
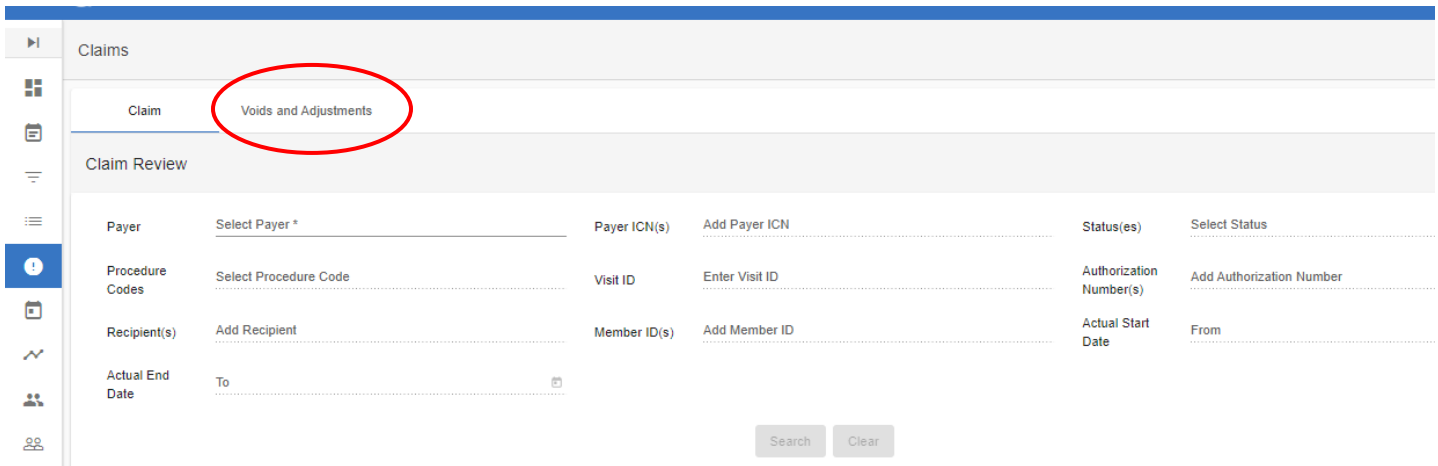


Mobile Caregiver+ Quick Reference Guide Voiding a Paid Claim in the Mobile Caregiver+ Provider Portal

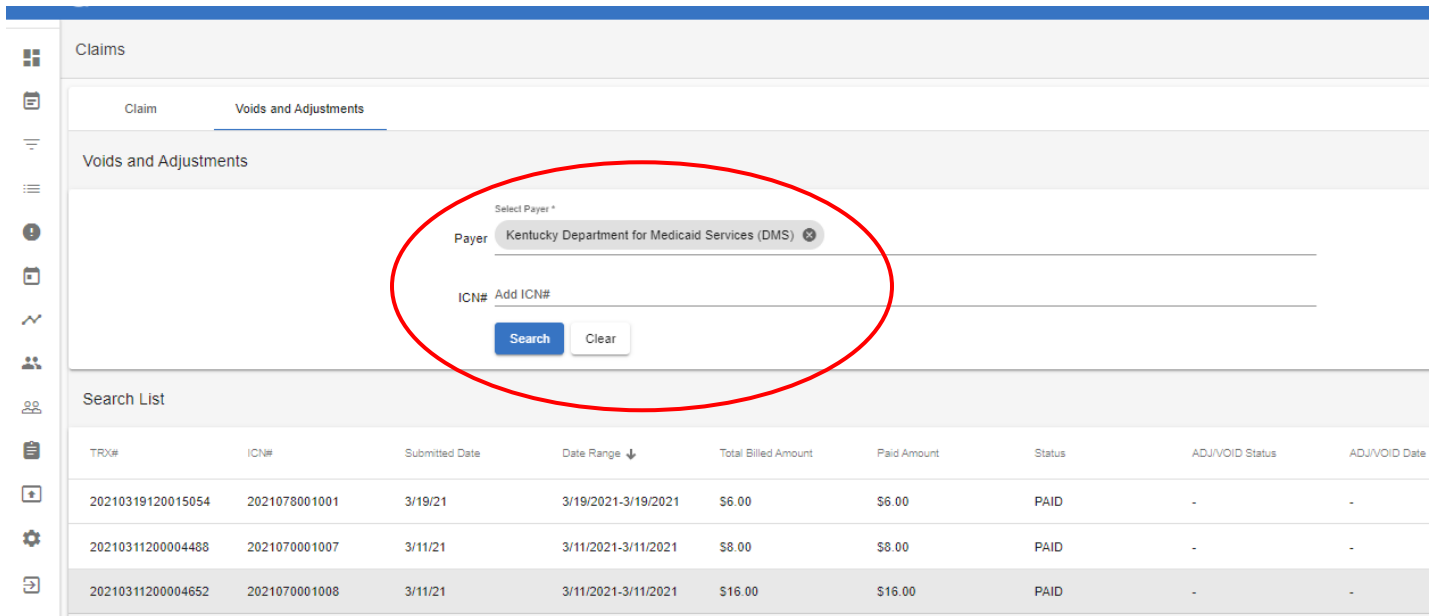
It is sometimes necessary for EVV administrators to void a paid claim. Below are step-by-step instructions for voiding a paid claim in the Mobile Caregiver+ system.

