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.

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.

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.