

## Multiple Claim Submission Wizard Use Guide

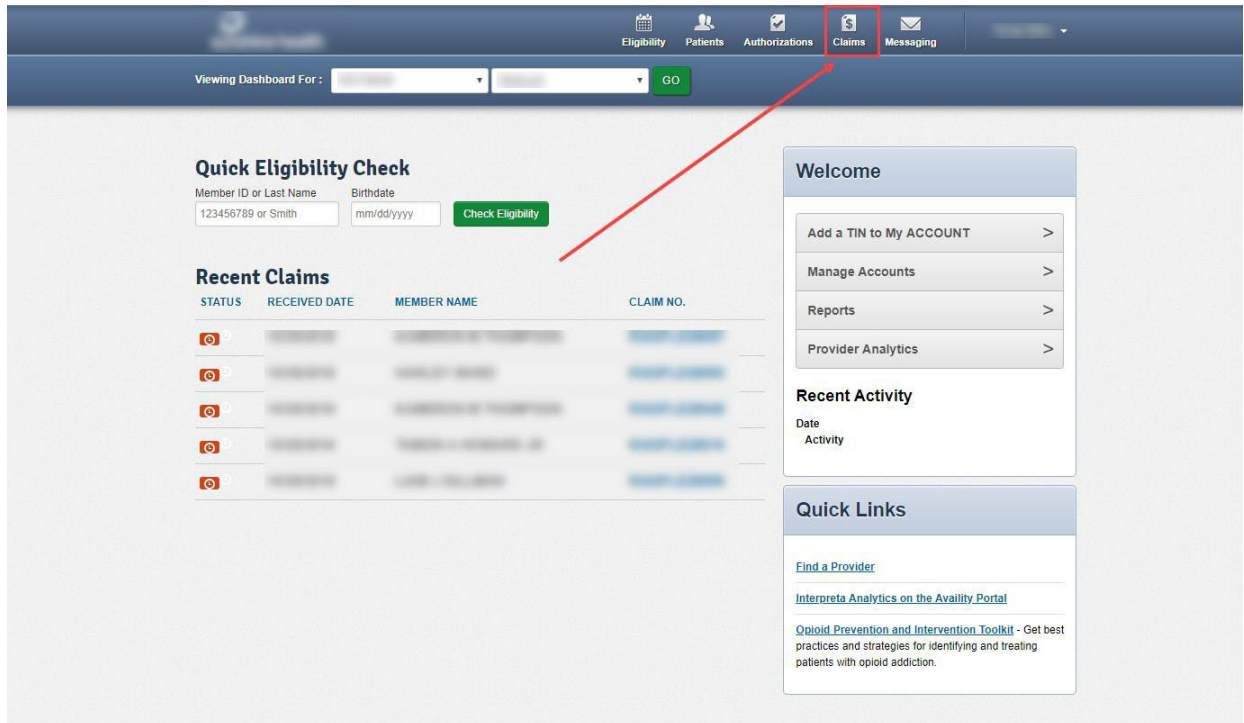
**Who?** Multiple Claim Submission Wizard was designed to be used by Physical, Occupational and Speech Therapy Service Providers for billing the services listed below:

- Home Health Physical Therapy
- Home Health Occupational Therapy
- Home Health Speech Therapy

**Why?** To create and submit multiple Home Health Physical Therapy, Occupational Therapy and Speech Therapy claims in a single submission.

