

Submit EDI corrected claims via Availity or EDI

Published: Jun 1, 2021 - **Administrative** / Digital Tools

Our digital-first initiative allows you to submit EDI corrected claims using the Availity Portal or through Electronic Data Interchange (EDI). The corrected claims process begins when a claim has already been adjudicated. Multiple types of errors that occur can typically be corrected quickly with the options below. As a reminder, the corrected claim must be received within the claim timely filing period.

Availity portal corrected claim submission

You can recreate a claim and submit it as a replacement or cancellation (void) of the original claim if we have already accepted the original claim for processing.

Follow these steps:

1. In the Availity portal menu, select **Claims & Payments**, and then select **Professional Claim** or **Facility Claim**, depending on which type of claim you want to correct.
2. Enter the claim information, and set the billing frequency and payer control number as follows:
 - **Replacement of Prior Claim** or **Void/Cancel of Prior Claim**
 - **Billing Frequency**(or **Frequency Type**) field, in the **Claim Information** section (for professional and facility claims) or **Ancillary Claim/Treatment Information** section (for dental claims).
 - Set the **Payer Control Number (ICN / DCN)**(or **Payer Claim Control Number**) field to the claim number assigned to the claim by Anthem. You can obtain this number from the 835 ERA or Remittance Inquiry on Payer Spaces.
3. Submit the claim.

EDI corrected claim submission

Corrected claims submitted electronically must also have the applicable frequency code. A frequency code indicates the claim is a correction of a previously submitted and adjudicated claim. Providers should use one of the following:

- For corrected professional (837P) claims, use one the following frequency codes to indicate a correction was made to a previously submitted and adjudicated claim:
 - 7 – Replacement of Prior Claim\Corrected Claim
 - 8 – Void/Cancel Prior Claim
- For corrected institutional (837I) claims, use bill type frequency codes to indicate a correction was made to a previously submitted and adjudicated claim:
 - 0XX7 – Replacement of Prior Claim
 - 0XX8 – Void/Cancel Prior Claim

Please check with your practice management software vendor, billing service or clearinghouse for full details for submitting corrected claims.

We encourage you and your staff to use the digital methods available to submit corrected claims to save costs in mailing, paper, and your valuable time.

1177-0621-PN-NE

URL: <https://providernews.anthem.com/maine/article/submit-edi-corrected-claims-via-availability-or-edi-2>

Featured In:

June 2021 Anthem Connecticut Provider News, June 2021 Anthem Maine Provider News, June 2021 Anthem New Hampshire Provider News

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.

