# TIPS & TRICKS IN CONNECT: Rebilling Claims

### Types of Rebills Available in Connect

Rebill	Action	Supporting Help Topic
REBILL 1	New Original Claim	Rebilling Claims with Fee Changes
REBILL 2	Corrected Claim	Rebilling Claims without Fee Changes
REBILL 3	Voided Claim	Voiding Claims Sent in Error



#### **Kev Points**

Rebill 2 & 3 ALWAYS requires a payment posted to the original/current active claim, and the Payer Control Number entered on the payment.

### Getting Resubmission Code 7 or 8 onto the Claim

The system automatically adds the 7 or 8 to the claim, but does require a payment with the Payer Control Number to be posted to the claim ID being rebilled.

- Electronic claims have the 7 or 8 added along with the REF02 segment and the Payer Control Number listed.
- Paper claims print the 7 or 8 code in box 22a with the Payer Control Number listed in 22b. These settings need to be updated on the Paper Claim Options in the insurance plan in Connect.

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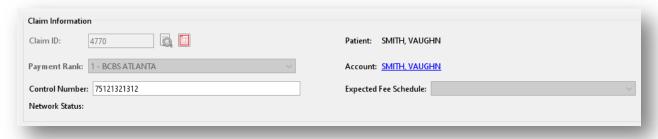
### **Entering the Payer Control Number**

The Payer Control Number is entered into the **Control Number** field (under the **Payment Rank** field) on the Payment's **Distribution** page. Imported ERA payments have the Payer Control Number automatically filled from the remit file. Manually posted payments need to have this field filled out by a user.



### Navigation: Payer Control Number

 Payment [ID] page > click Add Next in Service Lines section > Distribution page



If the number wasn't entered during payment entry, it can be added to a posted payment.

- 1. If you have the permission, select the *IPYMT* line from the **Active AR** tab in an account.
- 2. Click **View Transaction** and the posted payment distribution will open in a new tab.
- 3. The user can then add the **Payer Control Number** and **Save** the payment.
- 4. Proceed in rebilling the claim, as needed.

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### **Determining Rebill Type**

Utilize the list below as a helpful starting place in determining the type of Rebill to perform. It depends on what information needs to be changed on the claim.

Rebill 1	Rebill 2	
• Patient	Patient Demographic Information	Work Comp/Accident Information
Guarantor	Guarantor Demographic Information	Emergency Indicator
• Date of Service	Subscriber Demographic Information	Medicare Secondary Insurance Type
<ul><li>Facility</li></ul>	Subscriber ID	• Type of Service (Except for 7)
• Procedure Code	Member ID	• Procedure Description (Override
• Provider	Group ID	Procedure Description)
• Provider Time	Coverage Confirmed	• Modifiers
	Referral Information	• ICD-10 Code
	• Pre-Auth #	NDC Information
	• Referral #	• Place of Service
	Adding Additional Payers	Additional Dates
	Generating a Medigap Plan Claim	• Reason for Delayed Submission of Claim
	Paper Work Attachments	• Signature & Release
	Referring Provider	• Programs & Exceptions
	Hospitalization Dates	Additional Identifiers
	Paper Claim Local Use Fields	



### **Key Points**

The following case information can be updated without needing a rebill done: Facility Case ID, External Case ID, Room #, Case Reporting Type, Quality Outcomes, and Notes.

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Why isn't my additional payer available in the Rebill To dropdown on a Rebill 2, even though it's checked on the case?

Check to see if a payment has been posted to the primary payer claim.

How do I generate a claim to a plan secondary to Medicare when the responsibility in the account shows that plan, but there wasn't a claim generated?

- 1. Highlight the claim for Medicare and choose Rebill 2 and click Next.
- 2. Select the plan from the **Bill To** dropdown options.

### How do I generate a voided claim?

- 1. Verify a payment with a payer control number has been posted to current claim id.
- 2. Highlight claim line and click Rebill.
- 3. Select the **Rebill 3** option (Void Claim).
- 4. Click Next.



#### **Key Points**

Electronically voided claims need time to be transmitted to the clearinghouse from Connect before the Rebill 1 can be completed on the service line. Doing a Rebill 1 before the claim is transmitted will result in the voided claim being cancelled.

### Why doesn't my Rebill 2 for Medicare show as corrected claim (7)?

 Medicare doesn't accept resubmission codes 7 & 8. All corrected claims are sent with a submission code 1 (original).