

IOWA 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 the MCO's Provider Portal. 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

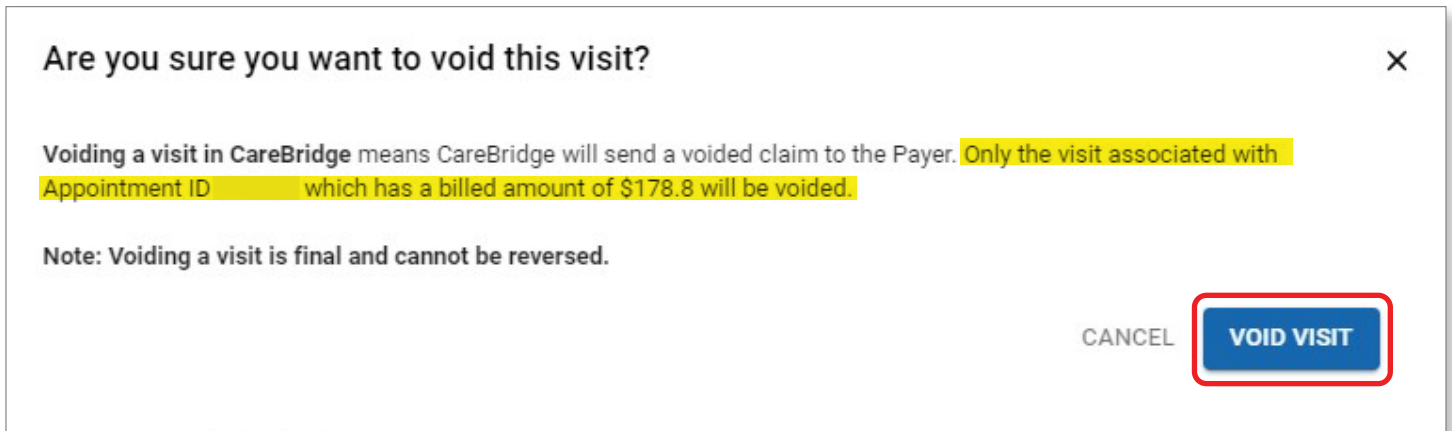
Billing

Billed Amount	\$170.00 (24 units)
Accepted Amount	\$0 (0 units)
Rejected Amount	\$0 (0 units)
Paid Amount	\$178.80 (24 units)
Denied Amount	\$0 (0 units)

Claim Request # MELINDA

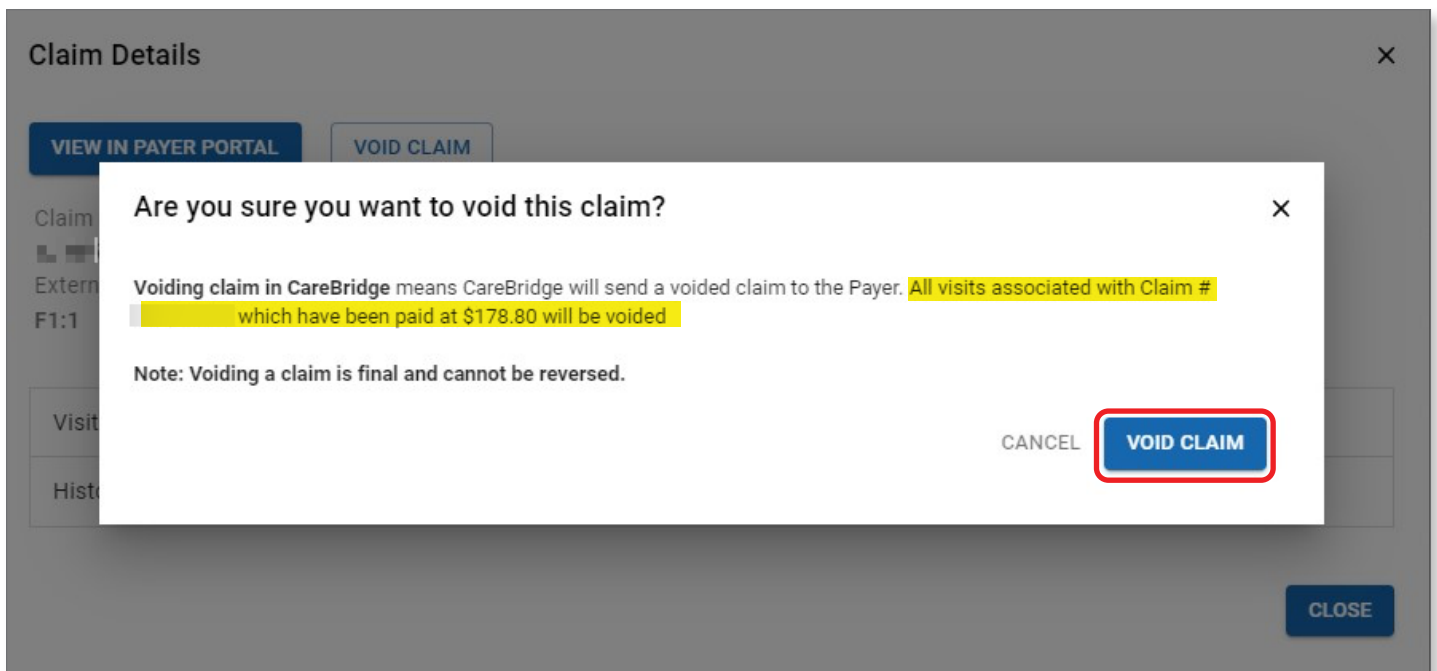
CLAIM #	PAYER CLAIM #	STATUS	EXTERNAL STATUS CODE	DETAILS	DATE/TIME
		Paid	F1:1	For more detailed information => see remittance advice.	05/07/2023, 12:01 PM
		Confirmed	P1:0	Cannot provide further status electronically.	05/02/2023, 05:11 AM

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 **(844) 343-3653** and iaevv@carebridgehealth.com.