

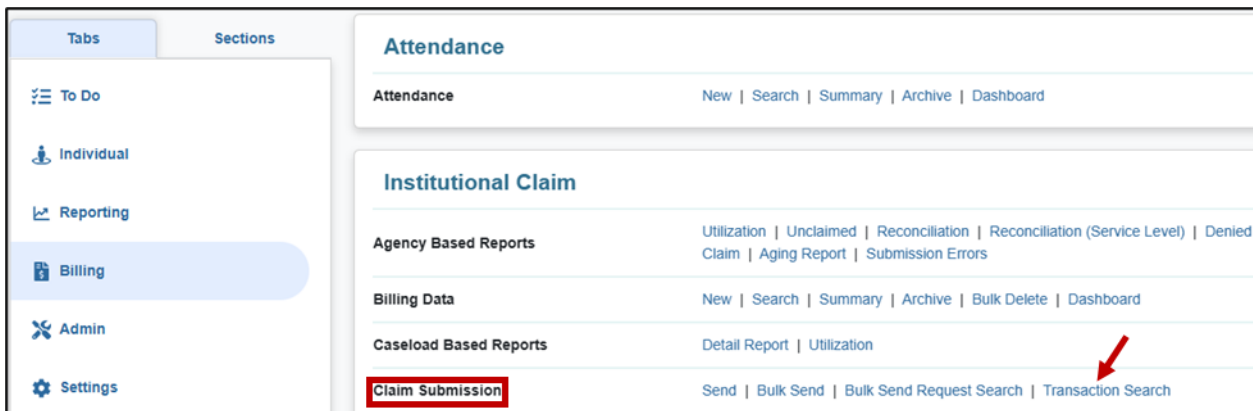
# HOW TO **SUBMIT A CLAIM** TO AN INSTITUTIONAL CLAIM IN A “REJECTED” STATUS

**Description:** This step-by-step guide explains how to **submit** an Institutional Claim in **Rejected** status when the claim needs to be resent to the MCO for payment processing. During resubmission, adjustments to the **Total Billable Units** can be made if necessary.

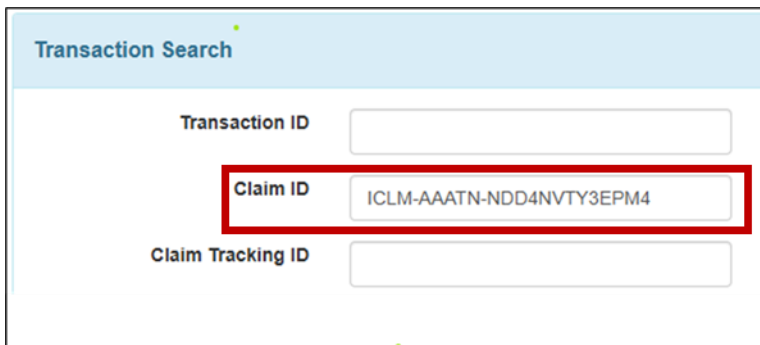
**Disclaimer:** The instructions below describe **one method** for searching claims. Please note that there are multiple search options available to locate claims in “**Rejected**” status.

## Part One: Locate Claim in Rejected Status

1. On the Therap dashboard, click on the “**Billing**” tab, locate the “**Claims Submission**” subsection, and click the “**Transaction Search**” link.



2. In the “**Claim ID**” field, enter the person’s Claim ID (i.e., ICLM-AAATN-NDD4NVTY3EPM4)



3. Scroll down.
4. In the **“Queued Date From”** field, **remove** the date.
5. On the **“Payer,”** click on the drop-down and select the **“Payer.”**

The screenshot shows a form with the following fields:

- Queued Date From:** 10/26/2025 (highlighted in red)
- To:** MM/DD/YYYY
- Sent Date From:** MM/DD/YYYY
- To:** MM/DD/YYYY
- \* Payer:** - Please Select - (highlighted in red)

6. Scroll down and click the **“Search”** button.
  7. **Confirm** this is the Claim ID you want to update.
  8. Click on the record to open.
- NOTE:** If multiple records appear, select the first row.

