



## FRONTIER MEDICAL SYSTEMS

P. O. Box 20948 ♦ Hot Springs, Arkansas 71903  
(501) 609-0000 ♦ (888) 609-0102  
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### Entering Corrected Claims for Arkansas Blue Cross

Arkansas Blue Cross and Blue Shield, BlueAdvantage Administrators of Arkansas, Health Advantage, FEP and BlueCard accept "corrected" electronic claims.

A corrected claim is one that has been previously submitted for processing and has been finalized and reported on an EOB to the provider. Normally, resubmitting such a claim electronically will result in a denial as a duplicate claim.

To file a corrected electronic claim, BCBS Arkansas requires the all of the following to be entered into Medisoft:

- a) You must enter the number 7 in the "Frequency Type" field in the original claim. Find the claim in your Claim Management window and edit it (double-click it). On the "Carrier 1" tab, there is a field called "Frequency Type". Place the digit 7 in this field, and change the claim status to "Ready to Send".
- b) The original ICN number (or on BlueCard, the SCCF# -- also called the Document Control Number) must be placed in the case for the original charge. This number goes on the **Medicaid** tab of the case in the field called "Original Reference".
- c) Finally, an EDI note must be entered that explains what was corrected on the claim. This should be entered in the case window on the **Diagnosis** tab. There is a field called "EDI Notes", and the note is entered as shown below:

@NTE ORIGINAL CLAIM HAD INCORRECT DIAGNOSIS CODE

Notice in the "note" field, it begins with @NTE followed by one blank space, then with the description following the @NTE code.

This will cause the BCBS system to accept the claim as a replacement for the original claim and should allow it to be processed normally.

If you have any difficulty with corrected claims, please contact us for more information at [david@frontmed.com](mailto:david@frontmed.com) or (888) 609-0102.