

How to VOID RFFS Claims

(updated 4/10/2019)

As a provider of Case Management services managed and paid via eXPRS, it is your responsibility to review your RFFS claims reported on a regular basis to determine if the RFFS claims you have reported are accurate with your records. In some cases, you may need to void a claim that has an incorrect date, Service Coordinator or Personal Agent listed.

Users must have the below roles/permissions to void RFFS claims:

- CDDPs - **CM Encounter Manager**
- Brokerages - **PA Encounter Manager**
- CIIS - **State Kids Svcs CM Encounter Manager** or **Viewer**
- State Central Office - **State CM/PA Encounter Manager** or **Viewer**

To VOID CM RFFS Claims:

1. Login in to eXPRS. Users must have the appropriate user role/permission and be logged in as their agency's **Case Management Provider** to do this work.

CDDPs:

Login

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

Login Name:	<input type="text" value="CDDPuser"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	<input type="text" value="Case Management Provider (Provider)"/> ▼

[Forgot your password?](#)

Brokerages:

Login

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

Login Name:	<input type="text" value="BrokerageUser"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	<input type="text" value="Brokerage /Case Mgmt Prv (Provider)"/> ▼

[Forgot your password?](#)

CIIS staff:

Login

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

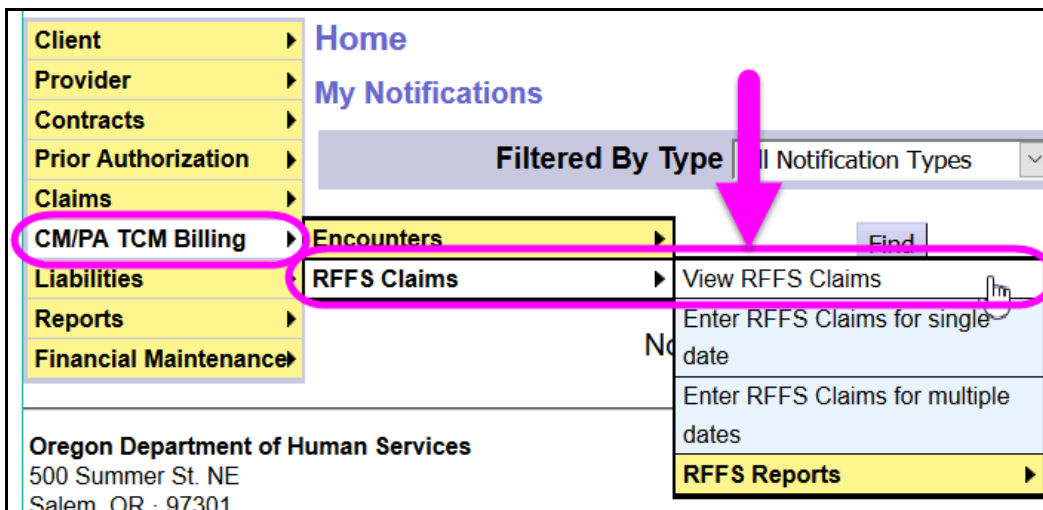
Login Name: CIISuser|

Password: ●●●●●●●●

Organization/Program Area: State CM CIIS (Provider) ▾

[Forgot your password?](#)

2. From the left-hand navigation menu, click on **CM/PA TCM BILING → RFFS Claims → VIEW RFFS Claims**.



This will take you to the [Search RFFS Claims](#) page.

3. Once in the [RFFS Claims Search](#) page, enter the search of criteria needed to bring back the RFFS claim(s) you need to void.

Key tips to searching for RFFS claims to void are:

- **Search using a specific RFFS claim status, such as *approved***. Using a status will activate the action check boxes, allowing you to select multiple claims for voiding, **AND**
- search for claims by service-date range increments. You can do this by entering dates in the “**Effective Date**” and the “**End Date**” windows, or
- search by specific client by entering their prime number in the “**Client Prime**” field.

Click **FIND** to get a list of RFFS claims that meet your criteria.

RFFS Claims Search

Enter one or more search criteria. Partial matches are supported for ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows.

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

RFFS Claim ICN: **Status:** Approved

Service Element:

Procedure Code:

Svc Modifier Cd:

Run ID: **Claim Modifier Cd:**

DHS Contract Num: **Client Prime:** [Yellow]

Provider ID: **Pay To Provider ID:**

Service Location:

Effective Date: [Yellow] **End Date:** [Yellow]

Exact: Yes No

Created From: **Created To:**

Submitted From: **Submitted To:**

Service Coordinator / Personal Agent:

Active SC/PA Only: Yes No

Exception Code:

Suspense Location:

Exclude Exception Code:

Created By:

PA Adj #:

Show Exception Code Desc?: Yes No

Max Displayed: 25

Show Run ID/Date?: Yes No

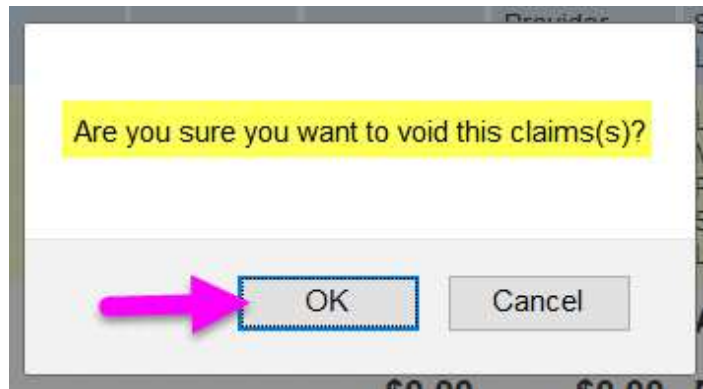
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- To void specific claim from the list, check the box(es) next to the claim(s) you wish to void & then click **VOID** at the bottom of the page.

<input type="checkbox"/>	Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Paid Amount	Status	SC/PA
<input checked="" type="checkbox"/>	2019*****01	A*****A		48	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/2/2019	1/2/2019	\$299.43	\$299.43	Approved	
<input checked="" type="checkbox"/>	2019*****02	B*****B		48	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/1/2019	1/1/2019	\$299.43	\$299.43	Approved	
<input type="checkbox"/>	2019*****03	C*****C			ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/2/2019	1/2/2019	\$299.43	\$299.43	Approved	

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- You will receive a pop-up confirmation message asking if you really want to void the selected claims. If you do, click **OK** to confirm.



- When the void process is completed, you will be taken to a confirmation page showing the results of the action you just took.

RFFS Claim Processing Results

Process completed. Please review information below for claim results.

ICN	Client Name	Service Element	Provider	Effective Date	End Date	Amount	Status	Processing Result
2019*****01		48	Case Management Provider	1/2/2019	1/2/2019	\$299.43	Void	
2019*****02		48	Case Management Provider	1/2/2019	1/2/2019	\$299.43	Void	

Previous Close

- Once you've taken the action needed, close the tab/window (if you opened the RFFS claim in a new tab/window.)
- Repeat steps #2 & #5 for any other RFFS claims you may need to void.

IMPORTANT: You may need to now create and submit a NEW RFFS claim to replace the one you just voided. For example, if you voided an RFFS claim because the Service Coordinator or Personal Agent name listed was incorrect, you will need to now create and submit a new RFFS claim with the correct name. Timeliness of corrections is essential, as you only have 12 months from the date of service to enter a new RFFS claim into the system. Even if you voided an incorrect one, the system sees the corrected RFFS claim as a completely NEW RFFS claim and will apply the 12-month submission timeline restriction.