

## RESUBMITTING AND FINALIZING CLAIMS

Claims that have been processed by MMIS can be Resubmitted or Finalized.

**Resubmitted claims** – Claims that have a Status of Denied or To be denied can be resubmitted. Users with the Security Function of Create Health Care Claims can resubmit claims. A claim would normally be resubmitted after changing something in MMIS or SSIS. Claims marked for resubmission will be processed with the next claims batch for the same Claim category and Date range as the resubmitted claim. Resubmitted claims need to go through the batch process so that any applicable proofing messages can be reviewed.

### To Resubmit a Claim

1. Search for claims with a Claim Status of Denied or To be denied.
2. Select the claim in the grid. Multiple claims can be selected from the grid by pressing **Ctrl** and clicking the desired claims.
3. Click **Action** and select **Resubmit Claim**. The Claim must have a Disposition of Open to Resubmit.
4. Click on **Yes** to confirm the resubmission of the claim. The Disposition of the claim is now Resubmit. If multiple claims were selected additional confirmation options are **No to All** and **Yes to All**.
5. The claim will now be included in the next claim batch for this Claim category and Date range if the Time records, Payment and Supplemental Eligibility information still meet all of the claiming criteria.
6. Comments can be added to a claim providing details of why the claim was resubmitted.

### Resubmitted claims can have the following Dispositions:

<b>Disposition</b>	<b>Description</b>
Open	Default “Disposition” assigned when a claim is generated. Once submitted, until the claim has been processed by MMIS, actions to change the “Disposition” are disabled.
Resubmit	When the “Resubmit Claim” action is selected, the “Disposition” is changed to “Resubmit”. After the Disposition is set to “Resubmit”, the Time records, Payments and Supplemental Eligibility information will be used to generate a new claim, or claims, if they still meet all of the claiming criteria.
Finalize	When the Finalize Claim action is selected, the Disposition is changed to Finalize. No further action is permitted. This Action is not reversible.

## Resubmission Error

- Disposition must be Open to resubmit the claim.

**Finalized claims** – Claims that have a Status of Denied, To be denied or Partially paid can be Finalized. This action indicates that research has been done and no further reimbursement will be sought for this claim. Users need the Security Function of Create Health care Claims to finalize a claim. An optional comment can be added to a finalized claim. SSIS strongly encourages the adding of comments to document why no further reimbursement will be sought for the claim. A claim would normally be Finalized after sufficient research has been done to determine than no additional monies will be paid.

## To Finalize a Claim

1. Search for claims with a Claim Status of Denied, To be denied, or Partially paid.
2. Select the claim in the grid. Multiple claims can be selected from the grid by pressing Ctrl and clicking the desired claims.
3. Click **Action** and select **Finalize Claim**. The Claim must have a Disposition of Open to Finalize.
4. Comments are optional, but SSIS encourages the entry of detailed information into the **Finalize Confirmation** box. This will serve as the audit trail for why no additional reimbursement will be sought for the claim. If multiple claims are selected for finalization, the system does not allow multiple comments. The comments entered on the first claim will display for all of the claims that were multi-selected. Detailed comments for each claim would need to be entered separately. Users can select the **New Comment** action to record additional comments on a finalized claim. All users can create comments. Claim comments can be edited by the creator and by users with the Security Function of Manage Claims or Manage Payments. New comments cannot be created on claims with a claim status of Draft or Submitted. This information is viewable by all users.
5. Click **OK** to save the Comment and finish the Finalize process. The Disposition of the claim is now Finalized. Selecting **OK** is an irreversible action. If **OK** was mistakenly selected, call the Help Line and request a data fix.

## Adding a New Comment

1. Click on the **Action** button from any claim with a Claim Status of To be paid, To be denied, Paid, Partially paid, or Denied.
2. Select **New Comment**.
3. Enter comments.
4. Click **Save**.