI.

Submitting a ticket to the 3C Hotline

1. The first step is to prepare the Excel file with the claims that need voided by using information from the Adjudication Status Detail report. This file will be attached to the ticket. Information must be removed from the report to ensure that PHI is not shared. **Make sure to only include the claims from that report that should be voided.**
 - a. Columns needed
 - i. Provider ID, Provider name, SHARES patient ID, Claim batch date, Claim batch number, Claim master ID, Claim detail ID, Claim number, Line item control number, Authorization number, Status ID, Adjudication status, Adjudicated amount, Adjudication reason, Date of service, Date received, Date entered, Last processed on, Units, Contract rate, Total claimed amount, Payable amount, Copay, Withheld amount, Deductible, Other paid amount, Coinsurance amount, Post date

Provider ID	Provider name	SHARES patient ID	Claim batch date	Claim batch number	Claim master ID	Claim detail ID	Claim number	Line item control number	Authorization number	Status ID	Adjudication status	Adjudicated amount	Adjudication reason	Date of service	Date received	Date entered	Last processed on	Units	Contract rate	Total claimed amount	Payable amount	Copay	Withheld amount	Deductible	Other paid amount	Coinsurance amount	Post date
1539	BUCKEYE	123456	12/6/2016	215	149461	139165	#####	201600152599-1	3	Denied	206.21	Medicaid Nor	1/20/2016	#####	#####		0	0	206.21	0	0	0	0	0	0	0	12/7/2016

- b. Uploaded files should use the following naming convention
 - i. Provider ID_Provider name_VOID_Submission Date(mmddyyyy)_Sequence Number
 - ii. Example 1539_BUCKEYERANCH_VOID_09302016_1

2. Access the 3C Hotline to submit a ticket.

3C Recovery & Health Care Network

ADAMH Franklin | sDuderstadt@ada

Home | Notices | My Support | My Tickets | Submit New Ticket

Submit New Ticket

Submit

Description

3. In description enter iPC ##### (Provider ID) – VOID Claims
 - c. Example iPC 1539 BUCKEYERANCH – VOID Claims

Submit New Ticket

Submit

Description

Classification: Claim/Enrollment

VOID Claims

Severity: 3-Medium

Customer: ADAMH Franklin

Contact: SDuderstadt Test

4. Classification – Claim/Enrollment, VOID Claims
5. Severity – 3-Medium
6. Customer and contact information will prepopulate

3C Recovery & Health Care Network

ADAMH Franklin | sDuderstadt@ada

Home | Notices | My Support | My Tickets | Submit New Ticket | Knowledge Base | Downloads | Administration | Manage Subscriptions | Change Password

Customer: ADAMH Franklin

Contact: SDuderstadt Test

Full Description

Attachments

Select Clear

Select Clear

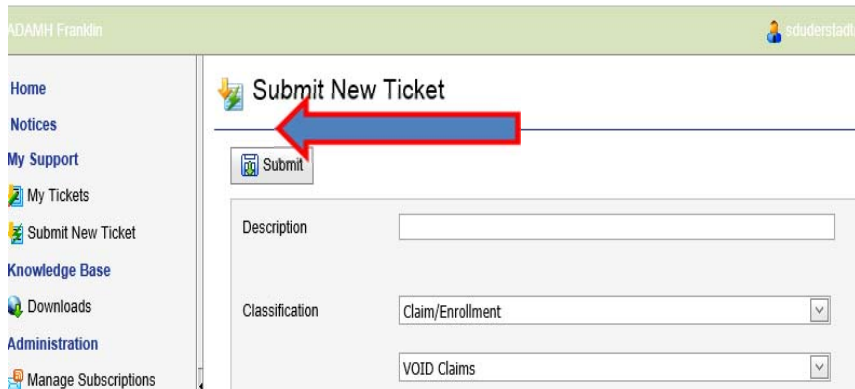
Select Clear

Select Clear

Select Clear

7. Full Description – add details of the work to be performed.
 - d. Please void the attached file (include file name)

8. Uploaded the file created from the Adjudication Status Detail report.



9. Submit ticket

After the ticket has been submitted the void will be processed and a file will be placed in your download folder in SHARES. The file will include two columns after Post Date to indicate changes were made.

- Column Name - Updated Claim Status – Value “VOID”
- Column Name - Updated Claim Status Date – Value “Void Date”

The 3C Hotline ticket will be updated to indicate the issue is resolved. The provider can now resubmit the correct claim for processing.