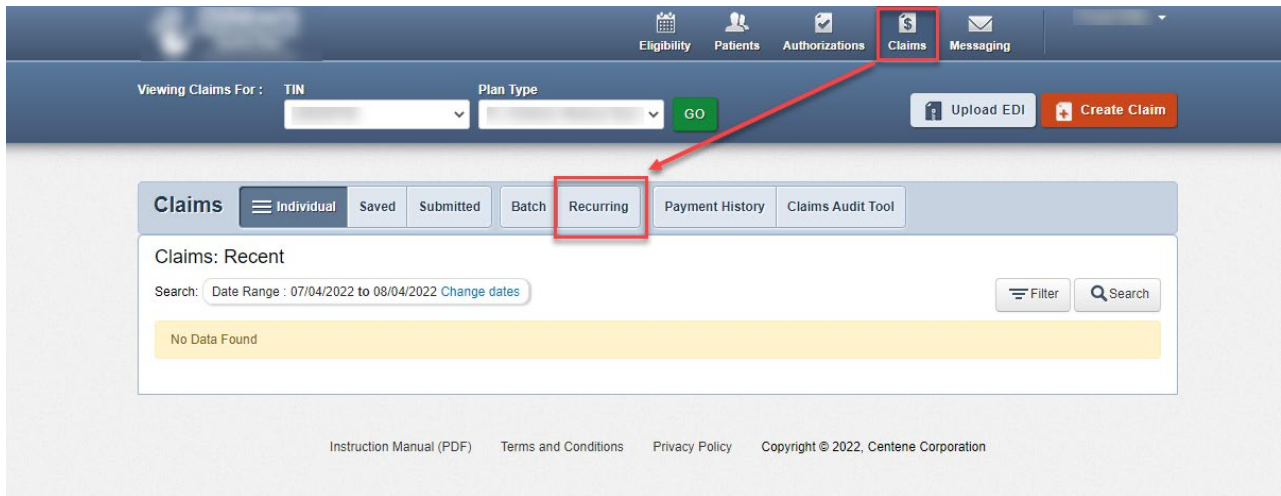
## Getting Started

**Accessing the Wizard** To create Home Health Physical Therapy, Occupational Therapy and Speech Therapy Services claims using the Multiple Claim Submission Wizard click on Claims tab.



The screenshot shows the provider portal interface. At the top, there is a navigation bar with tabs for Eligibility, Patients, Authorizations, Claims, and Messaging. The 'Claims' tab is highlighted with a red box, and a red arrow points to it from the text below. Below the navigation bar is a search area with 'Viewing Dashboard For:' and a 'GO' button. The main content area is divided into several sections: 'Quick Eligibility Check' with input fields for Member ID or Last Name and Birthdate, and a 'Check Eligibility' button; 'Recent Claims' with a table showing columns for STATUS, RECEIVED DATE, MEMBER NAME, and CLAIM NO.; 'Welcome' with links for 'Add a TIN to My ACCOUNT', 'Manage Accounts', 'Reports', and 'Provider Analytics'; 'Recent Activity' with columns for Date and Activity; and 'Quick Links' with links for 'Find a Provider', 'Interpreta Analytics on the Availity Portal', and 'Opioid Prevention and Intervention Toolkit'.

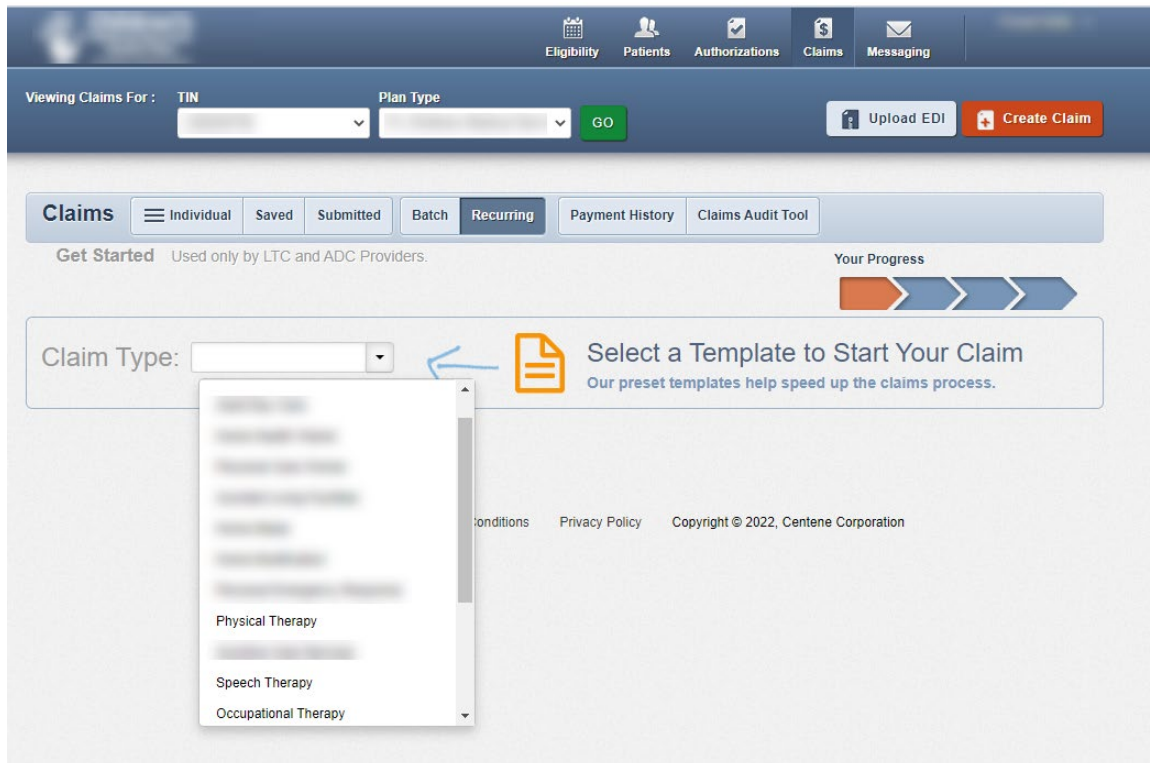
Click on the Recurring tab to access the Wizard.



