

ForwardHealth Portal Adjusting a Claim

February 17, 2017

Instruction Sheet

Adjusting a Claim

After reviewing both the claim and ForwardHealth remittance information, a provider may determine that a paid claim needs to be adjusted. Providers may file adjustment requests through the ForwardHealth Portal for reasons including the following:

- To correct billing or processing errors.
- To correct inappropriate payments (overpayments and underpayments).
- To add and delete services.
- To supply additional information that may affect the amount of reimbursement.
- To request professional consultant review (e.g., medical, pharmacy).

Any claim that is in a *Pay* status can be adjusted and resubmitted through the Portal regardless of how the claim was originally submitted. Each claim submission and adjustment request received by ForwardHealth will be assigned a unique claim number or internal control number (ICN).

Each ICN can be adjusted only once. If an additional adjustment is needed, the second adjustment must be made to the ICN assigned to the first adjustment. The claim must also be in a *Pay* status in order for it to be eligible to be adjusted again.

Note: The Adjust button will not be displayed on a previously adjusted ICN. In addition, for adjustment claims, the Submission button will not be displayed on a claim that cannot be adjusted.

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.

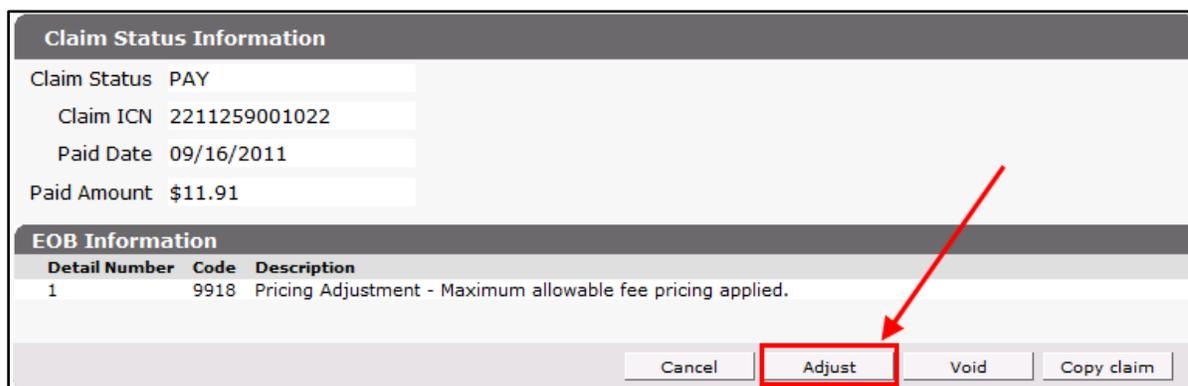
Note: If the claim is already open, you will not need to search for the claim.

2. Make applicable changes to the claim.

If the original claim did not have an attachment and you wish to add one, you may do so through the Attachments panel. For more information, refer to the Attachments Panel section of the applicable claim submission user guide (i.e., professional, institutional, or dental).

If there was an attachment associated with the original claim, you may use the previously submitted attachment or delete the previously submitted attachment by using the Delete button.

3. Click **Adjust** at the bottom of the Claim Information page to submit the adjustments.



The screenshot shows a web interface with the following sections:

- Claim Status Information**
 - Claim Status: PAY
 - Claim ICN: 2211259001022
 - Paid Date: 09/16/2011
 - Paid Amount: \$11.91
- EOB Information**

Detail Number	Code	Description
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.

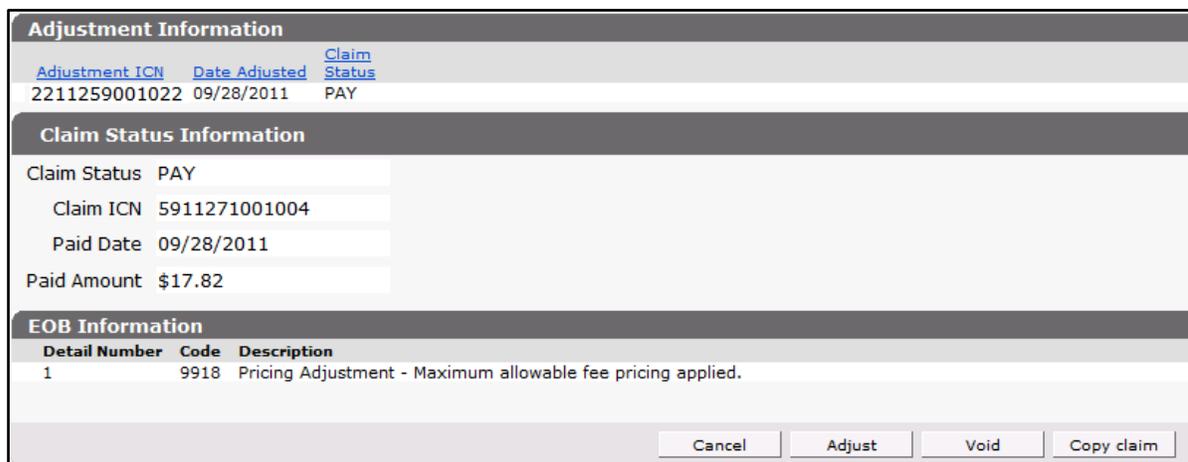
At the bottom of the page, there are four buttons: Cancel, Adjust (highlighted with a red box and a red arrow), Void, and Copy claim.

Figure 1 Adjust Button

If there is a problem and the claim does not process, an adjustment 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 Adjustment Information panel will be displayed. Information displayed on the Adjustment Information panel includes the new adjustment ICN and the claim's status.

Note: Initial claims that permit attachments will have ICNs starting with 23- (if submitted via the Portal) or 21- (if submitted via EDI batch, including Provider Electronic Solutions [PES] software). Adjusted claims will start with 59-.



The screenshot shows the Adjustment Information Panel with the following sections:

- Adjustment Information**

Adjustment ICN	Date Adjusted	Claim Status
2211259001022	09/28/2011	PAY
- Claim Status Information**
 - Claim Status: PAY
 - Claim ICN: 5911271001004
 - Paid Date: 09/28/2011
 - Paid Amount: \$17.82
- EOB Information**

Detail Number	Code	Description
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.

At the bottom of the page, there are four buttons: Cancel, Adjust, Void, and Copy claim.

Figure 2 Adjustment Information Panel

If you indicate an attachment is to be submitted with the claim, the Upload Claim Attachments button will be displayed on the bottom of the page. Users may upload attachments electronically through the Portal or submit the attachment by mail or fax using the [Claim Form Attachment Cover Page](#) available on the ForwardHealth Forms page of the Portal.

Note: If you indicate on the Attachments panel that an attachment will be included with the claim, the claim will suspend for 30 days pending the receipt of the indicated attachment.



Figure 3 Upload Claim Attachments Button

If you are not ready to upload a file, you may exit from this page or go to another area of the Portal.

If you are ready to upload an attachment, click **Upload Claim Attachments**.

The Upload Claim Attachment File panel will be displayed. For information about uploading attachments, refer to the ForwardHealth Portal Uploading Claim Attachments Instruction Sheet, which is located on the [Portal User Guides page](#) of the ForwardHealth Portal.