ePACES - Voiding and Replacing Claims

Overview

If a claim, submitted for processing, was paid and needs to be voided or adjusted because of an error during the claim entry process, it may be Voided (which will stop or reverse payment of the claim) or Replaced (which allows the Submitter to replace any erroneous information on a claim). Incorrect information on a claim may lead to incorrect payment for the claim. Both Voiding and Replacing a claim require the Payer Claim Control Number associated with that previously paid claim. The Payer Claim Control Number is a 16-digit control number, also known as the Transaction Control Number (TCN) assigned to the original claim by NYS Medicaid to identify a unique claim. This number is required in order to submit a Replacement or Void for a previously paid claim. Note: ePACES may be used to Void or Replace a claim submitted by other submission methods.

Included in this document

 ePACES - Voiding and Replacing Claims

A. Voiding a Claim

There are two ways in ePACES to Void a previously paid claim. Method A should be used for claims previously sent to NYS Medicaid for processing through ePACES, and Method B may be used if the claim was **not** submitted through ePACES.

METHOD A: VOIDING A CLAIM SUBMITTED THROUGH EPACES.

Step 1: Click on the **Find Claims** hyperlink on the left-hand menu bar.

Note: Only Claims with a Sent status may be voided.

Any one of the following values may be used to search for a claim: Patient Control #, Entry Status, Client ID, Client Last Name, Type of Claim, and Begin Date

Select the value from the drop down list next to *Find Claim By:*

Then enter text in the following field. The text entered must be exactly as it appears in the claim. Click on *Go* to find the specified claim.

![eMedNY logo] **ePACES - Voiding and Replacing Claims**

Step 2: Once you locate the claim you wish to void, Click on the **Patient Control #** associated with the claim and the following screen will be displayed:

As a Sent claim, this information is read-only. To void the claim, click on the **Void Claim** button.

Step 3: You will be prompted at the top of the screen to verify that you wish to void the claim. Click on **Yes** to continue the voiding process.

Step 4: Enter the Payer Claim Control Number in the designated field.

eMedNY

ePACES - Voiding and Replacing Claims

Step 5: Click on **Finish** to complete the Voiding Process.

The claim now shows a Void Entry Status in the Claim list. **The Voided claim needs to be batched and submitted for the actual voiding of the claim to occur.** Professional Real-Time Claims do not need to be batched. If it was a Professional Real-Time claim, after finishing the claim, it may be submitted by selecting Submit Real-Time Claim.

Note: If Service Provider, Referring Provider or Pay to Group information was entered on a claim submitted through ePACES, that information must be re-entered on the replaced (adjusted) claim. ePACES does not copy the data in these fields from the original claim into the adjusted claim.

METHOD B: VOIDING A CLAIM SUBMITTED BY A MEANS OTHER THAN EPACES.

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 1: Click on the **New Claim** hyperlink on the left-hand menu bar to create a new claim.

A new claim entry screen is displayed.

Step 2: Select Void from *Submission Reason* drop down list and the Payer Claim Control Number field will appear.

eMedNY

ePACES - Voiding and Replacing Claims

Step 3: Complete all fields including the *Payer Claim Control Number*. Click on **Go** to continue.

Step 4: The next screen asks for the type of claim to be created. Choose from the drop down list then click **Next** to

eMedNY   **ePACES - Voiding and Replacing Claims**

continue the claim entry process.

● General Claim
   Information

                                                                        * Indicates required field(s)

Submission Reason: Void ▼   **NPI Number:** �_____

*Payer Claim Control   1234567891234520
   Number:

*Patient Control Number: TEST

Location Information

   Address Line 1:   [   ]

   Address Line 2:   [   ]

   City: [   ]

   State: NY ▼

   Zip Code: 10522   – 1924

   ● **Client Information**

      * Enter a Client ID: LL12345X   ● Go

      Jane Doe
      Address Line 1
      Address Line 2
      City, State Zip

      * DOB: 01/01/0001   ▦

      * Gender: F ▼

*Type of Claim: [▼]
                                                                                Next ●
                           ┌─────────────────────┐
                           │   │
                           │ Dental   │
                           │ Professional   │
                           │ Professional Real Time │
                           │ Institutional   │
                           └─────────────────────┘

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 5: Complete the appropriate fields on the various Claim Information Tabs corresponding to the information submitted on the original claim. When all information is entered, click on **Finish** to save the claim.

The claim will have a status of Voided in the claim listing and will need to be batched and submitted for the actual voiding of the claim to occur.

Note: Professional Real-Time Claims do not need to be batched. If it was a Professional Real-Time claim, after finishing the claim, it may be submitted by selecting Submit Real-Time Claim.

