Replacement Claims - NC Medicaid & Other Payers

Use this guide to verify the ICN/DCN, create a replacement claim batch, and confirm the 837 output.

- Replacement claims are used when a paid claim was transmitted with missing or incorrect information (e.g., missing visits, wrong hours).
- Do NOT use a replacement if the claim rejected and did not pay. In that case, just rebuild and resend a new claim.
- Each NC Medicaid claim has a 15-digit **ICN** (Internal Control Number) that uniquely identifies one payment of one claim.
- The same steps can be used for other payers (Medicare, HMOs, BCBS, etc.), but the ICN/DCN/Claim Number format and name may differ.

Overview

- Step 1 **Verify or enter** the correct ICN/DCN/Claim Number.
- Step 2 **Create the replacement claim batch** with matching dates and chart information.
- Step 3 **Confirm** replacement indicators in the 837 file and on the printed claim (UB-04 or CMS-1500).

Step 1 - Verify ICN / Claim Number

First, confirm the ICN/DCN/Claim Number in **Accounts**

Receivable > ICN Edit. This information is automatically added when the electronic remittance advice is posted using Barnestorm.

- 1. Go to Accounts Receivable > ICN Edit.
- 2. Enter the patient's **Chart Number**.
- 3. If the patient has multiple payers, select the correct **Payer**.
- 4. Review the ICN list on the right, including:
 - From Date, Through Date
 - Paid Date
 - **ICN** (claim number)
- Identify which ICN needs to be replaced based on the service dates and payment; note the **From** and **Through** dates.
- 6. If the dates you need to replace are **not listed**, or the ICN is missing, add it manually (see below).

If the ICN you need is not listed

- 1. Click Add a New ICN Entry.
- 2. From your paper/electronic remittance, enter:
 - Payment Date
 - Claim From Date

- Claim Through Date
- ICN / DCN / Claim Number
- 3. Click Save.
- 4. Confirm your new ICN now appears in the list and note the **From** and **Through** dates for the next step.

Step 2 - Create the Replacement Claim Batch

Batch Rule: A replacement batch can only generate if **every claim in the batch** has a valid ICN in the system and there is **no existing filename** for that batch.

- 1. Go to **Billing > All Other Billing**.
- 2. Enter the **From** and **Through** dates **exactly** as they appeared on the original claim you are replacing.
 - The system searches for the ICN using: Chart#,
 Program, Payer, and the first visit date.
 - If you changed the first visit date while correcting the claim, you may need to update From Date to the new first-visit date.
- 3. Enter the patient's **Chart Number**.
- 4. Select Prepare Charges For Billing.
- 5. Check the box **Send as Replacement Claims**.

Important: This step is required for the claim to be marked as a replacement.

- 6. Click **Create HIPAA Tx** to generate the 837 file.
- 7. Return to **Accounts Receivable > ICN Edit** and confirm:
 - The Batch Number now appears beside the ICN for the claim you just created.
- 8. Transmit the batch to **Medicaid** (or the appropriate payer) as you normally would.

The transmission process is the same for replacement and original claims.

Step 3 - Advanced: Confirm in 837 & on Claim Forms

Once the transmission is created, you can open the 837 file in your claims folder and verify the replacement indicators.

UB-04 (Institutional) - 837 Details

- Find the line that begins with CLM*. After the :: you will see a number:
 - o $\mathbf{1}$ = Original claim
 - o 7 = Replacement claim (if there is no "7", it is not a replacement)
 - o 8 = Void claim

Replacement Claims

- The line immediately after the CLM* line contains the ICN.
- On the printed UB-04 claim form, the Type of Bill (TOB) will show 0327 (top-right corner) for a replacement.

CMS-1500 (Professional) - 837 Details

- As with UB-04, check the CLM* line:
 - o 1 = Original claim
 - o 7 = Replacement claim (if there is no "7", it is not a replacement)
 - o 8 = Void claim
- For replacement claims, you will see an additional line after the CLM* line, similar to:

REF*F8*1234567890

This 1234567890 represents the ICN.

 On the printed CMS-1500, the 7 (or 8 for void) and the ICN will appear on the same line or beneath the ICD codes.

Tip: Keep a copy of the remittance advice handy when building replacement claims so you can verify the exact ICN and service dates.

Knowledgebase

http://kb.barnestorm.biz/KnowledgebaseArticle50519.aspx