MassHealth   **Job Aid: Copying a Claim**

This job aid describes how to:

- Copy a previously submitted paid or denied claim.

This allows you to submit a claim for a different member for the same service.

To Copy a Claim

From the **Claim Confirmation** panel:

1. Click **Copy**.

Continue with the Billing Information Panel

From the **Billing Information** panel:

2. Enter the claim information for the replaced claim as you would for any new claim.

To copy a previously submitted claim:

From the **POSC** home page:

3. Click **Manage Claims and Payments**.

4. Click **Inquire Claim Status**.

5. In the **Claims Search** panel, enter the **ICN** of the previous claim you want to copy.

6. Click on the ICN in the **Claims Search Results** panel. The **Claim Detail** panel will display.

7. Click **Copy**.

Continue with the Billing Information Panel

From the **Billing Information** panel:

8. Enter all the claim information on each appropriate tab/panel and submit to MassHealth.

> Enter Single Claim   ?

| **Billing and Service** | **Extended Services** | **Coordination of Benefits** | **Procedure** | **Attachments** | **Confirmation** |

Billing Information

Previous ICN

Billing Provider ID ∗ [_____ ▼]

Billing Provider Taxonomy [_____]

Member ID ∗ [_____]

Patient Account # ∗ [_____]

Last Name ∗ [_____]   First Name ∗ [_____]

MI [____]

DOB ∗ [_____] 📅   Gender ∗ [_____ ▼]

Member Date of Death [_____] 📅

Member Address 1 ∗ [_____]

Member Address 2 [_____]

Member City ∗ [_____]   Member State ∗ [_____ ▼]

Member Zip ∗ [_____]   Medical Record # [_____]