



myMPS

How to guide

How to fix and resubmit - Claim header

To fix a claim header.

These rejections are based on incorrect member or practice details.

1. Select **'Fix & resubmit - claim header'**.
2. Click on the claim that needs to be fixed in order to open it.
3. Read the medical aid response and select **'Fix claim and resubmit'** from the drop down list and click on **'Proceed'**.

View Rejected Claim

Patient

| | | | |
|---------------|-------------|---------------|------------|
| Patient | Brian Jones | Scheme | BANKMED |
| Account no. | 124574 | Member no. | 4578745877 |
| Date of birth | 22/04/1983 | Dependent no. | 00 |

Visit

| | | | |
|-------------------|--------------|-----------------|------------|
| Treating provider | Edward Jones | Invoice no. | 1902/0001 |
| Date of service | 06/02/2019 | Submission date | 06/02/2019 |
| Diag. code | Z01.0 | Total claimed | R 435.20 |

Invalid billing provider. The membership is invalid. Content Failure.

| Tariff Code | NAPPI Code | Diagnosis Code | Claimed | Amount Accepted | Amount Rejected | Reason Code |
|-------------|------------|----------------|----------|-----------------|-----------------|-------------|
| 11001 | | Z01.0 | R 435.20 | R 0.00 | R 435.20 | 757 |

Add a claim note

How would you like to proceed?

- Nothing selected
- Fix claim and resubmit
- Accept rejection and assign balance to account

4. Click on **'edit'** and update with the correct details and save.

Fix Claim and Resubmit

Invoice type: Medical aid

Select patient: Brian Jones - 22/04/1983 - 124574 (00) **edit**

Select branch: Century City

Treating provider: Edward Jones, Optometrist (70)

Date of service: 06/02/2019

Place of service: Consulting room

Save

5. Click **'Save'** and then **'Submit'** the claim.