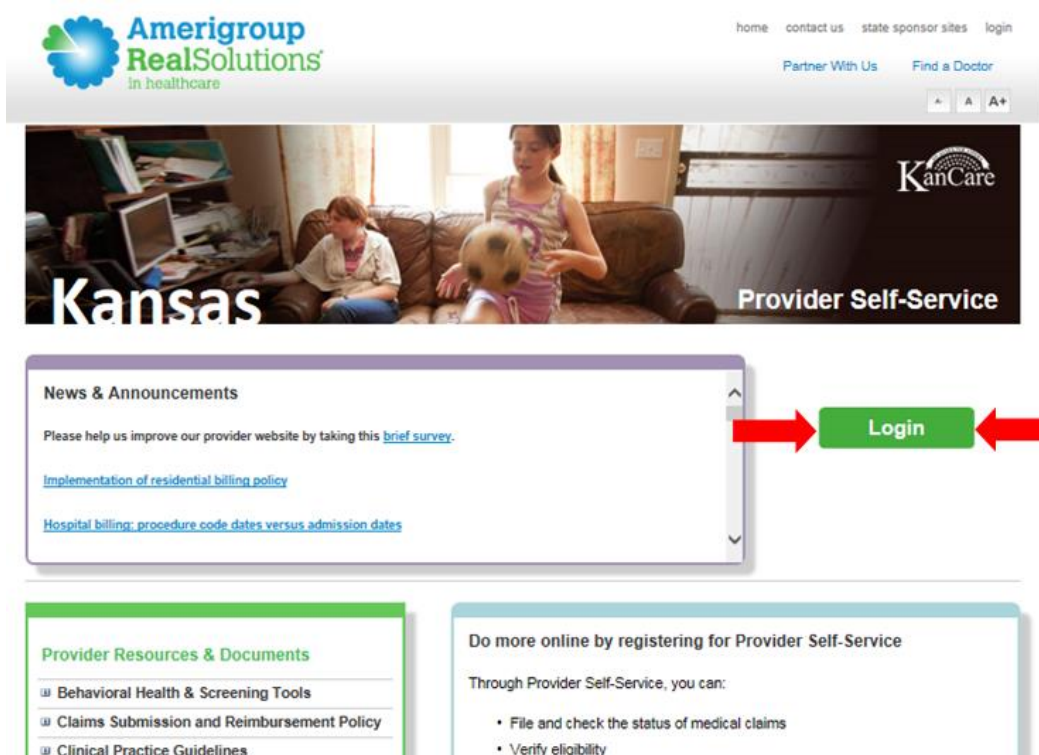


Provider guide — how to submit a corrected claim on Availity

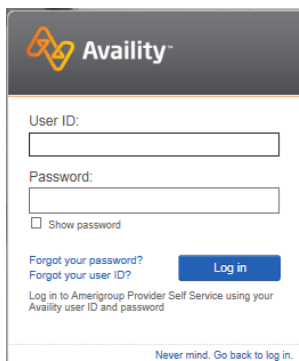
Amerigroup Kansas, Inc. providers may submit corrected claims online via Availity. A corrected claim is appropriate to submit when the provider has made an error in the information initially submitted on a claim. The following is a general overview to guide Amerigroup providers through the process of submitting a corrected claim online.

To submit a corrected claim online, go to <https://providers.amerigroup.com/KS> and select the green **Login** button.



The screenshot shows the Amerigroup RealSolutions website for Kansas. The navigation bar includes links for 'home', 'contact us', 'state sponsor sites', 'login', 'Partner With Us', and 'Find a Doctor'. A banner image shows a doctor and a patient on a couch, with the text 'Kansas' and 'Provider Self-Service'. Below the banner, there is a 'News & Announcements' section with links to a survey, residential billing policy, and hospital billing procedure code dates. To the right of the news section, a green 'Login' button is highlighted with red arrows. Below the news section, there are two boxes: 'Provider Resources & Documents' with links to Behavioral Health & Screening Tools, Claims Submission and Reimbursement Policy, and Clinical Practice Guidelines; and 'Do more online by registering for Provider Self-Service' with a list of capabilities: 'File and check the status of medical claims' and 'Verify eligibility'.

