

Quick Reference: Adjusting and Voiding Electronic Claims

Provided below are instructions on submitting adjusted or voided electronic claims.

Loop ID	Reference	Use	Name	Codes	AK Medicaid Notes
2300	REF	S	Payer Claim Control Number		Required when CLM05-3='7' or '8'.
2300	REF02	R	Payer Claim Control Number		Report the Claim Control Number (CCN) or Transaction Control Number (TCN) assigned by Alaska Medical Assistance to identify the original claim.

To adjust a claim with a status of *Paid, Denied, To Be Paid, or To Be Denied* that was originally submitted after October 1st, 2013:

1. Enter 7 (Replacement; replacement of prior claim) in CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **TCN** in REF02 (Payer Claim Control Number).
3. Enter the entire claim, even if only adjusting one line. Changes to multiple lines within the same claim may be submitted at the same time.

To adjust a claim with a status of *Paid, Denied, To Be Paid, or To Be Denied* that was originally submitted before October 1st, 2013:

1. Enter 7 (Replacement; replacement of prior claim) in CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **Enterprise assigned TCN** in REF02 (Payer Claim Control Number).
NOTE: Providers can obtain the Enterprise TCN for converted claims by searching in the provider portal for member, date of service, and procedure code. Providers may also obtain the Enterprise TCN by contacting provider inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.
3. Enter the adjusted claim line information.

To make additional adjustments to an adjusted claim:

1. Enter 7 (Replacement; replacement of prior claim) in segment CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **replacement TCN assigned to the prior adjustment** in REF02 (Payer Claim Control Number).
3. Enter the entire claim, even if only adjusting one line. Changes to multiple lines within the same claim may be submitted at the same time.

NOTE: To adjust a claim that has been denied for adjustment, use the TCN from the last claim in history or the TCN ending in a "3" from the denied adjustment.

To void all lines in a claim or a single-line claim:

1. Enter 8 (Void; void of prior claim) in segment CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **original CCN or TCN** in REF02 (Payer Claim control Number).
3. Enter information for the entire claim.

NOTE: To void a single claim line in a multi-line claim, follow the above instructions for **adjusting** a claim submitted after October 1, 2013 and enter all claim lines except the line to be voided.

Content Effective: 12/11/2014

Reissued by Conduent: 01/03/2017