

EVV Process for Claim Resubmission

Denied Claims

For AuthentiCare claims:

1. Replace the claim
 - a. Option 1: Use the replace claim function which creates a new claim
 - b. Option 2: Enter a new web claim
2. Confirm for billing to send to MMIS for payment

For non-AuthentiCare (third-party) claims:

1. Utilize third-party system functionality to replace or create a new claim (*note – must be a new claim number)
2. Send the new claim to the AuthentiCare aggregator
3. Confirm for billing to send to MMIS for payment

Paid Claims

For AuthentiCare claims:

3. Void the claim in the MMIS
4. Replace the claim
 - a. Option 1: Use the replace claim function which creates a new claim
 - b. Option 2: Enter a new web claim
5. Confirm for billing to send to MMIS for payment

For non-AuthentiCare (third-party) claims:

4. Void the claim in the MMIS
5. Utilize third-party system functionality to replace or create a new claim (*note – must be a new claim number)
6. Send the new claim to the AuthentiCare aggregator
7. Confirm for billing to send to MMIS for payment

NOTE: You must wait for the paid claim status in AuthentiCare to change to denied, to prevent a duplicate exception.