



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

## How to Correct a claim in Availity

(Medicaid, Medicare, Marketplace)

Molina Healthcare is alerting our providers that the Claims Correction function on the Availity Essentials provider portal cannot currently populate the claim submission form that allows the provider to make needed changes.

### The current error message reads:

The payer is unable to return data for this claim. Reenter your claim data on the appropriate claims screen. Select **Replacement of Priority Claim** in the **Frequency Type Field** and enter the payer's claim number in the **Payer Claim Control Number**.

### The new error message will read:

The payer is unable to populate the data for this claim. To fix this claim, you must:

- Enter your claim data on the appropriate claims screen.
- Select **Replacement of Prior Claim** in the **Frequency Type Field**; (7 – Replacement of Prior Claim)
- Enter the prior claim number in the **Payer Claim Control Number** field.

Under the Claims & Payment tab is the Claims & Encounters option. The provider will choose the appropriate **Claim Type, Professional Claim** (CMS-1500) or **Facility Claim** (UB-04). Then, the claim entry form will appear. The provider needs to enter data into all required fields by:

1. Selecting **Replacement of Prior Claim** in the **Frequency Type** field (7-Replacement of Prior Claim).
2. Entering the **Prior Claim Number** in the **Payer Claim Control Number** field:

### Not registered with Availity Essentials?

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit [availity.com/MolinaHealthcare](https://availity.com/MolinaHealthcare) and click the Register button.

Call Availity Client Services at (800) AVAILITY (282-4548). Assistance is available Monday-Friday from 8 a.m. to 8 p.m. ET with any registration issues.