# **Closing Claims**

There are four locations where claims can be closed out: Close Claims, Correct Rejected Items, Edit a Claim and Add Manual Payments. All four are under the Receipts tab.

\*NOTE: Once a claim is closed, it will no longer appear on an aging report.

### **Option 1: Close Claims**

Receipts	Reports	Custom Repo						
Read	277CA file							
Impo	Import 835 File							
Add M	Manual Pay	ments						
Close	Claims							
Corre	ct Rejected	Items						
Add/	Edit <mark>Adjust</mark> r	ments						
Void a	a Claim							
Edit a	Claim							
Unpa	id Claim Re	port						

🖗 Close Claims									-	×
Search by Name										
To close more than 1	claim, multi select fr	om the grid								
Name	Name Key	From Date	To Date	Proc Code	Modifier	Contract	^		Cancel	
ANDERSON, ALEXAND	DER 100	10/7/2024	10/7/2024	S5102	U3	MAMED99981				_
ANDERSON, ALEXAND	DER 100	10/8/2024	10/8/2024	S5102	U3	MAMED999811.0000				
ANDERSON, ALEXAND	DER 100	10/9/2024	10/9/2024	S5102	U3	MAMED99981				
ANDERSON, ALEXAND	DER 100	10/11/2024	10/11/2024	S5102	U3	MAMED99981				
ANDERSON, ALEXAND	DER 100	10/15/2024	10/15/2024	S5102	U3	MAMED99981				
ANDERSON, ALEXAND	DER 100	10/16/2024	10/16/2024	S5102	U3	MAMED99981				
ANDERSON, ALEXAND	DER 100	10/17/2024	10/17/2024	S5102	U3	MAMED999813		Clos	e Claims	
ANDERSON, ALEXAND	DER 100	10/18/2024	10/18/2024	S5102	U3	MAMED999813				

Enter a name in the Search bar on top or scroll through the list to find the claim(s) you would like to close.

Make the selection and click Close Claims on the right.

#### **Option 2: Correct Rejected Items**

Receipts	Reports	Custom Rep						
Read	277CA file							
Impo	Import 835 File							
Add M	Manual Pay	ments						
Close	Claims							
Corre	ct Rejected	Items						
Add/E	Edit Adjustr	nents						
Void a	a Claim							
Edit a	Claim							
Unpa	id Claim Re	port						

<del>ể</del> 835 De	nials					-	×
0	O By Name		۲	By Error Code			
Sear	ch By Error Code						
Code	NumClaims	TotalDollars	MinDate	MaxDate			
109	3	1,909.74	5/1/2023	5/21/2023			
197	1	370.37	4/15/2023	4/21/2023			
204N130	87	5,194.70	1/3/2017	7/21/2017			
31N30	3	168.48	1/11/2017	1/13/2017			
	Close			Edit		Cancel	]

You have the option of closing out claims by name or by error code. If you choose By Error Code, select the line you wish to close and click Close at the bottom. NOTE: This will close ALL claims with the error code, dollar total and date span that are noted on the selected line.

If you choose By Name, select the desired line, and click Close at the bottom. NOTE: This will close ALL claims for that member for the date span, dollar total, number of claims and error code listed on the selected line.

齴 835 Den	ials			_	
() B	y Name O	By Error Code			
Searc	h By Last Name				
Code	Name	NumClaims	TotalDollars	MinDate	MaxDate
204	CASTILLO, THANH	1	45.92	4/10/2017	4/10/2017
128	DUONG, ODETE	3	168.48	1/11/2017	1/13/2017
197	FRANCO, MELANIE	70	4,023.74	1/6/2017	7/21/2017
130	GOMES, SANTA	17	1,170.96	1/3/2017	1/31/2017
140	NGUYEN, LUISA	1	370.37	4/15/2023	4/21/2023
1115	VELLON, CHRISTINE	2	1,273.16	5/8/2023	5/21/2023
	Ciose	Edit		Cancel	

