

How to Correct Claim Denials

1. Navigate to the Healthcare Portal.
2. Enter your login credentials.
3. Click the "Claims" tab.
4. Click the "Search Claims" tab.
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	TCN	Claim Type	Claim Status	Service Date	Beneficiary ID	Performing Provider ID	Medicaid Paid Amount	Paid Date
+	2219065001001	N/A		Professional	Deny	03/04/2019	4563217101	1111111112	\$0.00	...

8. Click the + sign on the Adjudication Errors panel.

Adjudication Errors										
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9. You will see the Claim/Service # column, HIPAA Adj column, Description column, HIPAA Adj Remark column, Description column, EOB (Explanation of Benefit) column, Description column.

Adjudication Errors						
Claim / Service #	HIPAA Adj	Description	HIPAA Adj Remark	Description	EOB	Description
Claim	1013	EFT IS REQUIRED FOR PROVIDER PAYMENT	N643	THE SERVICES BILLED ARE CONSIDERED NOT COVERED OR NON-COVERED (NC) IN THE APPLICABLE STATE FEE SCHEDULE.	1093	EFT IS REQUIRED FOR BILLING PROVIDER TO RECEIVE PAYMENT

Tip-The EOB column should match what's on your Remittance Advice AND the Description column will give you the explanation of your denial.

10. Click the "Edit" button.
11. Proceed to the area where the correction needs to be made. This may require you to click "Continue" until you reach your error.

Once the correction is made, remember to click "Save" or "Add", whichever is required to ensure the correction(s) are applied.

12. Click the "Resubmit" button.
13. Click the "Confirm" button.
14. You will receive a new 13-digit Claim ID number.

For instructions on how to Submit a claim, please refer to the "Submitting and Reviewing a Claim" job aid on the DHS website under Provider Training Information.

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