Select a template to start your claim from the drop down. The example below uses a HCFA 1500 form.

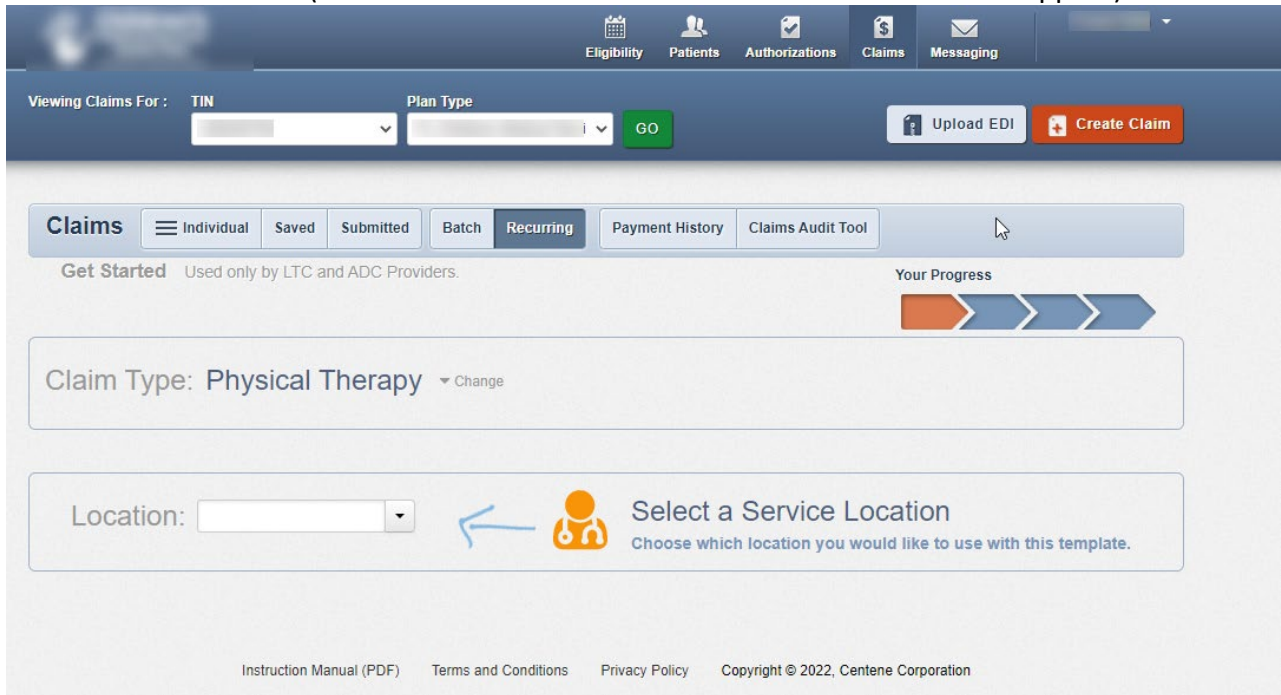
The template is designed to speed up the claim submission process and contains pre-coded claim data.