You will be redirected to Availity and will need your Availity login information to continue.



The screenshot shows the Availity login form. It includes the Availity logo, a 'User ID:' field, a 'Password:' field, and a 'Show password' checkbox. There are links for 'Forgot your password?' and 'Forgot your user ID?'. A blue 'Log in' button is present. Below the button, there is a note: 'Log in to Amerigroup Provider Self Service using your Availity user ID and password'. At the bottom, there is a link: 'Never mind. Go back to log in.'

After logging in, select the **Claims** menu.

The screenshot shows the Amerigroup RealSolutions in healthcare website homepage. The top navigation bar includes the logo and a 'Providers' button. The main content area features a 'Welcome' message, a navigation menu on the left, and several informational sections. The 'Claims' menu item is highlighted with a red arrow.

Home
Claims
Precertification
Medical
Pharmacy
Members
Provider Education
Account Management
Find a Doctor

News & Announcements

Provider Website Survey
Please help us improve our provider website by taking this brief survey. [Take the survey.](#)

Personal care services and limitations
Clarification on the regulations and limitations for the reimbursement of personal care services. [Learn more](#)

Enhanced care services - legally responsible individual, capable person
Enhanced care services provide supervision and/or non-nursing physical assistance during a participant's normal sleeping hours. [Learn more](#)

Useful Publications
Provider Updates & Communications ▶

Provider Manuals & Quick Reference Guides ▶

Viewing
Kansas
Use the select above to choose another state ⓘ

Government Resources
[KanCare](#)
[Kansas Department of Health and Environment](#)
[Kansas Medical Assistance Program](#)

Medicaid/CHIP: 1-800-454-3730
Medicare: 1-866-805-4589

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[Privacy](#) | [Terms of Use](#) | [Report Waste, Fraud, or Abuse](#)

Choose **Submit Claim** and then select **Go to Availity**.

The screenshot shows the 'Submit Claims' section of the Amerigroup RealSolutions in healthcare website. The 'Claims' menu is expanded, and the 'Submit Claim' option is highlighted. The 'Go to Availity' button is highlighted with a red arrow.

Home
Claims
Submit Claim
Check Claims Status
Appeal Claim
Check Appeal Status
Forms
Electronic Data Interchange (EDI)
Clear Claim Connection
Reimbursement Policies
Precertification

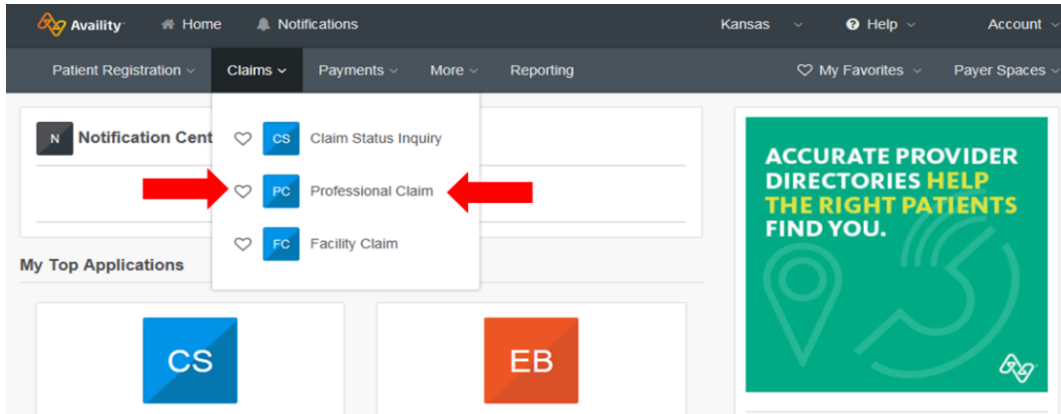
Submit Claims

Online eligibility, benefits and claims inquiries are available exclusively through Availity.

Go to Availity
You are already logged in to your account.

