Copying a claim to resubmit

ACS EDI Gateway, Inc.
A Xerox Company
2324 Killearn Center Blvd.
Tallahassee, FL 32309

Occasionally a claim submitted through WINASAP2003 will be rejected in such a manor that will render the "Receive Response File" feature unable to change the status of the claim from "Billed" to "Rejected". In this instance it is necessary to copy the rejected claim in order to make the needed corrections and resubmit.

Please perform the following steps if you should encounter the situation described above:

1. Open WINASAP2003 click on the "Claims" menu and choose the appropriate claim type.
2. Single-click the first rejected claim in the list that shows a "Billed" status.
3. Next, click the "Copy" button.
4. A copy of the original claim will now be opened, and you may make the appropriate corrections.
5. After all the corrections have been made, click the "Save" button.*
6. You will now see the new claim in the list with a status of "Keyed".
7. At this point you may choose to delete the original "Billed" claim, but you may perform this step at your discretion.
8. Repeat the above steps until each claim has been copied and corrected.
9. Once each claim has been corrected, you may resubmit them by choosing the "Send Claim File" option in the "Tools" menu.

* Note:
If you restored a database that was not created in v5.16 and copy a Professional Claim, the updates on v5.16 would not be applied on that claim. The update for the taxonomy code only works for the new and edited claims but not for copied claims. For the updates to be applied, please do the following:

1. After copying a claim, change the Billing, Pay-to and Rendering Provider to a different value and then save it.
2. Open again the claim (this time, WINASAP would now see this as an edited claim), return the original values of the Billing, Pay-to and Rendering Provider and then save.
3. When you send the claim this time, the update would now be applied and the taxonomy code would be displayed on the proper loop.