

CLAIM FIX (REPAIRABLE CLAIMS)



If a claim is rejected during Office Ally or the payer's scrubbing process, your claims will be sent to **Claim Fix**. These claims can be easily repaired and re-submitted by hovering over **Claim Fix** and clicking on **Repairable Claims**.

1. Hover over **Claim Fix** and select **Repairable Claims**.



1. A calendar will appear. If a claim was rejected and is awaiting correction, the date will be highlighted in **pink**.



2. By clicking on the **pink** date, a list of all the rejected claims for that day will appear. You can correct the claim by clicking on the **Correct** link.

| Processed | File ID | Claim ID | Patient Name | Provider | Tax ID | Total Charges | Secondary | From DOS | Payer | No. of Errors | Correct | Select |
|--|-----------|------------|--------------|----------|--------|---------------|-----------|------------|-------|---------------|-------------------------|--------------------------|
| 11/12/2015 | 291573316 | 1125222488 | | | | 130.00 | Y | 10/26/2015 | 87726 | 1 | Correct | <input type="checkbox"/> |
| Error(s): 1. Secondary Claim Information Missing or Invalid - Each line must balance: Line Charge Amount = Line Sum Of Adjustment Amounts + Line Payer Paid Amount | | | | | | | | | | | | |
| 11/12/2015 | 291737638 | 1125636865 | | | | 140.00 | N | 11/03/2015 | BC001 | 2 | Correct | <input type="checkbox"/> |
| Error(s): 1. Claim Contains Invalid Diagnosis Code References in Line Items 2. Diagnosis code reference, on line 01 is invalid. | | | | | | | | | | | | |

3. Once you click on **Correct**, a copy of the claim image you previously submitted will appear. The reason for rejection will be displayed at the top of the claim image.
4. Once you have made all necessary corrections, click on the **Update** button.
5. Once resubmitted, the claim will go into the **Claims Awaiting Batch** until Office Ally picks it up for processing.

NOTE: Claims that are rejected will remain in the **Claim Fix** until they are either corrected or removed. Claims that reject for being a Duplicate will not appear in **Claim Fix**.

NOTE: When you see a question mark icon next to an error code, this means we have rejection guidance available. Click on the icon to get insight as to why the claim rejected and what can be done to correct it. Additionally, by clicking Support Suite, you'll be redirected to our Claim Rejection Knowledgebase for further assistance (including our Live Chat feature).