

# Accessing and Viewing Voided Claims in EI Billing

## *1 Accessing and Viewing Voided Claims in EI Billing*

New York State Department of Health  
Bureau of Early Intervention, State Fiscal Agent

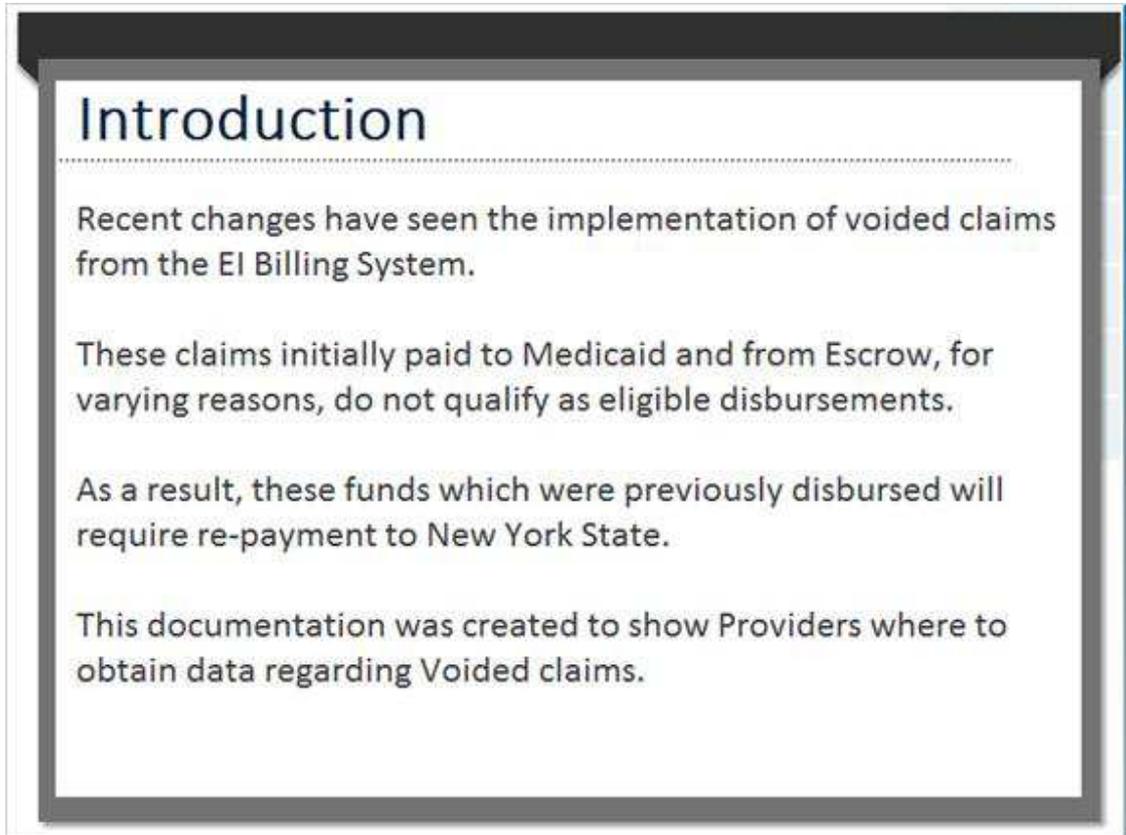
Accessing and Viewing Voided Claims in EI Billing  
January, 2015



Notes:

# Accessing and Viewing Voided Claims in EI Billing

## 2 Introduction



### Introduction

Recent changes have seen the implementation of voided claims from the EI Billing System.

These claims initially paid to Medicaid and from Escrow, for varying reasons, do not qualify as eligible disbursements.

As a result, these funds which were previously disbursed will require re-payment to New York State.

This documentation was created to show Providers where to obtain data regarding Voided claims.

#### Notes:

Hint: For quicker navigation, click on the 'Menu' link on the top right-hand side of the player to move freely among the sections of this document.

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## Accessing and Viewing Voided Claims in EI Billing

### 3 Purpose

### Purpose

In this module, the Provider will navigate to the *Claim Research Report* and the *Escrow Checks Report* in EI Billing in order to locate and review voided transaction data.

Examples of the following will be presented:

- Voided Medicaid Claims
- Voided Escrow Check Claims

Prior to proceeding, the Provider will have successfully logged into EI Billing with their user ID and password.