Transaction ID	Claim ID	Claim Tracking ID	Individual	Type of Bill	Statement Period From	Statement Period To	Individual Medicaid Number	Billing Provider	Medicaid Provider Number	Billing Provider NPI Number	Create Date	Queued Date	Sent Date	Payer	Claim Status	Transaction Status	999 Status	Used for Billing Integration
	ICLM-NDRP	I35318499		89	10/31/2024	10/31/2024					11/21/2024	06/04/2025	06/04/2025	UnitedHealthcare	Sent	Sent	Accepted	Yes
	ICLM-NDRP	I32284283		89	10/31/2024	10/31/2024					11/21/2024	05/22/2025	05/22/2025	UnitedHealthcare	Sent	Sent	Accepted	Yes
	ICLM-NDRP	I28355237		89	10/31/2024	10/31/2024					11/21/2024	11/21/2024	11/21/2024	UnitedHealthcare	Sent	Sent	Accepted	Yes

9. Scroll down and locate the Claim ID.
10. Click in the checkbox.

Transaction Record sent

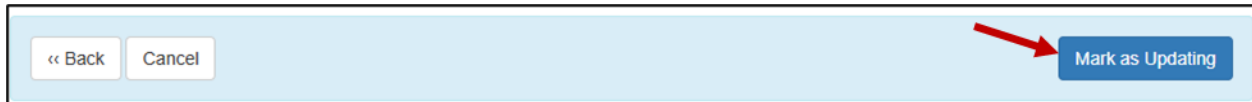
EDI X12 999 Response Info

999 Status **Accepted**

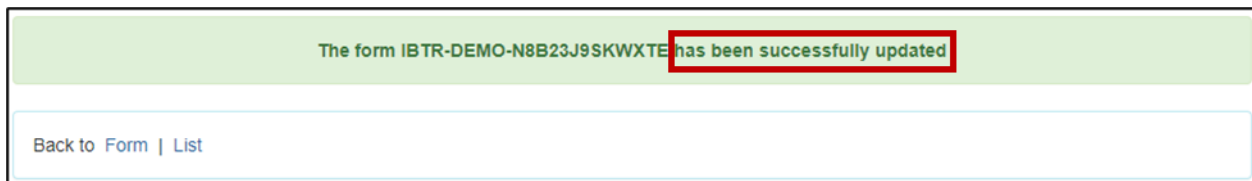
Claim List

Select All	Claim ID	Claim Tracking ID	Individual Name
<input type="checkbox"/>	ICLM-CDCTN-NEM4SE3XT4VLA	I29656373	GLEN YOUNG

11. Scroll down and click on the **“Mark as Updating”** button.



12. A confirmation message will be shown once transactions are updated successfully.

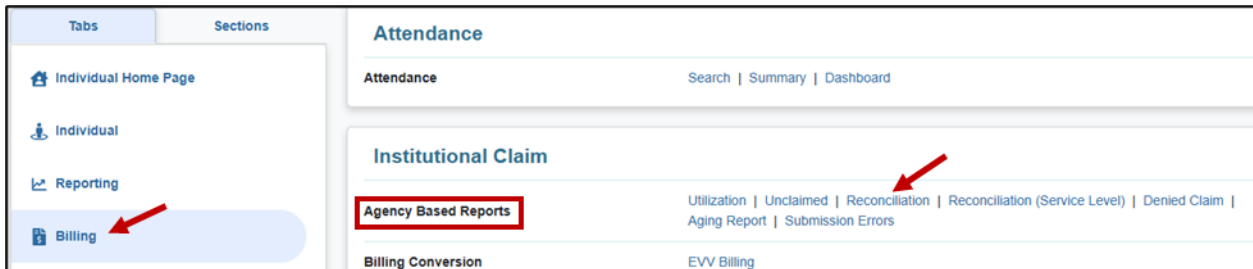


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## Part Two: Locate The Claim

