



# Billing Resubmission

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## Determining Your Resubmission Process

### What Resubmission Process Do I Use?

To determine the appropriate process for resubmitting claims, please follow the guideline outlined below:

1. When an entire Claim File has not successfully transmitted, that is a structural issue with the file, use the [Rollback Resubmission Process](#).
2. When an entire Invoice has been denied, that is the provider ID does not match the provider ID on file, use the [Set to 05-Billable Resubmission Process](#).
3. When any portion of the claim has been paid, that is the event code is incorrect on a single service line in the claim but not on all others, then use the [Set to 10-Cancelled Resubmission Process](#).
4. When you need to Export a claim that has the same member, service and date as a previously exported claim, that is one of two scheduled services was not invoiced due to an exception, use the [Late Charge Resubmission Process](#).

### Things To Know



*In the SPM system, the terms claims and invoices are interchangeable. This document often uses the term Invoice since it is displayed on the SPM screens.*



*Only Users with appropriate security rights will have the permissions necessary to complete the instructions to follow.*

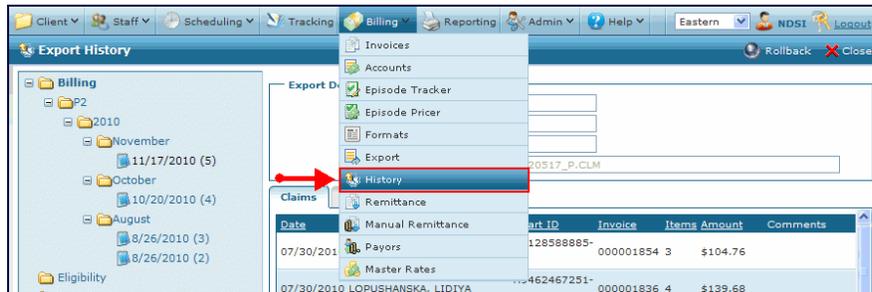
## Rollback Resubmission Process

### How to Resubmit Using the Rollback Process

When an entire Claim File has not successfully transmitted, because of a structural issue with the file, use the following instructions.

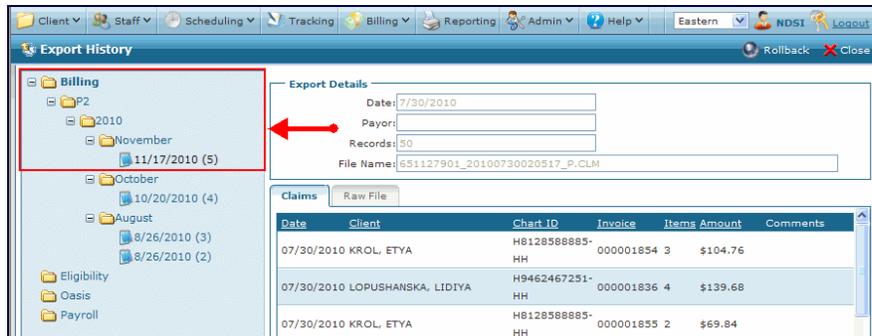
1. Go to Billing → History.

Mouse over the **Billing** button and then click on the **History** button in the drop down.



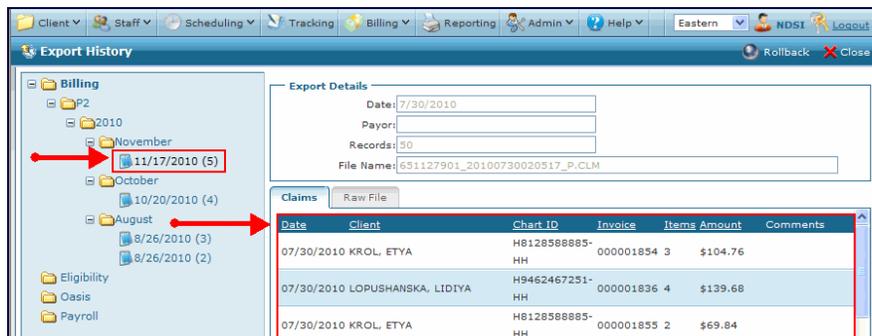
2. Locate the Rejected Claims.

Use the Collapse/Expand toggle (the + next to the folder icons) to locate the rejected Claims.

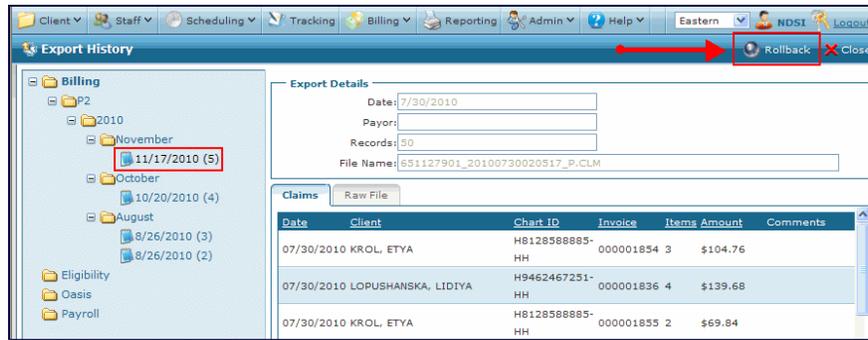


3. Click on the Claims File.

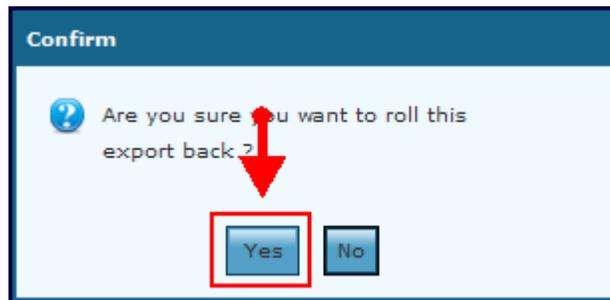
By clicking on the date of the claims in the navigation bar, you can see you claims in the Claims tab.



4. Click on **Rollback**.



5. Click on Yes to confirm.



6. Click on OK to continue.

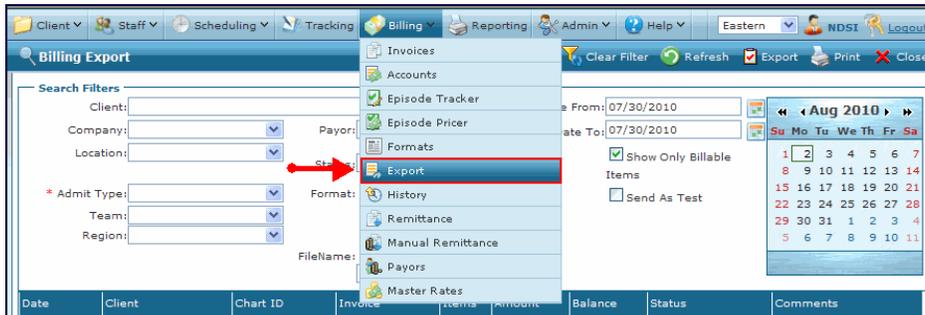
These invoices are now set to 05- Billable and will be part of your next export cycle.



