

# Steps to Claim Corrections

6/25/2025

**Closed Captioning:** Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.

# Today's Presenters

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# Objective

After this session, attendees will be more familiar with the difference between an unprocessable claim, what constitutes clerical error reopenings, when to submit redeterminations and understanding next steps for claim corrections.



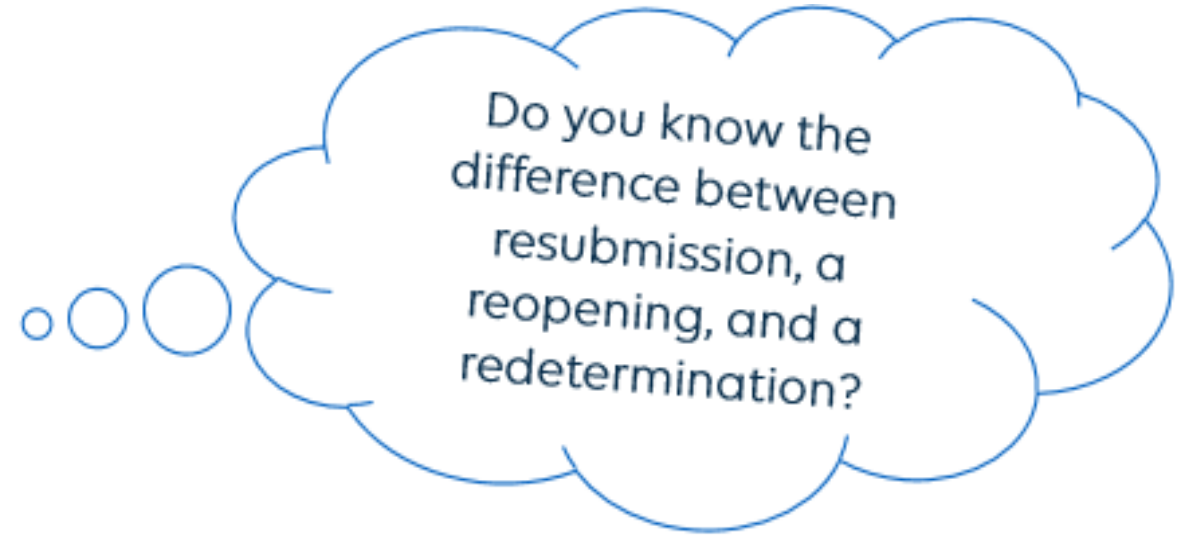
# Agenda

- [Resubmit, Reopen or Redetermination](#)
- [Resubmissions](#)
- [Reopenings](#)
- [Redeterminations](#)
- [Requesting an Exception to Timely Filing](#)
- [Interactive Claim Correction Scenarios](#)

Resubmit, Reopen or  
Redetermination

# Resubmit, Reopen or Redetermination

- What are your next steps?
- Resubmit
  - Unprocessable
- Reopen
  - Minor clerical errors or omissions
- Redetermination
  - Claims that require analysis of documentation







# Claim Guidelines

- If the claim is still in process, you will need to wait until it finalizes before any additional action can be taken
- Depending on the error, you can resubmit, reopen or appeal a claim that has been submitted to NGS for processing
- Review your remittance advice to determine next steps



# Resubmissions

# Resubmission of Unprocessable Claims

- Claim rejections CO16, MA130
  - Claim lacks information or has submission billing error(s), which is needed for adjudication
  - Claims received contain incomplete or invalid information will be “rejected” and returned as unprocessable
- Unprocessable claims
  - No appeal rights
  - No reopening rights
- Resubmit a new claim with corrected information



# Reopenings



# Clerical Error Reopenings

- A reopening is the reprocessing of a claim to fix minor mistakes
  - Mathematical or computational mistake
  - Transposed procedure or diagnostic codes
  - Inaccurate data entry
  - Computer errors
  - Incorrect data items



