Work Denials

Path: Navigation Form > 835 Form > Working Queue tab

Path: File > Billing > Line Items

About

When importing an 835 file in the HIPAA 835 Inbound Form, by default, the **Do Not Post Denied** checkbox is selected. When clicking the **Post** button, the system will post the remittance lines in Records To Post to their matching Line Items. At the same time, the Post column checkboxes for lines that are denied become unchecked, and those lines can be moved to the Working Queue along with the records listed under Records Unable To Post. Follow the steps below to work on your claims that were denied.

> ⚠ **Warning**: If you **do not** have the Do Not Post Denied checkbox selected, the denial is posted as an adjustment in full, and the Line Item will be closed.

Denial Workflow

1. Navigate to the Line Items Filters Form by using the path above.
2. In the **Denied (Y/N)** field, type Y.

> ⚠ **Note**: Use any other fields in this form as necessary to narrow your search.

3. Click the **Ok** button. The Lines Item List is displayed.
4. Click on the Line Item you want to work on and click the **Ok** button to open the Line Item Form. As shown in the screenshot below, the Denied checkbox is selected and the Denied Date, Denial Reason Code, and Description are displayed.

5. Click the **Edit** button to re-work the claim and prepare it for resubmission, according to the reason for the denial.

6. Once you've made your changes, deselect the **Denied** checkbox.

7. Change the **Print Status** to a **Y** so that it will be picked up in a batch of claims to be sent out.

8. If you are sending a replacement to the same payer, select a **Claim Frequency Code** to reflect the reason for resubmission. If the **Original Reference Number** did not auto-fill, fill that in from the ERA or EOB.

9. Click the **Save** button.

10. Lastly, if this denial was from an ERA, to remove it from the Working Queue list, select the **Delete** checkbox from the Working Queue window and click the **Delete Selected** button.

Note: You should be checking your Clearinghouse after sending out an 837 file, for front-end clearinghouse rejections. Those rejections do not make it to the payer and do not come back as a remit. The Line Items for those rejections can be worked similarly, except they will not have denial information or an original reference number since they did not make it to the payer.