Processing rejected claims

Last Modified on 29/11/2024 11:39 am AEDT

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

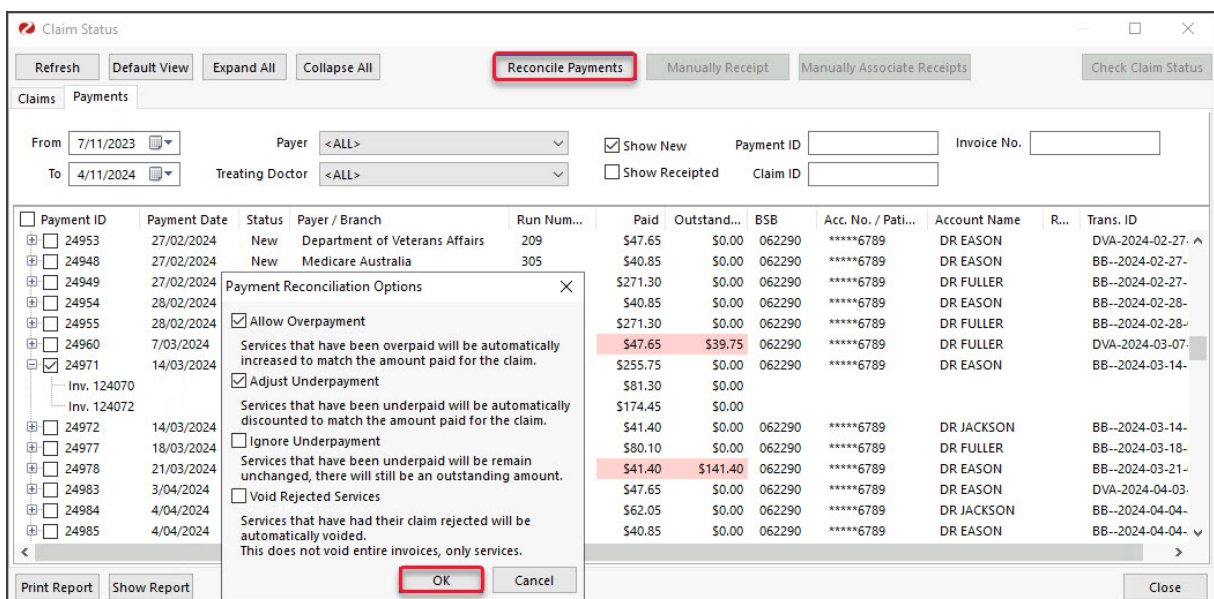## Rejected claims for an <u>item in an invoice</u>

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**.

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 reinvoicing 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.