### Select Template (1500 HCFA)



## Service Location

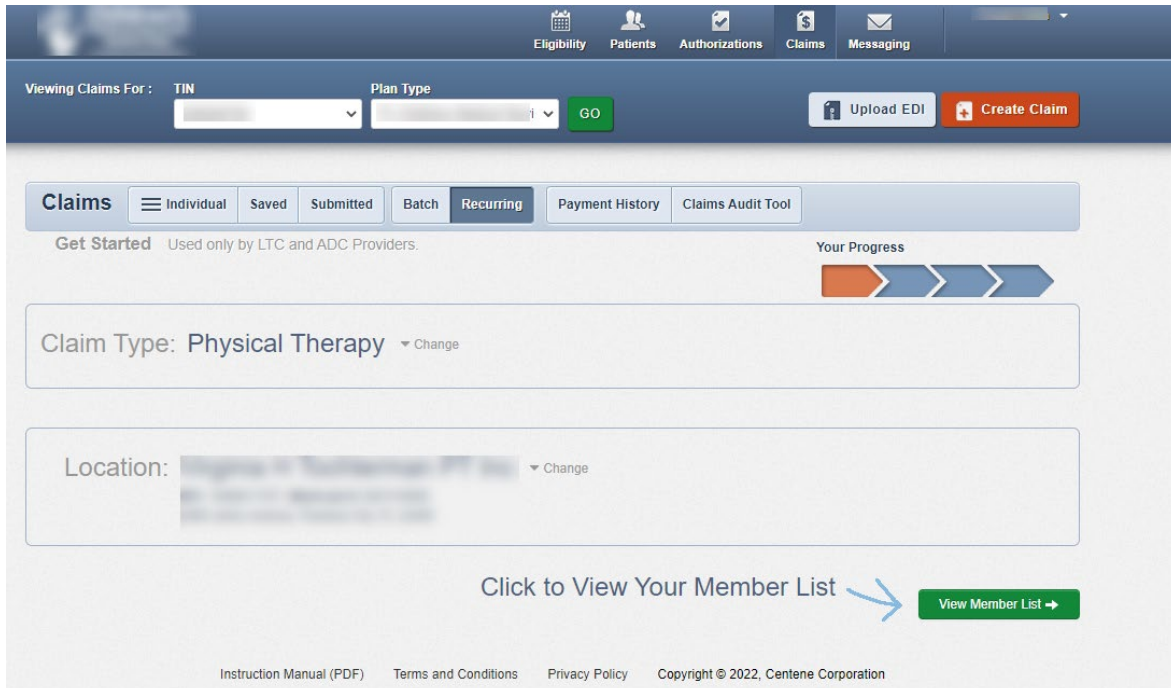
**Service Location** Select the desired service address from the dropdown.  
(Please contact Health Plan if correct location does not appear)



The screenshot shows the 'Claims' section of the system. At the top, there are navigation tabs: Eligibility, Patients, Authorizations, Claims, and Messaging. Below these are filters for 'Viewing Claims For: TIN' and 'Plan Type', with a 'GO' button. To the right are 'Upload EDI' and 'Create Claim' buttons. The main content area has a 'Claims' header with sub-tabs: Individual, Saved, Submitted, Batch, Recurring, Payment History, and Claims Audit Tool. Below this is a 'Get Started' section with a note 'Used only by LTC and ADC Providers.' and a 'Your Progress' indicator with four arrows. The 'Claim Type' is set to 'Physical Therapy'. The 'Location' dropdown is currently empty, and a blue arrow points to it with the text 'Select a Service Location' and 'Choose which location you would like to use with this template.' At the bottom, there are links for 'Instruction Manual (PDF)', 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2022, Centene Corporation'.