 *These invoices will now be set to 05- Billable and be included in your next export file.*

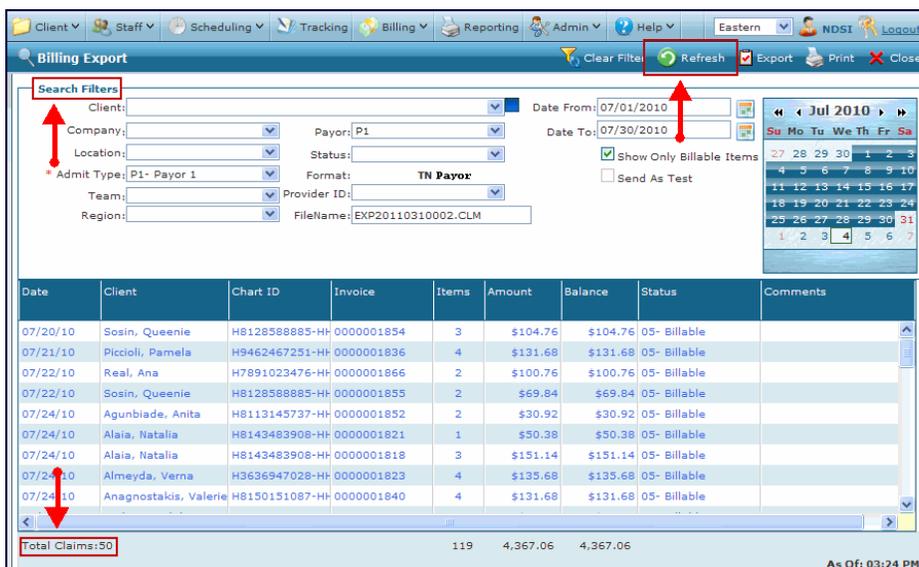
7. Go to Billing → Export.

Mouse over the Billing button and then click on the Export button in the drop down.



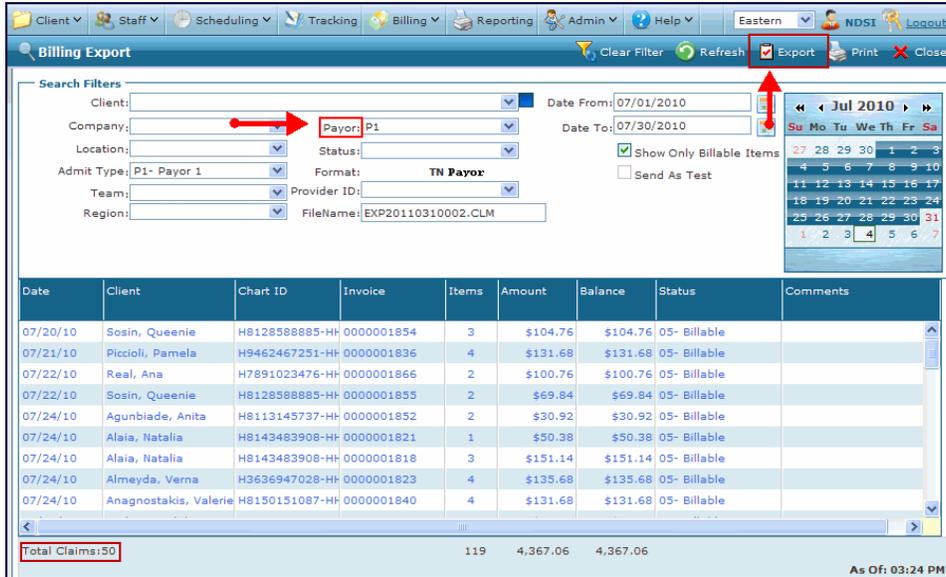
8. Find the Invoices now set to 05- Billable.

Use the *Search Filters* (keep in mind the date range may need to be expanded) and click on *Refresh* to populate the results list with the item you wish to export (including items that were rolled back).

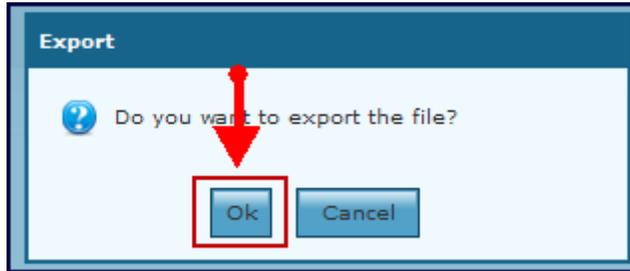


9. Click on Export.

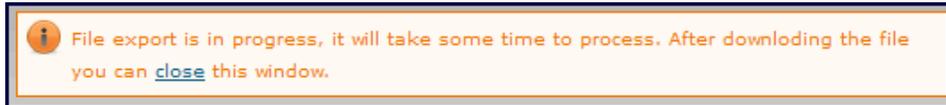
Be sure to have a *Payor* selected, then click on Export.



10. Click on OK to Export.



The system will prompt you when your export completes successfully.



## Set to 05- Billable Resubmission Process

### How to Resubmit Using the Set to 05- Billable Process

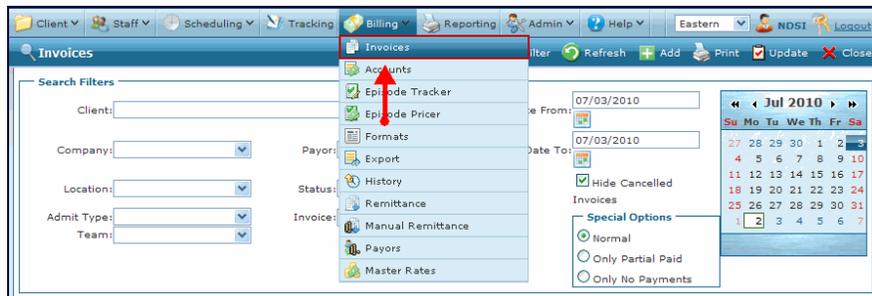
When an entire Invoice has been denied, because the provider ID does not match the provider ID on file, use the following instructions.

1. Before You Begin.

Before you begin this resubmission process, verify the entire claim was denied and no part of the claim was accepted.

