**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; and
* Resubmit a denied claim at a later time.

# If you are correcting a denied claim immediately:

1. From the confirmation panel, click the **Resubmit** button. Then, skip to step 7.



# If you are correcting a previously denied claim:

**Access Inquire Claim Status**

From the **POSC** home page:

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



1. Enter the **ICN** of the claim to be corrected and click **Search**.
2. Click on the **ICN** in the **Claims Search Results** panel to open the claim.



1. From the **Claim Detail** panel, click **Resubmit**.



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

1. Enter the corrected claim information.

From the **Confirmation** panel:

1. Click **Submit**.

