



# Submit Void Claims Online Quick Reference

**Business Rules**

- o ONLY the billing provider can void claims.
- o Claims must have a business status of "Paid" and application/processing status of "RA Generated" to be available for void processing.
- o You must know the Transaction Control Number (TCN) or Claim Reference Number (CRN) of the claim you wish to Void
- o The System will not allow a void request to be created if the user has saved any changes to the claim. Once any claim changes have been saved the void button is disabled.
- o Once void is finalized, the original claim can never be replaced/voided again.

Action	Submit Void Claims Online – Void Claim	Notes
Void Claim	<ol style="list-style-type: none"> <li>1. After you have logged into CHAMPS with your Single Sign On (SSO) user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access</li> <li>2. Click the Claims tab at the top of the page</li> <li>3. Click <b>Manage Claims</b> hyperlink</li> <li>4. Click <b>Adjust/Void Claim Provider</b> hyperlink</li> <li>5. Enter the <b>Transaction Control Number (TCN)</b>  <b>TCN:</b> <input style="width: 100px;" type="text"/></li> <li>6. Click the <input type="button" value="Go"/> button</li> <li>7. After the system has retrieved your claim click <b>Void</b> <input type="button" value="Void"/></li> <li>8. Select <b>PIV-Provider Initiation Void</b> from the <b>Void Source</b> drop down <b>Void Source:</b> <input style="width: 150px;" type="text"/></li> <li>9. Enter the reason for voiding the claim in the <b>Comment</b> section  <b>Comment:</b> <input style="width: 200px; height: 20px;" type="text"/></li> <li>10. Click the <input type="button" value="OK"/> button to submit the Void</li> </ol>	<ul style="list-style-type: none"> <li>• TCN must be at least 15 digits, if voiding a Legacy System claim enter 200 at the beginning of the Claim Reference Number (CRN) and 00 at the end (200xxxxxxxxx00)</li> </ul>