To begin, log into the [Mobile Caregiver+ Provider Portal](#). Choose the **Claims Review**  icon on the left side of the page. When the **Claims Review** page appears, choose **Voids and Adjustments** at the top.



The screenshot shows the 'Claims Review' interface. The 'Voids and Adjustments' option is circled in red. Below it, there are several search filters: Payer (Select Payer *), Payer ICN(s) (Add Payer ICN), Status(es) (Select Status), Procedure Codes (Select Procedure Code), Visit ID (Enter Visit ID), Authorization Number(s) (Add Authorization Number), Recipient(s) (Add Recipient), Member ID(s) (Add Member ID), and Actual Start Date (From). There are also 'Search' and 'Clear' buttons at the bottom.

The **Voids and Adjustments** screen will appear. Click in the **Payer** field to populate the **Kentucky Department of Medicaid Services** as the payer. Once you have done this, you can click **Search** to see all claims or enter an ICN# before hitting **Search** to find a specific claim. You can find the ICN# in **Claim Review** and copy and paste it in the ICN# field.

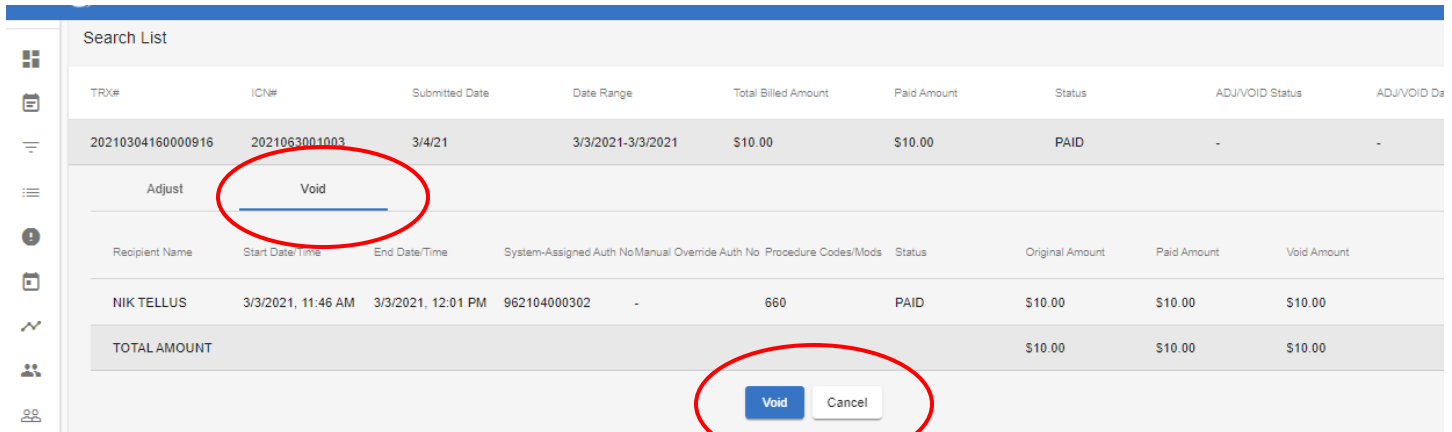


The screenshot shows the 'Voids and Adjustments' search results page. The search filters are circled in red. The 'Payer' field is populated with 'Kentucky Department for Medicaid Services (DMS)'. Below the search filters, there is a 'Search List' table with the following data:

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
20210319120015054	2021078001001	3/19/21	3/19/2021-3/19/2021	\$6.00	\$6.00	PAID	-	-
20210311200004488	2021070001007	3/11/21	3/11/2021-3/11/2021	\$8.00	\$8.00	PAID	-	-
20210311200004652	2021070001008	3/11/21	3/11/2021-3/11/2021	\$16.00	\$16.00	PAID	-	-

