

How to Back Out Previously Billed Claims

There may be times when a provider needs to back out already billed claims. This can happen for a variety of reasons including but not limited to; data entry errors when claim was originally billed and a service being overbilled.

Backing out a claim is done through Single Claim Entry in eMBS for all claims that need to be backed out (this includes claims billed through flat file upload).

To back out a claim, the provider inputs the claim into the billing system with all of the same information as the original claim EXCEPT for the billed units. The provider will input the units as 0 (which then causes the rate box to gray out, as there is no cost when there are 0 units).

The system recognizes this as a claim being backed out, so what will happen is the cost of that claim (since it was already previously paid) will be withheld from your reimbursement. For example; a provider has to back out a claim for 50 units of HPC (total \$263). That means on the next reimbursement, \$263 is withheld since it was already previously paid. Once the providers backed out claim has processed, they can rebill the claim (if needed) with the correct information and the claim will process and reimburse.

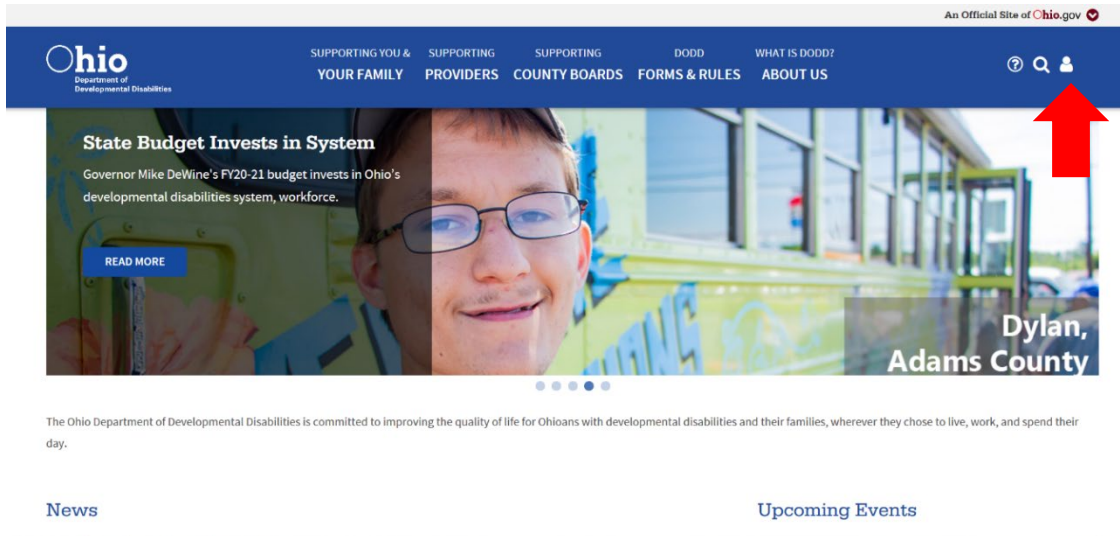
Backing out claims originally billed with MRC

When backing out billed claims through MRC, the service code for HPC at the daily billing unit is ADL. The provider will submit claims for each day that needs backed out for each individual using the service code ADL and 0 units. Once the claim has been backed out and processed, the provider can correct their information in MRC, generate a new bill file, and upload that into eMBS flat file upload to process.

