



How Do I Correct a Claim Online?

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Steps: Claims Corrections – Same Day as Submitted and Prior to 3:00pm CST

- 1) For corrections to claims submitted on the same day and prior to 3:00pm CST, **click *View Claims Submitted Online***.
- 2) Click “Edit” from the appropriate claim in the ***Submitted*** claim list.
- 3) Correct applicable information and click “Save and Continue”.
- 4) Advance through to the Preview page and click “Submit”.

Steps: Claims Corrections – Different Day Than Submitted or After to 3:00pm CST

NOTE: The only fields that can be corrected online once a claim has been Received/ Accepted are:

- *Place of Service,*
- *Billed Amount and/or*
- *Number of Units.*

- 1) For corrections to claims submitted on the same day and after 3:00pm CST, or on a different day, **click *View Claims Submitted Online***.
 - The claim must show as **Received/Accepted** in order to be corrected.
- 2) Click “Resubmit” next to the appropriate claim.
- 3) Correct Place of Service, Billed Amount or Number of Units and click “Save and Continue”.
- 4) Preview corrections and click “Submit”.

TIPS:

- Corrections to claims other than the Place of Service, Billed Amount or Number of Units fields must be submitted on hardcopy via postal mail. Note “Corrected Claim” at the top of the form and highlight the correction.
- A claim transaction can only be resubmitted one time.