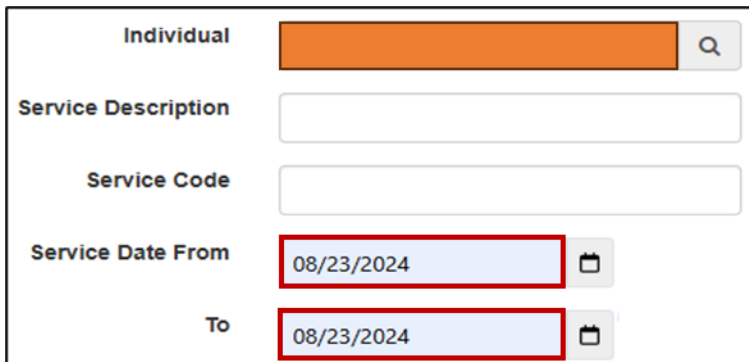
**Disclaimer:** The instructions below include one way to search for claims. However, multiple search options can be used to identify the claim(s) in updating status when searching for claims.

1. On the Therap dashboard, click on the **"Billing"** tab, locate the **"Agency Based Reports"** subsection, and click the **"Reconciliation"** link.



2. In the **"Individual"** field, enter the person's name and select from the drop-down.
3. Enter the Date of Service (DOS) in the **"Service Date From"** field.
4. Under the "Service Date From" field, in the **"To"** field, enter the Date of Service (DOS).

**NOTE:** If there are multiple claims for a "Updating" status, you can enter up to a 3-month "date range."



The screenshot shows a search form with the following fields: 'Individual' (with a search icon), 'Service Description', 'Service Code', 'Service Date From' (with a calendar icon), and 'To' (with a calendar icon). The 'Individual' field and both 'Service Date From' and 'To' fields are highlighted with red boxes. The 'Service Date From' and 'To' fields contain the date '08/23/2024'.

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5. On the **"Payer,"** click on the drop-down and select the **"Payer."**
6. On the **"Status,"** click on the drop-down and select **"Updating."**
7. In the **"Sent Date From"** field, remove the date.
8. Under the 'Output Columns' section, you can **"Add All"** or select the columns you want to display. Click the **"Search"** button.

**\* Payer** 3 items selected

- BCBST: BCBST - 00390 (Inst.)
- United HealthCare: UnitedHealthcare - 95378 (Inst.)
- Amerigroup: WellPoint - TNIDD (Inst.)

Latest Submitted Claims Only  Yes  No

**Status** Updating

Sent Date From MM/DD/YYYY

To MM/DD/YYYY

Check / EFT Issue Date From MM/DD/YYYY

To MM/DD/YYYY

**Output Columns**

Available Selected

Search Add All Search Remove All

- Program Name +
- Program Cost Center Number +
- Site Name +
- Site Cost Center Number +
- Authorization Number +

Clear Selection

Cancel Search

## Part Three: Update Claim for Resubmission

1. To open the claim, click on the 'Updating' claim from the **"Billing Reconciliation"** list for the Date of Service (DOS).

**NOTE:** If you displayed multiple Date of Service (DOS), click on the **"Service Date From"** header to place the claims in date order.



Program Name	Program Cost Center Number	Site Name	Site Cost Center Number	Authorization Number	Individual	Individual ID	Individual Medicaid Number	Additional ID Number	Service Description	Service Code	Procedure Modifiers	Description/Code Account Number	Funding Source	Funding Source Vendor ID	Service Date From	Service Date To
East	[REDACTED]	Greenville			[REDACTED]				COMMUNITY PARTICIPATION SUPPORTS (LEVELS 1 - 3)	T2021	U1---		WellPoint		08/23/2024	08/23/2024
East	[REDACTED]	Greenville			[REDACTED]				COMMUNITY PARTICIPATION SUPPORTS (LEVELS 1 - 3)	T2021	U1---		WellPoint		08/23/2024	08/23/2024

**NOTE:** The **billing data** in the "Service Lines" section is now editable.

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## Part Four: Claim(s) Generation

1. **!!!IMPORTANT!!!: Review** the claim and determine if the ‘Updating’ claim is in the **correct Frequency Type Code**.

