

# Claim Correction Process - FAQ



Please submit corrections to previously billed claims by submitting the corrected claim electronically or by making the correction on our website (if the claim has not appeared on an EOB). These types of corrections may include coding or modifier changes or corrections, change or correction to the billed charges or units, or submission of required documentation but do not include a change to the date(s) of service. For changes to the date(s) of service, please utilize the **Date of Service Claim Correction Form**.

This form is available on CenCal Health's website at [https://www.cencalhealth.org/for\\_providers/index.html](https://www.cencalhealth.org/for_providers/index.html)

Claims may also be corrected on CenCal Health's website but only prior to appearing on an EOB.

## **Frequently Asked Questions (FAQ) on New Correction Process:**

### **Where do we send the Date of Service Claim Correction Form?**

- PO Box 948, Goleta, CA 93116-0948

### **Has the timeframe to rebill a claim changed?**

- If re-billed within the six months of date of service, full payment will be considered.
- If re-billed after the six months of date of service, the claims payment will be reduced.

### **Can medical documentation be faxed?**

- Yes, to 805-681-8261

### **What if I bill the wrong DOS on the original claim?**

- Please use the **Date of Service Claim Correction Form** for these types of corrections to prevent double payment.

### **What are the methods to sending a new and corrected claim?**

- Electronically
- Website (if the claim has not appeared on an EOB. If it has, resubmit electronically with correction)
- Paper (Mail claims to PO Box 948, Goleta, CA 93116-948)

### **Will the corrected claims deny as a duplicate?**

- Claims will only deny 34 (THIS IS A DUPLICATION OF A PREVIOUSLY SUBMITTED CLAIM), if a corrected claim is submitted when the original claim has not yet been finalized or appeared on an EOB.

**For additional questions, please contact our Claims Customer Service central line at 805.562.1083**