SECTION 3
ADJUSTMENTS & RESUBMISSIONS

Providers who are paid incorrectly for a claim should submit an individual adjustment via the Wipro Infocrossing web portal at, www.emomed.com. Adjustments may not be requested when the net difference in payment is less than $4.00, or $.25 for pharmacy, per claim. If the adjustment is due to an insurance payment, or involves Medicare, the $4.00, or $.25 minimum limitation does not apply.

Providers receive real time notification of receipt for adjustments for claim credits submitted via the Internet. The status of the adjustment is provided.

Paid Claim Options on eMomed

Only claims in 'paid' or 'to be paid' status can be voided or replaced. Voiding and replacing claims are done through "Claim Management" on the emomed.com website. Providers may do claim search by the ICN (Internal Control Number), the participant's DCN (MO HealthNet ID number) or by the date the claim was originally submitted.

VOID - To void a claim from the claim status screen on eMomed, select 'Void' from the menu bar. When the claim is brought up, scroll to the bottom of the claim and click on the highlighted 'Submit Claim' button. The claim has now been submitted to be voided or credited in the system.

 REPLACEMENT – To replace a claim from the claim status screen on eMomed, select 'Replacement' from the menu bar. When the claim is brought up, corrections can be made to the claim by selecting the appropriate edit button then saving the changes. Once all corrections have been made scroll to the bottom of the claim and click on the highlighted 'Submit Claim' button. The replacement claim with corrections has now been submitted.

Resubmitting Denied Claims on eMomed

Providers can resubmit denied claims electronically on the eMomed website. Claims may be resubmitted by entering a new claim. Claims may also be resubmitted by selecting 'Timely Filing' or 'Copy Claim' from the menu bar.

Timely Filing – To reference timely filing, choose the 'Timely Filing' tab on the claim status screen on eMomed. This function automatically places the ICN of the claim chosen. Make certain the ICN chosen meets MO HealthNet's timely filing criteria. Once corrections are made and saved to the claim, scroll to the bottom of the claim and click on the highlighted 'Submit Claim' button.

 Copy Claim/Original – This option is used to copy a claim just as it was originally entered on eMomed. Corrections can be made to the claim by selecting the appropriate edit button, then saving the changes. Once corrections are made and saved to the claim, scroll to the bottom of the claim and click on the highlighted 'Submit Claim'.

Copy Claim/Advanced – This option is used when the claim was filed using the wrong NPI number or wrong claim form. An example would be if the claim was entered under the individual or performing provider NPI and should have been submitted under the group NPI. If the claim was originally filed under the wrong claim type, only the participant DCN and name information will transfer over to the new claim type. An example would be if the claim was submitted as a medical claim and should have been submitted as a dental claim.

Claim Status Codes
Once a claim is submitted, 'Claim Received' is given in real time on the 'Claim Status' page. In addition, one of the following claim status codes is provided:

C – Claim has been **Captured** and is still processing. This claim should not be resubmitted until it has a status of I or K.

I – Claim is to be **Paid.**

K – Claim is to be **Denied**. This claim can be corrected and resubmitted immediately.

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