

Remittance Advice (RA) Message

Title: **Tips for Success: Claim Adjustments and Voids**

Issue Date: 7/27/2022

Run Length: 8 weeks

Provider Type(s): All

Message: Alaska Medicaid encourages providers to follow these tips to avoid unnecessary claims denials when submitting claim adjustment requests:

- Adjustment and void requests submitted via hardcopy must have:
 - a completed [Adjustment/Void Request Form](#) describing the exact action to be taken,
 - a copy of the remittance advice page(s) that reflects payment of the claim to be adjusted or voided,
 - **adjustment only**: a corrected claim on a hardcopy red claim form that will replace the previously adjudicated claim showing all adjustment actions to be taken,
 - and any applicable supporting documentation (i.e., chart notes, EOB).
- Do not submit adjustment or void requests for a claim that was denied. If the claim was denied, rebill the full claim with the appropriate corrections.
- Adjustments/voids that are submitted electronically must include an attachment indicator (EB or OZ) on the HIPAA transaction if documentation is required or submitting additional supporting documentation.
 - Attachments must be faxed to 907.644.8122 or 907.644.8123 within 13 days of the adjustment submission.
- All adjustment requests that would result in additional reimbursement must be submitted within one year of the date of service or 60 days from the payment date of the claim to be considered timely.
 - Adjustment requests, hardcopy or electronic, that are made outside of timely filing may result in a full recoupment of the original payment.
- Void requests should only be submitted if the entire claim should be voided; individual claim lines that need to be voided should be submitted as an adjustment with a request to void a specific line.

Adjustment/Void Resources

- Professional Claims Management Billing Manual, Section on Adjustments:
https://manuals.medicaidalaska.com/docs/dnld/Professional_Claims_Management.pdf
- Training Presentation:
https://manuals.medicaidalaska.com/docs/dnld/Tr_Adjustments_and_Voids.pdf