**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**

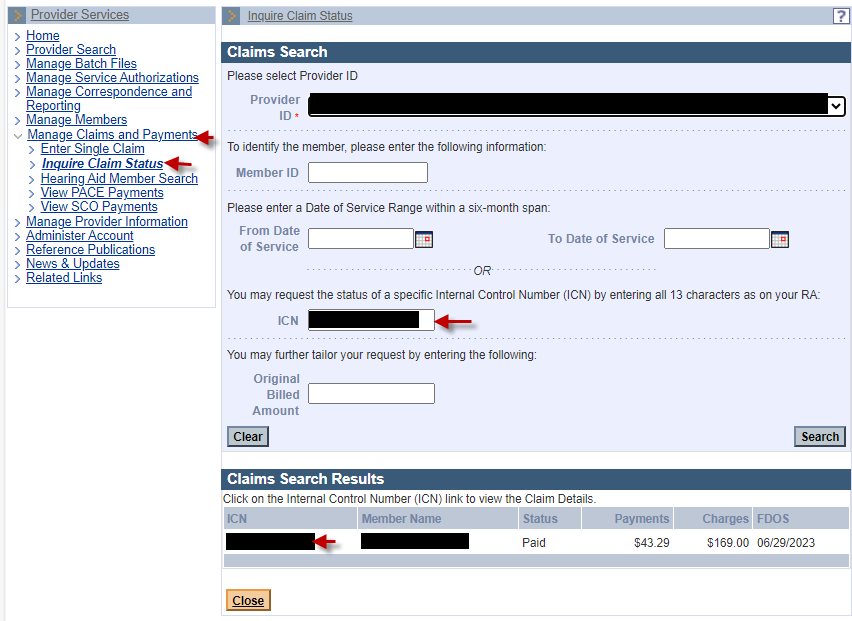
For more effective claim searching, enter as much search information as possible.

From the **Claims Search** panel:

1. Select **Provider ID** from the dropdown list.
2. Enter the **Member ID**.
3. 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.

1. Click **Search**.



From the **Claims Search Results** panel:

1. Select the paid claim to be voided.

**Review the Claim Detail Panel**

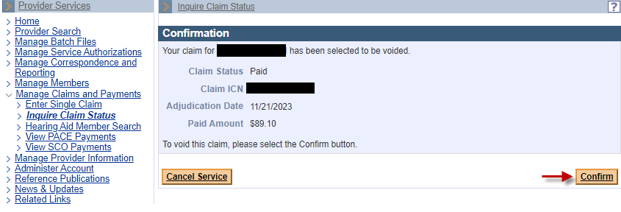
From the **Claim Detail** panel:

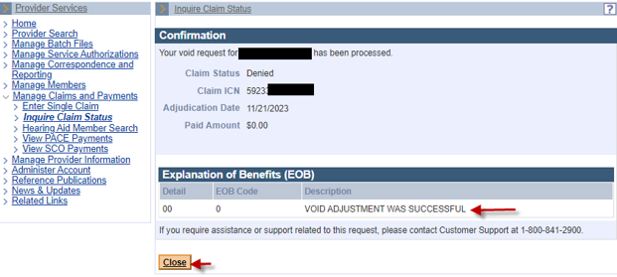
1. Review the claim status.
2. Click **Void**.



From the **Claim Confirmation** panel:

1. 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.

