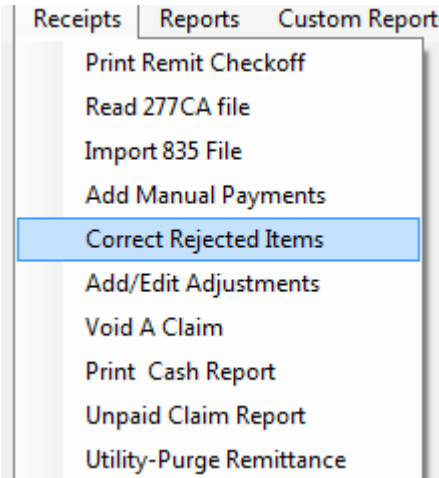


CORRECT REJECTED ITEMS:



Go to the Receipts tab and select Correct Rejected Items.

This will open up the Denials look up form, which separates out claims by error code. These are the HIPAA codes from the applied 835 (payment file).

NOTE: You must make sure all 835 files are applied to ensure any rejected claims (or claims that have had some activity, ie: partial pmt) appear in the Look up Form screen. If you **have not** applied your 835, rejected claims will not appear in Correct Rejected Items.

A screenshot of a window titled '835 Denials Look up Form'. The window contains a table with the following data:

| Error Code | # Claims | \$ Open | From Date | to Date |
|------------|----------|-----------|-----------|-----------|
| 10 | 1 | 79.2000 | 9/30/2019 | 9/30/2019 |
| 204H130 | 13 | 895.4400 | 5/18/2018 | 6/15/2018 |
| 29N59 | 5 | 309.9600 | 1/2/2018 | 1/26/2018 |
| 31N30 | 95 | 7981.5200 | 2/22/2018 | 6/10/2019 |
| 97 | 24 | 1650.0000 | 4/29/2019 | 5/31/2019 |
| N30 | 51 | 3550.7200 | 11/2/2018 | 11/8/2019 |

Below the table, there is a large grey rectangular area. At the bottom of the window, there are three buttons: 'Close all of this error code', 'Edit', and 'Cancel'.

(If you choose the **Close all of this error code** button due to a claim that is unbillable, these will no longer show on your aging reports.)

Highlight an error code line and click on “Edit” and the following screen will appear.

The screenshot shows a window titled "835 Error correction- Detail Selection". At the top, there is a text label "For Error Code" followed by a text input field containing the value "10". Below this, the instruction "Select as many as you want from the grid" is displayed. A table with the following data is shown:

| Name Key | Sort Name | Proc Code | Proc Code Mod | From Date | To Date |
|----------|-------------|-----------|---------------|-----------|-----------|
| 01453 | Smith, Jane | H2014 | TF | 9/30/2019 | 9/30/2019 |

Below the table, there are three buttons: "Edit", "Unbillable", and "Cancel".

This is a listing of all claim lines which contain the error code you have chosen.

Select the individual you would like to make your correction or change to, click on "Edit" and correct each line that you wish to rebill.

The software will bring you to the following Claim Form.

NAME_KEY: 7406 screen_name: SMITH, JANE

prov_num: 1234567 proc_num: 9905138 prior_auth:

Group Individual

refp_name (LAST/GRP) servp_name (FIRST): pacct_num: 7406

refp_num: servp_num (NPI#):

ordp_num ordp_num

med_num: dob: 4/28/1994 sex: F other_ins:

PRIM_DIAG: F84.0 AUTISTIC DISORDER SECND_DIAG:

To delete a claim line hit delete key when in from date

| From Date | To Date | Proc Code | Proc Code Mod | Proc Desc | Units | \$ Billed |
|-----------|-----------|-----------|---------------|-----------|-------|-----------|
| 11/8/2019 | 11/8/2019 | H2014 | | LOW NEED | 24 | 70.08 |

E=electronic, P=paper, H=hold Save

All necessary corrections can be made on this screen. NOTE: You will only be able to alter the DOS, procedure code, units and diagnosis code.

Once your changes have been made, click Save. You can safely cancel out of this page. You will be able to print an edit report with your corrected claims. You can then run your submission file as normal.