<https://www.eibilling.com>

#### Notes:

Claims will first appear in the *Claim Research Report* when the voided claims are posted. Once the voided claims are received and confirmed, additional information will be viewable via the *Escrow Checks Report*.

In either event, the navigation will be displayed in order to view each report, and will also show how to reach the 'Billing History' screen from both reports.

Click the link to go directly to EI Billing.

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# Accessing and Viewing Voided Claims in EI Billing

## 4 Claim Research Report Navigation

### Claim Research Report Navigation

Navigation Steps:

- Reports tab
- Claiming
- Claim Research



The screenshot shows a navigation menu with the following items: Reports, Help, and Account. Under Reports, there is a list of options: Adjudicated Claims Reports, Claiming (circled in red), Claims Aging Reports, CPT Codes, Detail Reports, File Uploads, Financial, ICD9 Codes, Insurance, Invalid Licensed Professional Data, Invalid NPI Numbers, Medicaid, and Summary Reports. A red arrow points from the circled 'Claiming' option to a sub-menu that includes: Child Lookup, Claim Lookup, Claim Research (highlighted in yellow), Claim Status, and Claims In Progress.

### Notes:

Left-click on the Reports tab to open the menu.

Move the cursor down to Claiming, then move the cursor over to Claim Research, and left-click.

These navigation steps can be accessed from any screen where the tabs are present.

Hint #1: Hold down the <CTRL> key before left clicking to open in another web browser tab.

Hint #2: Hold down the <SHIFT> key before left clicking to open in another web browser window.

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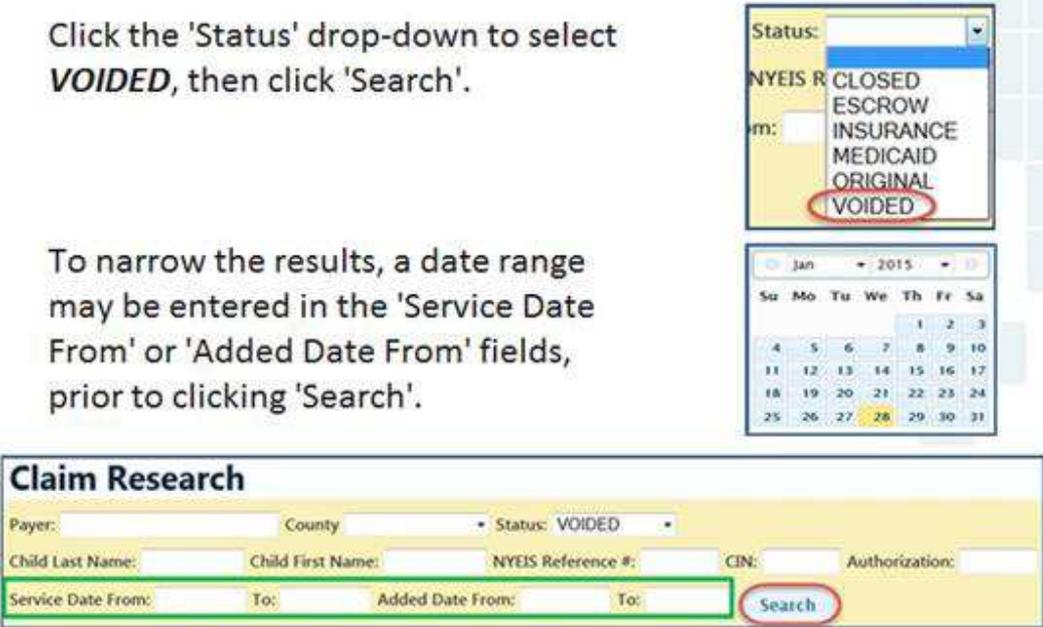
# Accessing and Viewing Voided Claims in EI Billing

## 5 Selection Criteria

### Selection Criteria

Click the 'Status' drop-down to select **VOIDED**, then click 'Search'.

To narrow the results, a date range may be entered in the 'Service Date From' or 'Added Date From' fields, prior to clicking 'Search'.



The screenshot shows the 'Claim Research' form with the following fields and options:

- Status:** A dropdown menu with options: NYEIS R, CLOSED, ESCROW, INSURANCE, MEDICAID, ORIGINAL, and **VOIDED** (circled in red).
- Service Date From:** A date range selector with a calendar for January 2015. The date 28 is highlighted in yellow.
- Added Date From:** A date range selector.
- Search:** A button circled in red.
- Other fields:** Payer, County, Child Last Name, Child First Name, NYEIS Reference #, CIN, and Authorization.