# Telephone Reopening/Part B Reopening Request Form

- Requests that can be completed via the [Telephone Reopening Unit \(TRU\)](#) or [Part B Reopening Request Form](#)
  - Assignment of claims (carrier errors only)
  - CLIA certification denials
  - Duplicate claim denials
  - Fee schedule corrections
  - Medicare Advantage plan denials (clinical trial or hospice only)
  - MSP (Medicare now primary)
  - Patient paid amount (carrier error only)
- These scenarios cannot be handled through NGSConnex

# Redeterminations

# Redetermination First Level Appeal

- Redeterminations are more complex issues that require analysis of documentation
  - Coverage of furnished items and service
  - Medical necessity claim denials
  - Determination on limitation of liability provision
  - Overpayment determinations from NGS probe reviews
  - Post payment CERT, RAC and/or SMRC denials



# Redetermination Timeliness

- First Level of Appeal
- Time Limit
  - 120 days from date of receipt of the initial determination notice
- Amount in Controversy
  - No minimum amount
- Decision made within 60 days of receipt
- Refrain from submitting duplicate appeal requests via paper or NGSConnex
- Duplicate submissions will not speed up the process
  - Will cause administrative delays and slow down processing of your appeal



# Redetermination Documentation

- Submitting unnecessary or excessive documentation may lead to a delay in processing appeal
  - Inpatient services
    - Submit only reports relevant to the denial on claim
    - Do not submit patient's entire hospital stay
  - Critical care
    - Submit notes for NP or specialty denied on claim
    - Total time spent by provider performing service
  - Anesthesia
    - Submit only those reports and records that apply to case
- [What Documents are Needed?](#)





# NGSConnex

- Providers who are registered to use [NGSConnex](#), our secure web portal, shall submit reopening or redetermination requests electronically
- Quickest route to correct claim(s) that contained errors and a faster way of receiving reimbursements for reopenings
- Able to check a redetermination status

# NGSConnex User Guide

Introduction

Registration

Log In

Navigation

Eligibility Lookup

Claims Status Inquiry

Part B Claim Submissions

Appeals

Initiate a Clerical Error Reopening

Initiate a Redetermination

Check Appeal Status

Check Appeal History

ADR

Inquiries

Resources

MBI Lookup

Remittance

## Check Appeal Status

1. Click the **Appeals** button from the NGSConnex homepage.

What would you like to do in NGSConnex?

