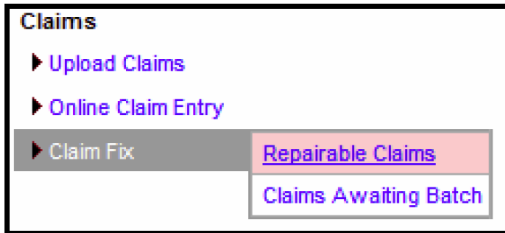
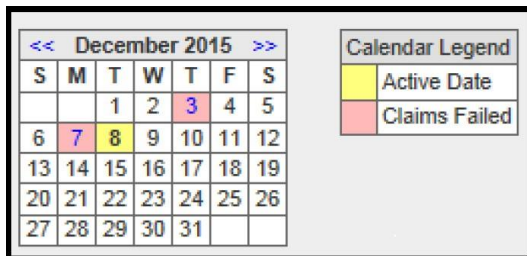


If a claim is rejected during Office Ally or the payer's scrubbing process, your claims are sent to **Claim Fix**. These claims can be easily repaired and re-submitted by hovering over **Claim Fix** and clicking on **Repairable Claims**.

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



2. A calendar appears. If a claim was rejected and is awaiting correction, the date is highlighted in pink.



3. 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.

Failed Claims For Thursday, November 12, 2015

[Check All](#) [Clear All](#) [Print](#) [Print Select](#) [Remove](#)

[HCFA Failed Claims \(click to collapse or expand this section\)](#) [Export To Excel](#)

<< Previous 1 ... Next >>

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	<a href="#">Correct</a>	<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	<a href="#">Correct</a>	<input type="checkbox"/>
Error(s): 1. Claim Contains Invalid Diagnosis Code References in Line Items 2. Diagnosis code reference, on line 01 is invalid.												

4. Once you click on Correct, a copy of the claim image you previously submitted appears. The reason for rejection is displayed at the top of the claim image.

5. Once you have made all necessary corrections, click the Update button.

6. Once resubmitted, the claim goes into the Claims Awaiting Batch until Office Ally picks it up for processing.

**NOTE:** Claims that are rejected remain in **Claim Fix** until they are either corrected or removed. Claims that reject for being a Duplicate do 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).