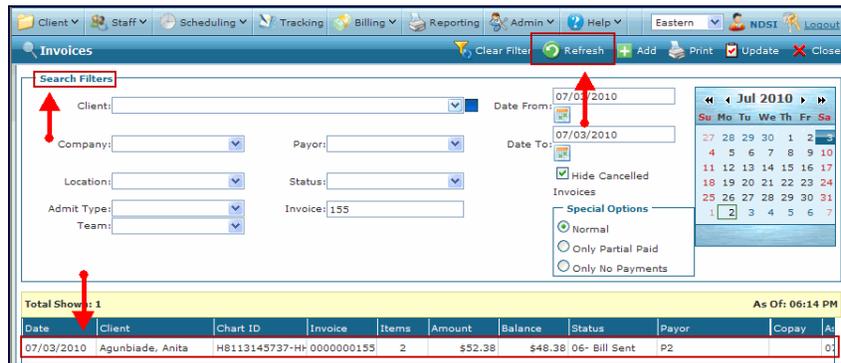
2. Go to Billing → Invoices.

Mouse over the **Billing** button and then click on the **Invoice** button in the drop down.

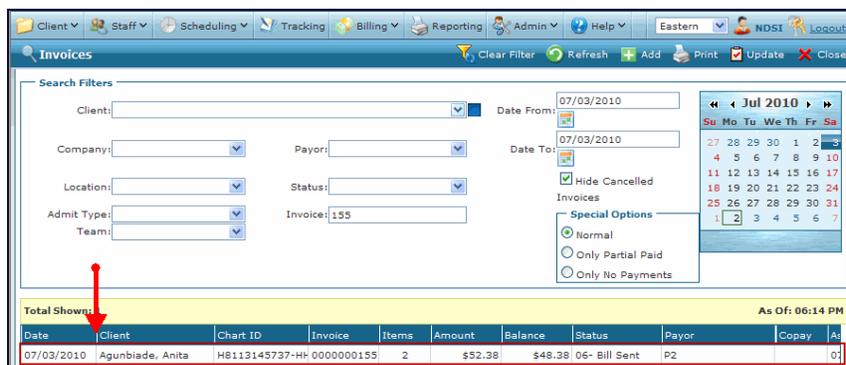


3. Locate the Rejected Invoice.

Use the *Search Filters* and click on Refresh to locate the invoice you wish to resubmit.



4. Double Click to Open.



5. Set Status to 05- Billable

Use the *Status* drop down to set this invoice to 05- Billable.

Click on **Save** to save and close.



*Before you continue. Resolve all issues that caused your invoice not to bill properly, that is the provider ID does not match the provider ID on file. Once all the issues are resolved, you may continue.*



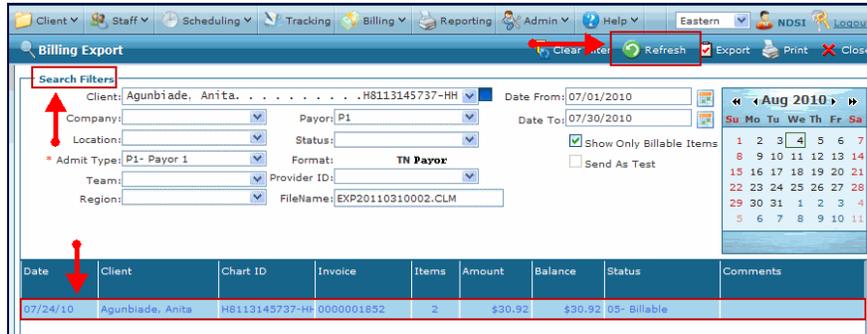
*This invoice will now be set to 05- Billable and be included in your next export file.*

6. Go to Billing → Export.

Mouse over the **Billing** button and then click on the **Export** button in the drop down.

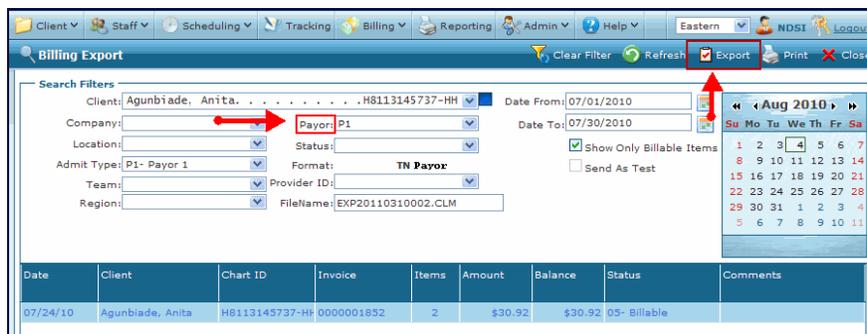
7. Find the Invoices now set to 05- Billable.

Use the *Search Filters* (keep in mind the date range may need to be expanded) and click on **Refresh** to populate the results list with the item you wish to export (including the item that was set to 05- Billable).

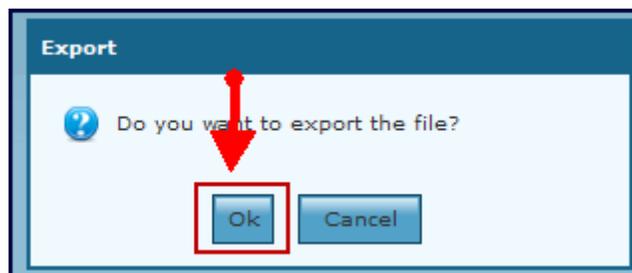


8. Click on **Export**.

Be sure to have a *Payor* selected, then click on **Export**.



9. Click on **OK** to Export.



The system will prompt you when your export completes successfully.



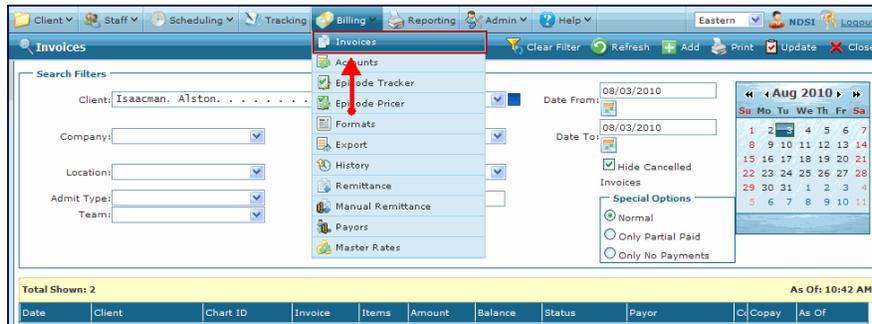
## Set to 10- Cancelled Resubmission Process

### How to Resubmit Using the Set to 10- Cancelled Process

When any portion of the claim has been paid, because an event code is incorrect on a single service line in the claim but not on all others, then use the following instructions.

