



Submit Adjustment (Replacement) Claims Online Quick Reference

Business Rules

- o ONLY the billing provider can replace claims
- o Claims must have a business status of "Paid" and application/processing status of "RA Generated" to be available for replacement processing
- o You must know the Transaction Control Number (TCN) or Claim Reference Number (CRN) of the claim you wish to Adjust
- o Once an adjustment is finalized, the original claim can never be replaced/voided again

Action	Submit Adjustment (Replacement) Claims Online – Adjust Claim	Notes
Adjust Claim	<ol style="list-style-type: none"> 1. After you have logged into CHAMPS with your Single Sign On (SSO) user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access 2. Click the Claims tab at the top of the page 3. Click Manage Claims hyperlink 4. Click Adjust/Void Claim Provider hyperlink 5. Enter the Transaction Control Number (TCN) TCN: <input style="width: 100px;" type="text"/> 6. Click the <input type="button" value="Go"/> button 7. After the system has retrieved your claim correct the appropriate fields and click <input type="button" value="Save"/>. 8. Click the <input type="button" value="Adjust"/> button 9. Select PIA-Provider Initiation Adj from the Adjustment Source drop down Adjustment Source: <input style="width: 150px;" type="text"/> 10. Enter the reason for adjusting the claim in the Comment section Comment: <input style="width: 200px; height: 20px;" type="text"/> 	<ul style="list-style-type: none"> • TCN must be at least 15 digits, if adjusting a Legacy System claim, enter 200 at the beginning of the Claim Reference Number (CRN) and 00 at the end (200xxxxxxxxxx00) • The Billing Provider ID, Beneficiary ID and the System derived indicator/values cannot be changed. The claim should be Voided if these fields are incorrectly billed • Adjusting service line or other insurance information, click on SHOW drop-down menu and select appropriate item • Do not click on Adjust button before modifying editable fields and saving your claim • The specific reason for adjustment must be indicated in Comment field, up to 80 characters are allowed

	<p>11. Click the  button to submit the Adjustment.</p>	<ul style="list-style-type: none">• Note the Header Transaction Control Number (TCN) Header TCN: at the top left of the page is the new system generated adjusted TCN number. This number should be used when inquiring on your adjusted claim.
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