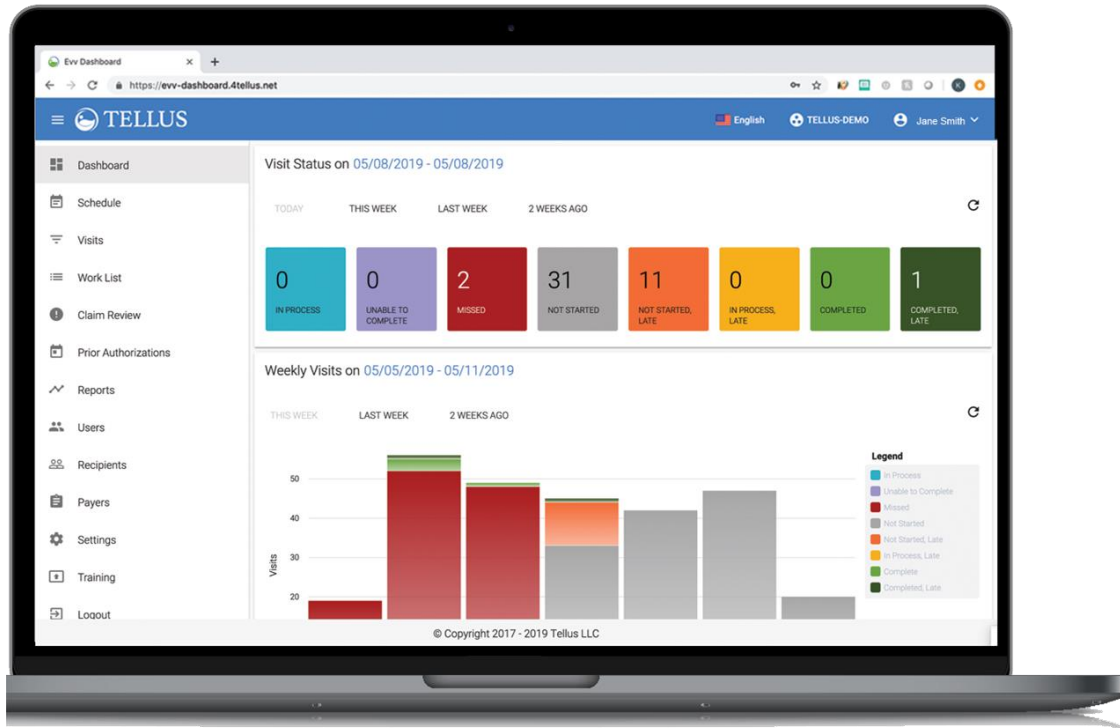


Mobile Caregiver+ Claims Console Training

Adjusting PAID and PARTIALLY PAID Claims

Objectives - This presentation will cover the following information:



- **Claims Adjustments Versus Claims Resubmission**
- **Accessing and Reviewing Claims for Adjustment**
- **Adjusting PAID and PARTIALLY PAID Claims**
- **Releasing Adjusted Claims to be Submitted to Payer**
- **Saving Adjustments Without Releasing Adjusted Claim to Payer**
- **Confirming ADJUSTED Claims Status**

Claims Adjustments versus Claims Resubmissions

- Only **PAID** and **PARTIALLY PAID** claims can be adjusted (same ICN numbers are utilized)
- Currently, **DENIED** claims must be recreated and then resubmitted (different ICN numbers are utilized)

Accessing and Reviewing Claims for Adjustment

The screenshot shows the TELLUS web application interface. The top navigation bar includes the TELLUS logo, language settings (English), provider agency (Peachy Home Care (GA)), and user profile (Dale Carr). The left sidebar contains a main menu with items: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Members, Provider Agency, Training, and Settings. The 'Claim Review' item is highlighted with a red arrow labeled '1'. The main content area is titled 'Claims' and has two tabs: 'Claim' and 'Voids and Adjustments'. The 'Voids and Adjustments' tab is selected with a red arrow labeled '2'. Below the tabs is a search form with a 'Payer*' field containing 'Georgia Department of Community Health', an 'ICN# Add ICN#' field, and 'Search' and 'Clear' buttons. Red arrows labeled '3' and '3a' point to the 'Payer*' field, and a red arrow labeled '4' points to the 'Search' button.