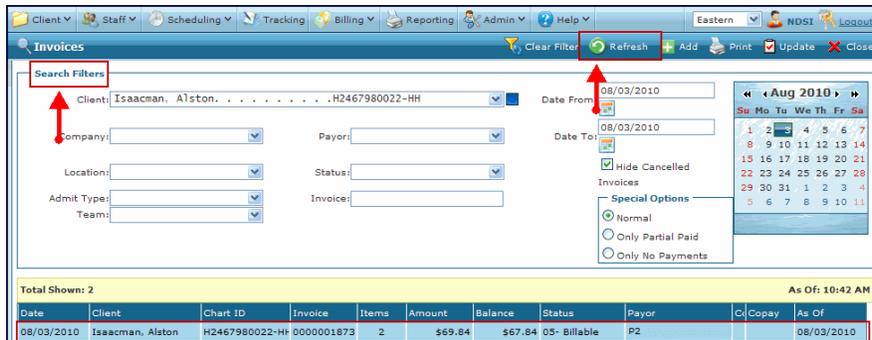
1. Go To Billing → Invoices.

Mouse over the **Billing** button and then click on the **Invoice** button in the drop down.

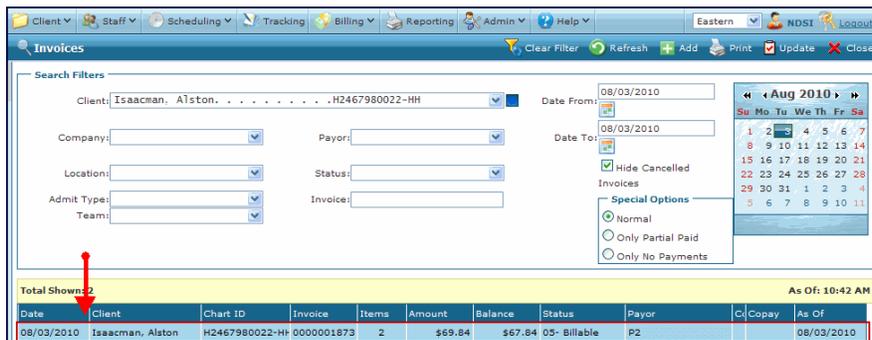


2. Locate the Invoice with a Bad Line Item.

Use the *Search Filters* then click on **Refresh** to isolate the invoice with a bad line item.

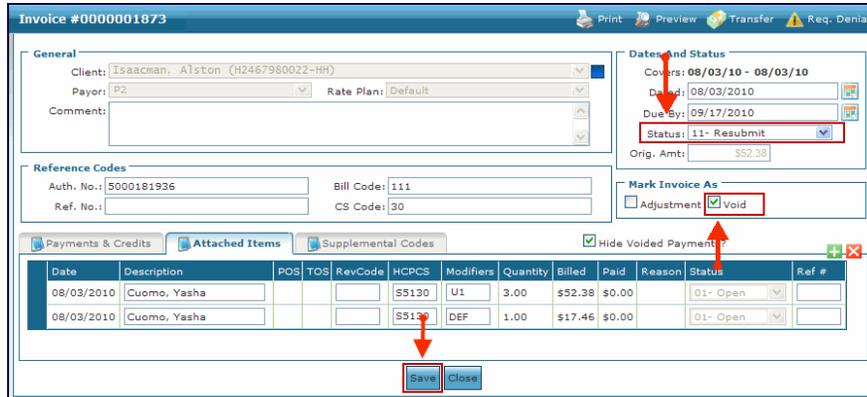


3. Double Click to Open.



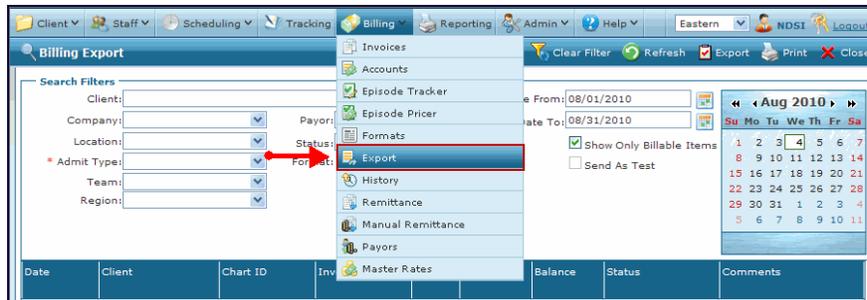
4. Mark invoice as Void and Resubmit.

Reset the status of the invoice to 11- Resubmit using the drop-down options. Check the Void box. Last, click the Save button.



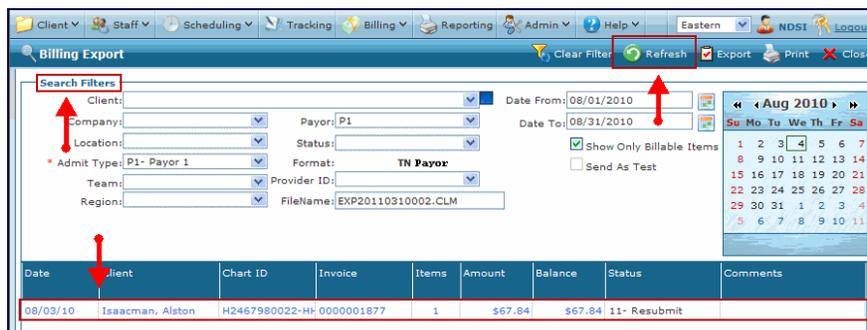
5. Go To Billing → Export.

Mouse over the Billing button and then click on the Export button in the drop down.



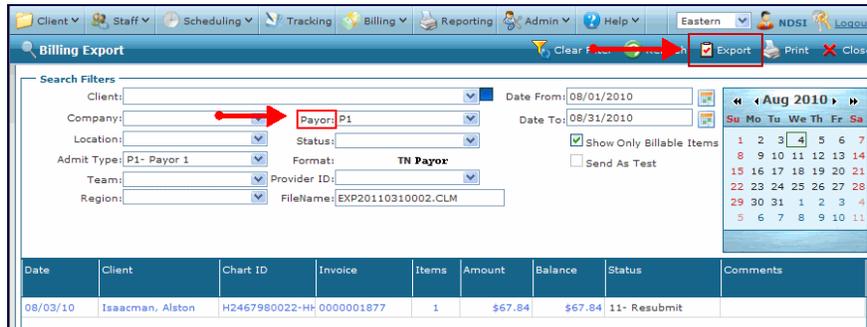
6. Find the Invoices now set to 11 - Resubmit.

