

Instruction Sheet

ForwardHealth Portal Voiding a Claim

September 12, 2022



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Voiding a Claim

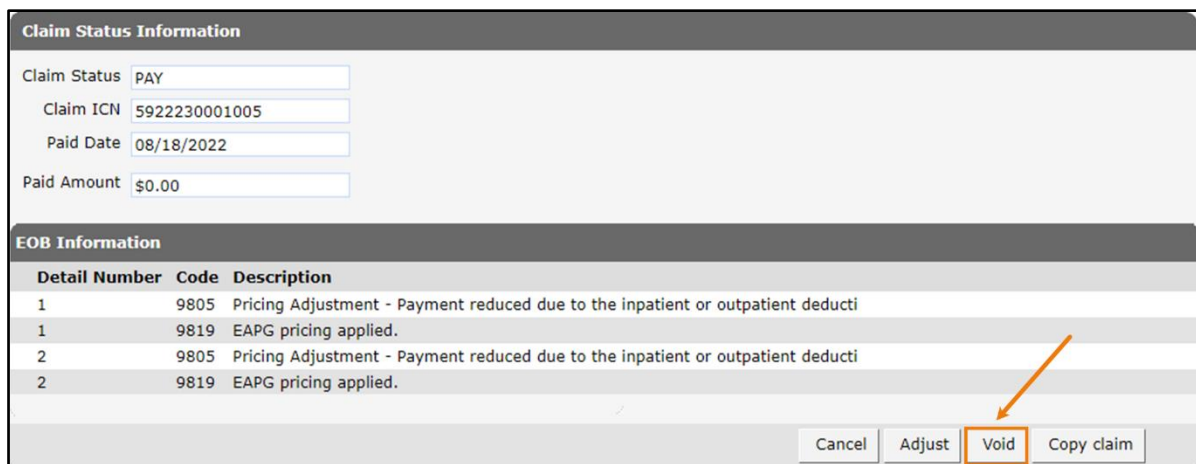
Through the ForwardHealth Portal, providers may void claims in a *Pay* status if the claim's internal control number (ICN) has not been previously adjusted. A voided claim is a complete recoupment of the payment for the entire claim. Once a claim is voided, the claim can no longer be adjusted; however, the services indicated on the voided claim may be resubmitted on a new claim.

To void a claim, complete the following steps:

1. Search for a claim following the procedures in the ForwardHealth Portal Claim Search Instruction Sheet, which is located on the [Portal User Guides page](#) of the ForwardHealth Portal.

Note: If the claim is already open, you will not need to search for the claim.

2. Click **Void** at the bottom of the Claim Information page.



The screenshot displays the 'Claim Status Information' and 'EOB Information' sections of the ForwardHealth Portal. The 'Claim Status Information' section includes fields for Claim Status (PAY), Claim ICN (5922230001005), Paid Date (08/18/2022), and Paid Amount (\$0.00). The 'EOB Information' section contains a table with columns for Detail Number, Code, and Description. The table lists four rows of pricing adjustments. At the bottom of the page, there are four buttons: Cancel, Adjust, Void, and Copy claim. The 'Void' button is highlighted with an orange box, and an orange arrow points to it from the right side of the image.

Detail Number	Code	Description
1	9805	Pricing Adjustment - Payment reduced due to the inpatient or outpatient deducti
1	9819	EAPG pricing applied.
2	9805	Pricing Adjustment - Payment reduced due to the inpatient or outpatient deducti
2	9819	EAPG pricing applied.

Figure 1 Void Claim Button

The EOB Information panel will no longer be displayed. The Adjustment Information panel will be displayed and will indicate the claim’s original ICN and status. The Claim Status Information panel will display a *Deny* status and the new ForwardHealth-assigned ICN.

Adjustment Information						
Original ICN	Claim Sequence	Adjustment Status	Date Adjusted	Claim Status	Paid Amount	Net Difference
2222230001010	1	Adjusted	08/18/2022	PAY	\$47.51	(\$47.51)
5922230001005	2	Voided	08/18/2022	PAY	\$0.00	\$0.00
5922231001002	3		08/19/2022	DENY	\$0.00	

Claim Status Information	
Claim Status	DENY ← Claim Status changed to Deny
Claim ICN	5922231001002 ← New ICN Assigned
Denied Date	08/19/2022
Paid Amount	\$0.00

re-submit Cancel

Figure 2 Voided Claim