eMedNY **ePACES - Edit a Sent Claim Function**

EDITING A CLAIM

There are several reasons why you may need to edit an existing ePACES claim. For example, you may not have had all the information when initially entering the claim and therefore saved it in Draft status. You also may have finished the claim, but when it went through the validation process, errors were found that need to be fixed in order to submit the claim for processing. Additionally, if the claim rejected or denied, you may want to edit and resend a claim that is in a Sent status. *The example in this document will focus on how to edit a sent claim.*

When in edit mode, all data on the claim may be edited except for the Billing Provider, Submission Type, Client ID and Date of Birth, Gender and Type of Claim, which are located on the General Information Tab. The process of editing a claim and entering a claim are very similar in navigation.

Claim Status and Editing a Claim

Claim Status determines whether and how a claim may be edited. Depending on the status of the claim, the editing process differs slightly. Claim Status can be viewed in the 'Find Claims' list in the 'Entry Status' column.

- Claims with a status of **Draft, Errors, Complete or Sent** may be edited.
- Claims with a status of **Batched, Replaced or Voided** may <u>not</u> be edited.

Note: For additional information on claim status and editing claims, refer to <u>ePACES - Finding, Editing and Deleting Claims</u> and <u>ePACES Help</u>.

EDITING A SENT CLAIM

The 'Edit Claim' function allows users to edit and resubmit a claim that was previously sent for processing.

Sent claims may be accessed through the 'Find Claims' function. Click 'Find Claims'.

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Find the Sent claim to be edited and click on the 'Patient Control #' to open and edit the claim.

•• Find Claims

Claim(s) by User ID: [USER001 ∨] ● Go

Records 1 - 20 of 20

Find Claim By: [∨] [_____] ● Go

Patient Control # ▼	Entry Status ▼	Client ID ▼	Client Name ▼	Type of Claim ▼	Begin Date ▽	
1234	Draft	LL11111X	DOE, JOHN	RT-Professional		
1234	Errors	LL11111X	DOE, JOHN	RT-Professional		
1234	Complete	LL11111X	DOE, JOHN	RT-Professional	2/3/2025	
1234	Sent	LL11111X	DOE, JOHN	Professional	2/3/2025	
1234	Sent	LL11111X	DOE, JOHN	RT-Professional	2/3/2025	

The General Claim Information tab will display. Click on the **'Edit Claim'** button that appears at the bottom next to the 'Void Claim' and 'Replace Claim' buttons.

● General Claim Information   ● Professional Claim Information   ● Provider Information   ● Diagnosis   ● Other Payers   ● Service Line(s)

* Indicates required field(s)

Submission Reason: Original   NPI Number: 0123456789

*Patient Control Number: 12345

Location Information

Address Line 1:	
Address Line 2:	
City:	
State:	NY
Zip Code:	12144 - 4601

• **Client Information**

*
Enter a Client ID: ● Replicate Claim For New Client
                  LL11111X

JOHN DOE
Address Line 1
Address Line 2
City, State, Zip

*DOB: 01/01/0001

*Gender: M

*Type of Claim: Professional

Next ●

● Void Claim   ● Replace Claim   ● Edit Claim

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The question 'Do you wish to edit and resend this claim?' will appear at the top of the screen. Click 'YES' to edit the claim, or click 'NO' to be brought back to the previous screen.

After selecting 'Yes', the remaining claim tabs will display allowing the user to make changes to the claim. Again, when using the **Edit Claim** function, the following information **cannot** be changed:

- Billing Provider
- Submission Reason
- Location Information
- Client Information – Client ID, Date of Birth, Gender
- Type of Claim (e.g. Professional, Institutional & Dental)

A provider can use one claim repeatedly for the same recipient to save time, changing the information such as Date of Service and Procedure codes. It is also the provider's responsibility to make sure the eligibility information is still the same, such as other insurance.

ePACES - Edit a Sent Claim Function

Unlike a void or a replacement (adjustment), there is no association to the previously sent claim. Users will not need the Payer Claim Control Number of the original claim to resubmit the edited claim. All of the information on the sent claim is copied to the new claim.

Phone Contact

- eMedNY Call Center: (800) 343-9000
  Hours of Operation:

    For provider inquiries pertaining to non-pharmacy billing or claims, or provider enrollment: Monday through Friday: 7:30 a.m. - 6:00 p.m., Eastern Time (excluding holidays)

    For provider inquiries pertaining to eligibility, DVS, and pharmacy claims: Monday through Friday: 7:00 a.m. - 10:00 p.m., Eastern Time (excluding holidays) Weekends and Holidays: 8:30 a.m. - 5:30 p.m., Eastern Time