

STEP BY STEP GUIDE TO RESUBMITTING
UNPROCESSED CLAIMS IN REJECTED
STATUS

DISCLAIMER! Data within this document are fictitious and are purely used for training purposes only!

Scenario: Provider submitted claims for 1/29/2021 and he encounters REJECTED status within Tellus.

Some of his claims for 1/29/2021 have been paid, however, there are other visits which he has submitted were unable to be processed by DHHS.

	Service start Date	Service End date	Time	Unit	Amount	Claim Status	Formular	ICN number
	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4	\$48	PAID	\$48/4=\$12 1unit = \$12	T1234567891
	1/29/2021	1/29/2021	7:55 AM to 9:55 PM	2	\$24	REJECTED	If 1 Unit = \$12, then 2 unit = \$24	None since it's not paid
How to fix unprocessed claims in rejected status: Look for the <u>Paid</u> claim on the same day with the ICN number. Note the ICN number down. Under <i>Voids and Adjustments</i> subtab, Select the payer and then type in the ICN number and add the unit and amount that have been rejected to the <u>PAID</u> claim.	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4+2 = 6	\$48+\$24=\$72	ADJUSTED and RELEASED	DHHS will recognize that the \$48 amount has been paid, the \$24 amount will need to be paid (if everything is submitted accurately). Providers will be paid for the \$24.	

Best practice: Review your claims in the Visit tab by (1) put in the date range, (2) Select your payer, and (3) if you have more than one participant, enter a single participant in the field. Next, 'Search Visit to Claim Reconciliation'

The screenshot shows the TELLUS software interface. At the top, there is a navigation bar with the TELLUS logo, a language selector set to 'English', and a 'Pro Agency' dropdown. Below this is a 'Visits' tab. The search area includes a 'Select Payer' dropdown set to 'NDHH', a 'Search Participant First/Last Name' field containing 'ALEXUS', and a 'Search Scheduled Date Range' section with 'From' and 'To' date pickers set to '01/12/2021' and '01/31/2021' respectively. There are also dropdowns for 'Search Visit Status' and 'Visit to Claim Status', and a 'Search User' field. Two buttons are visible: 'Search Visits' and 'Search Visit to Claim Reconciliation'. Below the search area is a table with columns: Visit ID, Scheduled Service Start, Scheduled Service End, Actual Service Start, Actual Service End, Visit Status, Participant Name, HCPCS Code/Mods, Service Duration, Standalone, Claim Invoice ID#, Units, Amount, Claim Invoice Status, TRX#, ICN, and Amount Paid. The table contains six rows of data with some redacted information. At the bottom of the interface, there are links for 'Privacy Policy', '© Copyright 2017 - 2021 Tellus LLC', and 'Terms of Use'. Four blue callout boxes provide instructions: '1. NDHH' points to the Payer dropdown; '2. Put in your date range' points to the date range pickers; '3. Search participant' points to the participant name field; and '4. Click here' points to the 'Search Visit to Claim Reconciliation' button.

1. NDHH

2. Put in your date range

3. Search participant

4. Click here

Visit ID	Scheduled Service Start	Scheduled Service End	Actual Service Start	Actual Service End	Visit Status	Participant Name	HCPCS Code/Mods	Service Duration	Standalone	Claim Invoice ID#	Units	Amount	Claim Invoice Status	TRX#	ICN	Amount Paid
[REDACTED]	1/12/21 4:30	1/12/21 8:30	1/12/21 4:31	1/12/21 8:31	[REDACTED]	[REDACTED]	7494	240 Mins	<input type="checkbox"/>	[REDACTED]	6	\$72.00	PAID	[REDACTED]	[REDACTED]	\$24.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7494	240 Mins	<input type="checkbox"/>	[REDACTED]	4	\$48.00	REJECTED	[REDACTED]	[REDACTED]	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7494	240 Mins	<input type="checkbox"/>	[REDACTED]	4	\$48.00	SUBMITTED	[REDACTED]	[REDACTED]	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7494	120 Mins	<input type="checkbox"/>	[REDACTED]	2	\$24.00	REJECTED	[REDACTED]	[REDACTED]	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7494	120 Mins	<input type="checkbox"/>	[REDACTED]	6	\$72.00	PAID	[REDACTED]	[REDACTED]	\$48.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7494	120 Mins	<input type="checkbox"/>	[REDACTED]	2	\$24.00	SUBMITTED	[REDACTED]	[REDACTED]	\$0.00