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When you locate the claim you want void in the **Search List**, click on it. A menu with two options will appear above the claim: **Adjust or Void**. Click where it says **Void**. This should generate a blue **Void** button. Click the button to void the claim.

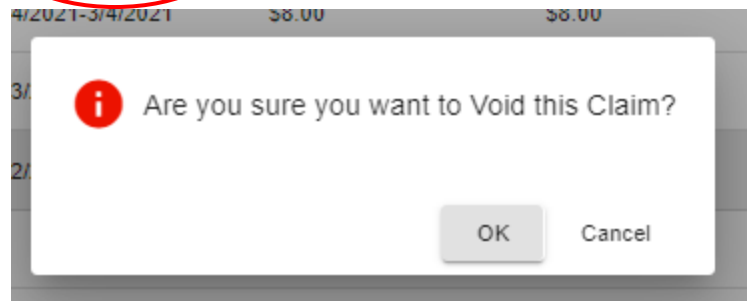


TRX#	ICN#	Submitted Date	Date Range	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Da	
20210304160000916	2021063001003	3/4/21	3/3/2021-3/3/2021	\$10.00	\$10.00	PAID	-	-	
		Adjust	Void						
Recipient Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Procedure Codes/Mods	Status	Original Amount	Paid Amount	Void Amount
NIKTELLUS	3/3/2021, 11:46 AM	3/3/2021, 12:01 PM	962104000302	-	660	PAID	\$10.00	\$10.00	\$10.00
TOTAL AMOUNT							\$10.00	\$10.00	\$10.00

Void Cancel

After clicking **Void**, a warning message will appear to confirm you want to void the claim. If you do, click **OK**.

After you click **OK**, a green bar will pop up on the bottom right of the screening alerting you that the claim has been voided. The claim will then show up in the **Search List** as **VOIDED** under the **ADJ/VOID** Status.



Are you sure you want to Void this Claim?

OK Cancel

20210311140003893	2021070001006	3/11/21	2/2/2021-2/2/2021	\$6.00	\$6.00	RELEASED	VOIDED	3/25/21
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Additional Information



For additional electronic visit verification information, review the [EVV QRG – Who to Call](#), visit the [DMS EVV website](#), or scan the QR code to the left using your mobile device.

If your direct service provider agency or FMA has a technical issue with Netsmart EVV, you can submit a support ticket using the [Netsmart Customer Support Portal](#) or by calling Netsmart Customer Support at (833) 483-5587.

If you have a question about EVV policy, contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or (844) 784-5614.