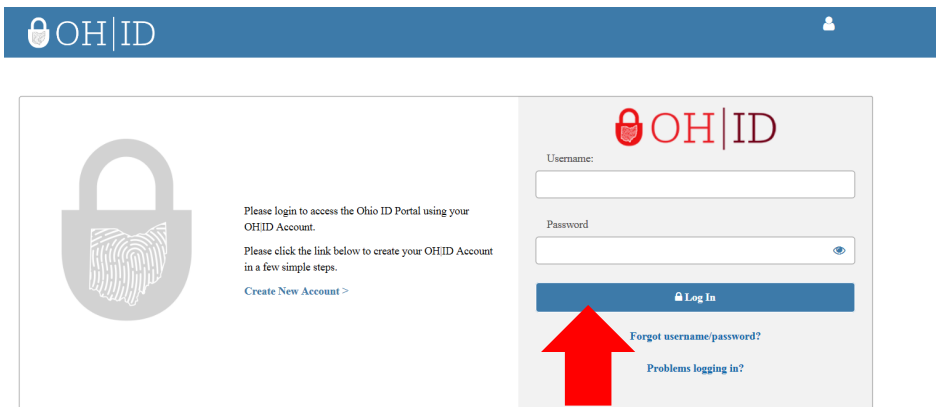
1. Access the DODD website

Go to <http://dodd.ohio.gov/Pages/default.aspx>

2. Click the Log In icon on the top right of the page



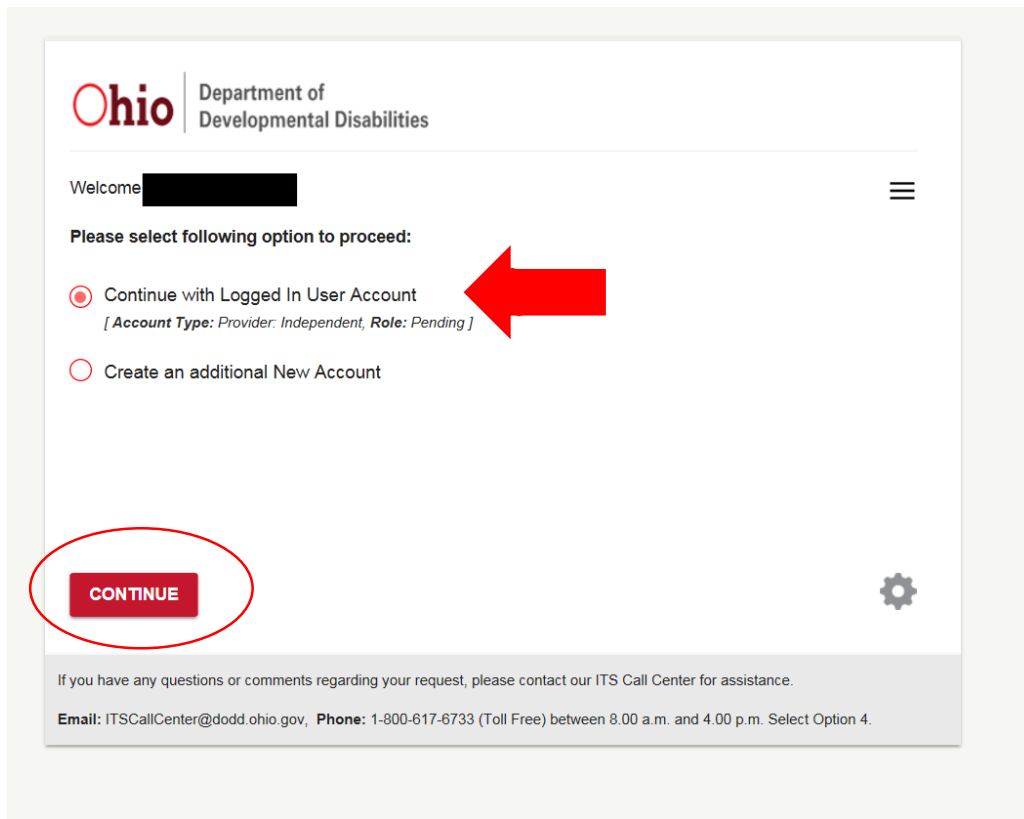
3. Type in your username and password, then click Log In



