

Molina Healthcare is alerting our providers that the Claims Correction function on the Availity Essentials provider portal cannot populate the claim submission form to allow the provider to make necessary changes in certain instances. The current error message is:

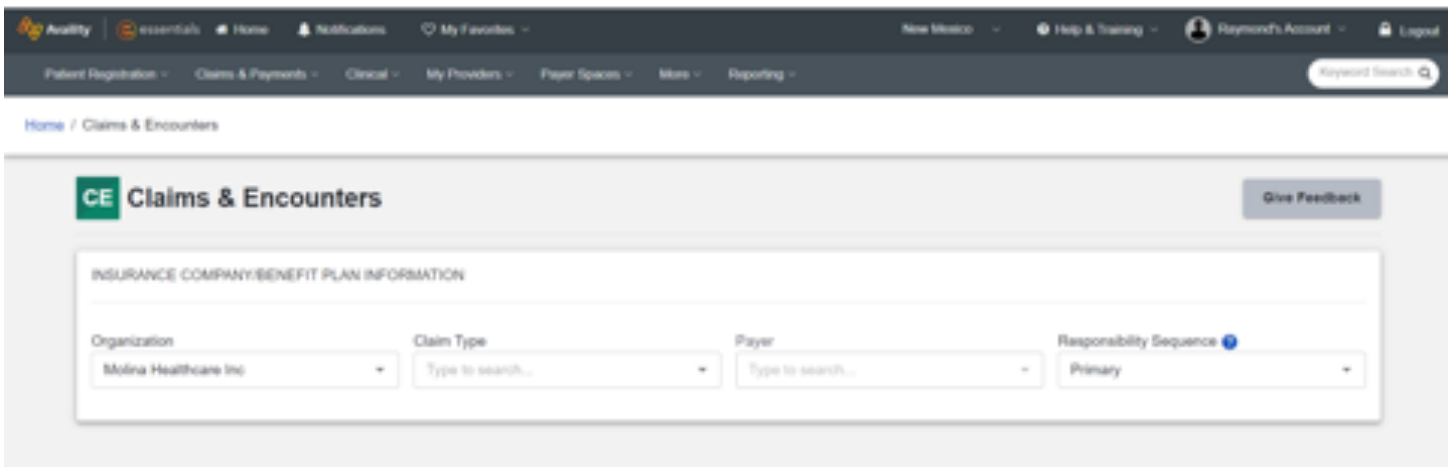
The payer is unable to return data for this claim. Reenter your claim data on the appropriate **Claims** screen, select **Replacement of Prior Claim** in the **Frequency Type** field, and enter the payer's claim number in the **Payer Claim Control Number**.

To assist our providers, Molina has corrected the message:

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. Clicking this brings up this screen:



The screenshot shows the Availity web portal interface. At the top, there is a navigation bar with links for 'Availity', 'essentials', 'Home', 'Notifications', and 'My Favorites'. On the right side of the navigation bar, there are links for 'New Mexico', 'Help & Training', 'Raymond's Account', and 'Logout'. Below the navigation bar, there is a secondary menu with links for 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Paper Spaces', 'More', and 'Reporting'. A search bar is located on the right side of this menu.

The main content area is titled 'Home / Claims & Encounters'. Below this, there is a header for 'CE Claims & Encounters' with a 'Give Feedback' button on the right. The main section is titled 'INSURANCE COMPANY: BENEFIT PLAN INFORMATION' and contains four dropdown menus:

- Organization:** Molina Healthcare Inc
- Claim Type:** Type to search...
- Payer:** Type to search...
- Responsibility Sequence:** Primary

The provider will choose the appropriate **Claim Type, Professional Claim (CMS-1500)** or **Facility Claim (UB-04)**. Then, the claim entry form will appear. Next, enter data into all required fields by:

1. Selecting **Replacement of Prior Claim** in the **Frequency Type** field (7 – Replacement of Prior Claim). The screen below shows where the provider would select the correct **Frequency Type** for a **Corrected Claim**.

The screenshot shows the 'CLAIM INFORMATION' section of the Avality Claims & Payments form. The 'Frequency Type' dropdown menu is selected with '7 - Replacement of Prior Claim'. Other visible fields include 'Patient Control Number / Claim Number', 'Medical Record Identification Number', 'Place of Service', 'Provider Accepts Assignment' (set to 'Assigned'), 'Release of Information', 'Provider Signature on File', 'Claim Filing Indicator' (set to 'CI - Commercial Insurance Co.'), 'Prior Authorization Number', 'Care Plan Oversight Number', 'Acute Manifestation Date' (format: mm/dd/yyyy), 'Spinal Manipulation Service Patient Condition Code', and 'Clinical Laboratory Improvement Amendment Number'. A 'Payer Claim Control Number' field is also present at the bottom.

2. Entering the **Prior Claim Number** in the **Payer Claim Control Number** field:

This screenshot is similar to the previous one, showing the 'CLAIM INFORMATION' section. The 'Payer Claim Control Number' field at the bottom is now highlighted with a red border, indicating where the provider should enter the 'Prior Claim Number'. The 'Frequency Type' remains set to '7 - Replacement of Prior Claim'.

Not registered with Avality Essentials?

If your organization is not yet registered for Avality Essentials and you're responsible for the registration, please visit avality.com/MolinaHealthcare and click the **Register** button.

Call Avality Client Services at **(800) AVAILITY (282-4548)**. Assistance is available Monday through Friday from 7 a.m. to 7 p.m. Central Time with any registration issues.