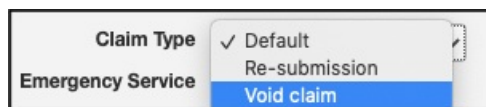


How to Submit a Voided Claim to a Payer?

09/17/2024 3:30 pm EDT

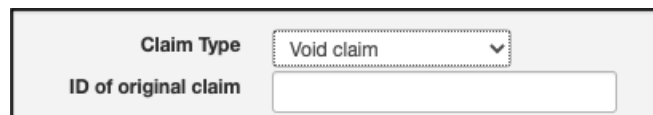
There may be an instance where you need to delete a claim that has already been submitted to a patient's insurance. To do so, you will need to send the payer a **voided claim**.

1. Navigate to the appointment through the Live Claims Feed. **Billing > Live Claims Feed**
2. Select the patient appointment for which you would like to submit a voided claim
3. From the appointment screen, navigate to the top right column, select the drop-down next to **Claim Type** and select **Void Claim**.



A screenshot of a dropdown menu for 'Claim Type'. The menu is open, showing three options: 'Default' (with a checkmark), 'Re-submission', and 'Void claim' (highlighted in blue). The text 'Emergency Service' is visible to the left of the dropdown.

4. If the claim has received payment, the ID of the original claim should populate. If it doesn't, you can type it into the box that appears after you select **Void Claim**.



A screenshot showing the 'Claim Type' dropdown menu set to 'Void claim'. Below it is an empty input field labeled 'ID of original claim'.

5. You can also add additional information to box 19 on the HCFA-1500 by using the **EDI Billing Note** option at the end of the same column within the patient's appointment. This will give the payer additional information on why the claim is being voided.



A screenshot of the 'EDI Billing Note' section. It features a checked checkbox labeled 'EDI Billing Note' with '(HCFA/CMS-1500 Line 19)' next to it. Below the checkbox is an input field containing the text 'Custom NTE EDI Billing Note'.

6. Select **Bill Insurance** as the billing status on the top left column (if it isn't already chosen)



A screenshot of a dropdown menu for 'Billing Status'. The menu is open, showing the option 'Bill Insurance' selected.

7. Check **Resubmit Claim** and select **Verify & Save**



A screenshot showing a checked checkbox labeled 'Resubmit Claim' and a blue button labeled 'Verify & Save'.

Additional Notes

If payment has been released the payer may retract it on a future invoice or request a check directly from you. Each payer can handle the situation differently.

If no payment has been released and the claim was applied to the patient's deductible, for example, the payer will reverse the entry in their system.

Here's a [link](#) to a video that will walk you through the process of submitting a voided claim to a payer.
