

Replacement Claims for Rate Changes

Medicaid claims may be *replaced* directly from Barnestorm. Each Medicaid claim sent for each patient has a unique identifying number, called an ICN.

You need to create a replacement claim when the original claim that was transmitted was incorrect due to missing information or incorrect information (examples: the rates have increased and were billed at a lower rate previously, the claim did not include a visit that was added to the system after the claim was sent, or the number of hours billed was incorrect).

IMPORTANT: if the claim rejected and did not pay, then just build a new claim and send it--replacement is not needed when the claim doesn't pay at all.

Here are the steps to replace a Medicaid claim:

Verify ICN Information

Go to Accounts Receivable > ICN Edit.

- Enter the patient's chart number.
- If the patient has more than one payer, select the payer.
- The **ICNs** are listed on the right, showing From Date, Through Date, Paid Date, and ICN number. Determine which ICN needs to be replaced based on the dates. Make a note of the from and through dates.

If the ICN you need to replace is not there, you can enter it manually using these steps:

- Click the **Add a New ICN Entry** button.
- Enter the information from your paper copy of the remittance advice: payment date, from date, through date, and ICN number.
- Click the **Save** button.
- Your ICN entry will now appear in the list; make a note of the from and through

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dates and continue the steps in this process.

Create Replacement Claim

Note: You can create multiple claims in one batch. The entire batch will need to have valid ICN's in the system and no existing filename. Otherwise, a batch will not generate.

- Go to **Billing > All Other Billing**
- **Enter the From Date and Thru Date that were used to create the original claims.**

If any specific Programs and Payers were used to select the patients, enter those again as well.

- NOTE: The software searches for the matching ICN by matching the chart#, Program, Payer, From and Thru dates.
- Enter the patient chart number(s). Exclude any patients that didn't pay on the original claim.
- Select **Prepare Charges For Billing.**
- ******Check the box beside Send as Replacement Claims******
****** THIS STEP IS IMPORTANT******
- Create **HIPAA Tx.** Any claims that do not have a matching ICN will be excluded from the replacement batch.
- Go back to **Accounts Receivable > ICN Edit.** You should see the batch number beside of the ICN number you just created a claim for.
- Transmit to Medicaid as normal--the transmission process is exactly the same for a replacement claim as for a regular claim.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51571.aspx>