

# Processing rejected claims

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Claims can be rejected for a full invoice or an item within an invoice, and each is handled differently

## Rejected claims for an item in an invoice

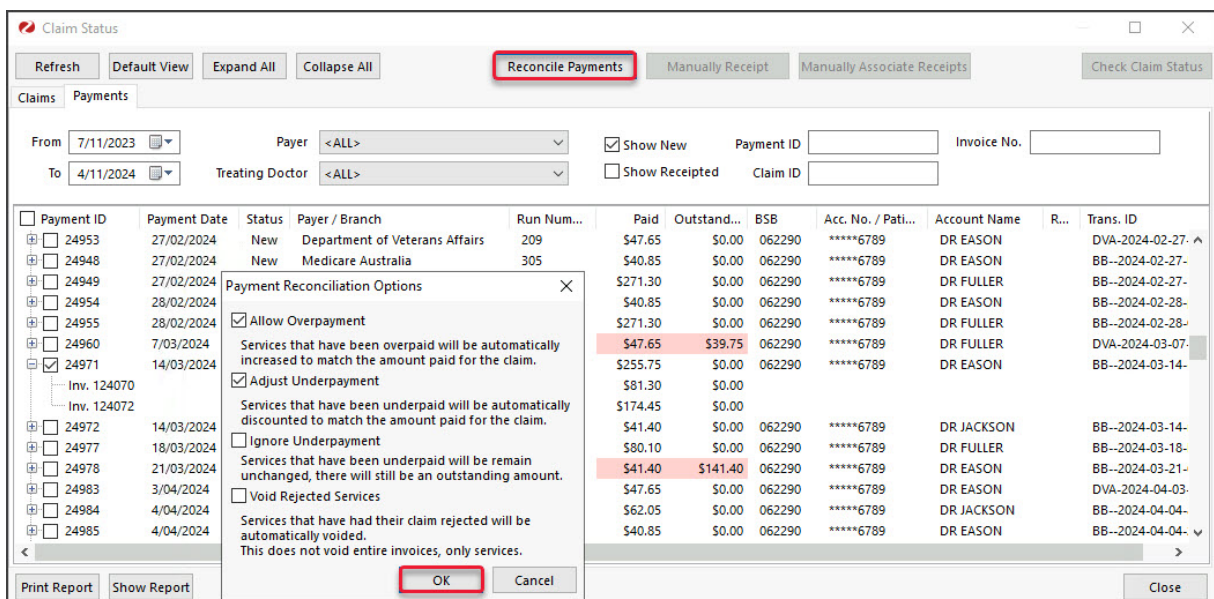
If an invoice item is rejected when performing a reconciliation, you will receive the message: 'Claim for service ID was rejected'.

### To investigate why the item was rejected:

1. From the **Payments** tab, double-click on the **Payment ID**.
2. This will open the payment and the invoices it is for in the **Claims** tab.
3. The invoice with the rejected item will have the Status **COMPLETE** as Medicare considers the claim complete.
4. Expand the invoice and review the items.
5. The reason for the rejection will be displayed next to the **Status**.
6. You can double-click an invoice or the patient to open the Patient Details screen, which provides easy access to **Account Enquiry** and **Billing**.

### To void a rejected item:

1. Go to the **Payment** tab and select the payment with the rejected invoice.
2. Select **Reconcile Payments**.
3. Tick the **Void Rejected** box on the **Payment Reconcile Options** dialog.
4. Select **OK**.



The screenshot shows the 'Claim Status' window with the 'Reconcile Payments' dialog box open. The dialog box has several options: 'Allow Overpayment', 'Adjust Underpayment', 'Ignore Underpayment', and 'Void Rejected Services'. The 'Void Rejected Services' option is checked. The background table shows a list of payment items with columns: Payment ID, Payment Date, Status, Payer / Branch, Run Num..., Paid, Outstand..., BSB, Acc. No. / Pati..., Account Name, R..., and Trans. ID. The 'Reconcile Payments' button in the window is highlighted with a red box.

## Rejected claims for full invoices

If a full invoice is rejected, it will not appear in the **Payments** tab, as there will be no payment. It will appear in the **Claims** tab, so you need to review the Claims tab regularly to review and void rejected invoices.

To process rejected claims for full invoices:

1. Go to the **Claims** tab.
2. Select **Rejected** from the **Status** field.
3. Select **Refresh**.

All rejected invoices will appear.

4. Expand each invoice to see the reason for the rejection next to the Status.
5. Take any required actions, such as re invoicing the rejected invoice.
6. Select the invoice/s to be voided.
7. Select the **Void Rejected Claims** button.
8. Confirm the action.

Repeat these steps for each **Rejected** Status under **Status**. For example, Rejected Fund.

Inv/Service/Assessor	Date Inv/Service	Status	Account Payer	Patient	Outstanding	Paid	Doctor	Claim ID	Medicare Ref.
Inv 40325	13/12/2023	REJECTED...	Bates, Bridgid	Bates, Bridgid	\$91.80	\$0.00	Gaye Jackson	212433	
104	13/12/2023	Unpaid			\$91.80	\$0.00			
Medicare Fund Current Medicare card has expired. Patient must contact Medicare as claims using this Medicare card may be rejected.									
Inv 40335	9/01/2024	COMPLETE	Department of Veterans ...	Chapman, William	\$40.95	\$47.65	Igor Fuller	212677	B5197@
23	9/01/2024	Overpaid			\$40.95	\$47.65			
Inv 40348	7/02/2024	MEDICAR...	Black, Emma	Black, Emma	\$120.55	\$0.00	Gaye Jackson	213297	213297
104	7/02/2024	Unpaid			\$120.55	\$0.00			
Inv 40349	7/02/2024	MEDICAR...	Holloway, Knut	Holloway, Knut	\$0.00	\$0.00	Gaye Jackson	213299	SAP0000007022409170531
105	7/02/2024	Unpaid			\$0.00	\$0.00			
Inv 40365	8/04/2024	COMPLETE	Medicare	Simkins, Talia	\$0.00	\$41.40	Ethel Boykin	213680	D2361@
23	8/04/2024	Reconciled			\$0.00	\$41.40			
Inv 40367	2/05/2024	REJECTED...	Bates, Bridgid	Bates, Bridgid	\$91.80	\$0.00	Maurice Knox	213875	
104	2/05/2024	Unpaid			\$91.80	\$0.00			
Medicare Fund Current Medicare card has expired. Patient must contact Medicare as claims using this Medicare card may be rejected.									