

Duplicate Claim Submission Reminder

August 14, 2018

National Government Services has an important reminder regarding duplicate claim submissions. Services that have been processed for payment or denial should not be refiled as a new claim to correct submissions errors.

A reopening or redetermination should be submitted for any correction for a service after the initial claim has been submitted and processed for payment or denial.

The purpose of the appeals process is to ensure the correct adjudication of claims.

Reopening requests should be submitted to correct minor, uncomplicated, provider or carrier clerical errors. A reopening request may be submitted online using [NGSConnex](#), or by calling the telephone reopening unit (TRU) or in writing. Redetermination requests should be submitted for more complex issues. A redetermination request may be submitted online using [NGSConnex](#) or in writing.

Please make sure you are following the directions that are provided to you on the remittance advice for the claim you have filed. The only time it is appropriate to submit another claim for consideration is when information was missing from the claim that is required to process the service and you receive an **MA130** message on the remit. MA130 indicates to submit the claim with the needed information. This is only appropriate because MA130 is placed on claims that have rejected as unprocessable so there is not a valid claim in the Medicare system. Any other submission of another claim that has been processed and paid or denied is an inappropriate submission.