Eligibility Lookup

Claim Status Lookup

Part B Claim Submissions

Appeals

ADR

Inquiries

Resources

MBI Lookup

Remittance

Prior Authorization

Financials

Manage Account

2. In the **Select a Provider** panel, click the **Select** button next to the applicable provider account.

Select a Provider

Search Provider

Search

Reset Search

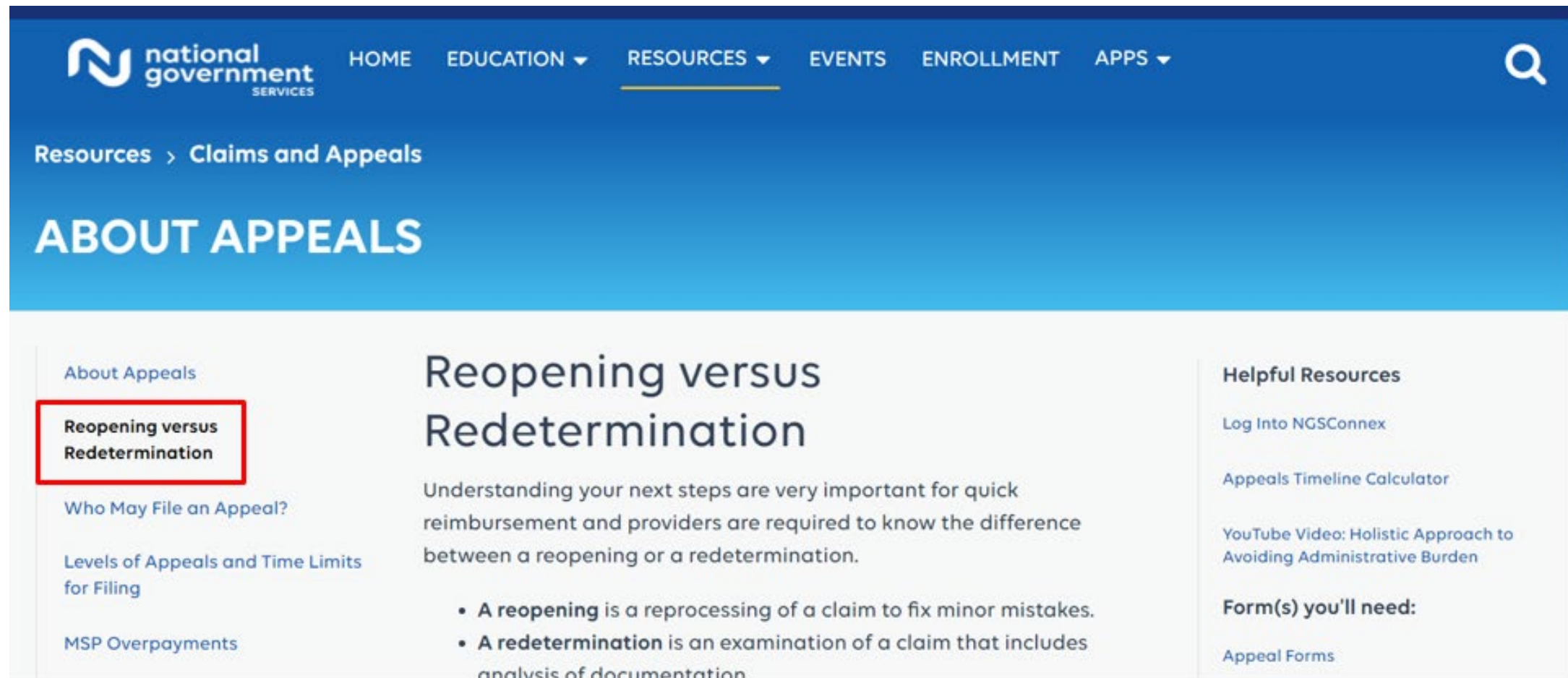
PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
							Select
							Select

# Reopening Versus Redetermination

- Reopening
  - Correct a claim(s) determination resulting from minor errors, you should use reopening process
  - Documentation cannot be submitted with reopening request when using [NGSConnex](#)
- Redetermination
  - Partially paid or denied claim(s) resulting from more complex issues that require analysis of documentation
  - Documentation shall be submitted with redetermination request when using [NGSConnex](#)



# Reopening Versus Redetermination



The screenshot shows the National Government Services website. The navigation bar includes links for HOME, EDUCATION, RESOURCES (highlighted), EVENTS, ENROLLMENT, and APPS. The breadcrumb trail is Resources > Claims and Appeals. The main heading is ABOUT APPEALS. The left sidebar contains links for About Appeals, Reopening versus Redetermination (highlighted with a red box), Who May File an Appeal?, Levels of Appeals and Time Limits for Filing, and MSP Overpayments. The main content area is titled 'Reopening versus Redetermination' and includes a paragraph explaining the importance of understanding next steps for reimbursement. It also lists two bullet points: 'A reopening is a reprocessing of a claim to fix minor mistakes' and 'A redetermination is an examination of a claim that includes analysis of documentation.' The right sidebar, titled 'Helpful Resources', includes links for Log Into NGSConnex, Appeals Timeline Calculator, a YouTube video, and a section for 'Form(s) you'll need:' with a link to Appeal Forms.

**national government SERVICES**

HOME EDUCATION ▼ RESOURCES ▼ EVENTS ENROLLMENT APPS ▼

Resources > Claims and Appeals

## ABOUT APPEALS

About Appeals

**Reopening versus Redetermination**

Who May File an Appeal?

