

## NewMMIS Job Aid: Replace a Claim

You would replace a paid claim if it paid incorrectly and must be adjusted. The ICN for the new adjusted claim will begin with "59." This job aid describes how to:

- Replace a claim after it has been paid by MassHealth.

### Access Inquire Claim Status

From the MassHealth Provider Online Service Center home panel:

1. Click **Manage Claims and Payments**.
2. Click **Inquire Claim Status**. The **Search for Claims** panel is displayed.

### Enter Search Criteria

From the **Search for Claims** panel:

3. Select **Provider ID** from the drop-down list.
4. Enter the **Member ID**.
5. Enter **From Date of Service** and **To Date of Service**, within a six month time span.

**Note:** If you know the exact date of the service, the From and To dates will be the same date.

**Note:** For more effective claim searching, enter as much search information as possible.

Or, enter an ICN, which returns only the specific claim in the Search Results.

6. Click **Search**.

From the **Claims Search Results** panel:

7. Select the paid claim to be adjusted/replaced.

### Review the Claim Detail Panel

From the **Claim Detail** panel:

8. Review the claim details.
9. Click **Replace**.

### Continue with the Billing Information Panel

From the Billing Information panel:

10. Enter the claim information for the replaced claim as you would for any new claim.
11. Navigate to the extended Services Tab
12. Go to the Claims Notes Detail panel
13. In the Claim Note Type field select ADD from the drop down list
14. Enter the applicable Note Reason code & definition in the Claim Note Description field  
Note: Please refer to the applicable Companion Guide for the list of Note Code Reasons and definitions
15. Click Add