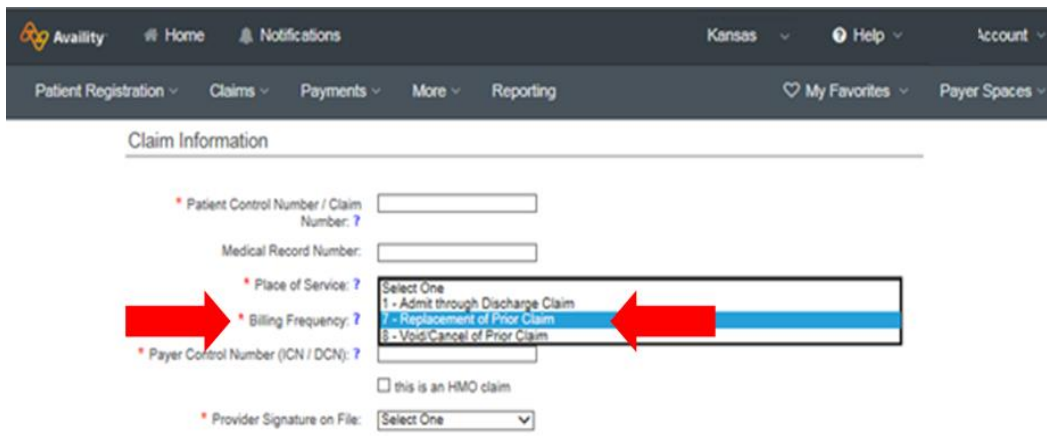
Viewing
Kansas
Use the select above to choose another state ⓘ

From the Availity dashboard, select the **Claims** menu and then choose **Professional Claim**.

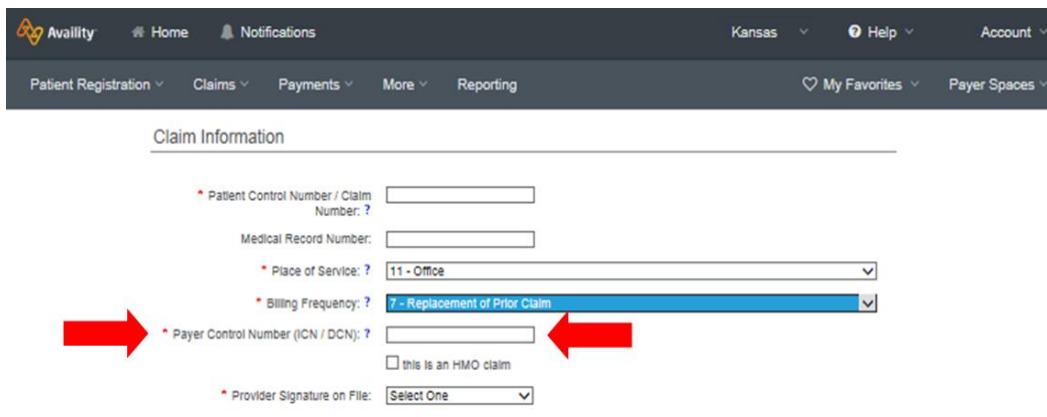


Complete the *Claim Information* form. Items with a red asterisk (*) are required.

To identify a claim as a corrected claim, under *Billing Frequency*, chose **7 – Replacement of Prior Claim** from the drop-down. This will replace the entire previously submitted claim.



Enter the claim number you want to replace in the field labeled *Payer Control Number (ICN / DCN)*.



Tips and reminders:

- Ensure pop-up blockers are turned off to allow navigation to Amerigroup and Availity websites.
- Submit the form with the appropriate information such as *Payer*, rendering practitioner, other health information (e.g., *Responsibility Sequence*), *Diagnosis Codes* and *Procedure Code*.
- Submit all lines of services. The corrected claim submitted will remove the previously submitted lines when the corrected claim is adjudicated.
- A general Availity Web Portal overview is located at:
https://apps.availity.com/availity/Demos/REC_AvailityWebPortal_AmerigroupOverview/index.htm.