Levels of Appeals and Time Limits for Filing

MSP Overpayments

### Reopening versus Redetermination

Understanding your next steps are very important for quick reimbursement and providers are required to know the difference between a reopening or a redetermination.

- **A reopening** is a reprocessing of a claim to fix minor mistakes.
- **A redetermination** is an examination of a claim that includes analysis of documentation.

#### Helpful Resources

[Log Into NGSConnex](#)

[Appeals Timeline Calculator](#)

[YouTube Video: Holistic Approach to Avoiding Administrative Burden](#)

**Form(s) you'll need:**

[Appeal Forms](#)

# Requesting an Exception to Timely Filing

# Requesting an Exception to Timely Filing

- The Patient Protection and ACA of 2010 amended the timely filing requirements to one calendar year after the date of service
  - No appeal rights for claims denied based on timely filing limit (not appropriate to use a redetermination form)
  - Beneficiaries are not responsible for untimely claims
    - Deductible and/or coinsurance amounts may be appropriate
- Exceptions
  - MLN Matters® [MM7270 Revised: Changes to the Time Limits for Filing Medicare Fee-For-Service Claims](#)
  - Administrative error
  - Retroactive Medicare entitlement, including when State Medicaid agencies involved
  - Retroactive disenrollment from Medicare Advantage Plan or PACE Provider Organization

# Requesting a Waiver to Extend the Timely Filing Requirement

- Post Claim
  - Claim has been submitted and denied for timely filing
  - Complete a Part B Reopening Request Form and attach the documentation to establish the reason you qualify for the extension and mail to address indicated on the bottom of the form
- [Part B Reopening Request Form](#)
- Preclaim
  - A provider who believes they meet the qualifications for an extension
  - Submit to the Claims Manager
    - A completed CMS-1500 claim form, along with the appropriate documentation
    - A letter explaining the reason the claim is being filed beyond a year after the date of service
    - Documentation to provide the reason you qualify for the extension for late filing is met
- [Requesting an Exception to Timely Filing](#)



# Interactive Claim Correction Scenarios

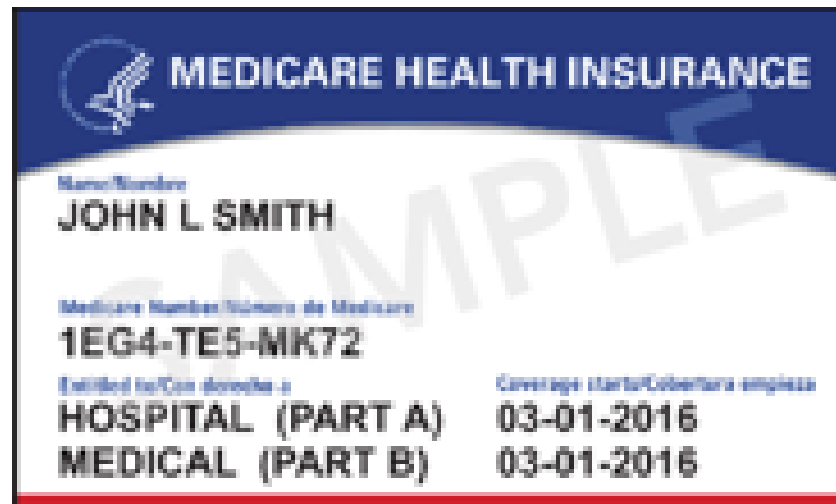
# Scenario One

- Remittance advice and message states
  - Name or MBI was incorrect or missing with MA130
- What are your next steps?
- Resubmit, reopen or redetermination
  - Resubmit claim
- Claim rejections with MA130 are rejected claims that shall be resubmitted



# Eligibility One

- PR 31: Patient cannot be identified as our insured
  - Incorrect or missing patient's name or Medicare number
  - Patient does not have Medicare Part B entitlement
  - Always check eligibility on [NGSConnex](#) prior to submitting a claim
  - Note: On 11/18/2024, the beneficiary eligibility lookup function was disabled on the IVR