Use the Search Filters (keep in mind the date range may need to be expanded) then click on Refresh to isolate the items you wish to export.

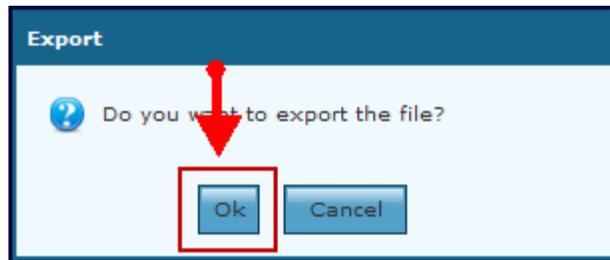


7. Click on Export.

Be sure to have a *Payor* selected, then click on **Export**.



8. Click on OK to Export.

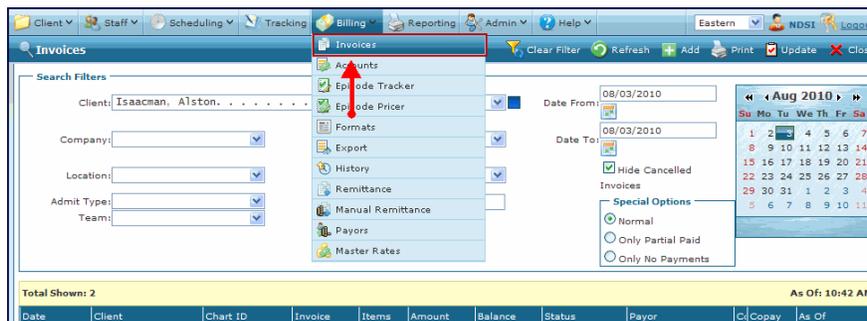


The system will prompt you when your export completes successfully.



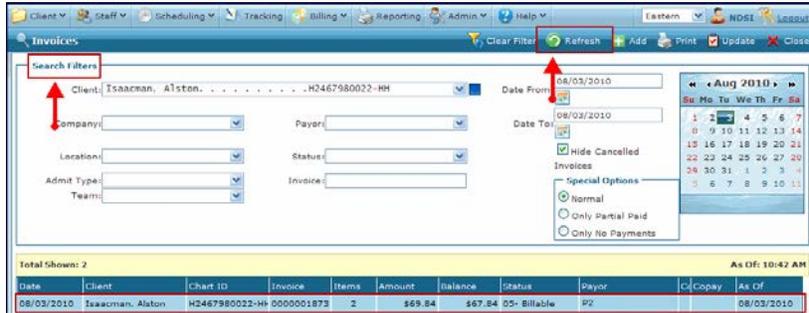
9. Go To Billing → Invoices.

Mouse over the **Billing** button and then click on the **Invoice** button in the drop down.

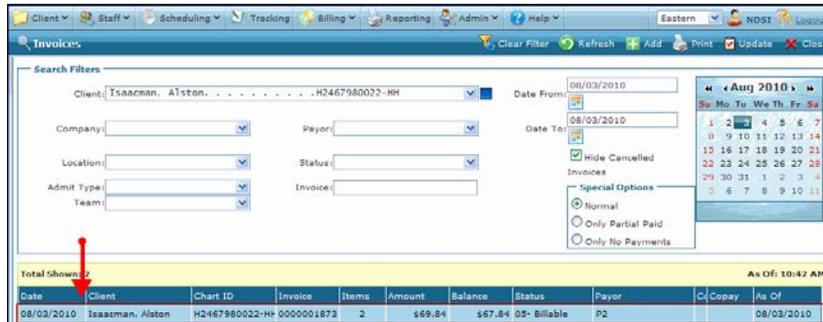


10. Locate the Invoice with a Bad Line Item.

Use the *Search Filters* then click on **Refresh** to isolate the invoice with a bad line item.



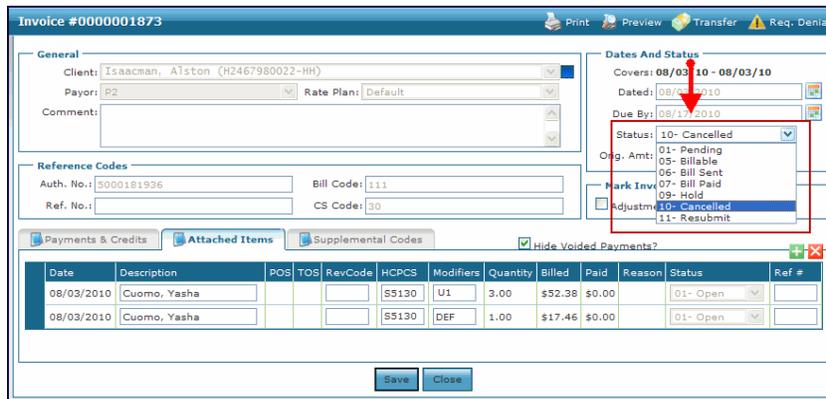
11. Double Click to Open.



12. Set Status to 10- Cancelled.

With the Invoice now voided, use the *Status* dropdown to set this invoice to 10- Cancelled.

Click on **Save** to save and close.



*Before you continue. Resolve all issues that caused your invoice not to bill properly, that is event code is incorrect on a single service line in the claim but not on all others.*

*The canceled invoice will be set to a scheduling 02- Confirmed status. You may need to use the Scheduling screens to find and correct the visits.*

13. Update then Create Invoices.

Once the visits have been corrected, click on the **Billing** button to access the Billing Review screen.

Use your *Search Filters* to isolate the items to be invoiced.

Click on the **Update** button.

Click on the **Create Invoices** button.

Date	Client	ChartID	Service	EC	IN	OUT	TZ	Qty	Units	Rate	Amnt	Copay	Supplies	Status
03/14/2011	Alterations, Evelyn	K0002018-P2	T1019-05	DEF	10:31	11:28		4.00	4	\$5.13	\$20.52	\$0.00	\$0.00	04- Billed
03/14/2011	Alterations, Evelyn	K0002018-P2	SS125-05	DEF	14:01	14:59		4.00	4	\$4.37	\$17.48	\$0.00	\$0.00	04- Billed
03/14/2011	Alterations, Evelyn	K0002018-P2	SS130-05	DEF	14:59	15:57		4.00	4	\$5.11	\$20.44	\$0.00	\$0.00	04- Billed
03/15/2011	Alterations, Evelyn	K0002018-P2	T1019-05	DEF	10:31	11:28		4.00	4	\$5.13	\$20.52	\$0.00	\$0.00	02- Conf
03/15/2011	Alterations, Evelyn	K0002018-P2	SS125-05	DEF	14:01	14:59		4.00	4	\$4.37	\$17.48	\$0.00	\$0.00	02- Conf

Click on **Create Invoices** to continue.

