



ADJUSTMENT OR VOID CLAIM TRAINING

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NORTH
Dakota
Be Legendary.™

| Human Services

ND Health Enterprise Web Portal Adjustment or Void Claim Form Submission Instructions



Go to

<https://mmis.nd.gov/portals/wps/portal/EnterpriseHome>



Home

Program ▶

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Welcome Print | - □

Welcome to the North Dakota MMIS Web Portal.

ND MMIS has established a scheduled maintenance window for calendar year 2019 from 9:00PM to 4:00AM Central Time on the 2nd Thursday of the month with the following exceptions: Jan 17, Apr 17, May 16, Nov 7, and Dec 19. During the maintenance window, the

Provider Registration - □

To obtain a user id and password, Providers and Trading Partners must have an approved enrollment with North Dakota and have received their Provider or Trading Partner ID.

[Register](#)

Quick Links - □

- [FAQ](#)
- [Find a Healthcare Provider](#)
- [Benefits Overview](#)
- [Provider Enrollment](#)
- [Report Fraud & Abuse](#)

Sign In - □

Log into the system based upon your role:

- [Providers](#)
- [Internal Users](#)

➤ Sign In - Provider



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Quick Links

- Enrollment
- ProviderManuals
- FAQ
- Billing Manuals
- Messages & Announcements

News

Governor's Task Force on Access to Affordable Health Insurance.

ND MMIS has established a scheduled maintenance window for calendar year 2019 from 9:00PM to 4:00AM Central Time on the 2nd Thursday of the month with the following exceptions: Jan 17, Apr 17, May 16, Nov 7, and Dec 19. During the maintenance window, the system may not be accessible.

Provider

The Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other users easy, secure and efficient access to health care information.

ProviderLogin

To access secure areas of the portal, please log in by entering your User ID and Password.

* User ID:

* Password:

[Forgot User Name or Password ?](#)

- **Provider Login**
 - **USER ID** and **Password**



Home Member Provider **Claims** EDI Authorizations My Account FES

[Create Claims](#)

- [Create Professional Claim](#)
- [Create Institutional Claim](#)
- [Create Dental Claim](#)
- [Create Claim from Template](#)
- [Create Claim from Processed Claim](#)
- [Travel/Lodging Claim](#)
- [HCBS/DD Claim](#)

[Manage Claims](#)
[Create Templates](#)
[Manage Templates](#)
[Claim Status Inquiry](#)
[Payment Inquiry](#)
[1099 Inquiry](#)
[Pharmacy Claims](#)

Quick Links: Add Service Location, Trading Partner Enrollment, Provider Manuals, Provider Inquiry/Update Request, Provider Training Registration, Provider FAQ, Provider Resources

Provider Message: Status, Subject, New Document for Online Viewing (Warning icons)

Status	Subject	System	Date	Action
<input type="checkbox"/>		YSTEM, SYSTEM	03/04	New Document for Online Viewing:
<input type="checkbox"/>		YSTEM, SYSTEM	02/12	New Document for Online Viewing:

➤ Submit a Claim

- Claims
- Create Claims
- Create – Select the appropriate claim type: Professional, Institutional, Dental, Travel/Lodging or HCBS/DD Claim

? Is this a void/replacement?

Yes No

Claim Resubmission Information

*Resubmission Type Code

Replacement
Void

*TCN to Void/Replace

Note: For Void/Replacement of a Paid Claim, prior claim data (if available) will populate once the user has either a) tabbed out of the TCN field, or b) selected another field on this page.

➤ New Claim

- Is this a void/replacement?
 - ✓ Defaults to "No"
 - ✓ Select "Yes" when replacing/adjusting or voiding a previously processed claim.
 - ✓ Resubmission Type Code – Replacement or Void
 - ✓ TCN to Void/Replace – last TCN number in the chain ending in 0 or 3
 - ✓ Example: 20094300040011060 or 20087300270000493

Replacement and Void Reasons

***Adjust/Void using the last TCN Number in the chain**

***Do Not Adjust/Void a TCN Number ending in a 2**

Incorrect/Missing **Member ID Number**

- If the claim status is in a **Denied** status
 - ✓ Refile a new claim with the correct **Member ID Number**
- If the claim is in a **Paid** status
 - ✓ Void the claim
 - ✓ Refile a new claim with the correct **Member ID Number**

Incorrect/Invalid **Provider ID Number**

- If the claim status is in a **Denied** status
 - ✓ Refile a new claim with the correct **Provider ID Number**
- If the claim is in a **Paid** status
 - ✓ Void the claim
 - ✓ Refile a new claim with the correct **Provider ID Number**

Replacement and Void Reasons

***Adjust/Void using the last TCN Number in the chain**

***Do Not Adjust/Void a TCN Number ending in a 2**

Invalid/Missing **Procedure, Revenue, ADA, DME or NDC Code** ect

- If the claim status is in a **Denied** status
 - ✓ Refile claim with the correct code
- If the claim status is in a **Paid** status
 - ✓ Adjust claim with the correct code

Missing/Invalid **Modifier(s)**

- If the claim status is in a **Denied** status
 - ✓ Refile claim with the correct **Modifier(s)**
- If the claim status is in a **Paid** status
 - ✓ Adjust claim with the correct **Modifier(s)**

Replacement and Void Reasons

***Adjust/Void using the last TCN Number in the chain**

***Do Not Adjust/Void a TCN Number ending in a 2**

Member with **two** applicable **Insurance Policies**

- If the claim status is in a **Denied** status
 - ✓ Refile claim with correct **insurance information (primary and secondary)**
- If the claim status is in a **Paid** status
 - ✓ Adjust claim to add the correct **insurance information (primary and secondary)**

Member eligible on **Sanford Expansion Plan**

- If the claim status is in a **Paid** status
 - ✓ Void the claim

Replacement and Void Reasons

***Adjust/Void using the last TCN Number in the chain**

***Do Not Adjust/Void a TCN Number ending in a 2**

Incorrect/Missing **Insurance Payment**

- If the claim status is in a **Denied** status
 - ✓ Refile a new claim with the correct **insurance information**
- If the claim is in a **Paid** status
 - ✓ Adjust the claim with the correct **insurance information**

Ambulance 2nd trip on same day

- If the claim status is in a **Denied** status
- Denied as a duplicate
 - ✓ Adjust claim with both trip notes attached

Replacement and Void Reasons

***Adjust/Void using the last TCN Number in the chain**

***Do Not Adjust/Void a TCN Number ending in a 2**

Attaching documentation to a claim

- If the claim status is in a **Denied** status
 - ✓ Refile the claim
 - ✓ Indicate an attachment is being submitted for the claim
 - ✓ Fax in documentation with SFN177 cover sheet
- If the claim status is in a **Paid** status
 - ✓ Adjust the claim
 - ✓ Indicate an attachment is being submitted for the claim
 - ✓ Fax in documentation with SFN177 cover sheet

SFN177 link: <https://www.nd.gov/eforms/Doc/sfn00177.pdf>

Claim Submitted Confirmation Page on the Web Portal maybe substituted for the SFN177 cover sheet