### Notes:

PCG recommends utilizing the 'Service Date' or the 'Added Date' fields.

Searching without including date parameters may lead to either an excessive number of results, or cause the report to 'Time Out'; meaning there were too many results to retrieve and display.

The date may be either entered in via keyboard, or via the pop-up calendar.

## Accessing and Viewing Voided Claims in EI Billing

### 6 Results

# Results

Here are the results:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	
VOIDED	[blurred]	10/05/2010	04/03/2013	NYEIS	[blurred]	New York City	[blurred]	[blurred]	[blurred]	<a href="#">Billing History</a>
VOIDED	[blurred]	10/05/2010	04/05/2013	NYEIS	[blurred]	New York City	[blurred]	[blurred]	[blurred]	<a href="#">Billing History</a>

Some columns were removed in order to fit the most relevant data on the screen shot above.

Click 'Billing History' for details.

#### Notes:

Personal information that could identify a child has been blurred out.

## Accessing and Viewing Voided Claims in EI Billing

### 7 Voided Escrow Claim

## Voided Escrow Claim

Note the bottom line with an amount billed of (\$75.00), meaning this amount will be removed from the next escrow check. This is supported with the 'NEXTESCROW' status on the same line.

Procedure Code	Invoice Number	Service Date	Current Status
		4/3/2013	VOIDED

Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	NEEDS ATTENTION				\$75.00			
Escrow	CLOSED			05/13/2014	\$75.00	\$75.00	229	05/16/2014
Escrow	NEXTESCROW		01/21/2015		(\$75.00)			

#### Notes:

Once the next check is released with the adjustment, any pertinent blank fields such as Check Number and Check Date will update.

An example of a Voided Medicaid Claim will be shown later in this section.

## Accessing and Viewing Voided Claims in EI Billing

### 8 Escrow Check Adjustments

## Escrow Check Adjustments

Although the claim is considered 'voided', the actual voided dollar amount will come out of a future payment.

Escrow Checks						
From: 05/16/2014		To: 05/16/2014				
Check Number	Check Date	County Name	Check Amount	Number of Claims	Safety Net Repayment Amount	Escrow Payment Amount
228	5/16/2014	Westchester	\$25,677.10	448		\$25,677.10 <a href="#">View Claims</a>
229	5/16/2014	New York City	\$164,296.50	2405	\$0.00	\$164,296.50 <a href="#">View Claims</a>

[Excel](#)

So, if a disbursement of \$1,000 is scheduled, but a voided claim of \$80 was processed, a disbursement of \$920 will be released.

## Accessing and Viewing Voided Claims in EI Billing

### 9 Voided Medicaid Claim

## Voided Medicaid Claim

The navigation process remains the same. However, if the payment has previously been sent to Medicaid, the Billing History would look like this:

Billing History								
Procedure Code	Invoice Number	Service Date		Current Status				
	BKSN042413	4/10/2013		VOIDED				
Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	RESUBMIT	Yes	05/10/2013	05/22/2013	\$75.00			
MEDICAID	RESUBMIT	Yes	05/22/2013	06/05/2013	\$75.00			
MEDICAID	RESUBMIT	Yes	06/05/2013	06/05/2013	\$75.00			
MEDICAID	PARTIAL PAID	Yes	06/05/2013		\$75.00	\$69.00	021300072973774	06/19/2013
Escrow	CLOSED			06/26/2013	\$6.00	\$6.00	14233	06/29/2013
Escrow	NEXTESCROW		01/22/2015		(\$6.00)			
MEDICAID	BILLED		01/22/2015		(\$69.00)			

#### Notes:

This screen would be accessed by clicking on the 'Billing History' link at the end of each report line - this applies to both the Escrow Checks and Claim Research Reports.

Take note of the last line with the 'BILLED' Status. This is what a claim will look like after we void the claim, but before the 277 from Medicaid is loaded. Current Status at the top will show a 'VOIDED' status, but the Medicaid line still shows 'BILLED'.

## Accessing and Viewing Voided Claims in EI Billing

### 10 What is a 'Medicaid 277' File?

#### What is a 'Medicaid 277' File?

The State Fiscal Agent sends an electronic file of all voided transactions to Medicaid on a weekly basis.

Medicaid sends back an electronic file to EI Billing confirming these voided transactions - also known as 'Accepted' status.

These confirmed transactions are then updated in EI Billing, after which the voided transactions are finalized and updated.