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Now that you have noted the ICN number with the paid claim for the date of **1/29/2021**, go to your CLAIM REVIEW tab. Next, click on 'Voids and Adjustments' Select Payer * **NEBRASKA DHHS** and ICN# (that particular ICN you noted down) (In this case **T1234567891**).

1. Click here:
Claim Review

Claim

Voids and Adjustments

Voids and Adjustments

Payer Select Payer *

ICN# Add ICN#

Search Clear

1. Payer

2. ICN number

3. Click Search

4. Click anywhere on this row

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T1234567891	T1234567891	2/2/21	1/29/21-1.29/2021	\$48	\$48	PAID	-	-



Select Payer *
Payer **Nebraska DHHS** ✕

Add ICN#
ICN# **T1234567891**

Search

Search List ^

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	ADJ/VOID Status	ADJ/VOID Date			
T123456789	T123456789	2/2/2021	1/29/2021-1/30/2021	\$60.48	\$55.85	-	-			
		Adjust Void								
Participant 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
<div style="background-color: black; height: 20px; width: 100%;"></div>										
ALEXUS	1/29/2021, 7:55 AM	1/29/2021, 9:55 AM	-		0000169	1691 (H0)	4	\$48	\$48	\$48
TOTAL AMOUNT								\$48	\$48	\$48

Adjust Cancel

1. Click here on Billable unit

Voids and Adjustments

Select Payer *
Payer **Nebraska DHHS**

Add ICN#
ICN# **T1234567891**

Edit - Billable Units

Billable Units
6

Reason Code *
5150 (Number of Billable Units Increased)

Note
Increased by 2 units for unprocessed claims on 2/2/2021

Cancel **Apply**

1. It Used to be 4 units now added 2 more units = 6 "Add 2 units to the originally paid 4 units to account for the correct 6 units"

2. Pick this reason code 5150

3. Good notes are important

4. Click APPLY

Search List

TRX#	ICN#	Submitted	ADJ/VOID Date
[REDACTED]	[REDACTED]	[REDACTED]	ADJUSTED 2/1/21

Participant Name Start Date/Time End Date/Time

ALEXUS [REDACTED]	[REDACTED]	7494	6	[REDACTED]
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TOTAL AMOUNT [REDACTED]

Adjust Cancel

Select Payer *

Payer Nebraska DHHS

Add ICN#

ICN# T1234567891

Search Clear

Search List

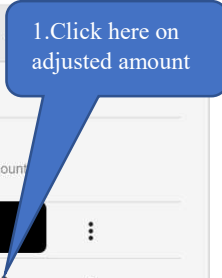
TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T123456789	T123456789	2/2/2021	1/29/2021-1/30/2021	\$60.48	\$55.85	PAID	-	

Adjust Void

Participant 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
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
ALEXUS [REDACTED]	1/29/2021, 7:55 AM	1/29/2021, 9:55 AM	[REDACTED]	[REDACTED]	0000169	1691 (H0)	6	\$48	\$48	\$48
TOTAL AMOUNT								\$48	\$48	\$48

Adjust Cancel

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1. Used to be \$48 + \$24= \$72 “Add \$24 to the originally paid \$48 to account for the correct \$72”

2. Pick 5260 reason code

3. Good notes are important

4. Click APPLY

Adjust - Billable Amount

Billable Amount

\$72

Reason Code *

5260 (Billable Dollar Amount Increased)

