How to Submit a Voided Claim to a Payer?

07/24/2024 4:55 pm EDT

There may be an instance where you need to delete a claim that has already been submitted to a patient's insurance. To do so, you will need to send the payer a **voided claim**.

• Navigate to the appointment through the Live Claims Feed. Billing > Live Claims Feed

Billing
BILLING Billing Summary
Live Claims Feed
Patient Payments
Day Sheet
Transactions
Remittance Reports
Unmatched ERAs
Insurance Credit Card Payments
Accounts Receivable
Patient Statements
Product/Procedure
Patient Balance Ledger
Fee Schedule
Underpaid Items
Adjustment Master
Sales Tax
Billing Log

- Select the patient appointment for which you would like to submit a voided claim.
- From the appointment screen, navigate to the top right column, select the drop-down next to Claim Type and select Void Claim.

Claim Type	✓ Default	7
Emergency Service	Re-submission	السو
	Void claim	

• If the claim has received payment, the ID of the original claim should populate. If it doesn't, you can type it into the box that appears after you select **Void Claim**.

Claim Type	Void claim 🗸
ID of original claim	

• You can also add additional information to box 19 on the HCFA-1500 by using the **EDI Billing Note** option at the end of the same column within the patient's appointment. This will give the payer additional information on why the claim is being voided.

EDI Billing Note	(HCFA/CMS-1500 Line 19)
	Custom NTE EDI Billing Note

• Select **Bill Insurance** as the billing status on the top left column (if it isn't already chosen)

Ø Billing Status	Bill Insurance
Check Result	mit Claim and select Verify & Save
🗹 Resubmit C	aim

Additional Notes

• If payment has been released the payer may retract it on a future invoice or request a check directly from you. Each payer can handle the situation differently.

✓ Verify & Save

• If no payment has been released and the claim was applied to the patient's deductible, for example, the payer will reverse the entry in their system.

Here's a link to a video that will walk you through the process of submitting a voided claim to a payer.