## Member List

**View member List** Click to view your member list:



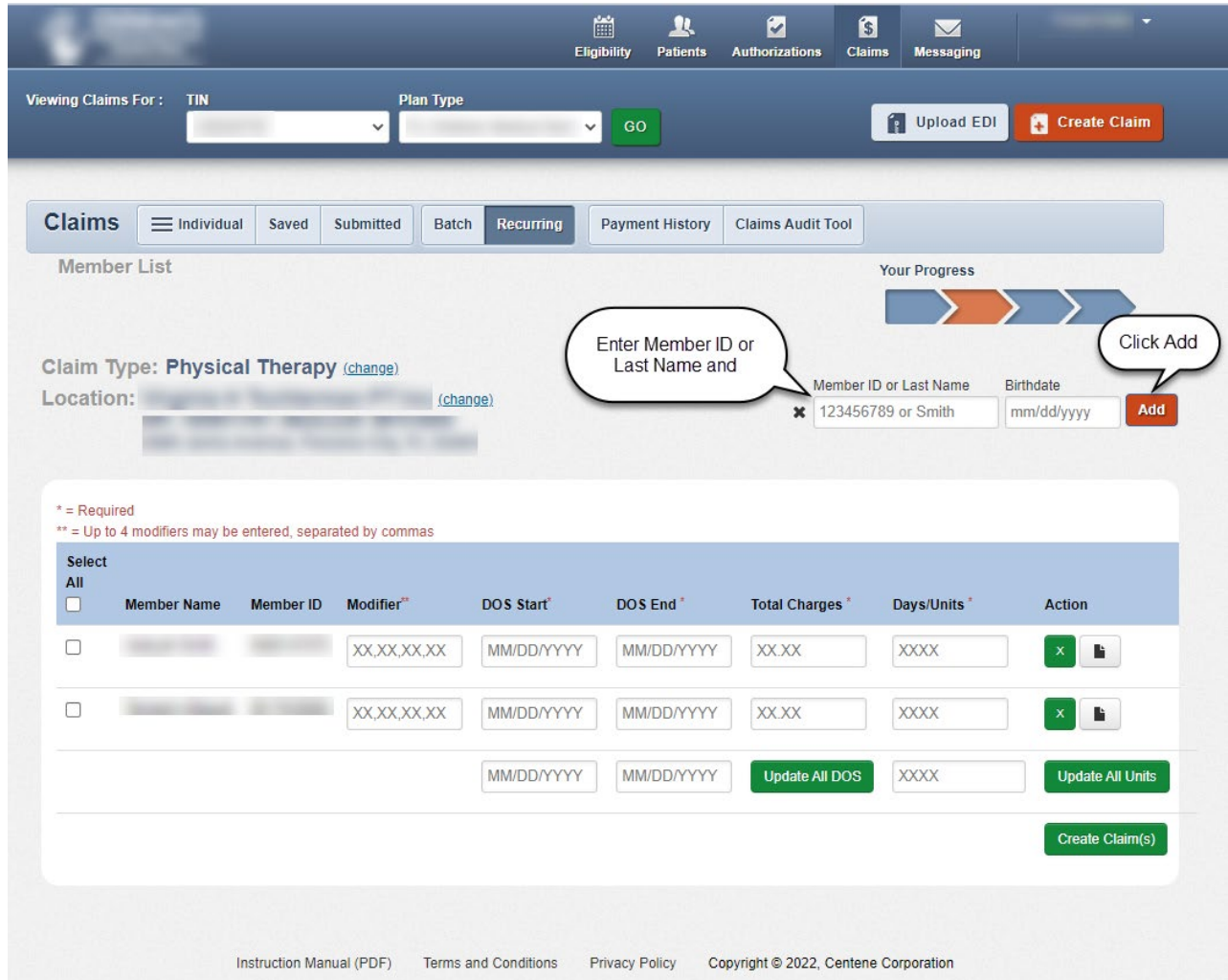
This screenshot is identical to the one above, showing the 'Claims' section. The 'Location' dropdown now contains a blurred list of member addresses. At the bottom of the main content area, there is a green button labeled 'View Member List' with a blue arrow pointing to it. The text 'Click to View Your Member List' is positioned above the button. The footer remains the same with links to 'Instruction Manual (PDF)', 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2022, Centene Corporation'.



Member lists are created using Member (Medicaid) ID or Last Name and Birthdate. The member list only needs to be created once, during your first time using the Claim Submission Wizard.

### Add Member

Enter Member ID or Last Name and Birthdate. Member ID is the Medicaid ID on the member ID card. Click Add Member.