This electronic file is known as the Medicaid 277 file, and is sent in a format similar to this sample.

```
ISA*00*      *00*      *28*PPPPP   *28*XXXXXX  
*100915*1002*^^*00501*091536298*0*T*:-  
GS*HN*PPPPP*0*20100915*100208*26*X*005010X214-  
ST*277*000000001*005010X214-  
BHT*0085*08*091536332*20100915*09153600*TH-
```

#### Notes:

Electronic files such as these are also known as 'EDI' files, which is short for 'Electronic Data Interchange'.

It's a specific data format that is utilized to allow different computers and applications to exchange data.

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## Accessing and Viewing Voided Claims in EI Billing

### 11 Updated Medicaid Claim

## Updated Medicaid Claim

Here is a view of the screen upon successful loading of the 277 from Medicaid - note the matched circled Statuses:

Billing History								
Procedure Code	Invoice Number	Service Date	Current Status					
	20130509221051Svc	5/1/2013	VOIDED					
Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	RESUBMIT	Yes	05/23/2013	06/07/2013	\$75.00			
MEDICAID	PARTIAL PAID	Yes	06/07/2013		\$75.00	\$69.00	000000037281307	06/17/2013
Escrow	CLOSED			06/26/2013	\$6.00	\$6.00	14265	06/29/2013
Escrow	NEXTESCROW		01/22/2015		(\$6.00)			
MEDICAID	VOIDED		01/22/2015		(\$69.00)	(\$69.00)		

#### Notes:

Once the 277 is uploaded and confirmed, the Status changes to 'VOIDED' to match the Current Status at the top of the screen.

# Accessing and Viewing Voided Claims in EI Billing

## 12 Escrow Check Report Navigation

### Escrow Checks Report Navigation

Navigation Steps:

- Reports tab
- Financial
- Escrow Checks



The screenshot shows a navigation menu with the following items: Reports, Help, and Account. The Reports menu is open, displaying a list of options: Adjudicated Claims Reports, Claiming, Claims Aging Reports, CPT Codes, Detail Reports, File Uploads, Financial, ICD9 Codes, Insurance, Invalid Licensed Professional Data, Invalid NPI Numbers, Medicaid, and Summary Reports. The 'Financial' option is circled in red, and a red arrow points from it to the 'Escrow Checks' option in a sub-menu. Other options in the sub-menu include Invoice Batch Statuses, Provider Payment Profile, and Safety Net Payment.

### Notes:

Left-click on the Reports tab to open the menu.

Move the cursor down to Financial, then move the cursor over to Escrow Checks, and left-click.

These navigation steps can be accessed from any screen where the tabs are present.

Hint #1: Hold down the <CTRL> key before left clicking to open in another web browser tab.

Hint #2: Hold down the <SHIFT> key before left clicking to open in another web browser window.

## Accessing and Viewing Voided Claims in EI Billing

### 13 Filter Date Criteria

### Filter Date Criteria

Default dates may display an excessive number of results. Typing in or selecting a date range from the drop-down calendar will narrow your results.



The diagram illustrates the process of filtering date criteria. On the left, a box titled "Escrow Checks" shows a date range from "05/01/2013" to "01/29/2015". A large black arrow points to the right, where another box titled "Escrow Checks" shows a much narrower date range from "05/16/2014" to "05/16/2014". This second box includes a calendar for "May 2014" with the 16th of the month highlighted.

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

#### Notes:

Select a date range that will return a manageable number of results.

The results update instantly - there is no need to click another button such as a 'Search' or 'Refresh' button.

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# Accessing and Viewing Voided Claims in EI Billing

## 14 Results

### Results

Here are the results:

Escrow Checks						
From: 05/16/2014		To: 05/16/2014				
Check Number	Check Date	County Name	Check Amount	Number of Claims	Safety Net Repayment Amount	Escrow Payment Amount
228	5/16/2014	Westchester	\$25,677.30	448		\$25,677.30
229	5/16/2014	New York City	\$164,296.50	2405	\$0.00	\$164,296.50

[Excel](#)

Click 'View Claims' for additional detail.

## Accessing and Viewing Voided Claims in EI Billing

### 15 Voided Escrow Claim

## Voided Escrow Claim

A report containing 26 columns will be displayed.

The final seven are displayed here.

Scroll over to the far right-hand side and click 'Billing History'.

