MassHealth — 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.

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**.

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**.

From the **Claim Confirmation** panel:

10.   Click **Confirm**.

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.