Viewing Claims For : TIN [ ] Plan Type [ ] GO [ ] Upload EDI [ ] Create Claim [ ]

Eligibility Patients Authorizations Claims Messaging

Claims [ ] Individual [ ] Saved [ ] Submitted [ ] Batch [ ] Recurring [ ] Payment History [ ] Claims Audit Tool [ ]

Member List Your Progress [ ] [ ] [ ] [ ]

Claim Type: Physical Therapy [\(change\)](#)

Location: [ ] [\(change\)](#)

Member ID or Last Name: [ 123456789 or Smith ] Birthdate: [ mm/dd/yyyy ] **Add**

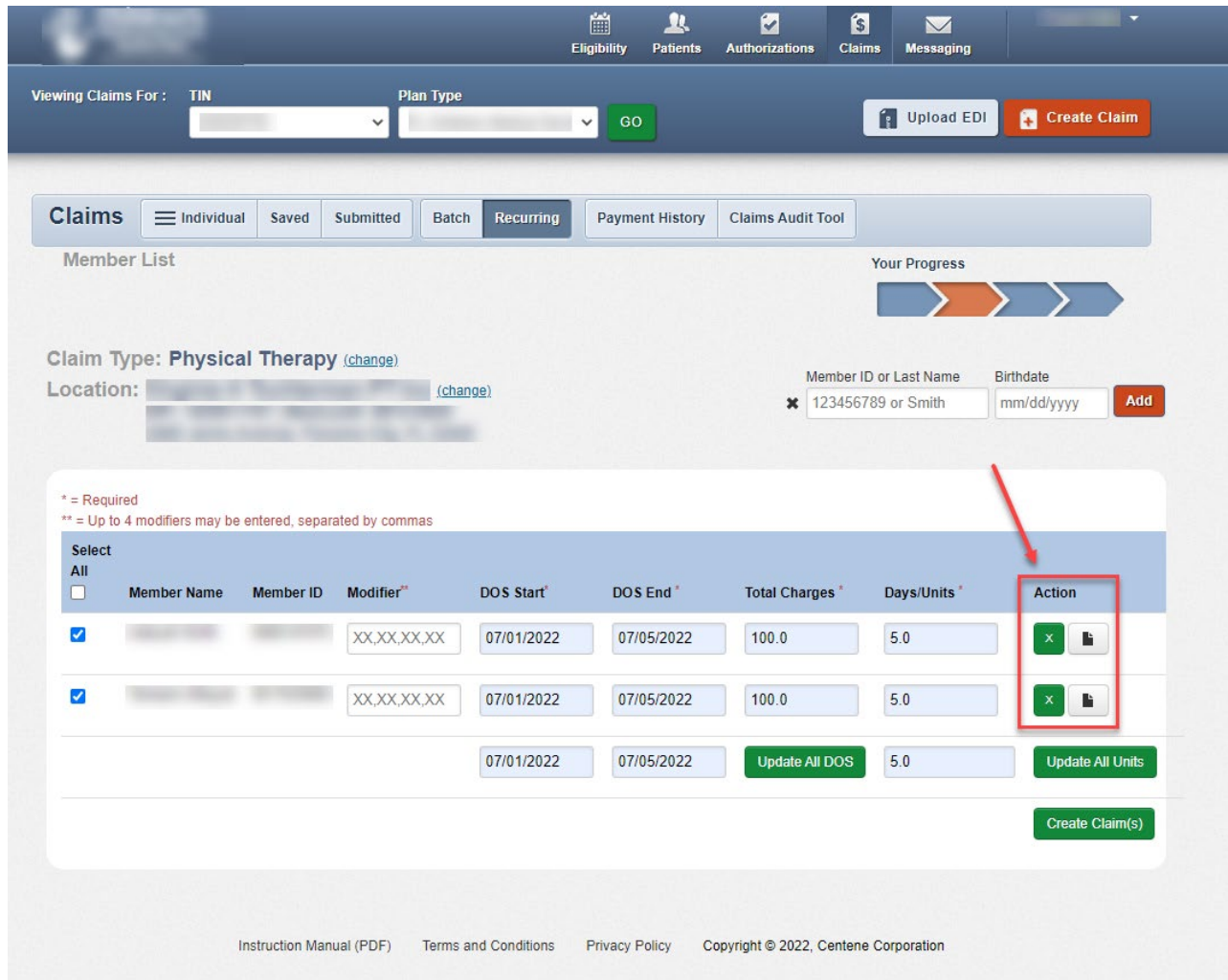
**\* = Required**  
**\*\* = Up to 4 modifiers may be entered, separated by commas**

