

# NewMMIS 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 MassHealth Provider Online Service Center **Home** panel:

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

## 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 drop-down 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 details.
9. Click **Void**.