

Claim Void Information and Reports

Updated:
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What are claim voids?

TPL sends monthly reports directly to Medicaid providers via mail and CHAMPS. These reports indicate Medicaid paid claims where TPL has identified other Insurance (OI) as liable for the claim.

If the provider agrees with the voided claims identified in the report, the provider is to bill the OI entity for these services prior to rebilling Medicaid.

The provider has 30 days to review the identified claims and contact TPL for any discrepancies. If TPL is not contacted within 30 days, we will automatically void the services on the report. (Please refer to the report for contact information).

TPL will complete a claim void after 30 days from the date of the report. The claim void will return money to the State of Michigan for the paid claim. After the OI makes payment on the claim, the provider should re-bill the claim to Medicaid with the correct OI information reported.

How do I void a claim?

A provider can choose to void their claim directly in CHAMPS if they do not wish to wait the 30 days for the claim to be automatically voided. Please refer to the [Billing & Reimbursement Chapter](#) of the provider manual or view the [Claim Adjustment Webinar](#). As a reminder, a void will completely void the original claim in CHAMPS and take back the initial payment.

How do I access my claim void reports?

Claim void reports are accessible in CHAMPS.

1. Access CHAMPS via your State of Michigan Single Sign On (SSO) user ID and Password.



The screenshot shows the State of Michigan Single Sign On login page. At the top, there is a header with the text "State of Michigan Single Sign On" and a small Michigan state logo. Below the header is a navigation bar with a background image of a bridge. The main content area contains a login form with two input fields: "User ID" and "Password". Below these fields is a "Login" button. Further down, there is a line of text: "* If you do not have a User ID, please click" followed by a "Register" button. Below the "Register" button is a blue hyperlink that says "I forgot my Password".

2. Select the Billing NPI and one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access, Provider Enrollment Access, or View Provider Enrollment.
3. Select the "Archived Document" hyperlink.
4. Select "TPL Recovery" within the "Document Type" the drop-box menu. Select "Document Name" and enter % within the Filter 1 drop-box menu. Select "Go".

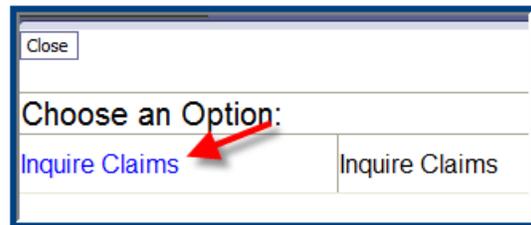
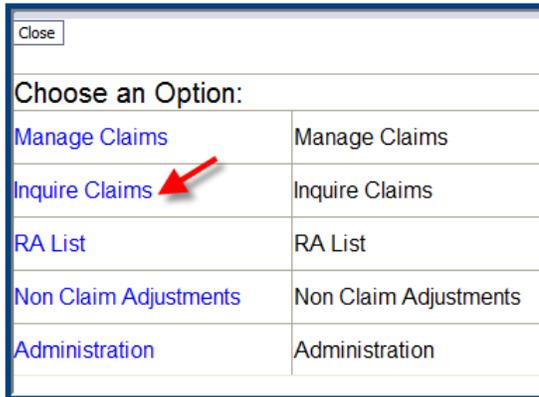
A list of all TPL Recovery letters that are associated to the Billing NPI selected during log-in will generate. If there are question on how to access Archived Documents, please contact Provider Inquiry at 1-800-292-2550.

How do I review or verify that a claim was voided?

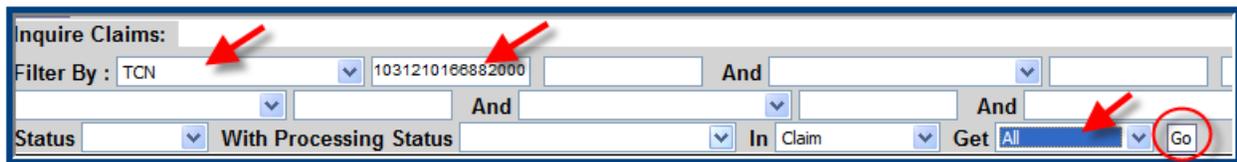
1. Select the 'Claims' tab.



2. Select "Inquire Claims" and "Inquire Claims" again in the sub-menu.



3. Select "TCN" from the "Filter By" and enter the TCN number and select "All" from the "Get" drop-box menus. Select "Go".



4. Information related to the claim will generate, including "Claim Status".

TCN	Beneficiary ID	Billing Provider NPI	Claim Type	From Date	To Date	Submitted Charges	Claim Status	Processing Status	Approved Amount	Pay Cycle Date
311031210166882000			F-Outpatient OPPS	09/09/2010	09/30/2010	\$43,632.00	Void	RA Generated	\$74.01	11/24/2010