Claim Information	
Payer	BCBST: BCBST - 00390 (Inst.)
Individual Name	WASHINGTON, JOSEPH (Social Security Number: 409253793)
Date of Birth	02/09/1966
Gender	Male
Residence Address	3324 STELLA ST, MEMPHIS, TN, 38127-6755
* Type of Bill	<input type="text" value="89"/>
<b>Claim Frequency Type Code</b>	1-Original (Admit thru Discharge Claim)
Original TCN/ICN Number	<input type="text"/> <a href="#">Original TCN/ICN Number List</a>

**!!!IMPORTANT!!!: DO NOT use Claim Frequency Type Code: 7-Replacement (Replacement of Prior Claim) to void a claim.**

- A. If the **claim** is **intended** to be **VOIDED**, but the ‘current’ Frequency Type Code shows either:
  - **FTC7** – Replacement (Replacement of Prior Claim)  
OR
  - **FTC1** – Original (Admit thru Discharge Claim)
    - i. **STOP!!!! DO NOT PROCEED.**
    - ii. Email [DDA\\_Business.Services@tn.gov](mailto:DDA_Business.Services@tn.gov), and in the request, include the **Claim ID (ICLM...)** and state that the Frequency Type Code (FTC) needs to be updated to 8 – Void (Void/Cancel of Prior Claim).
    - iii. Wait for a correction email confirmation from [DDA\\_Business.Services@tn.gov](mailto:DDA_Business.Services@tn.gov) indicating the update has been completed.
    - iv. Once confirmed, continue to **proceed to Page 10, Step 2.**
- B. If the **claim** is for an **adjustment** or **resubmission of a denied claim** with the correct “**Frequency Type Code**” (FTC7).

### **DETERMINE THE NEXT STEP...**

- If you need to adjust the “**Total Billable Units,**” follow the **Adjustment to “Total Billable Units”** section below.
- If **NO** adjustments are needed to the “**Total Billable Units,**” or if it is a **daily** service, skip the **Adjustment to “Total Billable Units”** section and **proceed to Page 10, Step 2.**

## Adjustment to “Total Billable Units”

- A. Scroll down to the **“Service Lines”** section.
- B. Click on the **“Billing Data ID”** link to open the record.

Service Lines										
#	Billing Data ID	Date of Service	Service Code	Service Description	Procedure Code	Procedure Modifiers	Revenue Code	Rate Code	Rate Value	Locator Code
1	BILL [REDACTED] TN-NB74RWWNE4TM8	08/23/2024	T2021	COMMUNITY PARTICIPATION SUPPORTS (LEVELS 1 - 3)	T2021	U1	Other Professional Fees - 1915c-0969			

- C. A pop-up message will appear asking if you wish to proceed with this action.

If you navigate to Billing Data, any changes made in Claim will be discarded. Do you want to continue?

- D. Click on the **“Yes”** button to adjust the **“Total Billable Units.”**
- E. Scroll down to the **“Billing Data Input”** section.
- F. Locate the **“Total Billable Units”** field and enter the adjusted units.

### !!! IMPORTANT !!!

Do **NOT** enter Zero “0” in the **“Total Billable Units”** field. Use the “Update for Void” button to **void** a claim.

**Billing Data Input**

Service Date 08/23/2024

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Total Billable Units

Revenue Code Other Professional Fees - 1915c-0969

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- G. Scroll down to the **“Comments”** section.
- H. You **must** enter the reason for the adjustment in the **“Comments”** box.

- I. Click the **“Update”** button.
- J. The warning below will appear. Please read the message and answer ‘Yes’ or ‘No.’

- K. Click on the **“Form”** link to return to the Institutional Claim form.

- L. Scroll down and click on the **“Back”** button to return to the Institutional Claim form.

M. **IMPORTANT:** Scroll down to the **“Service Line”** section, scroll to the right to view the **“Billable Units”** column, and **VERIFY** that the adjusted **“Billable Units”** is correct.

Service Lines

#	Billing Data ID	Date of Service	Service Code	Service Description	Procedure Code	Procedure Modifiers	Revenue Code	Rate Code	Rate Value	Locator Code
1	BILL [REDACTED] TN-N9Q4T4YZMEKQ8	07/04/2024	T2021	COMMUNITY PARTICIPATION SUPPORTS (LEVEL 4)	T2021	U2	Other Professional Fees - 1915c-0969			



Service Lines

Date of Service	Service Code	Service Description	Procedure Code	Procedure Modifiers	Revenue Code	Rate Code	Rate Value	Locator Code	Unit Rate (\$)	Billable Units	Unit Code
07/04/2024	T2021	COMMUNITY PARTICIPATION SUPPORTS (LEVEL 4)	T2021	U2	Other Professional Fees - 1915c-0969				\$6.00	16	UN



2. Once you have verified all the information on the form, scroll down and click on the **“Submit for Approval”** button.



