How to Submit a Voided Claim to a Payer?

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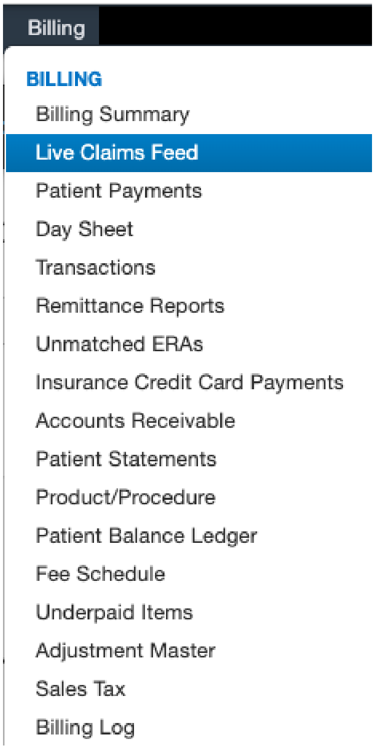
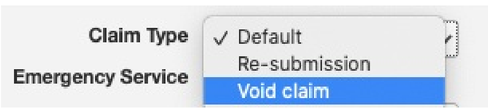
There may be an instance where you need to delete a claim that has already been submitted to a patient's insurance. To do so, you will need to send the payer a **voided claim**.

- Navigate to the appointment through the Live Claims Feed. **Billing > Live Claims Feed**

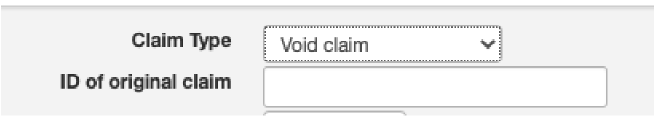


- Select the patient appointment for which you would like to submit a voided claim.

- From the appointment screen, navigate to the top right column, select the drop-down next to **Claim Type** and select **Void Claim.**



- 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**.



- 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.

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

- Check **Resubmit Claim** and select **Verify & Save**

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.

- 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.