- **1** From the **Main Menu**, click on **Claims Review**.
- **2** Click on the **Voids and Adjustments** tab.
- **3** Click in the **Payer** field and select a Payer.
- **3a** Optional - Enter the Payer's ICNs to only view records from one batch.
- **4** Click **Search** to find claims that matches the search criteria.

Note:
Enter an Alphanumeric ICN number to display, locate, all lines/records that were submitted in a batch.

Leave ICN number blank to display all available claims.

Adjusting PAID and PARTIALLY PAID and RELEASED Claims

The screenshot shows the TELLUS software interface. At the top, there's a navigation bar with the TELLUS logo, language settings (English), location (Peachy Home Care (GA)), provider agency, and user (Dale Carr). Below this is a 'Search List' table with columns: TRX#, ICN#, Submitted Date, Date Range, Total Billed Amount, Paid Amount, Status, ADJ/VOID Status, and ADJ/VOID Date. A record with TRX# 20210508062149133 and ICN# 1234567 is highlighted in yellow. A red box surrounds this record, and a red arrow labeled '5' points to it. Below the search list is an 'Adjust' window with two tabs: 'Adjust' (selected) and 'Void'. The 'Adjust' window contains a table with columns: Member Name, Start Date/Time, End Date/Time, System-Assigned Auth No, Manual Override Auth No, Diagnosis Code, Procedure Codes/Mods, Bill(able) Units, Original Amount, Paid Amount, and Adjusted Amount. The table lists three claims for IONY IOPE, KELSIE KEMP, and KELSIE KEMP. Red arrows labeled '7' point to edit icons (pencil) next to the Diagnosis Code, Procedure Codes/Mods, Bill(able) Units, and Adjusted Amount columns. At the bottom of the 'Adjust' window are 'Adjust' and 'Cancel' buttons. The footer contains 'Privacy Policy', '© Copyright 2017 - 2021 Tellus LLC', and 'Terms of Use'.


TRX#	ICN#	Submitted Date	Date Range	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
20210508062149134	2021121003121	-	4/30/2021-4/30/2021	\$51.66	\$51.66	PAID	-	-
20210508062149133	1234567	-	4/26/2021-4/27/2021	\$141.66	\$141.66	PAID	-	-

Member Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Bill(able) Units	Original Amount	Paid Amount	Adjusted Amount
IONY IOPE	4/26/2021, 05:00 PM	4/26/2021, 07:00 PM	00880009	-	R54	T2025 (U5 CG UC)	9	\$51.66	\$51.66	\$51.66
KELSIE KEMP	4/27/2021, 07:30 AM	4/27/2021, 09:30 AM	00880011	-	A0100,A0229	22	9	\$45.00	\$45.00	\$45.00
KELSIE KEMP	4/26/2021, 07:30 AM	4/26/2021, 09:30 AM	00880011	-	A0100,A0229	S9122	9	\$45.00	\$45.00	\$45.00
TOTAL AMOUNT								\$141.66	\$141.66	\$141.66

- ➔ From the **Search List**, click on any record to expand it.

- ➔ Click on the **Adjust** tab.

The system will display the all line, individual claims, that were submitted in the in the **Adjust Claim** window.

- ➔ Click the edit icon , next to any value to be modified, i.e.,

Diagnosis Code,
HCPCS/Modifiers, Billable Units,
Billable Amount.