3. A confirmation message will be shown on the following page upon successfully submitting the claim form.

The form ICLM-DEMO-N782M5V87MULQ has been successfully submitted

Back to [Form](#) | List



(continue to next page)

4. Click on the **“Form”** link to return to the Institutional Claim form.  
**!!! IMPORTANT !!!:** The claim will now be in a **“Billable”** status.

Institutional Claim Billable ⓘ

Claim Submission Details

Transaction ID	Claim Tracking ID	Claim Frequency Type Code	TCN/ICN #	Queued Date	Sent Date	Check / EFT Issue Date	Check / EFT Number	Payer Charge Amour (\$)
IBTR [REDACTED] TN-N9L4Q4YZBELQR	I24101376	1-Original (Admit thru Discharge Claim)	24L329031700	07/18/2024 05:38:46 PM	07/18/2024 09:18:21 PM (More than 90 days ago)	07/28/2024	[REDACTED]	\$497.2

**NOTE:** If the claim is in **“Billable”** status and you need to adjust the units, please follow the steps below.

1. Click on the "Edit" button on the Billable claim
2. Then click on the "Update" button, which will change the claim status from **“Billable”** to **“Updating”**.
3. Once the claim is in **“Updating”** status, you can then update units
4. Go back and follow the steps in the **Adjustment to “Total Billable Units”** section.

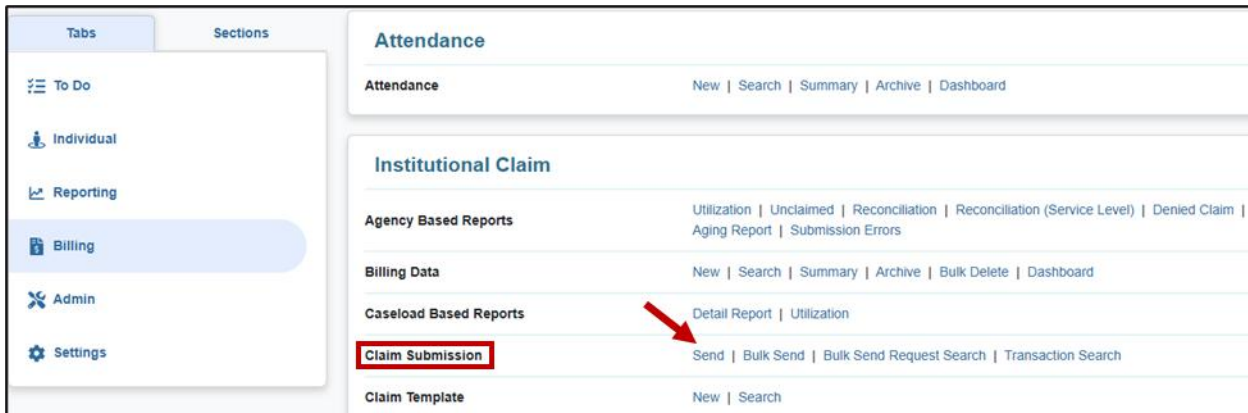
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## Part Five - Submit Claim to MCO

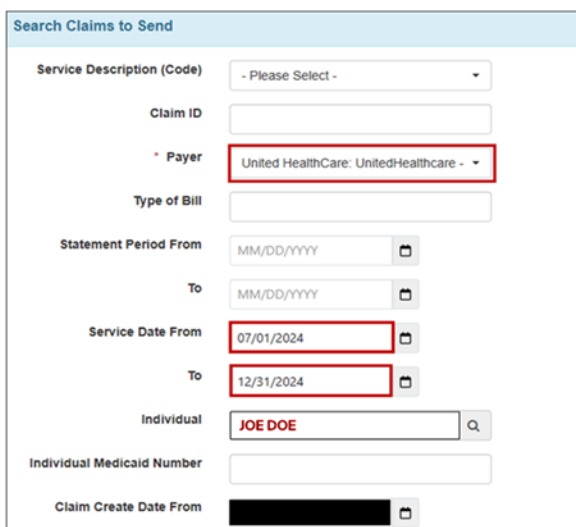
1. Scroll to the top of the screen and click the **“Therap”** icon to return to the main menu.