Patient Acct #	Provider Invoice Number	Therapist First Name	Therapist Last Name	Therapist NPI	Medicaid Denial Code	Insurance Denial Code	
		G	W	844			 <a href="#">Billing History</a>

#### Notes:

Hint: All columns can be sorted in alphabetical or numerical order (reverse order, too)

Suggested column sorts include:

Child Last Name

Therapist Last Name

Provider Invoice Number

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## Accessing and Viewing Voided Claims in EI Billing

### 16 Voided Escrow Claim

## Voided Escrow Claim

Note the bottom line with an amount billed of (\$75.00), meaning this amount will be removed from the next escrow check. This is supported with the 'NEXTESCROW' status on the same line.

Procedure Code	Invoice Number	Service Date	Current Status
		4/3/2013	VOIDED

Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	NEEDS ATTENTION				\$75.00			
Escrow	CLOSED			05/13/2014	\$75.00	\$75.00	229	05/16/2014
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Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	RESUBMIT	Yes	05/10/2013	05/22/2013	\$75.00			
MEDICAID	RESUBMIT	Yes	05/22/2013	06/05/2013	\$75.00			
MEDICAID	RESUBMIT	Yes	06/05/2013	06/05/2013	\$75.00			
MEDICAID	PARTIAL PAID	Yes	06/05/2013		\$75.00	\$69.00	021300072973774	06/19/2013
Escrow	CLOSED			06/26/2013	\$6.00	\$6.00	14233	06/29/2013
Escrow	NEXTESCROW		01/22/2015		(\$6.00)			
MEDICAID	BILLED		01/22/2015		(\$69.00)			

