How to Correct Claim Denials

1. Navigate to the Healthcare Portal.
2. Enter your login credentials.
3. Click the “Claims” tab.
4. Click the “Search Claims” tab.
5. Enter the 13-digit Claim ID. If you don’t have a 13-digit Claim ID, complete the fields under the Beneficiary Information panel and Service information panel.
6. Click the Search button.
7. Under the Search Results panel, click the Claim ID link.

8. Click the + sign on the Adjudication Errors panel.
9. You will see the Claim/Service # column, HIPAA Adj column, Description column, HIPAA Adj Remark column, Description column, EOB (Explanation of Benefit) column, Description column.

Tip - The EOB column should match what’s on your Remittance Advice AND the Description column will give you the explanation of your denial.

10. Click the “Edit” button.
11. Proceed to the area where the correction needs to be made. This may require you to click “Continue” until you reach your error.

Once the correction is made, remember to click “Save” or “Add”, whichever is required to ensure the correction(s) are applied.

12. Click the “Resubmit” button.
13. Click the “Confirm” button.

For instructions on how to Submit a claim, please refer to the “Submitting and Reviewing a Claim” job aid on the DHS website under Provider Training Information.

For more Training Tools and Resources, please visit the Provider Training Webpage at https://humanservices.arkansas.gov