Adjusting PAID and PARTIALLY PAID Claims

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
20210508062149134	2021121003121	-	4/30/2021-4/30/2021	\$51.66	\$51.66	PAID	-	-
20210508062149133	1234567	-	4/26/2021-4/27/2021	\$141.66	\$141.66	PAID	-	-

Member Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Bill(able) Units	Original Amount	Paid Amount	Adjusted Amount
IONY IOPE	4/26/2021, 05:00 PM	4/26/2021, 07:00 PM	00880009	-	R54	T2025 (U5 CG UC)	9	\$51.66	\$51.66	\$51.66
KELSI KEMP	4/27/2021, 07:30 AM	4/27/2021, 09:30 AM	00880011	-	A0100,A0229	S9122	9	\$45.00	\$45.00	\$45.00
KELSI KEMP	4/26/2021, 07:30 AM	4/26/2021, 09:30 AM	00880011	-	A0100,A0229	S9122	9	\$45.00	\$45.00	\$45.00
TOTAL AMOUNT								\$141.66	\$141.66	\$141.66

- **7a** → Adjust the value(s), i.e., **Diagnosis Code, HCPCS/Modifiers, Billable Units, Billable Amount**.
- **7b** → Select the applicable **Reason Code**.
- **7c** → Enter any notes applicable notes or comments
- **7d** → Click Save to **Apply** the adjustment.

Edit - Manual Override Auth No

Manual Override Auth No
00880009

Reason Code*
9170 (Provider Agency Authorization Override)

Note
Note or comment for training demonstration.

Cancel Apply

Edit - Service Code

Service Code*
T2025 (U5 U1 TG)

Reason Code*
9040 (Procedure Code/Modifiers Corrected)

Note
Note or comment for training demonstration.

Cancel Apply

Edit - Bill(able) Units

Bill(able) Units
10

Reason Code*
5150 (Number of Billable Units Increased)

Note
Note or comment for training demonstration.

Cancel Apply

Edit - Bill(able) Amount

Bill(able) Amount
57.40

Reason Code*
5260 (Billable Dollar Amount Increased)

Note
Note or comment for training demonstration.

Cancel Apply

Click the edit icon for the **Manual Override Auth. No.** to adjust the Prior Authorization number.

Click the edit icon for the **Procedure Codes/Mods** to adjust the service code.

Click the edit icon for the **Billable Units** to adjust the number of unit being billed for.

Click the edit icon for the **Billable Amount** to adjust the estimated payment amount for the claim.

Releasing Adjusted Claims to be Submitted Payer

The screenshot displays a table of claims with columns for Member Name, Start Date/Time, End Date/Time, System-Assigned Auth No, Manual Override Auth No, Diagnosis Code, Procedure Codes/Mods, Bill(able) Units, Original Amount, Paid Amount, and Adjusted Amount. A confirmation dialog box is overlaid on the table, asking "Are you sure you want to Adjust this Claim?". The dialog has "OK" and "Cancel" buttons. A red arrow labeled "8" points to the "Adjust" button at the bottom of the table, and another red arrow labeled "9" points to the "OK" button in the dialog.