# Scenario Two

- Remittance advice and message states
  - Misdirected claim for RRB beneficiary
- What are your next steps?
- Resubmit, reopen or redetermination
  - Submit to correct contractor
- Claim denials that state misdirected shall be submitted to appropriate RRB carrier

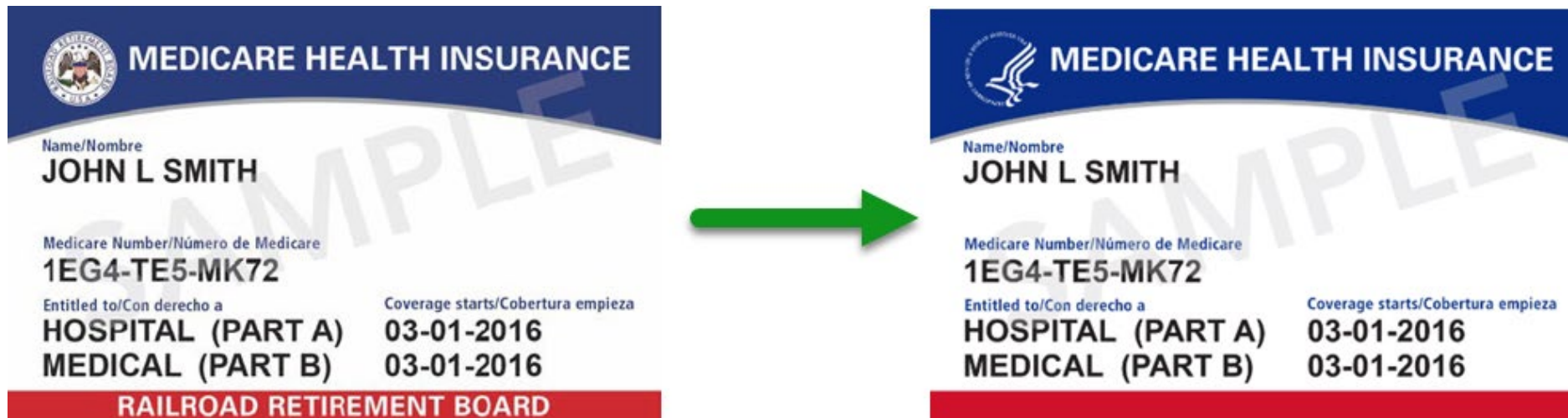
Palmetto GBA, P.O. Box 10066,  
Augusta, GA 30999





# Eligibility Two

- N105: This is a misdirected claim/service for an RRB beneficiary



- RRB: Palmetto GBA, P.O. Box 10066, Augusta, GA 30999



# Scenario Three

- Remittance advice and message states
  - Claim not covered by this payer/contractor; you must send claim to correct payer/contractor
- What are your next steps?
- Resubmit, reopen or redetermination
  - Resubmit to correct payer or
  - Reopen claim if adding modifier(s) (hospice related)
- If you can correct claim by doing CER, correct the initial claim determination





## Eligibility Three

- OA 109: Claim not covered by this payer/contractor; you must send the claim to the correct payer/contractor
  - Medicare Advantage
  - N90 – Hospice related services
  - N538 – Skilled nursing facility consolidated billing
- NGSConnex: [Initiate Eligibility Lookup](#)

# Medicare Advantage Plan Eligibility

- OA 109: Claim not covered by this payer/contractor; you must send the claim to correct payer/contractor

Medicare Advantage						
Effective Date	Termination Date	Insurance Company	Plan Name	Contractor Number	Plan Number	Plan Option
Effective Dt	Termination Dt	Administering Insurance Company	Plan Name	Contract Number	Plan Number	Plan Option Code Description
						C - Submit claims to the MA plan. Except
1 to 1 of 1 items						

- Visit CMS' website for complete list: [MA Plan Directory](#)

# Hospice Eligibility

- N90: Covered only when performed by the attending physician



The screenshot shows a web interface for hospice eligibility. At the top, there is a dark blue header with the word "Hospice" in white. Below the header, there is a search bar with a "Search String" input field and a "Search" button. To the right of the search bar, there is a "Reset Search" link. Below the search bar, there is a table with several columns: "Notice of Election (NOE)", "Start Dt", "End Dt", "DOEBA", "DOLBA", "Days Used", "Revocation Indicator", "Benefit Period", and "NPI". The table is currently empty, and there is a "1 - 10" pagination control at the bottom right.