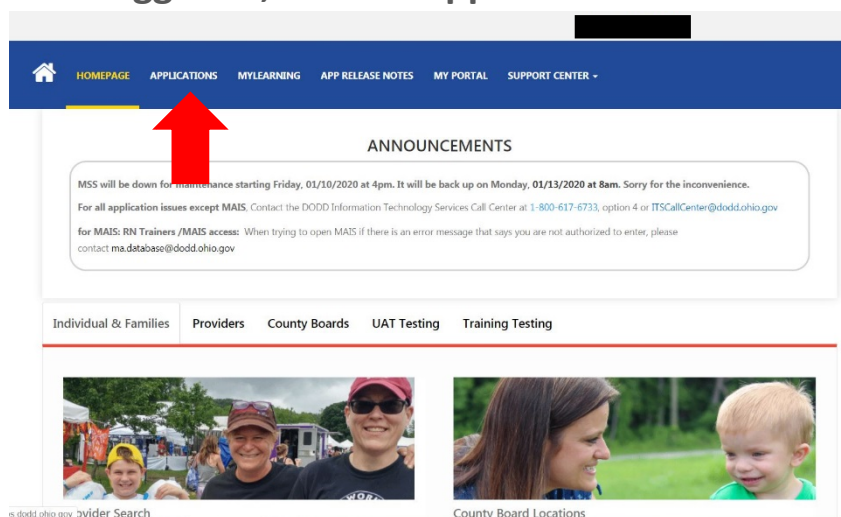
State of Ohio computer systems may be accessed and used only for official state business by authorized personnel. Unauthorized access or use of these computer systems may subject violators to criminal, civil, and/or administrative action.

4. Click on Continue when this screen appears

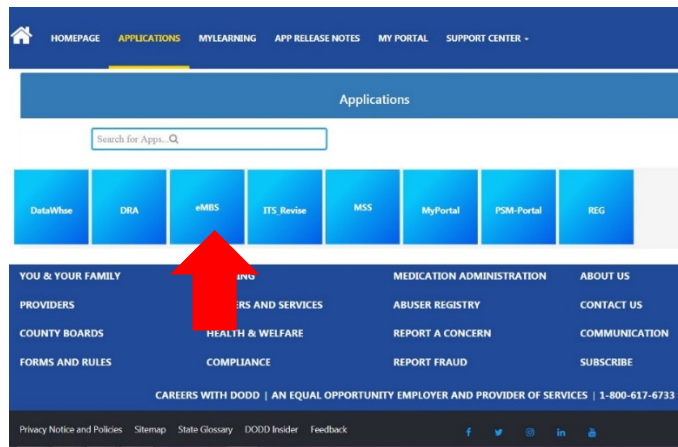
Make sure that the selected information on the screen is correct and that you are logging in with the account that corresponds to the Contract Number you are billing the services for



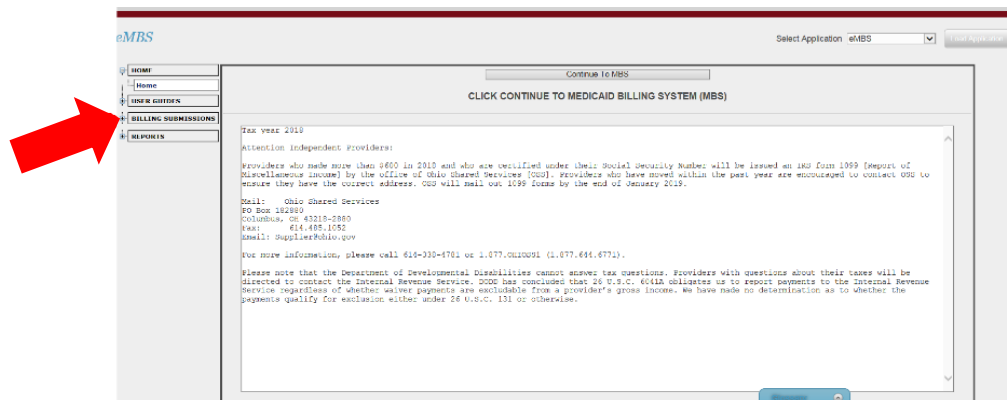
5. Once you are logged in, click on applications