For information about entering claims, Please visit https://www.emedny.org/selfhelp/ePACES/ClaimQuickRefDocs.aspx and review the following documents:

- ePACES Dental Claim Reference Guide
- ePACES Professional Real Time Claim Reference Guide
- ePACES Professional Claim Reference Guide
- ePACES Institutional Claim Reference Guide

ePACES - Voiding and Replacing Claims

B. Replacing a Claim

Replacing a claim is the HIPAA terminology used to refer to the more familiar 'adjusting a claim' to correct errors in an originally paid claim. Replacing a claim is similar to voiding a claim. The only differences between the two are choosing Replace instead of Void as the Submission Reason and adjusting erroneous errors that were made on the original submission.

METHOD A: REPLACING CLAIMS SUBMITTED THROUGH EPACES.

Step 1: Click on the **Find Claims** hyperlink on the left-hand menu bar.

Note: Only claims with a Sent status may be replaced.

Any one of the following values may be used to search for a claim: Patient Control #, Entry Status, Client ID, Client Last Name, Type of Claim, and Begin Date

Select the value from the drop down list next to *Find Claim By*:

Then enter text in the following field. The text entered must be exactly as it appears in the claim. Click on **Go** to find the specified claim.

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 2: Click on the **Patient Control #** associated with the claim you wish to adjust. The following screen is displayed:

As a Sent claim, this information is read-only. To adjust the claim, click on the **Replace Claim** button.

ui

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 3: You will be prompted to verify that you wish to replace the claim. Click on **Yes** to continue the process.

Step 4: Enter the Payer Claim Control Number and click on **Next** to continue.

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 5: Complete the appropriate fields on the various Claim Information Tabs corresponding to the information submitted on the original claim that needs adjustment. When all information is entered, click on **Finish** to save the claim.

The claim will have a status of Replaced in the claim listing and will need to be batched and submitted for the actual adjustment of the claim occurs. Professional Real-Time Claims do not need to be batched. If it was a Professional Real-Time claim, after finishing the claim, it may be submitted by selecting Submit Real-Time Claim.

Note: If Service Provider, Referring Provider or Pay to Group information was entered on a claim submitted through ePACES, that information must be re-entered on the replaced (adjusted) claim. ePACES does not copy the data in these fields from the original claim into the adjusted claim.

New Claim - 837 Institutional

| General Claim Information | Institutional Claim Information | Provider Information | Diagnosis/ Procedure | Other Payers | Service Line(s) |

* Indicates required field(s)

Previous   Detailed Screen Information omitted.   Next

Delete Claim   Finish   Save As Draft   Cancel

For information about entering claims, Please visit https://www.emedny.org/selfhelp/ePACES/ClaimQuickRefDocs.aspx and review the following documents:
- ePACES Dental Claim Reference Guide
- ePACES Professional Real Time Claim Reference Guide
- ePACES Professional Claim Reference Guide
- ePACES Institutional Claim Reference Guide

eMedNY   **ePACES - Voiding and Replacing Claims**

METHOD B: REPLACING OR ADJUSTING A CLAIM ORIGINALLY SUBMITTED BY A MEANS OTHER THAN EPACES.

Step 1: Click on the **New Claim** hyperlink on the left-hand menu bar to create a new claim.

A new claim entry screen is displayed.

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 2: Select **Replace** from Submission Reason drop down list and the Payer Claim Control number field will appear.

Step 3: Complete all fields including the *Payer Claim Control Number*, then click on **Go** to continue

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 4: The next screen asks for the type of claim to be created. Choose from the drop down list. Click on **Next** to continue the claim entry process.

General Claim Information

* Indicates required field(s)

Submission Reason:	Replace ▾	**NPI Number:** [_____]

* Payer Claim Control Number: `1234567891234520`

* Patient Control Number: `TEST`

Location Information

Address Line 1: [_____]

Address Line 2: [_____]

City: [_____]

State: NY ▾

Zip Code: `10522` - `1924`

• Client Information

* Enter a Client ID: `LL12345X` ▶ Go

Jane Doe
Address Line 1
Address Line 2
City, State Zip

* DOB: `01/01/0001` 📅

* Gender: F ▾

* Type of Claim: [_____ ▾]

Next ▶

Dental
Professional
Professional Real Time
Institutional

eMedNY   **ePACES - Voiding and Replacing Claims**

Step 5: Complete the appropriate fields on the various Claim Information Tabs corresponding to the information submitted on the original claim. When all the information is entered, click on **Finish** to save the claim.
The claim will have a status of Replaced in the claim listing and will need to be batched and submitted for the actual adjustment of the claim to occur.

Note: Professional Real-Time Claims do not need to be batched. If it was a Professional Real-Time claim, after finishing the claim, it may be submitted by selecting Submit Real-Time Claim.

For information about entering claims, Please visit https://www.emedny.org/selfhelp/ePACES/ClaimQuickRefDocs.aspx

and review the following documents:

- ePACES Dental Claim Reference Guide
- ePACES Professional Real Time Claim Reference Guide
- ePACES Professional Claim Reference Guide
- ePACES Institutional Claim Reference Guide

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, 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