Overview
Use this feature to electronically send a corrected claim or use the existing claim to help create a secondary claim.

Clone Claim Options
• **Keep existing payer**: Use to submit a corrected claim.
• **Change destination payer**: Use to submit the claim with a new payer.
• **Flip primary and secondary policies then choose secondary payer**: Use to create a manual secondary claim.

Getting Started
Locate the original claim’s Explanation of Benefits (EOB). You may need information from it to submit the corrected or secondary claim.

1. Click **STATUS** on Availity Central.
2. Enter search criteria on the Status Management screen.
   **TIP:** For best results, search by patient last name and service date.
3. Click the binoculars icon.
4. In the list of search results, locate the claim.
   **TIP:** For multiple results, use the pagination in the bottom-right corner, or click the column headers to sort in ascending or descending order.
5. Click a claim (row) to select it.
6. Click **Clone Claim**.
Keep existing payer

When you select Keep existing payer, you make changes to the claim in order to submit a corrected claim. The payer field is not editable with this selection.

1. Select Keep existing payer in the Claim Cloning Option dialog box.
2. Click Continue.
3. In the Clone Claim screen, make changes as needed.
   
   **NOTE:** See page 3 for detailed information about the changes.
4. Click Submit Claim.
Submitting a corrected claim

After you clone a claim and select **Keep existing payer**, you can submit the edited claim as the corrected version. Make your corrections on the Clone Claim screen.

1. Enter the information from the EOB in the **Payer Claim Control Number** field.

   **TIP:** EOBs sometimes refer to this as the ICN or claim number, and this field may be pre-populated with the ICN or claim number from the payer.

2. Move to the **Claim Header > General > Other** section.

   **TIP:** Use the scrollbar or click the section name in the blue navigation pane on the left of the screen (not pictured here).

3. In the **Claim Submission Reason Code** field, ensure the defaulted code is correct for the type of claim you are submitting.

   **NOTE:** Commercial claims default to 7 – Replacement (Replacement of Prior Claim), and Medicare claims default to 1 – Original (Admit thru Discharge Claim)

4. Click **Submit Claim**.

   **NOTE:** Submitting the claim also saves it. For more information about the Send EDI options, contact your Client Account Manager (CAM), Availity RCM Client Services, or review Edit/Error Management information.

**WHAT’S NEXT?**

- If prompted, confirm the submit claim action or review additional information.
- When you return to the Status Management screen:
  - Click **Refresh** to see the cloned claim.
  - Notice the original and new (cloned) claim have notes indicators.
  - Select the original or cloned claim row and click the **Notes** or other icons to continue tracking the corrected claim.
Change destination payer

When you select Change destination payer, you make changes to the claim in order to submit a corrected claim including the payer information.

1. Select Change destination payer in the Claim Cloning Option dialog box.
2. Click Continue.
3. In the Select Payers dialog box, search for and select a new Payer Name.
4. Click Change Payer.

**NOTE:** The Name and Filing fields on the Clone Claim screen update automatically based on the payer name you select.

5. Make changes as needed in the Clone Claim screen.
6. Click Submit Claim.
Flip primary and secondary policies then choose secondary payer

When you select Flip primary and secondary policies then choose secondary payer, you create a secondary claim based on the policy information submitted in the primary claim.

1. Select Flip primary and secondary policies then choose secondary payer in the Claim Cloning Option dialog box.
2. Click Continue.
3. In the Select Payer’s dialog box, choose the destination payer for the secondary claim, and then click Change Payer.
4. Make changes as needed in the Clone Claim screen.

**NOTE:** The orange text highlights suggested actions based on the secondary claim requirements, such as COB information or primary paid amounts.

5. Click Submit Claim.

**NOTE:** All secondary claims created through this feature are sent to the payer electronically.

Tip: If the selected claim does not meet the criteria, this version of the dialog box displays.