



## Job Aid: Resubmit a Denied Claim

This job aid describes how to:

- Resubmit a denied claim immediately after you have received the denial message from MassHealth.
- Resubmit a denied claim at later time.

### If you are correcting a denied claim immediately:

1. From the confirmation panel, click on the **Resubmit** button. – Skip to step 7.

### ☰ MassHealth Provider Online Service Center (POSC)

The screenshot shows the MassHealth POSC interface. On the left is a navigation menu with the following items:

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- ↓ **Manage Claims and Payments**
- Enter Single Claim
- **Inquire Claim Status**
- Hearing Aid Member Search
- Homeless Medical Respite Search
- View PACE Payments
- View SCO Payments
- Manage Provider Information
- Administer Account
- Reference Publications
- News & Updates

The main content area displays the 'Inquire Claim Status' confirmation panel. It includes the following information:

**Confirmation**  
You have submitted a Professional Claim for xx xx. The status of the claim listed below should be retained for your records.

Claim Status Denied  
Claim ICN [REDACTED]  
Adjudication Date 10/22/2025  
Paid Amount \$0.00

**Explanation of Benefits (EOB)**

Detail	EOB Code	Description
00	4270	ICD VERSION INVALID FOR DOS - DIAGNOSIS
00	4040	PRIMARY DIAGNOSIS CODE NOT ON FILE
1	459	DETAIL DIAGNOSIS TREATMENT INDICATOR INVALID
2	459	DETAIL DIAGNOSIS TREATMENT INDICATOR INVALID
3	459	DETAIL DIAGNOSIS TREATMENT INDICATOR INVALID

At the bottom of the panel, there is a 'Close' button and a 'Resubmit' button, which is highlighted with a red arrow. Other buttons include 'Replace' and 'Copy'. A note at the bottom of the panel reads: 'If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.'

### If you are correcting a previously denied claim:

#### Access Inquire Claim Status

From the **POSC** home page:

2. Click **Manage Claims and Payments**.
3. Click **Inquire Claims Status**. The **Search for Claims** panel is displayed.



Welcome nreddy1

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## ☰ MassHealth Provider Online Service Center (POSC)

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The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.

4. Enter the ICN of the claim to be corrected and click **Search**.
5. Click on the ICN to open the claim.

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Inquire Claim Status

### Claims Search

Please select Provider ID

Provider ID \*

To identify the member, please enter the following information:

Member ID

Please enter a Date of Service Range within a six-month span:

From Date of Service  To Date of Service

OR

You may request the status of a specific Internal Control Number (ICN) by entering all 13 characters as on your RA:

ICN

You may further tailor your request by entering the following:

Original Billed Amount

### Claims Search Results

Click on the Internal Control Number (ICN) link to view the Claim Details.

ICN	Member Name	Status	Payments	Charges	FDOS
<a href="#">[REDACTED]</a>	[REDACTED]	[REDACTED]	\$17.10	\$29.49	09/09/2025

6. From the Claim Detail Panel click **Resubmit**.

Provider Services > Inquire Claim Status

- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
  - > Enter Single Claim
  - > **Inquire Claim Status**
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### Claim Detail

Provider [REDACTED] Provider ID [REDACTED]  
 Member ID [REDACTED]  
 Patient Account # [REDACTED]  
 Member Name [REDACTED]  
 ICN [REDACTED]

Charged Amount \$90.00 Payment Amount \$0.00

Status Date 07/14/2023  
 Adjudication Date 07/08/2023 Service Date(s) 07/06/2023 - 07/06/2023  
 Check Issue Date  
 Claim Status F2-FINALIZED/DENIAL-THE CLM/LINE HAS BEEN DENIED  
 HC Claim Status

### List Of Services

Detail	Service Code	Units	Charges	Paid Amount	Status
<a href="#">01</a>	99441	1.00	\$90.00	\$0.00	Denied

[Close](#) [Return to Search Results](#) [Void](#) [Copy](#) [Replace](#) [Resubmit](#)

Continue to the tabs/panels where the corrections need to be made.

7. Enter the corrected claim information.

Open the **Claim Confirmation** Tab:

8. Click **Submit**.

Inquire Claim Status

[Billing and Service Procedure](#) | [Extended Services Attachments](#) | [Coordination of Benefits Confirmation](#)

### Confirmation

You are about to submit an Professional Claim request for [REDACTED]. Please verify the procedures and then click "Submit".

Service Date Range 07/06/2023 - 07/06/2023  
 Number of Details Submitted 1  
 Total Detail Charges \$90.00  
 Total Amount Billed \$90.00

To change this amount, go back and edit the [Procedures](#)

[Cancel Service](#) [Submit](#)