2. Click on the **“Billing”** tab.
3. Locate the **“Claim Submission”** subsection and click on **“Send.”**



4. On the **“Payer,”** click on the drop-down and select **“Payer.”**
5. Using the DOS **or** DOS date range...
  - i. Enter the **“From Date”** in the **“Service Date From”** field.
  - ii. Under the **“Service Date From”** field, in the **“To”** field, enter the **“To Date”**.
6. **Optional:** In the **“Individual”** field, enter the person’s name and select from the drop-down.
7. In the **“Claim Create Date From”** field, remove the date.
8. Scroll down and click the **“Search”** button.



- In the results view, you can select 'individual' checkboxes using the **"Statement Period From (DOS)"** column as a guide for submitting individual claims **or** use the checkbox next to the **"Claim ID"** header to select and submit all claims from this page.

Search Claims to Send

Filter You have selected 0 items.

<input type="checkbox"/> Claim ID	Payer	Type of Bill	Statement Period From	Statement Period To	Individual
<input type="checkbox"/> ICLM-TN-NAX4-...YDEQLV	UnitedHealthcare	89	07/30/2024	07/30/2024	
<input type="checkbox"/> ICLM-TN-NAX4-...YAEQL7	UnitedHealthcare	89	07/27/2024	07/27/2024	
<input type="checkbox"/> ICLM-TN-NAX4-...ZNEPML	UnitedHealthcare	89	08/01/2024	08/01/2024	
<input checked="" type="checkbox"/> ICLM-TN-NAR4TQ3ZFEQL9	UnitedHealthcare	89	08/11/2024	08/11/2024	

**IMPORTANT:**

**Check if multiple pages are displayed in this view.**

If there are additional pages, navigate to each page, select either individual checkboxes **or** the top checkbox in the header.

- Click on the **"Send Claim"** button.
- A **"Claim Send Summary"** will appear.
- IMPORTANT - Review Claim Send Summary**
  - Ensure **all** claims selected, populate with a 'green' checkmark next to each "Claim ID".
    - If a 'red' X appears next to **any** "Claim ID," take a screenshot for investigation.
  - Optional:** To send the report, click **Send report via SComm.**

**NOTE: After Submission**

- ✓ Claims will show **Queued** status.
- ✓ The top line in **Claim Submission Details** will display today's **Queued Date**.
- ✓ Therap will send an **837i file** to the MCO.


Institutional Claim Queued

Claim Submission Details

Transaction ID	Claim Tracking ID	Claim Frequency Type Code	TCN/ICN #	Queued Date	Sent Date	Check / EFT Issue Date	Check / EFT Number	Payer Charq Amou (\$)
IBTR-...TN-P4F42X3YFMULT	I26112324	8-Void (Void/Cancel of Prior Claim)		02/13/2025 04:02:00 PM				
IBTR-...TN-N9L4Q4YZBELQR	I24101376	1-Original (Admit thru Discharge Claim)	24L329031700	07/18/2024 05:38:46 PM	07/18/2024 09:18:21 PM (More than 90 days ago)	07/28/2024		\$497.

**NOTE: When claims are sent to the MCO:**

- ✓ A successfully submitted claim will reflect the **Sent Date**.

Institutional Claim <span style="border: 1px solid red; padding: 2px;">Sent </span>										
Claim Status in 999 : Accepted										
Claim Submission Details										
Transaction ID	Claim Tracking ID	Claim Frequency Type Code	TCN/ICN #	Queued Date	Sent Date	Check / EFT Issue Date	Check / EFT Number	Payer Charged Amount (\$)	Payer Paid Amount (\$)	Claim Status
IBTR [REDACTED] TN-NB83TYDB74TLT	I27729716	1-Original (Admit thru Discharge Claim)		09/06/2024 04:28:59 PM	09/06/2024 05:33:40 PM (More than 90 days ago)					