AHCCCS
Arizona Health Care Cost Containment System

High Level Overview on Replacements & Voids
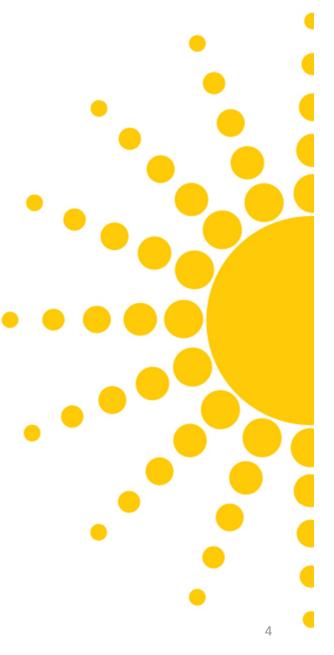
Replacement (Adjustment)

Replacement of a denied claim:

When submitting a replacement claim you must include the Claim Record Number (CRN) of the claim you want to replace. Key the replacement claim as a brand new claim making sure that it reflects all the changes/corrections that you want to make to the original claim. Submit the claim in it's entirely, all original lines if the claim contained more than one line. Failure to include all lines of a multiple-line claim will result on only the lines on the replacement being processed.

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Replacement of a mixed claim:

When submitting a replacement claim you must include the Claim Record Number (CRN) of the claim you want to replace. Key the replacement claim as a brand new claim making sure that it reflects all the changes/corrections that you want to make to the original claim. Submit the claim in it's entirely, all original lines if the claim contained more than one line (this includes the paid lines). Failure to include all lines of a multiple-line claim will result in recoupment of any paid lines that are not accounted for on the replacement claim.

Replacement of a paid claim:

When submitting a replacement claim you must include the Claim Record Number (CRN) of the claim you want to replace. Key the replacement claim as a brand new claim making sure that it reflects all the changes/corrections that you want to make to the original claim (this includes adding additional lines). Submit the claim in it's entirely, all original lines if the claim contained more than one line (this includes the paid lines). Failure to include all lines of a multiple-line claim will result in recoupment of any paid lines that are not accounted for on the replacement claim.

Void
(Recoupment)

Recoupment (void) of a whole claim:

When submitting a recoupment claim you must include the Claim Record Number (CRN) of the claim you want to void. Key the recoupment (void) claim in it's entirely (all paid and denied lines) as a brand new claim.

Recoupment (void) of individual service lines:

When submitting a recoupment claim you must include the Claim Record Number (CRN) of the claim you want to void. Key the recoupment (void) claim as a new replacement claim in it's entirely only omitting the lines that you want recouped (void).

Designating a Claim as a Replacement/Void

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Institutional (UB)

The claim must contain the Claim Record Number (CRN) of the claim you want to adjust and the appropriate Bill Type.

Professional (1500)

The claim must contain the Claim Record Number (CRN) of the claim you want to adjust and the appropriate field marked as either a Replacement or Void.

ASA (Dental)

The claim must contain the Claim Record Number (CRN) of the claim you want to adjust and the appropriate field marked as either a Replacement or Void.

Questions?

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Thank You.

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