ADJUSTING DUPLICATE CLAIMS

CLAIMS

A Step-by-Step Guide

WHAT IS DUPLICATE CLAIM & HOW TO ADJUST DUPLICATE CLAIM IN TELLUS

Definition: What is a duplicate claim?

A duplicate claim is a claim a provider is unable to process due to a claim previously submitted for that date of service. **NFOCUS** considers a Duplicate claim.

How to provide instruction to providers whose claims have been "dup" (duplicated) out of **NFOCUS**.

First, you need to know why claims are "dup" out of **NFOCUS**.

Here's a sample of how claims can be "dup" out of **NFOCUS**.

Let's take a look at the below example:

Provider is now ready to submit the claim for services performed for *George Allgeier* on *11/25/2019*.

Let's assume the claim on *11/25/2019 06:00 PM to 08:00 PM* is a match claim and let's assume the claim on the same day *11/25/2019 01:00 AM to 03:00 AM* is an unmatched claim

When a provider submits a match claim through Tellus [the *11/25/2019 06:00 PM* to *08:00 PM*] before rematching the claim on *11/25/2019 01:00 AM* to *03:00 AM*, **NFOCUS** will pay for the claim submitted for *11/25/2019 06:00 PM* to *08:00 PM*.

After the provider rematch the claim for *11/25/2019 01:00 AM* to *03:00 AM* and submit the claim, Tellus Claims console will display that the claim is successfully submitted. However, in **NFOCUS**, it will "dup" out because in **NFOCUS** the system will assume that provider already submitted the **11/25/2019** claim (**NFOCUS** does not know that it's a partially submitted claim. It recognizes that there is already a claim date of *11/25/2019* being processed previously, and another *11/25/2019* claim is sent and it will error the same date claim out of **NFOCUS** as it is perceived as a "duplicate" claim.)

This provider will not get paid for the claim submitted for services performed on *11/25/2019 01:00 AM* to *03:00AM*.

TRX#	ICN#	Recipient Name	Start Date/Time	End Date/Time	Authorization#	Diagnosis Code	HCPCS/Modifiers		Billable Units		Original Amount	Paid Amount	Adjusted Amount	
998844	998844	GEORGE ALLGEIER	4/17/2020, 03:00 PM	4/17/2020, 05:00 PM	-	123	S5130 (A1 A2 A3 A4)	✎	3	✎	$2.00	$10.00	$2.00	✎
998844	998844	GEORGE ALLGEIER	11/21/2019, 01:00 AM	11/21/2019, 03:00 AM	-	A0100	S5130	✎	2	✎	$35.00	$10.00	$35.00	✎
998844	998844	GEORGE ALLGEIER	11/25/2019, 06:00 PM	11/25/2019, 08:00 PM	-	A001	S9123 (TT)	✎	-	✎	-	-	-	✎
998844	998844	GEORGE ALLGEIER	1/15/2020, 05:55 AM	1/15/2020, 06:00 AM	-	A009	S5135	✎	-	✎	-	$10.00	-	✎
998844	998844	GEORGE ALLGEIER	11/25/2019, 01:00 AM	11/25/2019, 03:00 AM	-	-	S5130	✎	-	✎	-	-	-	✎
		TOTAL AMOUNT :									$37.00	$50.00	$37.00	

How to adjust the "dup" out claim so that DHHS can pay provider: [**NOTE:** our providers have NOT been trained to do this.]

Step one:

Log into your Admin portal.

Step two:

Click Claim Review

SPECIAL NOTE: In the Voids and Adjustments screen, DO NOT use the VOID screen for any claim submission.

Step three:

Select the specific claim that has "dup" out of **NFOCUS**.

In this example, **Jaycee Minks'** claim needs to be adjusted.

Step four: Click on **Jaycee Minks**, then click on billable units pencil icon

Click on billable units pencil icon

Step five: Edit billable units

When you edit the billable units, you need to add the corrected amount of units that should have been billed.

If the claim that has been duped out should have been 4.5 units, add that amount to the billable unit field here.

Use Reason code: **5150 (Number of Billable Units Increased)**

Add this note: **"Additional Claim for (Date of service: 10/25/2020) Duped out."**

Click "Apply".

This will close this window and bring you back to the Adjust section of the Void and Adjustments page.

Step Six: Edit the adjusted amount

Click on Adjusted Amount pencil icon

T694259693	T694259693		10/26/20	10/25/2020-10/25/2020	$94.01		$14.29		PAID PARTIAL	-	-
Adjust	Void										
Recipient Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Billable Units	Original Amount	Paid Amount	Adjusted Amount	
JAYCEE MINKS	10/25/2020, 10:25 PM	10/25/2020, 11:25 PM	10339552	-	-	1691 (H0)	4.5	$20.89	$14.29	$94.01	⋮
TOTAL AMOUNT								$20.89	$14.29	$94.01	

Adjust Cancel

Edit - Billable Amount

Note the amount is in 3 decimal points

Billable Amount
90.005

Reason Code *
5260 (Billable Dollar Amount Increased)

Note
Additional Claim duped out

Click APPLY

Cancel Apply

NOTE: "Adjusted Amount" equals the "Billable Units" (from **Step 5**) multiplied by the rate on the service authorization.

For example: *3.25* (Billable Units) X *$8.80* (Authorized Rate) = *$28.60* (Adjusted Amount)
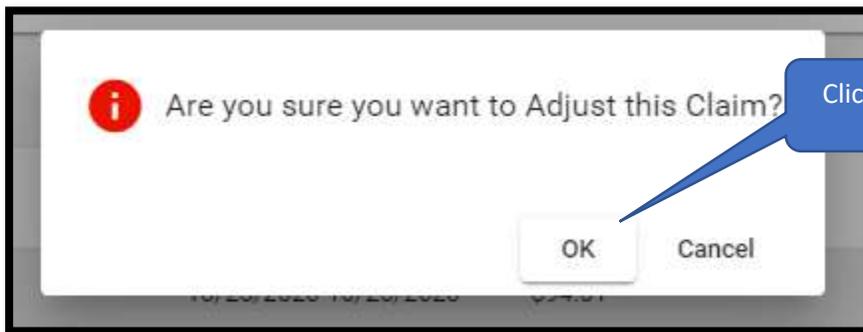
Add note: "Additional claim duped out"

Click apply.

If you are ready to adjust this claim, click ADJUST

This message will display after you click Adjust.

If you are sure your calculation is precise and accurate, click OK

Step seven: Claim will now show as Adjusted

THE END!