**General**

**Dates**  
Age As Of: End of Period (08/03/2010)  
Due On: 08/17/2010

**Comments**

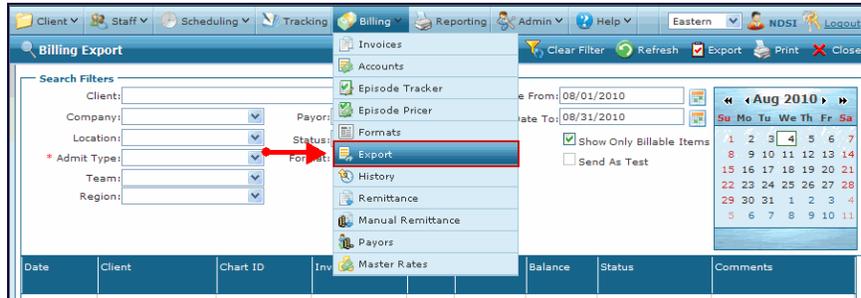
**Printing**  
 Print All Invoices Created  
 Print A Summary Report

**Create Invoices**

 Depending upon the MCO requirements, you will need to wait until the void has been processed. The timeline may vary by MCO.

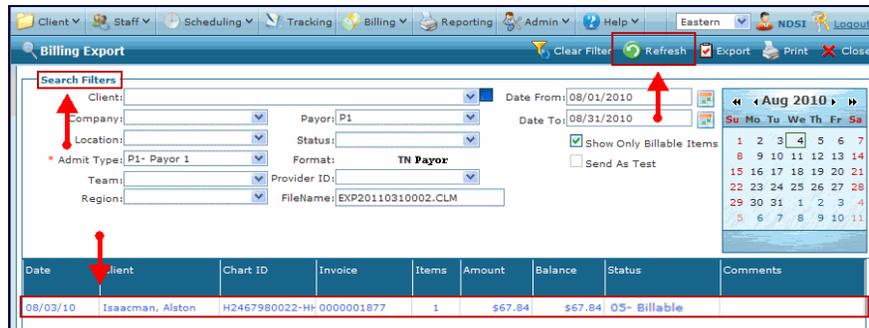
14. Go To Billing → Export.

Mouse over the **Billing** button and then click on the **Export** button in the drop down.



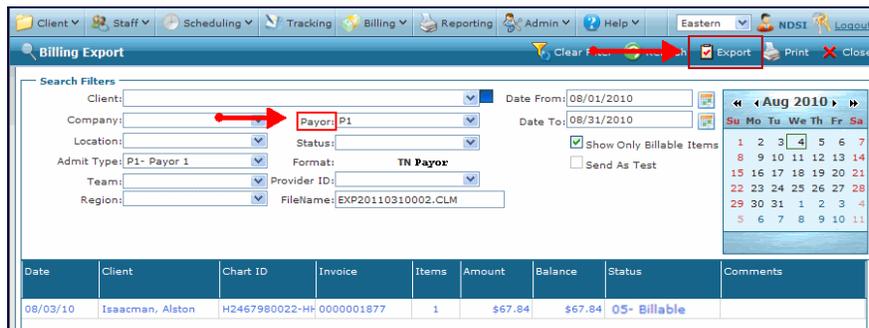
15. Find the Invoices now set to 05- Billable.

Use the *Search Filters* (keep in mind the date range may need to be expanded) then click on **Refresh** to isolate the items you wish to export.

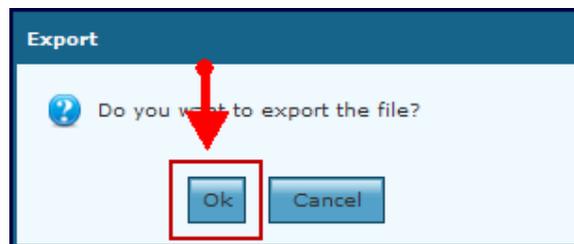


16. Click on **Export**.

Be sure to have a *Payor* selected, then click on **Export**.



17. Click on **OK** to Export.



The system will prompt you when your export completes successfully.

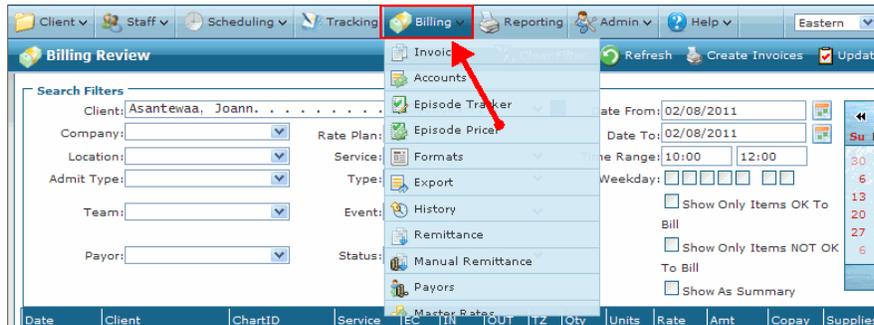


## Late Charge Resubmission Process

### How to Use the Late Charge Resubmission Process. (Proactively)

When you need to Export a claim that has the same member, service and date as a previously exported claim, because one of two scheduled services was not invoiced due to an exception, use the following instructions.

