

How to Copy a Claim

1. Navigate to the [Healthcare Portal](#).
2. Enter your login credentials.
3. Click the "Claims" tab.
4. Click the "Search Claims" link.
5. Enter the 13-digit Claim ID. If you don't have a 13-digit Claim ID, complete the fields under the Beneficiary Information panel and Service information panel.
6. Click the Search button.
7. Under the Search Results panel, click the Claim ID link.

Search Results										
To see service line information, Click on the "+" next to the claims ID.										
Total Records: 1										
Claim ID	Adjusted Claim ID	ICN	Claim Type	Claim Status	Service Date	Beneficiary ID	Performing Provider ID	Medicaid Paid Amount	Paid Date	
2219055081001	N/A		Professional	Deny	03/04/2019	4563217101	1111111112	\$0.00	—	

8. Scroll down and click the Copy button.
9. You have four options to copy a claim: Beneficiary Information, Service Information, Beneficiary and Service Information or Entire Claim.

Copy Dental Claim

Select the information you would like to have copied to the new claim. Press Copy to initiate the claim and continue entering claim information.

☐ **Beneficiary Information**

- Beneficiary ID
- Last Name
- First Name
- Birth Date
- Patient Number
- Other Insurance

☐ **Service Information**

- Service Facility Location
- Place of Treatment
- Procedure Code(s)
- Modifier(s)
- Units
- Detail Charge Amount(s)
- Rendering Provider(s)
- Diagnosis Code(s)

☐ **Beneficiary and Service Information**

- Copies data listed in previous 2 columns.

☐ **Entire Claim**

- Copies data listed in columns 1 and 2 PLUS:
- Referring Provider
- Request for Predetermination
- Predetermination Number
- Accident Related
- Accident State
- Accident Country
- Oral Cavity Area(s)
- Tooth Number(s)
- Tooth Surface(s)
- All Dates

10. Click the option that you want to copy for a new claim.
If needed, change Client Information in Step 1. You can also change the diagnosis in Step 2.
11. Continue to Step 3 to change the Service Line Details.
You can also remove details that are already there OR add details.
Once the correction(s) is made, remember to click "Save" or "Add", whichever is required to ensure the correction(s) are applied.
12. Review your changes before clicking "Submit" and click "Confirm" to submit the new claim.
13. You will receive a new 13-digit Claim ID number.

For more Training Tools and Resources, please visit the Provider Training Webpage at <https://humanservices.arkansas.gov>.