



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		Scheme				
Patient	Brian Jones	Member no.	BANKMED			
Account no.	124574	Dependent no.	4578745877			
Date of birth	22/04/1983		00			
Visit						
Treating provider	Edward Jones	Invoice no.	1902/0001			
Date of service	06/02/2019	Submission date	04/02/2019			
Diag. code	Z01.0	Total claimed	R 435.20			
Invalid billing provider. The membership is invalid. Content Failure.						
Tariff Code	HAPPI 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
Show templates	

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

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