Correcting Commercial Claims for POS and Other Errors

Given that there have been conflicting and confusing instructions given by the various commercial insurers, errors have been made that have cost members income because of reduced fees related to the Place Of Service (POS) codes in their submissions. There is a means for resubmitting corrected claims using the CMS1500 (02/12) form. This **works best for electronic claims** because all you have to do to start the process is to reopen the claim for editing. If the claim has not been saved or was a paper claim then you have to fill out the form again adding the following procedure to indicate correction. Can be used for both in and out-of-network claims.

Note: can only be done after a claim number for the original claim is issued by the insurer

The process is as follows:

Open the claim for editing

Go to ITEM NUMBER 22, TITLED: Resubmission and/or Original Reference Number

22. RESUBMISSION CODE	ORIGINAL REF. NO.

When resubmitting a claim, enter the appropriate bill frequency code left justified in the left-hand side of the field.

"7" Replacement of prior claim

"8" Void/cancel of prior claim.

Enter the original claim number in the right hand side of the field. Example:

22. RESUBMISSION CODE	ORIGINAL REF. NO.
7	ABC1234567890

This indicates that this is a replacement of prior claim ("7") number "ABC1234567890"

Make the required correction to the claim.

Resubmit the claim.

This may also work for resubmission of Medicare claims submitted through your clearing house but it's better to correct Medicare claims through NGS Connex.

Jay E. Korman, MSW, LCSW-R, BC-TMH

Practice Management Chair