WYOMING VOID CLAIM PROCESS
FOR CAREBRIDGE EVV USERS

Provider organizations should use the *CareBridge Provider Portal* to void any visits and/or claims that have been previously billed through CareBridge. Voiding visits/claims outside of the CareBridge system could result in unit consumption issues as a result of authorization unit discrepancies between CareBridge and Wyoming's Benefits Management System. Once a billed visit has reached a terminal status of *paid* or *denied*, both individual visits associated with the claim and the entire claim itself are eligible to be voided through the *Billing* or *Claims* page.

Please Note: Voiding a claim is **FINAL** and cannot be reversed.

Through the **Billing** page, a specific date of service or an entire claim can be voided. Using the *Filters drop-down menu*, find the visit that either will be voided or is associated with a claim that will be voided. Click the *actions menu* (three vertical dots) to the right of the visit row and select *Visit Details*, then navigate to the *Claims History* tab. **(Figure 1)** If the visit will be voided, click the "*Void Visit*" button and confirm by clicking "*Void Visit*" again in the pop-up confirmation menu. **(Figure 2)** If the entire claim will be voided, click the "*View Claim Details*" button, then select "*Void Claim*", and again in the pop-up confirmation window. **(Figure 3)**

Please Note: If a claim has multiple visits, voiding one of the associated visits will not void the entire claim.

*Figure 1. **Billing** - Claims History*

Figure 2. Void single visit
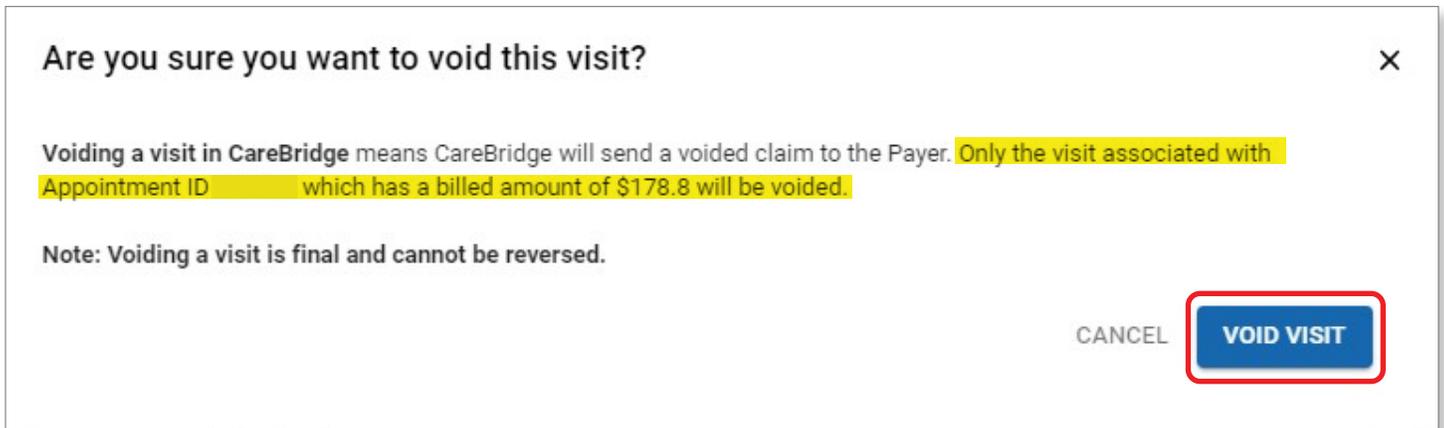
Through the **Claims** page, an entire claim can be voided. Using the *Filters drop-down menu*, find the claim that will be voided. Click the *actions menu* to the right of the claim and select *Claim Details*. Click the "*Void Claim*" button and confirm by clicking "*Void Claim*" again. **(Figure 3)**

Figure 3. Void all visits
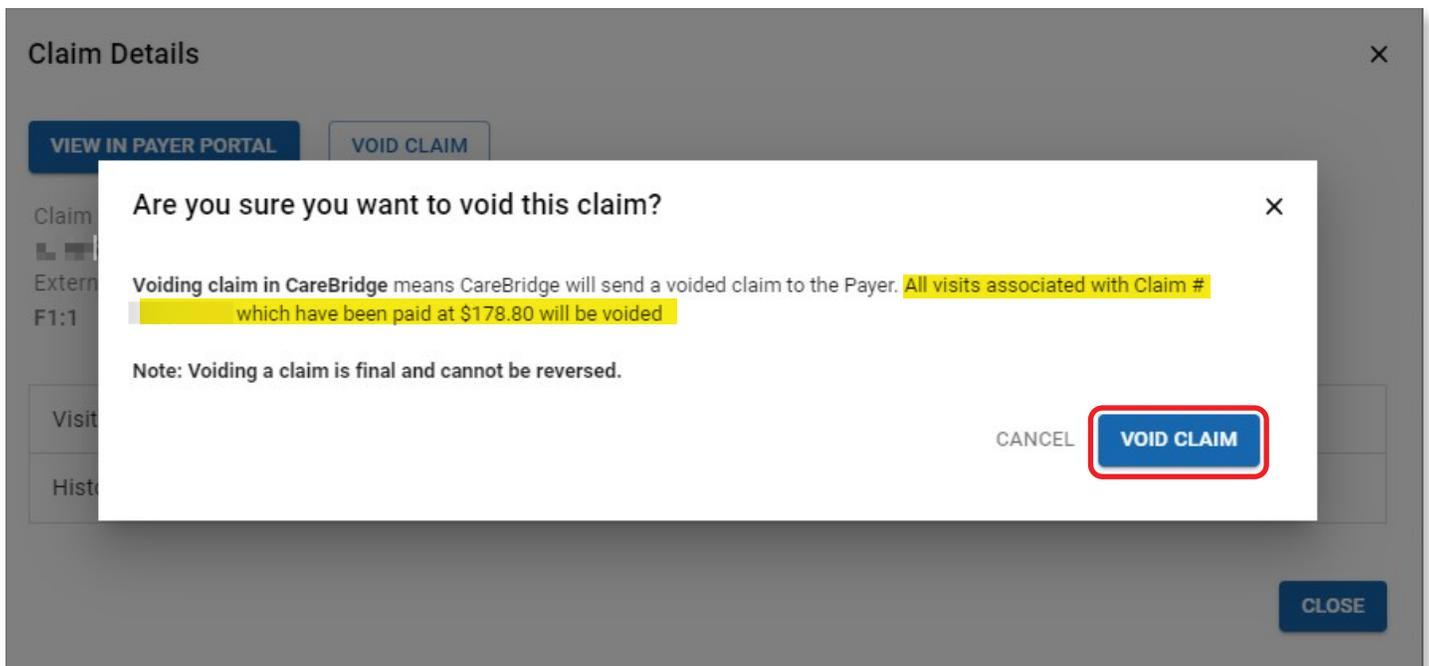
The CareBridge support center is available if you have any questions at **(855) 912-3301** and **wyevv@carebridgehealth.com**.