

## **SECTION 5 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](http://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.

Adjustments for claim credits submitted via the Internet receive an immediate confirmation after submission to confirm the acceptance and indicate the status of the adjustment.

See Section 4 of the MO HealthNet *Provider Manual* for timely filing requirements for adjustments and claim resubmissions.

### **PAID CLAIM OPTIONS on emomed.com**

If there is a paid claim in the MO HealthNet emomed system, then the claim can be voided or replaced.

**VOID** - To void a claim from the claim status screen on emomed, choose the void tab. This will bring up the paid claim in the system; scroll to the bottom of the claim and click on the highlighted 'submit claim' button. The claim now has been submitted to be voided or credited in the system.

**REPLACEMENT** – To replace a claim from the claim status screen on emomed, choose the replacement tab. This will bring up the paid claim in the system; here corrections can be made to the claim by selecting the appropriate edit button, then saving the changes. Now scroll to the bottom of the claim and click on the highlighted 'submit claim' button. The replacement claim with corrections has now been submitted.

### **DENIED CLAIM OPTIONS on emomed.com**

If there is a denied claim in the MO HealthNet emomed system, then the claim can be resubmitted as a New Claim. A denied claim can also be resubmitted by choosing Timely Filing, Copy Claim-original, or Copy Claim-advanced.

**TIMELY FILING** – To reference timely filing, choose the Timely Filing tab on the claim status screen on emomed. This function automatically places the Internal Control Number (ICN) of the claim chosen (make sure the claim was the original claim submitted within the timely filing guidelines). Scroll to the bottom and click on the highlighted 'submit claim' button. The claim has now been submitted for payment.

**COPY CLAIM- Original**- This option is used to copy a claim just as it was entered originally on emomed. Corrections can be made to the claim by selecting the appropriate edit button, and then saving the changes. Now scroll to the bottom of the

claim and click on the highlighted submit claim button. The claim has now been submitted with the corrections made.

**COPY CLAIM – Advanced-** This option is used when the claim was filed using the wrong NPI number or wrong claim form. Example would be if the claim was entered under the individual provider NPI and should have been submitted under the group provider 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. Example would be if the claim was submitted on a Medical claim and should have been submitted as a Crossover claim.

**CLAIM STATUS OF THE CLAIM IS GIVEN AFTER THE CLAIM IS SUBMITTED**

- C** – This status indicates that the claim has been **Captured** and is still processing. This claim should not be resubmitted until it has a status of I or K.
- I** – This status indicates that the claim is to be **Paid**.
- K** – This status indicates that the claim is to be **Denied**. This claim can be corrected and resubmitted immediately.