

How to Send Resubmitted or Corrected Claims to the Central Billing Office

When it becomes necessary to send a re-submitted or corrected claim to the Central Billing Office the following information will ensure your claim is handled correctly when received.

A **resubmitted claim** refers to a claim that was previously sent to the Central Billing Office, but was never received or had errors that caused it to be completely denied.

Example of some mistakes would be, but not limited to: missing diagnosis code, no insurance explanation of benefits attached, no insurance denial code explanation received, or wrong CPT code billed (no payment was made by CBO).

A **corrected claim** refers to a claim that was sent previously to the Central Billing Office and has one or more of following characteristics: the Central Billing Office made either a partial payment or complete payment, and/or the claim was requested by a CBO processor be sent in response to a mistake or inquiry.

Required Information

A **resubmitted claim** should be sent to the Central Billing Office clearly marked across the top of the claim "Resubmitted Claim".

1. It should be identical to the original claim. No additional lines of service may be added to or removed from your resubmitted claim.
2. Any supplements that need to accompany the claim must be attached (insurance explanation of benefits etc...).
3. A copy of the Central Billing Office Provider Summary, mail back letter or orange sheet MUST be attached.

A **corrected claim** should be sent to the Central Billing Office clearly marked across the top of the claim "Corrected Claim".

1. It should be identical to the original claim. No additional lines of service may be added to or removed from your corrected claim.
2. Any supplements that need to accompany the claim must be attached (insurance explanation of benefits etc...).
3. Mark out any incorrect information previously sent and write in the correct information as it should have been submitted originally.
4. A copy of the Central Billing Office Provider Summary showing the previous payment MUST be attached.

Example: You mistakenly billed 2 units @ \$72.56. The CBO paid \$36.28 however, you wanted to bill it for 4 units. To properly make adjustments to your claim form, mark out the 2 with a pen and write in 4. Do not bill your correction as 2 units @ \$36.28. Do the same for any incorrect information on the claim.

If you have questions regarding this information, please contact the EI CBO Help Desk at 1-800-634-8540.

Mail resubmitted and corrected claims to:
Early Intervention
Central Billing Office
P.O. Box 19485
Springfield, IL 62794-9485