1. Click on **Billing**

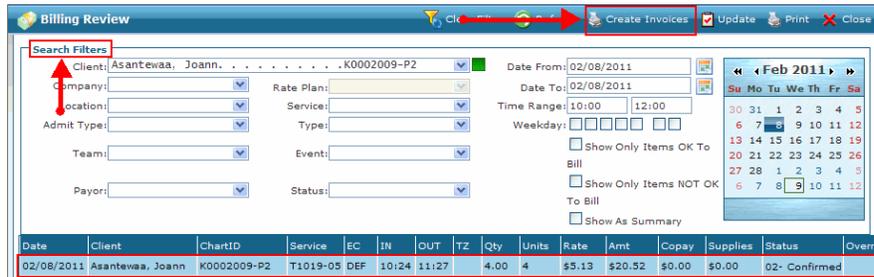


2. Create Invoices

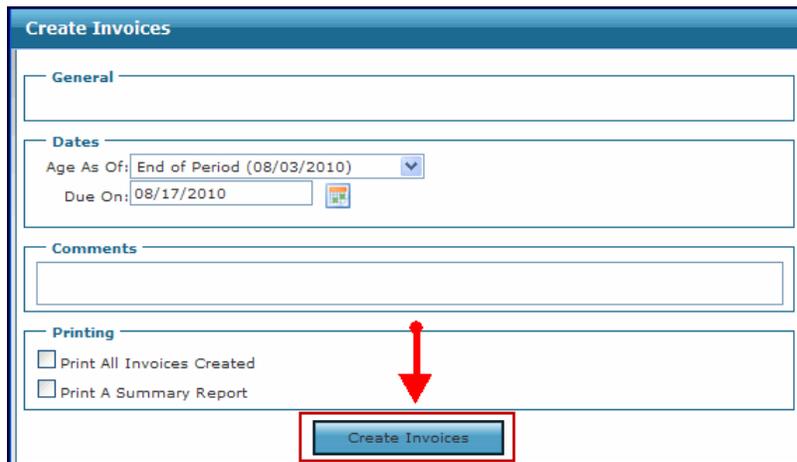
Use the *Search Filters* to find the visit you wish to bill.

Click on the **Update** button.

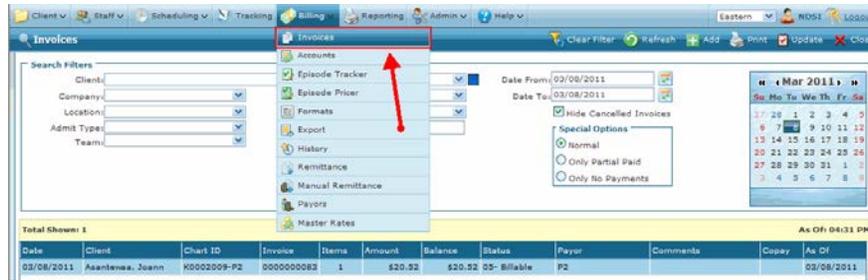
Click on the **Create Invoices** button.



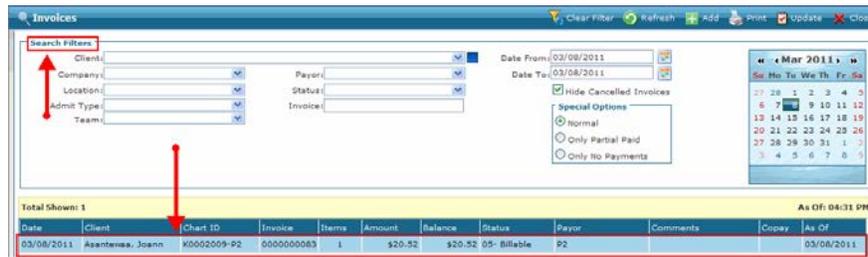
Click on **Create Invoices** to continue.



- Click on Billing → Invoices
- Mouse over Billing and click on the Invoices button.



- Open the Invoice
- Use the *Search Filters* to find the invoice that you just created.
- Double click the Invoice to open it.

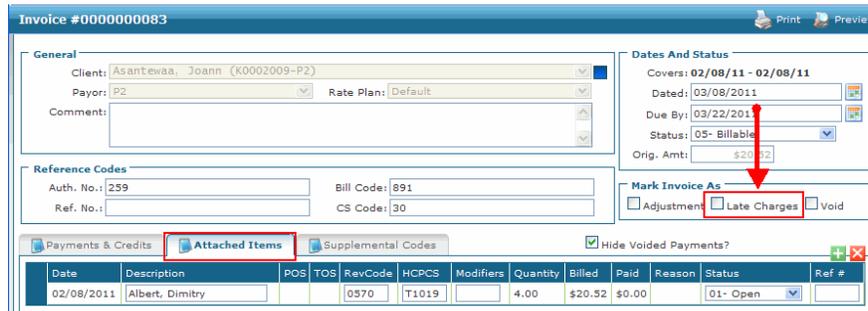


- Mark Invoice As *Late Charge*

In the Attached Items tab, you can see the line item that you will be sending as a late charge.

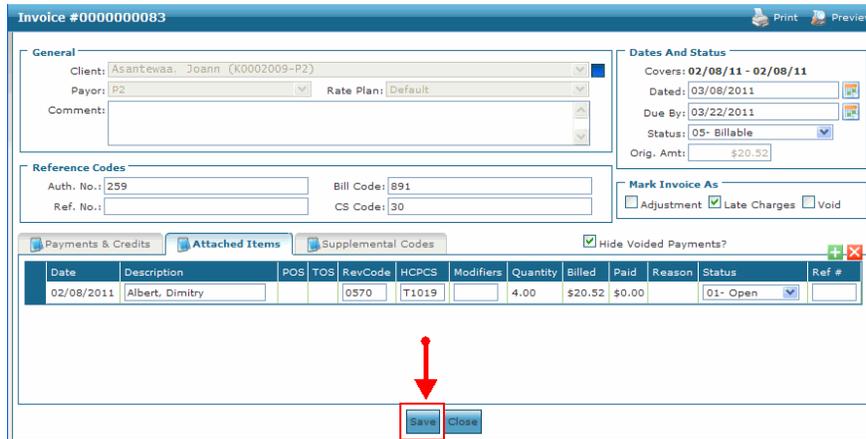
*NOTE: Late Charges will apply to the entire invoice and not individual line items.*

Click on the *Late Charges* checkbox.



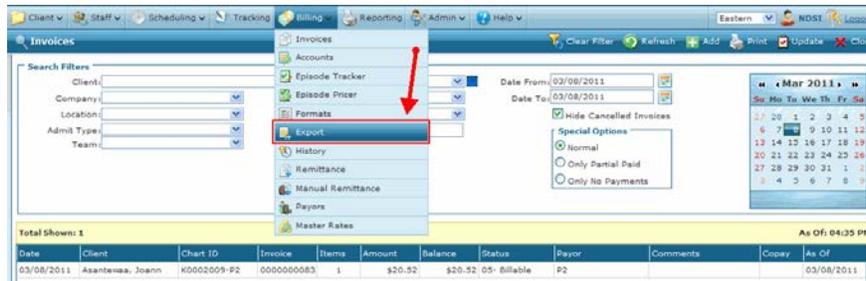
6. Click on Save

With the *Late Charges* field checked, click on the Save button.



