



Rejected and Corrected Claims Rules

In an effort to be consistent for both paper and electronically submitted claims, please remember to follow the guidelines below regarding rejected versus corrected claims. Additionally, **claim frequency code "6" should not be used** when submitting corrected/replacement or voided claims.

Rejected claims are those returned to provider without being processed or adjudicated, due to a billing issue.

- Rejected paper claims have a letter attached with a document control number (DCN).
- A DCN is **not** a Keystone First Community HealthChoices (CHC) claim number. **Re-billing of a rejected claim should be done as an original claim.**
- If the claim was rejected, it is as if the claim never existed and does not appear on any Keystone First CHC remittance advice.
- Since rejected claims are considered original claims, the **timely filing limits** should be followed. Please check your Keystone First CHC contract or the Provider Manual for the timely filing limits.

Corrected claims are defined as a claim that Keystone First CHC has processed and adjudicated but paid incorrectly. There are various reasons that claims would require correction, including but not limited to, Provider billing the wrong rate or number of units, or Keystone First CHC paying incorrectly because of a rate issue.

- In cases where the resubmission serves to correct a claim that has already been denied/paid, the claim must be clearly identified as a corrected claim and resubmitted within 365 days from date of service.
- If there is an identified overpayment beyond 365 days from date of service, please contact Provider Services to arrange repayment. You may either send a refund check with documentation directly to the Keystone First CHC claims address below or arrange to have the repayment taken directly from future payments.
- Corrected claims may be submitted electronically through Change HealthCare or NaviNet®, or by paper submission to:
- **Any claim that is resubmitted must be billed as a corrected or replacement claim and must include the original Keystone First CHC claim number.**
 - You can find the Keystone First CHC claim number from the 835 ERA, the paper Remittance Advice, or from the claim status search in NaviNet.
 - If you do not have the Keystone First CHC claim number, then you may need to wait for the original claim to be processed or conduct further research on NaviNet to get the claim number.
- Corrected/replacement and voided claims may be sent electronically or on paper.
 - If sent electronically, the **claim frequency code** (found in the 2300 Claim Loop in the field CLM05-3 of the HIPAA Implementation Guide for 837 Claim Files) may only contain the

values '7' for the Replacement (correction) of a prior claim or '8' for the void of a prior claim. The value '6' should not be sent.

- In addition, the submitter must also provide the original Keystone First CHC claim number in ***Payer Claim Control Number*** (found in the 2300 Claim Loop in the REF*F8 segment of the HIPAA Implementation Guide for 837 Claim Files). This is not a special requirement of Keystone First CHC but rather a requirement of the mandated HIPAA Version 5010 Implementation Guide.
- If the corrected claim is being submitted on paper, the claim needs to have the following in order to be processed as such:
 - On a Professional CMS 1500 Claim, the resubmission code of "7" or "8" along with the Keystone First CHC original claim number is required in Field 22.
 - On an Institutional UB04 Claim, bill type should end in "7" or "8" in Form Locator 4 and the Keystone First CHC original claim number is required in Form Locator 64A Document Control Number.

REMINDERS:

Unless you have an original Keystone First CHC claim number, you may not resubmit as a corrected claim.

Billing of a rejected claim is not considered a resubmission, but an original claim.

Please consult your Keystone First CHC Account Executive for further information on timely filing or if you have any questions regarding this notice. Contact information can be found under "Quick contact information here: <http://www.keystonefirstchc.com/providers/index.aspx>.