



Job Aid: Void a Paid Claim

This job aid describes how to:

- Void a claim after it has been paid by MassHealth.

Access Inquire Claim Status

From the **POSC** home page:

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

Provider Services

- > [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](#)
 - > [Hearing Aid Member Search](#)
 - > [View PACE Payments](#)
 - > [View SCO Payments](#)
- > [Manage Provider Information](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [News & Updates](#)
- > [Related Links](#)

MassHealth Provider Online Service Center

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.

You will need a Username and password to access many of the services listed on the left. If you are currently a MassHealth provider but do not know your Username and password, please contact the Customer Service Center at 1-800-841-2900.

Registered User? [Login](#)

Would like to enroll as a provider? [Enroll Now](#)

Need more information? [FAQs](#)

Enter Search Criteria

For more effective claim searching, enter as much search information as possible.

From the **Claims Search** panel:

3. Select **Provider ID** from the dropdown list.
4. Enter the **Member ID**.
5. Enter **From Date of Service** and **To Date of Service**.

Note: Enter the exact date of service if known, or enter an **ICN**, which returns only the specific claim in the Search Results.

6. Click **Search**.

The screenshot shows a web application interface for 'Inquire Claim Status'. On the left is a navigation menu with 'Inquire Claim Status' highlighted. The main panel has several input fields: 'Provider ID' (a dropdown menu), 'Member ID' (a text box), 'From Date of Service' and 'To Date of Service' (calendar pickers), and 'ICN' (a text box). A 'Search' button is at the bottom right. Below the search fields is a 'Claims Search Results' section with a table. The table has columns for ICN, Member Name, Status, Payments, Charges, and FDOS. One row is visible with a 'Paid' status. A 'Close' button is at the bottom left of the results section.

ICN	Member Name	Status	Payments	Charges	FDOS
[REDACTED]	[REDACTED]	Paid	\$43.29	\$169.00	06/29/2023

From the **Claims Search Results** panel:

7. Select the paid claim to be voided.

Review the Claim Detail Panel

From the **Claim Detail** panel:

8. Review the claim status.
9. Click **Void**.

Provider Services | **Inquire Claim Status** ?

Claim Detail

Provider [REDACTED] | Provider ID [REDACTED]

Member ID [REDACTED]

Patient Account # [REDACTED]

Member Name [REDACTED]

ICN [REDACTED]

Charged Amount \$332.00 | Payment Amount \$89.10

Status Date 08/25/2023

Adjudication Date 08/24/2023 | Service Date(s) 08/22/2023 - 08/22/2023

Check Issue Date 08/29/2023

Claim Status F1-FIN

HC Claim Status

List Of Services

Detail	Service Code	Units	Charges	Paid Amount	Status
01	58300	1.00	\$293.00	\$81.51	Paid
02	81025	1.00	\$39.00	\$7.59	Paid

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

From the **Claim Confirmation** panel:

10. Click **Confirm**.

Confirmation

Your claim for [REDACTED] has been selected to be voided.

Claim Status Paid
Claim ICN [REDACTED]
Adjudication Date 11/21/2023
Paid Amount \$89.10

To void this claim, please select the Confirm button.

[Cancel Service](#) [Confirm](#)

Confirmation

Your void request for [REDACTED] has been processed.

Claim Status Denied
Claim ICN 5923 [REDACTED]
Adjudication Date 11/21/2023
Paid Amount \$0.00

Explanation of Benefits (EOB)

Detail	EOB Code	Description
00	0	VOID ADJUSTMENT WAS SUCCESSFUL

If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.

[Close](#)

If the void failed, be sure to verify that you are voiding the last claim that paid. You cannot void or adjust a denied claim.

Confirmation

Your void request for [REDACTED] has been processed.

Claim Status Denied
Claim ICN 5923 [REDACTED]
Adjudication Date 11/21/2023
Paid Amount \$0.00

Explanation of Benefits (EOB)

Detail	EOB Code	Description
00	550	ADJUSTMENT FAILED

If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.

[Close](#)