#### Notes:

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```
ISA*00*      *00*      *28*PPPPP   *28*XXXXXX  
*100915*1002*^^*00501*091536298*0*T*:-  
GS*HN*PPPPP*0*20100915*100208*26*X*005010X214-  
ST*277*000000001*005010X214-  
BHT*0085*08*091536332*20100915*09153600*TH-
```

#### Notes:

Electronic files such as these are also known as 'EDI' files, which is short for 'Electronic Data Interchange'.

It's a specific data format that is utilized to allow different computers and applications to exchange data.

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## Accessing and Viewing Voided Claims in EI Billing

### 20 Updated Medicaid Claim

## Updated Medicaid Claim

Here is a view of the screen upon successful loading of the 277 from Medicaid- note the matched circled Statuses:

**Billing History**

Procedure Code	Invoice Number	Service Date	Current Status
	20130509221051Svc	5/1/2013	VOIDED

Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date
MEDICAID	RESUBMIT	Yes	05/23/2013	06/07/2013	\$75.00			
MEDICAID	PARTIAL PAID	Yes	06/07/2013		\$75.00	\$69.00	000000037281307	06/17/2013
Escrow	CLOSED			06/26/2013	\$6.00	\$6.00	14265	06/29/2013
Escrow	NEXTESCROW		01/22/2015		(\$6.00)			
MEDICAID	VOIDED		01/22/2015		(\$69.00)	(\$69.00)		

#### Notes:

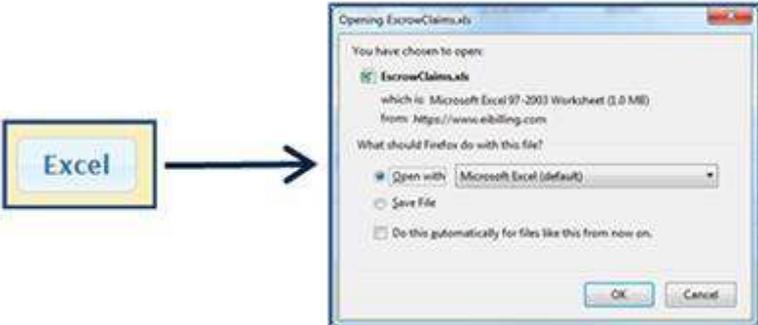
Once the 277 is uploaded and confirmed, the Status changes to 'VOIDED' to match the Current Status at the top of the screen.

## Accessing and Viewing Voided Claims in EI Billing

### 21 Exporting to Excel

## Exporting to Excel

Click the Excel Button, and open when the prompt appears.



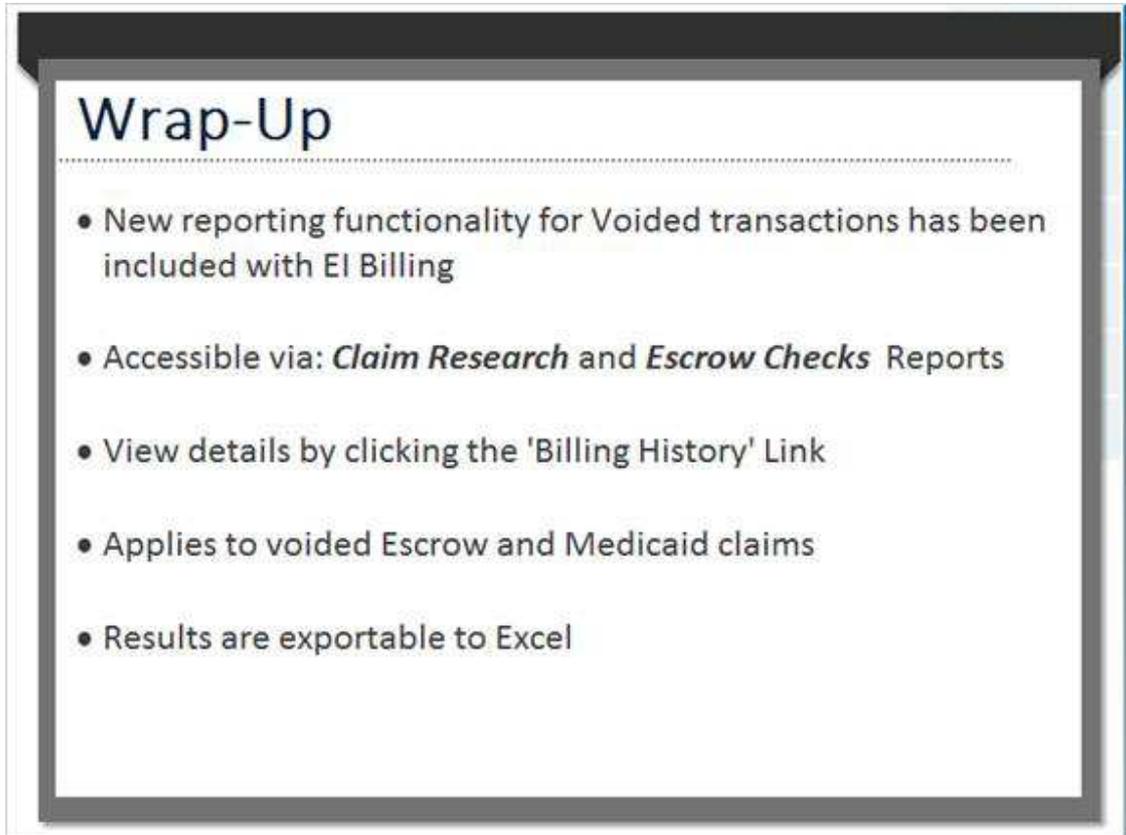
	A	B	C	D	E	F	G	H	I	J
1	Check Nur	Check Dat	EI Data	Sc County	Child Last	Child First	Child DOB	Authorizati	Service Da	Current St
2	229	5/16/2014	NYEIS	New York	Patient	Any	2/29/2013	1234567	4/2/2013	VOIDED
3	229	5/16/2014	NYEIS	New York	Patient	Any	2/29/2013	2345678	4/8/2013	VOIDED
4	229	5/16/2014	NYEIS	New York	Patient	Any	2/29/2013	1111111	4/15/2013	VOIDED
5	229	5/16/2014	NYEIS	New York	Patient	Any	2/29/2013	9999999	4/2/2013	VOIDED

#### Notes:

Once exported, the file can be filtered and formatted to your preference.

## Accessing and Viewing Voided Claims in EI Billing

### 22 Wrap-Up



### Wrap-Up

- New reporting functionality for Voided transactions has been included with EI Billing
- Accessible via: *Claim Research* and *Escrow Checks* Reports
- View details by clicking the 'Billing History' Link
- Applies to voided Escrow and Medicaid claims
- Results are exportable to Excel

#### Notes:

Remember, the transactions will be viewable in the *Claim Research Report* first, then additional detail will be available in the *Escrow Checks* reports upon confirmation of the voided claims.

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## Accessing and Viewing Voided Claims in EI Billing

### *23 Contact Information*

# Contact Information

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**Monday-Friday, 7a-7p**  
**1-866-315-3747**

# Accessing and Viewing Voided Claims in EI Billing

## 24 Corporate Information



**PUBLIC CONSULTING  
GROUP**

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(617) 426-2026, [www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)



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