

Processing rejected claims

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Claims can be rejected for a full invoice or an item within an invoice, and each is handled differently

Rejected claims for an item in an invoice

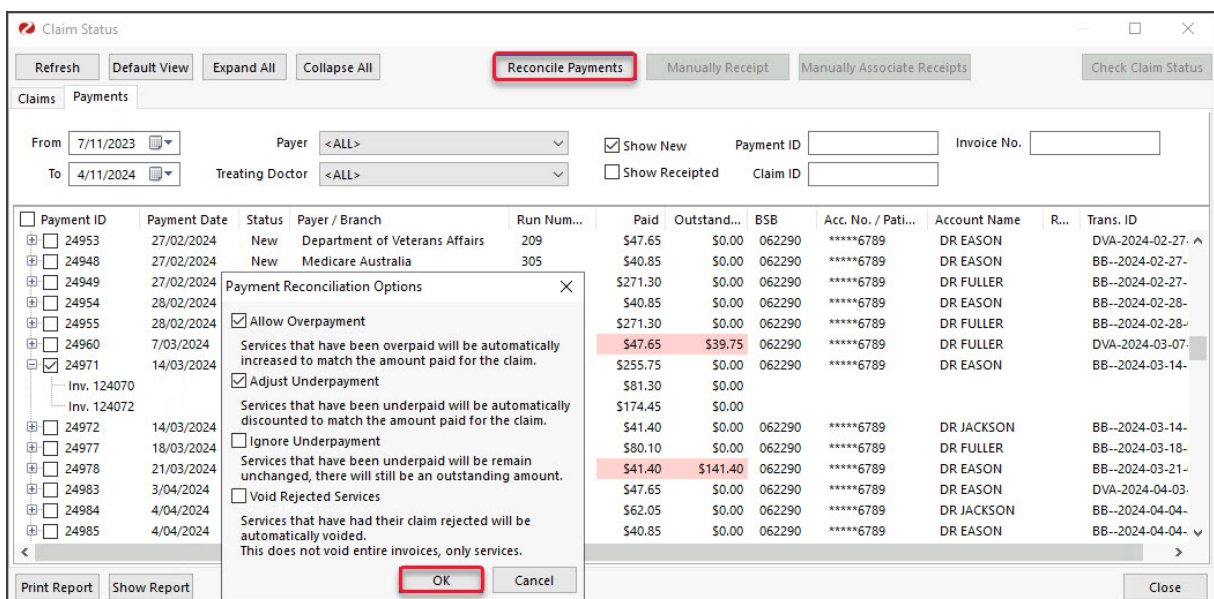
If an invoice item is rejected when performing a reconciliation, you will receive the message: 'Claim for service ID was rejected'.

To investigate why the item was rejected:

1. From the **Payments** tab, double-click on the **Payment ID**.
2. This will open the payment and the invoices it is for in the **Claims** tab.
3. The invoice with the rejected item will have the Status **COMPLETE** as Medicare considers the claim complete.
4. Expand the invoice.
5. Review the items.
6. The reason for the rejection will be displayed next to the **Status**.
7. You can double-click an invoice or the patient to open the Patient Details screen, which provides easy access to **Account Enquiry** and **Billing**.

To void a rejected item:

1. Go to the **Payment** tab and select the payment with the rejected invoice.
2. Select **Reconcile Payments**.
3. Tick the **Void Rejected** box on the **Payment Reconcile Options** dialog.
4. Select **OK**.



The screenshot shows the 'Claim Status' application window. At the top, there are buttons for 'Refresh', 'Default View', 'Expand All', 'Collapse All', 'Reconcile Payments' (highlighted with a red box), 'Manually Receipt', 'Manually Associate Receipts', and 'Check Claim Status'. Below these are tabs for 'Claims' and 'Payments'. The 'Payments' tab is active, showing a list of payments with columns for Payment ID, Payment Date, Status, Payer / Branch, Run Num..., Paid, Outstand..., BSB, Acc. No. / Pati..., Account Name, R..., and Trans. ID. A dialog box titled 'Payment Reconciliation Options' is open over the table. It contains several checkboxes: 'Allow Overpayment' (checked), 'Adjust Underpayment' (checked), 'Ignore Underpayment' (unchecked), and 'Void Rejected Services' (unchecked). The dialog also contains explanatory text for each option. At the bottom of the dialog, there are 'OK' (highlighted with a red box) and 'Cancel' buttons. The table below the dialog shows several rows of payment data, with some rows highlighted in red.