Select	Member Name	Member ID	Modifier*	DOS Start*	DOS End*	Total Charges*	Days/Units*	Action
<input type="checkbox"/>	[ ]	[ ]	[ XX,XX,XX,XX ]	[ MM/DD/YYYY ]	[ MM/DD/YYYY ]	[ XX.XX ]	[ XXXX ]	[ x ] [ ]
<input type="checkbox"/>	[ ]	[ ]	[ XX,XX,XX,XX ]	[ MM/DD/YYYY ]	[ MM/DD/YYYY ]	[ XX.XX ]	[ XXXX ]	[ x ] [ ]
				[ MM/DD/YYYY ]	[ MM/DD/YYYY ]	[ Update All DOS ]	[ XXXX ]	[ Update All Units ]
[ Create Claim(s) ]								

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You will see "Member Added" message. You can either enter another member or move on to create claim(s).

Under **Actions** click the X to remove the member from your member list.



The screenshot shows the 'Claims' management interface. At the top, there are navigation tabs for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, there are search filters for 'Viewing Claims For' (TIN and Plan Type) and buttons for 'Upload EDI' and 'Create Claim'. The main section is titled 'Claims' and includes sub-tabs for Individual, Saved, Submitted, Batch, Recurring, Payment History, and Claims Audit Tool. A 'Member List' section is visible, along with a 'Your Progress' indicator. The 'Claim Type' is set to 'Physical Therapy' and the 'Location' is also specified. A search form for 'Member ID or Last Name' and 'Birthdate' is present, with an 'Add' button. Below this, a table lists member records. The table has columns for Member Name, Member ID, Modifier, DOS Start, DOS End, Total Charges, and Days/Units. The 'Action' column contains a green 'X' icon and a trash can icon. A red arrow points to the 'X' icon in the first row of the table. Below the table are buttons for 'Update All DOS', 'Update All Units', and 'Create Claim(s)'. At the bottom, there are links for 'Instruction Manual (PDF)', 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2022, Centene Corporation'.

\* = Required  
\*\* = Up to 4 modifiers may be entered, separated by commas

Select	Member Name	Member ID	Modifier**	DOS Start*	DOS End *	Total Charges *	Days/Units *	Action
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	XX,XX,XX,XX	07/01/2022	07/05/2022	100.0	5.0	X [trash]
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	XX,XX,XX,XX	07/01/2022	07/05/2022	100.0	5.0	X [trash]
				07/01/2022	07/05/2022	Update All DOS	5.0	Update All Units
Create Claim(s)								



Member records are listed in alphabetic order by last name. If you are unable to locate a member, double check that the member id and birthdate were entered correctly. If still not found, return to Eligibility Check to verify the members eligibility.



**Note:** To save time, if the DOS Start and DOS End or the Days/Units are the same for all checked members enter the dates at bottom and either click Update All DOS or Update All Units. The Modifier (if required), Total Charges, and Days/Units must be entered for each selected member.

\* = Required  
\*\* = Up to 4 modifiers may be entered, separated by commas

Select	Member Name	Member ID	Modifier**	DOS Start*	DOS End *	Total Charges *	Days/Units *	Action
<input type="checkbox"/>			XX,XX,XX,XX	MM/DD/YYYY	MM/DD/YYYY	XX.XX	XXXX	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>			XX,XX,XX,XX	MM/DD/YYYY	MM/DD/YYYY	XX.XX	XXXX	<input type="checkbox"/> <input type="checkbox"/>
				07/01/2022	07/05/2022	<input type="button" value="Update All DOS"/>	5.0	<input type="button" value="Update All Units"/>
								<input type="button" value="Create Claim(s)"/>