7. Click on Billing → Export

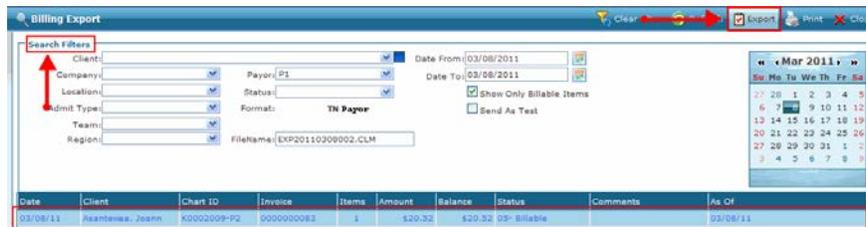
Mouse over Billing, and click on the Export button.



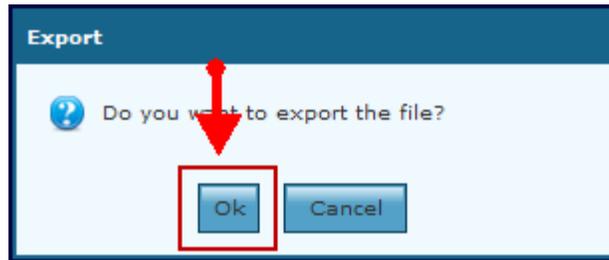
8. Export

Use the *Search Filters* to find the invoice that you just marked as Late Charge.

Click on the Export button.



- Click OK to Export



The system will prompt you when your export completes successfully.

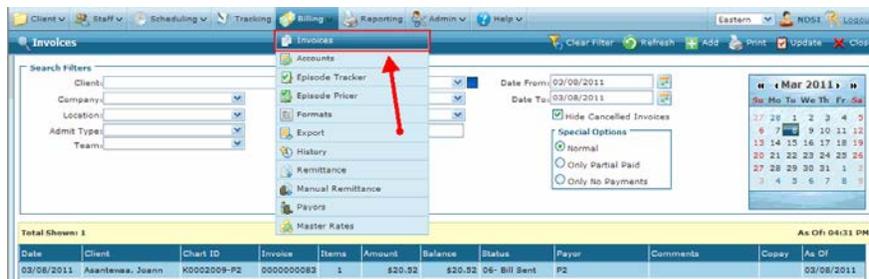


## How to Use the Late Charge Resubmission Process. (Retroactively)

When you need to resend a rejected Export claim that has the same member, service and date as a previously exported claim, because one of two scheduled services was not invoiced due to an exception, use the following instructions.

- Click on Billing → Invoices

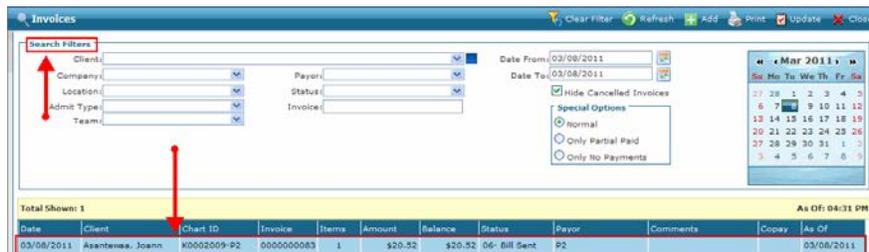
Mouse over Billing and click on the Invoices button.



- Open the Invoice

Use the *Search Filters* to find the invoice that you just created.

Double click the Invoice to open it.



3. Set to 11- Resubmit

In the Dates And Status section, change the status to 11- Resubmit

The screenshot shows the 'Invoice #000000083' form. In the 'Dates And Status' section, the 'Status' dropdown menu is open, showing options from '06- Bill Sent' to '11- Resubmit'. A red box highlights the '11- Resubmit' option, and a red arrow points to it from the 'Mark Invoice As' section below.

4. Mark Invoice As Late Charge

In the Attached Items tab, you can see the line item that you will be sending as a late charge.

*NOTE: Late Charges will apply to the entire invoice and not individual line items.*

Click on the *Late Charges* checkbox.

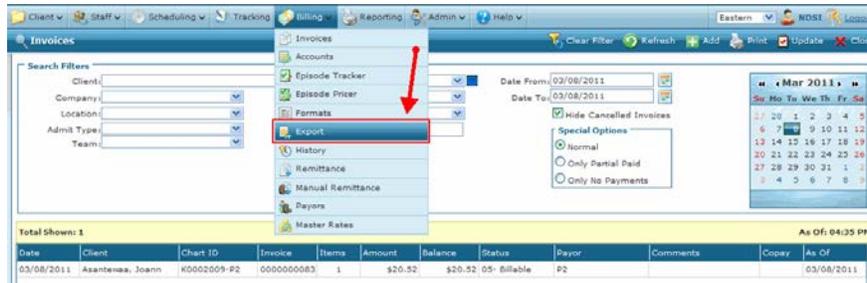
The screenshot shows the 'Invoice #000000083' form with the 'Attached Items' tab selected. The 'Mark Invoice As' section has the 'Late Charges' checkbox checked. A red box highlights the 'Late Charges' checkbox, and a red arrow points to it from the 'Status' dropdown in the 'Dates And Status' section above.

5. Click on Save

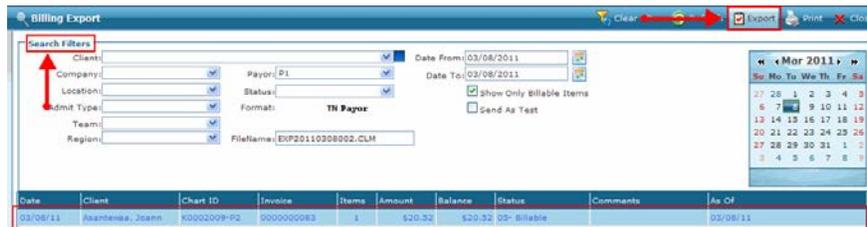
With the *Late Charges* field checked, click on the Save button.

The screenshot shows the 'Invoice #000000083' form with the 'Save' button highlighted by a red box and a red arrow pointing to it from below.

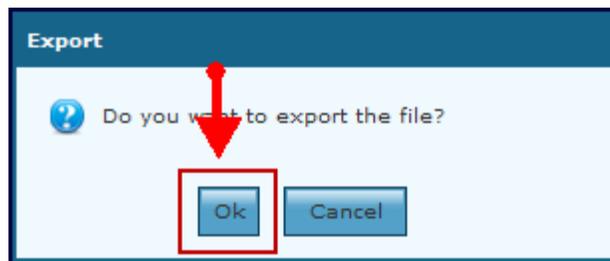
- Click on Billing → Export
- Mouse over Billing, and click on the Export button.



- Export
- Use the *Search Filters* to find the invoice that you just marked as Late Charge.
- Click on the Export button.



- Click OK to Export



The system will prompt you when your export completes successfully.

