

To reverse a claim, you would resubmit the claim *exactly as it was originally submitted*; however, put a zero [0] in the units' field. This will create a reversal that will be processed either in the same or a subsequent billing cycle. Please be aware that voiding a claim in this way means that any subsequent claim for that date of service is treated as a new claim, and not as a further adjustment. Make certain that you mean to void the claim.

Claims do not always need to be reversed. If an adjustment needs to be made to the number of units, wait for the original claim to process, and then resubmit the claims with the **correct** number of units [note: use the number of units that you should have billed for, **not** the difference]. Also, if the usual customary rate needed to be adjusted, you would wait for the original claim to process and then resubmit the claim with the **correct** rate [again, use the usual customary rate that should have been entered, **not** the difference].

The billing system keeps a record of what has been billed for every day so that we can determine how to process any additional billing submitted for that date. The history in the system is fully accurate and is also why our system allows providers to have only one current billing for any given date, service code, ratio, usual customary rate, and person.

Any time a provider bills for a date they must report to DODD the total number of units provided on that date. The system looks at the current billing for that date and determines if the billing is a new claim, (nothing in history), a duplicate claim (the exact claim was already in the system), an adjustment (a correction to the number of units or UCR billed that date), or a void (the current billing is being reversed or 'zeroed out', indicating the provider did not provide services on that date). To avoid paying for the same service twice DODD reverses the current billing and processes the new billing, which becomes the new current billing.