ForwardHealth Portal
Resubmitting a Denied Claim

February 17, 2017

Resubmitting a Denied Claim

Claims with a *Deny* status can be resubmitted at any time using the Re-submit button at the bottom of the Claim Information page.

To resubmit a denied claim, complete the following steps:

1. Search for a claim following the procedures in the ForwardHealth Portal Claim Search Instruction Sheet, which is located on the [Portal User Guides page](#) of the ForwardHealth Portal.

    Note: If the claim is already open, you will not need to search for the claim.

    At the bottom of the Claim Information page, the Claim Status Information panel will display the claim's status, the claim's internal control number (ICN), the date the claim was denied, and the amount paid. The EOB Information panel will display the Explanation of Benefits (EOB) code(s) and description(s) that indicate why the claim was denied.
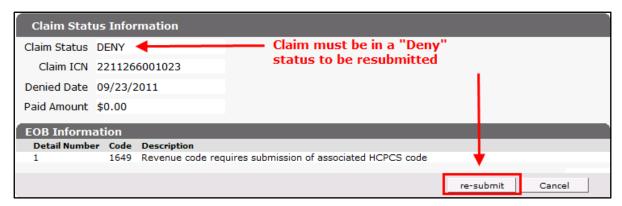

Figure 1 Claim Status Information and EOB Information Panels

2. Based on the EOB code(s) indicated, make necessary changes or enter new information for the applicable panel.

3. Click **re-submit** at the bottom of the Claim Information page.

    If there is a problem and the claim does not process, an ICN will not be assigned, and an error message that indicates what needs to be corrected will be displayed at the top of the page.

    If the claim processes, the Claim Status Information panel will display the ForwardHealth-assigned ICN and the claim's status. In addition, the EOB Information panel will indicate how the claim was processed by ForwardHealth.