## **Option 3: Edit a Claim**

Receipts	Reports	Custom Repo							
Read	277CA file								
Impo	rt 835 File								
Add M	Add Manual Payments								
Close	Close Claims								
Corre	ct Rejected	Items							
Add/	Edit Adjustr	nents							
Void a	a Claim								
Edit a	Claim								
Unpa	id Claim Re	port							

😻 Edit Rebilled on Claim	-		×
Name Key Start Date End Date			
Double Click or Mutli Select to reset Rebilled - Note only select 1 if changing to P to enter Date, Claim and An	nount	_	
Reset Rebilled Cancel			

Enter the Name Key or hit enter in that field to bring up the Names list and select the name.

Enter the start and end date.

Select the line for the claim you would like to close and click Reset Rebilled on the bottom left.

🏶 Edit Reb	oilled on Clair	n								-		×
Name Key	1548	ABRE	U, IRIS									
Start Date	1/1/2017											
End Date	2 (4 (2024											
End Date	3/4/2024											
Double	Click or Mutli	Select to reset	Rebilled - No	te only se	lect 1 if ch	nanging to	P to enter D	ate, Claim and /	Amount			
NameKey	Name	FromDate	ToDate	Code	Mod	Rebilled	Contract		Billed	Paid		_
1548	ABREU, IRIS	6/11/2023	6/11/2023	T1028		С	TUFTS10	0013156160000	266.62	0.00		
1548	ABREU, IRIS	6/12/2023	6/14/2023	S5140	TG	С	TUFTS10	0013166460000	272.82	0.00		
1548	ABREU, IRIS	6/15/2023	6/21/2023	S5140	TG	С	TUFTS10	0013156160000	636.58	0.00		
1548	ABREU, IRIS	6/22/2023	6/30/2023	S5140	TG	0	TUFTS10	0013156180000	818.46	0.00		
											_	_
			Reset Rebilled				Cancel					

Enter 'C' in the box and the Rebilled field will show C for Closed.

Edit Claim	$\times$
Please type in O or P or C to reset rebilled for this claim	OK Cancel

## **Option 4: Add Manual Payments**

👹 Manual Receipt Lookup	
Contract	MAMED999913006100000 COCAR800013006100000 MAMED99813006100000
	MAMED999713006100000 COCAR800113006100000

Choose the contract that you submitted your claim under from the drop-down box:

Choose your claim by selecting it from the list, fill out the Remit Date, Paid amt and ICN# and click on the Close Claim button on the bottom of the screen:

	ot Lookup									- 🗆 ×
Contract	SW	VHWE50001315616	0000		~					
Search by Na	me									
NameKey	Name	MedNum	FromDate	ToDate	ProcCode	Mod	DollarsBilled	DollarsPaid	PaidDate	BalanceDue
1105	VIEW, PERCE	702900	6/1/2023	6/30/2023	S5140		1,587.30	0.00		1,587.30
Name Key			Name							
From Date		To Date		\$ Billed	\$ Net B	illed	\$ Paid to	Date		
Remit Date		S	Paid							
Remit Date		5	E Code				If Error Code, \$	§ Paid is 0		
Remit Date ICN #	Add Payment	S	Paid E Code		Close Clair	n	If Error Code, \$ Rejection Rej	§ Paid is 0 port	Remit	Report

A message box will appear asking if you want to close the claim. If you click Yes, the claim will be closed out and you will be able to create another claim for that individual, if necessary.

Confirm Add Paym	nent X
Do you want to clo	se this claim?
Yes	No

You will be able to create another claim (ie: to another payer) for that individual.

If a claim is still OPEN (835 has not been applied), use Add Manual Payments to **close** it out.

If a claim has been REJECTED (835 has been applied), use Correct Rejected Items to mark it as closed.

Both options listed above will remove claims from aging reports.