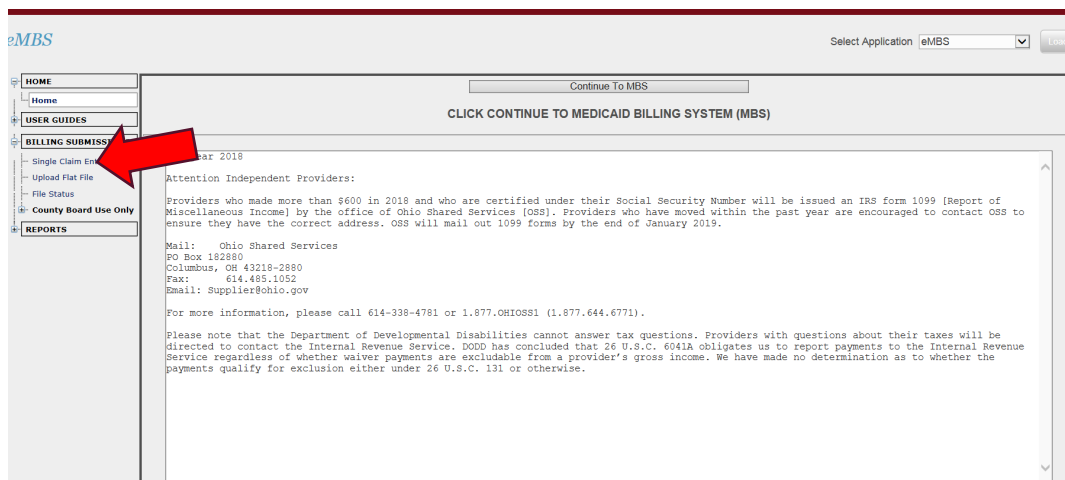
6. Select eMBS from the menu



7. Once logged into eMBS, click Billing Submissions on the left side of the page and a menu will open (you must click on the + sign)



8. Click on Single Claim Entry to get to the billing screen



9. The billing screen will open.

You must fill out this screen for every claim you are backing out. Claims are submitted one at a time. You will enter all of the information and click on submit once the screen is complete.

The screenshot shows the eMBS web interface. On the left is a navigation menu with options like HOME, USER GUIDES, BILLING SUBMISSIONS, and REPORTS. The main content area is titled 'SINGLE CLAIM ENTRY' and contains a form with the following fields: Today's Date (12/5/2018), Contract Number (7 Numbers), Medicaid Recipient Number, Recipient First Initial, Recipient Last Name (First 5 Letters), Date Of Service (mm/dd/yyyy) with dropdowns for Month, Day, and Year, Service Code, Units Of Service Delivered, Group Size, Staff Size, Service County (dropdown), Usual Customary Rate \$, Other Source Code, Other Source Amount \$, and Contractor Reference Number (Optional). Each field has a 'Help' link. At the bottom of the form are 'Clear Form' and 'Submit Claim' buttons. A large red arrow points to the 'Submit Claim' button. Above the form, there are several informational messages: 'Print Screen', 'Holiday Schedule' regarding Thanksgiving and Christmas deadlines, and 'Training and Longevity Add-on' regarding free training for DSPs.

To back out a previously billed claim:

Inputs the claim into the billing system with all of the same information as the original claim EXCEPT for the billed units. Input the units as 0 (which then causes the rate box to gray out, as there is no cost when there are 0 units).

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Once you hit submit claim, a green message will appear at the top of the screen to let you know your claim was successfully submitted. If something was missing, it will not let you submit the claim.

Hint: To navigate to each row, you can either use your mouse OR you can hit the Tab key on the keyboard. If you do use the Tab key to navigate, it only moves one box at a time, so make sure you are typing in the correct box.