Payment ID	Payment Date	Status	Payer / Branch	Run Num...	Paid	Outstand...	BSB	Acc. No. / Pati...	Account Name	R...	Trans. ID
24953	27/02/2024	New	Department of Veterans Affairs	209	\$47.65	\$0.00	062290	****6789	DR EASON		DVA-2024-02-27
24948	27/02/2024	New	Medicare Australia	305	\$40.85	\$0.00	062290	****6789	DR EASON		BB--2024-02-27
24949	27/02/2024				\$271.30	\$0.00	062290	****6789	DR FULLER		BB--2024-02-27
24954	28/02/2024				\$40.85	\$0.00	062290	****6789	DR EASON		BB--2024-02-28
24955	28/02/2024				\$271.30	\$0.00	062290	****6789	DR FULLER		BB--2024-02-28
24960	7/03/2024				\$47.65	\$39.75	062290	****6789	DR FULLER		DVA-2024-03-07
24971	14/03/2024				\$255.75	\$0.00	062290	****6789	DR EASON		BB--2024-03-14
Inv. 124070					\$81.30	\$0.00					
Inv. 124072					\$174.45	\$0.00					
24972	14/03/2024				\$41.40	\$0.00	062290	****6789	DR JACKSON		BB--2024-03-14
24977	18/03/2024				\$80.10	\$0.00	062290	****6789	DR FULLER		BB--2024-03-18
24978	21/03/2024				\$41.40	\$141.40	062290	****6789	DR EASON		BB--2024-03-21
24983	3/04/2024				\$47.65	\$0.00	062290	****6789	DR EASON		DVA-2024-04-03
24984	4/04/2024				\$62.05	\$0.00	062290	****6789	DR JACKSON		BB--2024-04-04
24985	4/04/2024				\$40.85	\$0.00	062290	****6789	DR EASON		BB--2024-04-04

Rejected claims for full invoices

If a full invoice is rejected, it will not appear in the **Payments** tab, as there will be no payment. It will appear in the **Claims** tab, so you need to review the Claims tab regularly to review and void rejected invoices.

To process rejected claims for full invoices:

1. Go to the **Claims** tab.
2. Select **Rejected** from the **Status** field.
3. Select **Refresh**.

All rejected invoices will appear.

4. Expand each invoice to see the reason for the rejection next to the Status.
5. Take any required actions, such as re invoicing the rejected invoice.
6. Select the invoice/s to be voided.
7. Select the **Void Rejected Claims** button.
8. Confirm the action.

Repeat these steps for each **Rejected** Status under **Status**. For example, Rejected Fund.

The screenshot shows the 'Claim Status' application window. At the top, there are buttons for 'Refresh', 'Default View', 'Expand All', 'Collapse All', and 'Void Rejected Invoices'. Below these are search filters for 'From', 'To', 'Status', 'Branch', 'Doctor', 'Patient', 'Claim ID', and 'Payment ID'. The main table displays a list of claims with columns for 'Inv/Service/Assessor', 'Date Inv/Service', 'Status', 'Account Payer', 'Patient', 'Outstanding', 'Paid', 'Doctor', 'Claim ID', and 'Medicare Ref.'. Several rows are expanded to show details, including reasons for rejection like 'Current Medicare card has expired'. The 'Outstanding' and 'Paid' columns for some rows are highlighted in red.

Inv/Service/Assessor	Date Inv/Service	Status	Account Payer	Patient	Outstanding	Paid	Doctor	Claim ID	Medicare Ref.
Inv 40325	13/12/2023	REJECTED...	Bates, Bridgid	Bates, Bridgid	\$91.80	\$0.00	Gaye Jackson	212433	
104	13/12/2023	Unpaid			\$91.80	\$0.00			
Current Medicare card has expired. Patient must contact Medicare as claims using this Medicare card may be rejected.									
Inv 40335	9/01/2024	COMPLETE	Department of Veterans ...	Chapman, William	\$40.95	\$47.65	Igor Fuller	212677	B5197@
23	9/01/2024	Overpaid			\$40.95	\$47.65			
Inv 40348	7/02/2024	MEDICAR...	Black, Emma	Black, Emma	\$120.55	\$0.00	Gaye Jackson	213297	213297
104	7/02/2024	Unpaid			\$120.55	\$0.00			
Inv 40349	7/02/2024	MEDICAR...	Holloway, Knut	Holloway, Knut	\$0.00	\$0.00	Gaye Jackson	213299	SAP000007022409170531
105	7/02/2024	Unpaid			\$0.00	\$0.00			
Inv 40365	8/04/2024	COMPLETE	Medicare	Simkins, Talla	\$0.00	\$41.40	Ethel Boykin	213680	D2361@
23	8/04/2024	Reconciled			\$0.00	\$41.40			
Inv 40367	2/05/2024	REJECTED...	Bates, Bridgid	Bates, Bridgid	\$91.80	\$0.00	Maurice Knox	213875	
104	2/05/2024	Unpaid			\$91.80	\$0.00			
Current Medicare card has expired. Patient must contact Medicare as claims using this Medicare card may be rejected.									