- Modifier GW: service not related to the hospice patient's terminal condition
- Modifier GV: Attending physician not employed or paid under agreement by patient's hospice provider
- [Hospice General Requirements](#)

# SNF Eligibility

- N538: Facility is responsible for payment to outside providers who furnish these services/supplies/drugs to its patients/residents

Inpatient/SNF Spell History				
Spell	Type	Start Dt	End Dt	NPI
1				
2				
2				

- [SNF Consolidated Billing](#)



# Scenario Four

- Remittance advice and message states
  - This care may be covered by another payer per coordination of benefits
  - Secondary payment cannot be considered without identity of or payment information from primary payer and information was either not reported or was illegible
- What are your next steps?
- Resubmit, reopen or redetermination
  - Resubmit with primary insurance data
  - If insurance is primary to Medicare – send to that insurance first and Medicare as secondary



# MSP Eligibility

- OA22: This care may be covered by another payer per coordination of benefits
- MA92: Missing plan information for other insurance
- MA04: Payment information from primary payer and information was either not reported or was illegible

Medicare Secondary Payer				
Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
01/01/2018		Y	Working Aged (12)	

- [Electronic Data Interchange: Medicare Secondary Payer ANSI Specifications for 837P](#)

# Scenario Five

- Remittance advice and message states
  - Information requested was not provided, not provided timely or was insufficient with MA130
- What are your next steps?
- Resubmit, reopen or redetermination
  - Resubmit claim
  - When documentation is not provided or is incomplete, resubmit these claims with documentation
  - For EMC providers, resubmit with PWK segment or ANSI 275
  - For paper provider, resubmit claim with documentation and line item 19 indicating documentation attached





# Missing Documentation

- N706: Missing documentation
  - Information requested was not provided or not provided timely or was insufficient/incomplete
- Common error among providers is submitting claims without documentation
  - Modifiers: AS, 22, 52, 53, 66, 80, NOC and unlisted codes
- Benefits of Electronic Attachments
  - 275: [How To Get Started – Five Easy Steps](#)
  - 277: [How To Get Started – Five Easy Steps](#)



# Scenario Six

- Remittance advice and message states
  - Noncovered services because services not deemed medically necessary
- What are your next steps?
- Resubmit, reopen or redetermination
  - Reopen or redetermination
  - Add or changing diagnosis code(s) on a denied claim could result in CER
  - If you can correct claim by doing CER, correct initial claim determination







# Medically Necessary

- PR 50: These are noncovered services because this is not deemed a medical necessity by payer
- N180: This item or service does not meet criteria for category under which it was billed
  - “Medical necessity” assures services are reasonable and necessary for diagnosis or treatment of illness/injury
  - Procedure code is billed with incompatible diagnosis, for payment purposes and ICD-10 code(s) submitted is not covered under a local or national coverage determination

# Scenario Seven

- Remittance advice and message states
  - Duplicate services
    - Exact duplicate claim/service
- What are your next steps
- Resubmit, reopen or redetermination
  - Reopen or redetermination
  - Review MUE for code
  - Correct quantity billed amounts
    - Redeterminations if over MUE
    - Reopening if combining line items and correcting MUE within MUE





# Duplicate Example One

- Partially paid or denied claims
  - 338: Exact duplicate claim/service
    - Providers are required to report and submit all services on one claim and report units of service on each line of claim
- Example
  - 22853: Insertion of cage or mesh device to spine bone and disc space
  - MUE is four
  - Do not bill 22853 on separate line items, instead quantity bill appropriately



