



CLAIM PROCESS CHANGE EFFECTIVE 7/1/23

Dear iCircle Provider;

iCircle has determined that in order to have successful submission of Claim-Data to NYS Medicaid, we can no longer accept duplicate claim submissions of original claims even if the duplicate submission is within the original timely filing guidelines.

Below is an example so as to explain this minor change to these claim-processing aspects;

Example; Provider submits an original claim to iCircle (as primary) on 1/10/23 for Date of Service 1/1/23. Upon further review, the provider realizes that the service code, modifier, billing information or otherwise needs to be adjusted on the claim.

Provider should not submit an additional original claim, or it will deny out as duplicate. Provider should wait for the claim to be processed fully to submit the Corrected claim (referencing the original claim number and either resubmission code 7 – for correction, or 8 – for voiding). The Provider may decide to obtain the original claim number from the Provider Portal or by contacting Provider Relations, so as to submit a corrected claim with appropriate reference number.

It should be noted that Authorization Adjustments do not constitute a need for Corrected claim, nor would authorization revisions override any timely filing rules as it pertains to claim submissions.

A corrected/adjusted claim is a replacement of a previously submitted claim (e.g changes or corrections to charges, procedure codes, date of service, member information, etc.) The new claim will be considered as a replacement of a previously processed claim. Corrected/Duplicate claims should not be submitted in leu of an inquiry or appeal. A voided claim is appropriate when a previously submitted claim needs to be eliminated in its entirety. This would be necessary if the claim submitted was completely erroneous and was not appropriate for submission for any reason.

Without the newly adjusted claim containing corrected-claim (or voided claim) pointers to the original claim submission, NYS APD will view the claim data as a duplicate claim, and thus will not credit iCircle for the submission. To avoid this aspect moving forward, iCircle will be denying all duplicate claim submissions (that do not contain corrected/voided claim information) as of **7/1/23**.

It is important to note that duplicate submission (in the event that the provider feels their original claim was never successfully received by iCircle) will be denied outright. For claim-status inquiries to confirm claim-receival, please contact our Provider Network Team.

All other timely filing aspects remain in place per contract & iCircle's Provider Manual documents.

For any questions, please contact our Provider Relations Team at; ProviderNetwork@iCirclecny.org.

Sincerely,

iCircle Provider Network Team - 1-844-283-2884