

Re-Process Claims

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Re-processing claims is sometimes necessary if you process a claim, but some piece of information was incorrect when the claim was processed initially.

Note: Re-processing claims wipes out any previous claim information—including any adjustments you have made to claim counts and meal disallowances.

1. Click the **Claims** menu and select **List Claims**. The List Claims window opens.
2. In the **Center** section, select **All Centers** or **Selected Center**. If you do not already have a center selected in the toolbar, this filter defaults to All Centers and cannot be changed.
3. In the **Month** section, select the **Selected Month** option or the **All Month** option. If you choose **Selected Month**, click the corresponding drop-down menu and select the month for which to view claims.
4. If you operate in multiple states, click the **State** drop-down menu and select the state to view.
5. Click **Refresh Display**. Claims that meet the limits you set display.
6. Click **View** in the Details column for the claim to re-process. The **Manage Claim Details** window opens.
7. Click **Reprocess**.