# Duplicate Example Two

- 93010 detailed line one
- 93010 detailed line two
- 93010 detailed line three
- [Repeat Procedures – Modifiers 76 and 77](#)
- 93010 detailed line one
- 93010 76 repeat; same provider
- 93010 77 repeat; different provider





# Duplicate Example Three

- Partially paid or denied claims
  - Providers are required to report and submit all services on one claim with appropriate modifiers
- Example
  - 76942: Ultrasonic guidance for needle placement
    - If procedure is distinct, append appropriate modifier 59, XE, XP, XS, and XU
    - If procedure repeated, bill with appropriate modifier(s) 76/77



# Scenario Eight

- Remittance advice and message states
  - Benefit maximum for this time period or occurrence has been reached
- What are your next steps
- Resubmit, reopen or redetermination
  - Reopen
  - KX appropriate when patient qualifies above threshold under exception regulations
  - Providers are required to pre-calculate up to therapy caps and submit initial claims with the KX modifier





# Supporting Usage of KX Modifier

- 772 and MA13
  - Benefit maximum for this time period or occurrence has been reached
  - KX modifier is indication on claim(s) that patient services have met capped amount allowed for therapy
  - Provider deems continued care medically necessary
  - Medical record documentation must be maintained to support medical necessity of continued services



# Scenario Nine

- Remittance advice and message states
  - New patient qualifications were not met
  - Only one initial visit is covered per specialty per medical group
- What are your next steps
- Resubmit, reopen or redetermination
  - Redetermination
  - NPs (Specialty 50) and PAs (Specialty 97) are now working in full scope of sub-specialty groups





# Avoid Appeal/Redetermination

- NPP New E/M Concurrent Care Resolution
- Submit claims with supervising specialty information in 2300/2400 loop NTE segment
  - Primary diagnoses on claims must vary, supporting care for two different clinical conditions
  - Denials we see are often based on use of the same diagnosis on both claims; therefore, enter the diagnosis specific to the specialty visit
- [Nonphysician Practitioner Services](#)



# Scenario Ten

- Remittance advice and message states
  - Coverage/program guidelines were not met
  - Service not payable with other service rendered on the same date
- What are your next steps?
- Resubmit, reopen or redetermination
  - Redetermination
  - NPs (Specialty 50) and PAs (Specialty 97) are now working in full scope of sub-specialty groups







# NPP Established Patient Care Codes

- D984: Coverage/program guidelines not met
- N20: Service not payable with other service rendered on same date
  - Medicare will not pay two E/M office visits billed by physician (or physician of same specialty from same group practice) for same beneficiary on same day
  - Patient's condition must warrant services of more than one NPP working in different specialties
  - Services provided by each NPP must be reasonable and necessary



# Avoid Appeal/Redetermination

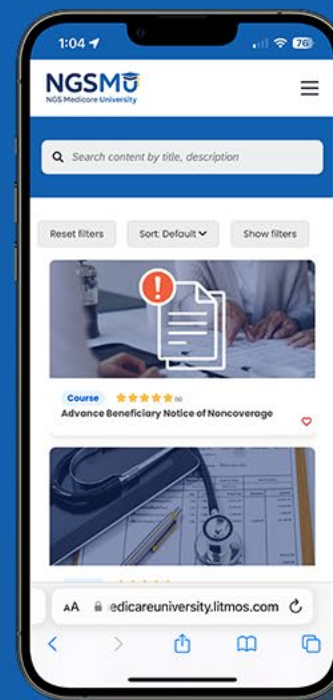
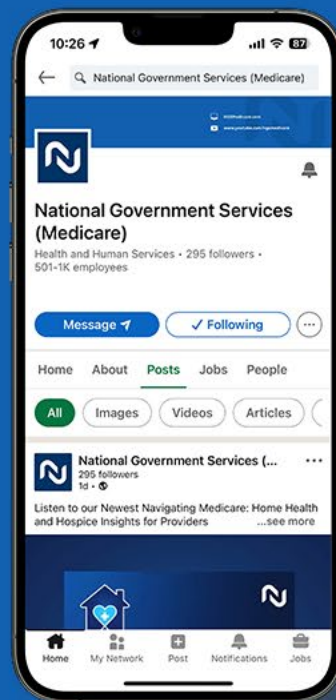
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# Questions?