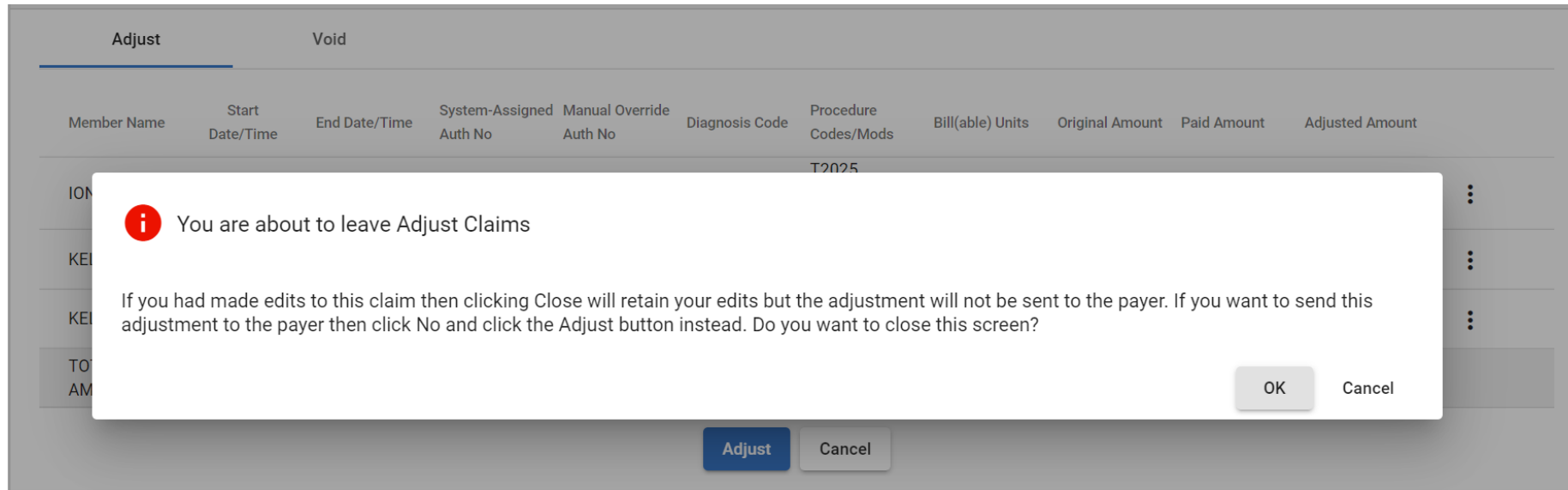
Member Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Bill(able) Units	Original Amount	Paid Amount	Adjusted Amount
IONY IOPE	4/26/2021, 05:00 PM	4/26/2021, 07:00 PM	00880009	-	R54	T2025 (U5 CG)	9	\$51.66	\$51.66	\$51.66
KELSI KEMP	4/27/2021, 07:30 AM	4/27/2021, 09:30 AM	00880001					\$45.00	\$45.00	\$45.00
KELSI KEMP	4/26/2021, 07:30 AM	4/26/2021, 09:30 AM	00880001					\$45.00	\$45.00	\$45.00
TOTAL AMOUNT								\$141.66	\$141.66	\$141.66

- **8** Click the blue **Adjust** command button to submit the adjusted claim to the payer; adjusted claim will be released for submission to payer (the claim's status will be updated to **RELEASED**).
- **9** From the confirmation message pop-up, click **Yes** to submit adjusted *claim* to payer.

or

From the confirmation message pop-up, click **Cancel** to close the confirmation message and return to the **Adjust Claim** window to make additional adjustments, or to Save the adjustments without submitting the adjusted claim to payer (Refer to steps 8a and 9a).

Saving Adjustments Without Releasing Adjusted Claim to Payer



- **8a** From the **Adjust Claim** window, click the **Cancel** command button to exit/close the **Adjust Claim** window and return to the **Search List** of the **Voids and Adjustment** tab; adjusted claim will not be released for submission to payer. All adjustments will be saved
- **9a** From the confirmation message pop-up, click **OK** to close the **Adjust Claims** window without releasing the adjusted claim for submission to the payer.

or

From the confirmation message pop-up, click **Cancel** to return to the **Adjust Claims** window to make additional adjustments, or to release adjusted claim to payer.

Confirming ADJUSTED Claim Status

Payer *
Payer Georgia Department of Community Health ✕

ICN# Add ICN#

Search Clear

Search List ^

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
20210508062149134	2021121003121	-	4/30/2021-4/30/2021	\$51.66	\$51.66	PAID	VOIDED	5/10/2021
20210508062149133	1234567	-	4/26/2021-4/27/2021	\$147.40	\$141.66	PAID	ADJUSTED	5/10/2021
20210508062149135	1234565	-	4/21/2021-4/21/2021	\$45.00	\$45.00	PAID	-	-
20210508062149134	1234566	-	4/19/2021-4/29/2021	\$154.98	\$154.98	PAID	-	-

Items per page: 20 1 - 4 of 4 ⏪ ⏩

[Privacy Policy](#) © Copyright 2017 - 2021 Tellus LLC [Terms of Use](#)

ADJUSTED claims will appear in the **Search List** of the **Void and Adjustment** tab with an **ADJ/VOID Status** of **ADJUSTED**.

Questions?

- ① **evvtraining@ntst**
- ① Additional training videos, recordings and resources can be found at 4tellus.com/training.