Note

Adjusted from \$48 to \$72 for 2/2/2021 not processed claims

Apply

Adjust Cancel

PAID	Adjusted Amount
PAID	
\$10.08	\$9.31
\$10.08	

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The screenshot shows a software interface titled "Voids and Adjustments". At the top, there is a search section with "Select Payer" set to "Nebraska DHHS" and "Add ICN#" set to "T1234567891". Below this is a "Search List" table with columns: TRX#, ICN#, Submitted Date, Status, ADJ/VOID Status, and ADJ/VOID Date. A single row is visible with TRX# and ICN# T1234567891 and Submitted Date 2/9/21. Below the search list is a table with columns: Participant Name, Start Date/Time, End Date/Time, System-Assigned Auth No, Manual Override Auth No, Diagnosis Code, Procedure Codes/Mods, Mable Units, Original Amount, Paid Amount, and Adjusted Amount. A row shows a participant with start time 1/29/21 10:05 AM and end time 1/29/21 1:05 AM, diagnosis code 0000169, 6 units, original amount \$48, paid amount \$48, and adjusted amount \$72. A "TOTAL AMOUNT" row shows \$48, \$48, and \$72. A confirmation dialog box is centered on the screen with the text "Are you sure you want to Adjust this Claim?" and "OK" and "Cancel" buttons. Two blue callout boxes provide instructions: "1. Click ADJUST when you are done" pointing to the "Adjust" button at the bottom, and "2. Click OK if you want to adjust this claim. You will see a Green bar at the bottom right of the screen stating the claim is successfully adjusted." pointing to the "OK" button in the dialog.

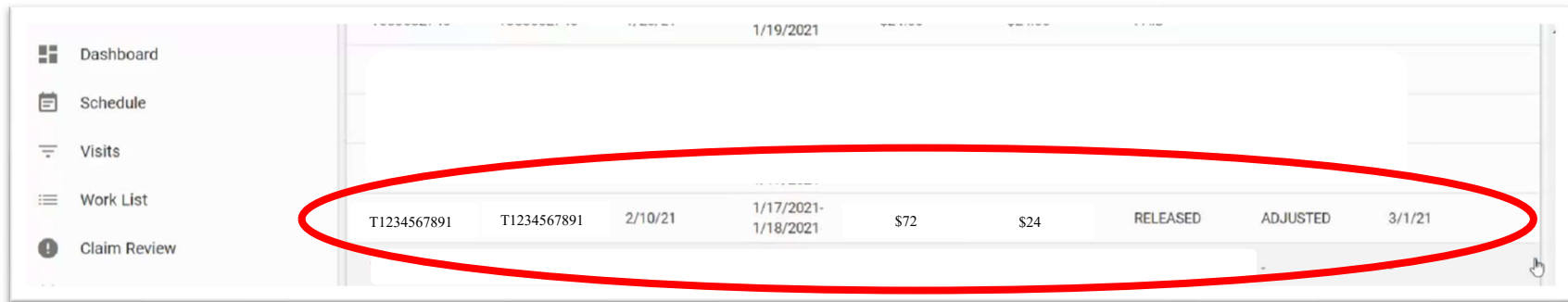
1. Click ADJUST when you are done

2. Click OK if you want to adjust this claim. You will see a Green bar at the bottom right of the screen stating the claim is successfully adjusted.

TRX#	ICN#	Submitted Date	Status	ADJ/VOID Status	ADJ/VOID Date
T1234567891	T1234567891	2/9/21		-	-

Participant Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Mable Units	Original Amount	Paid Amount	Adjusted Amount
[REDACTED]	1/29/21 10:05 AM	1/29/21 1:05 AM	[REDACTED]	-	0000169	[REDACTED]	6	\$48	\$48	\$72
TOTAL AMOUNT								\$48	\$48	\$72

Finally, after you have adjusted your claims, you can review your adjusted claims in the *Voids and Adjustment* sub-tab in the **Claim Review** tab.



The screenshot shows a software interface with a sidebar on the left containing navigation options: Dashboard, Schedule, Visits, Work List, and Claim Review. The main area displays a table with a date filter set to 1/19/2021. A red oval highlights a row in the table.

Claim ID	Claim ID	Date	Period	Amount	Amount	Status	Status	Date
T1234567891	T1234567891	2/10/21	1/17/2021- 1/18/2021	\$72	\$24	RELEASED	ADJUSTED	3/1/21

THE END!