Thank you!





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media



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Educational Videos

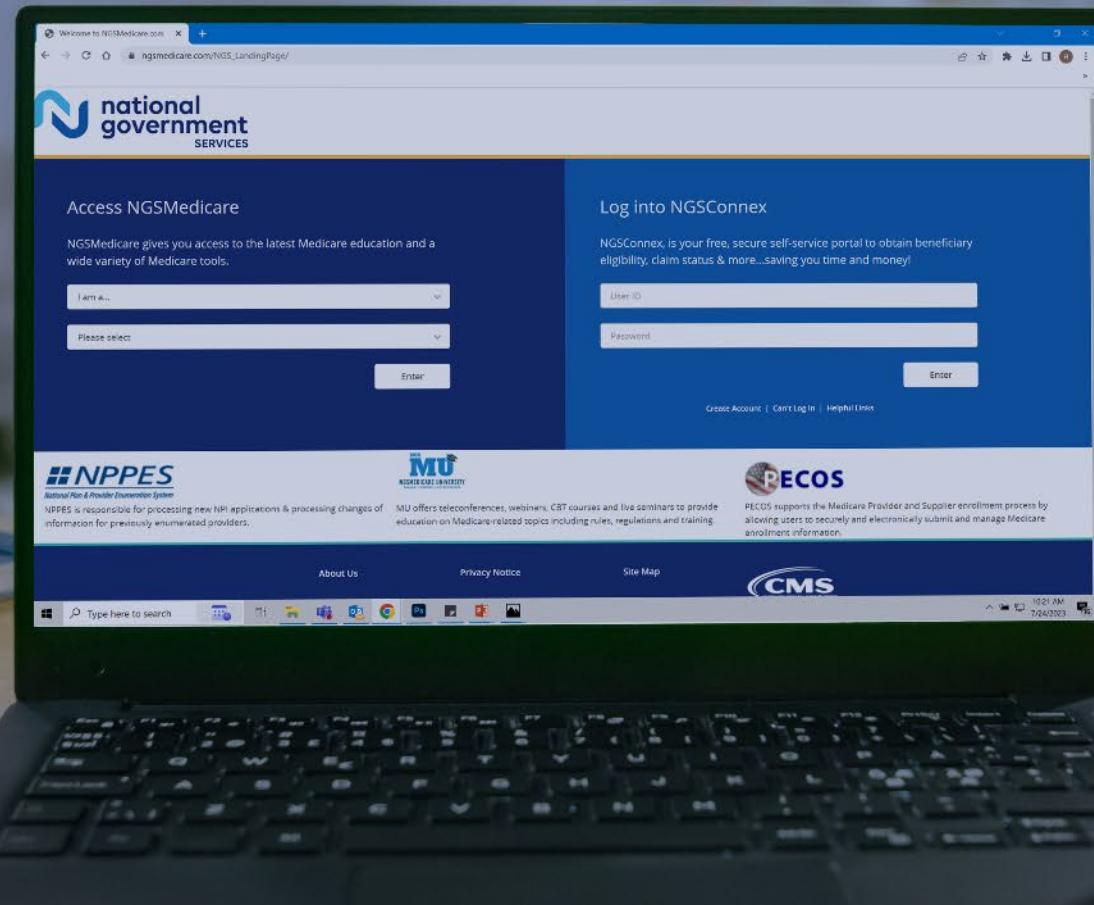


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[NGSConnex](#)

Web portal for claim information



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