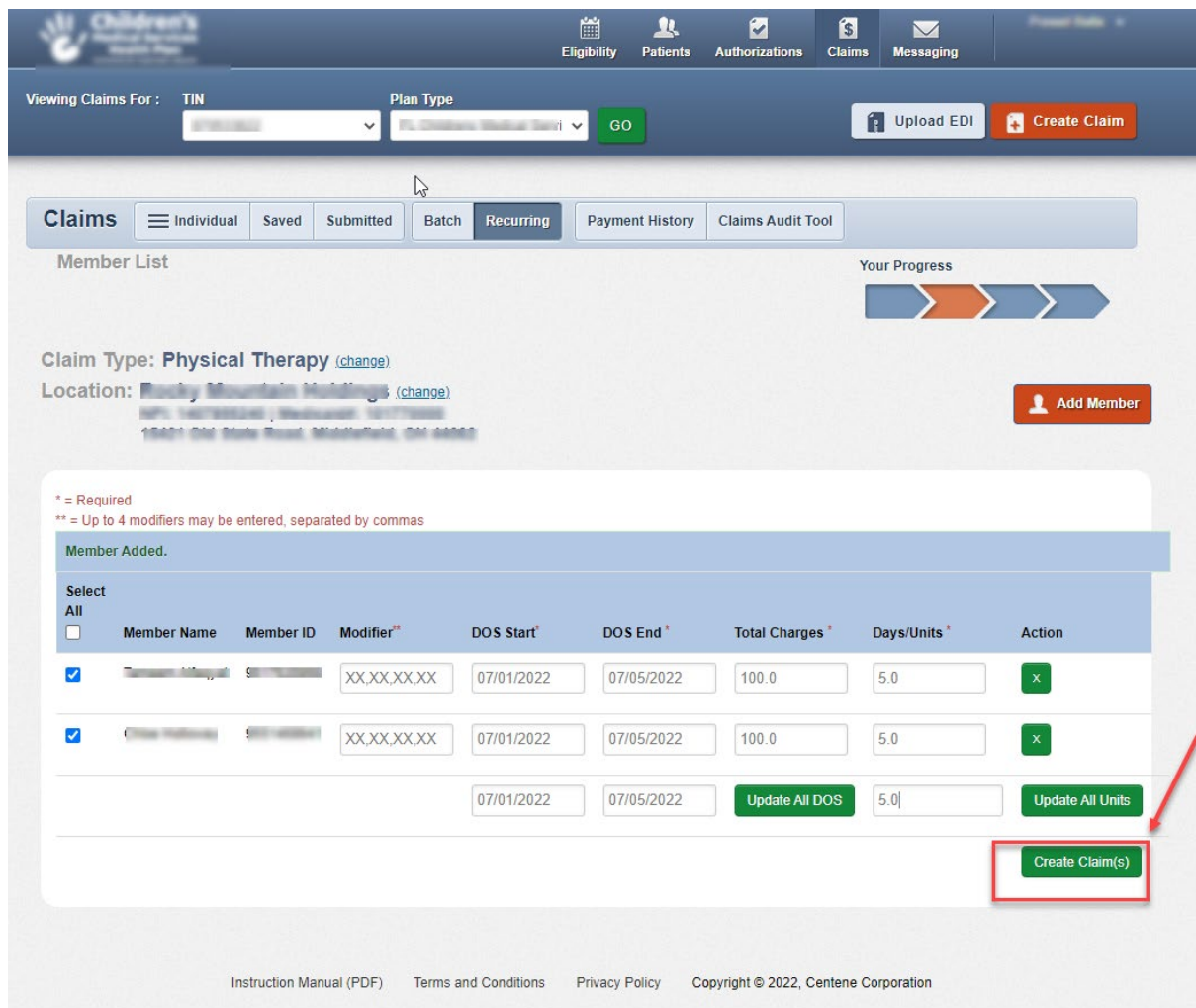
## Create Claim (1500)

Create claim(s) by selecting the appropriate Member(s) or Select All

For each member selected enter the:

- Modifier (if applicable) Up to 4 modifiers may be entered, separated by commas
- DOS Start (First Date of Service)
- DOS End (Last Date of Service)
- Total Charges
- Number Days or Units

After entering all the required information, click **Create Claim(s)**.



Viewing Claims For: TIN [dropdown] Plan Type [dropdown] GO Upload EDI Create Claim

Claims Individual Saved Submitted Batch Recurring Payment History Claims Audit Tool

Member List Your Progress

Claim Type: Physical Therapy (change)  
Location: Rocky Mountain Mountains (change)  
15401 Old State Road, Middleburg, OH 44130 Add Member

\* = Required  
\*\* = Up to 4 modifiers may be entered, separated by commas

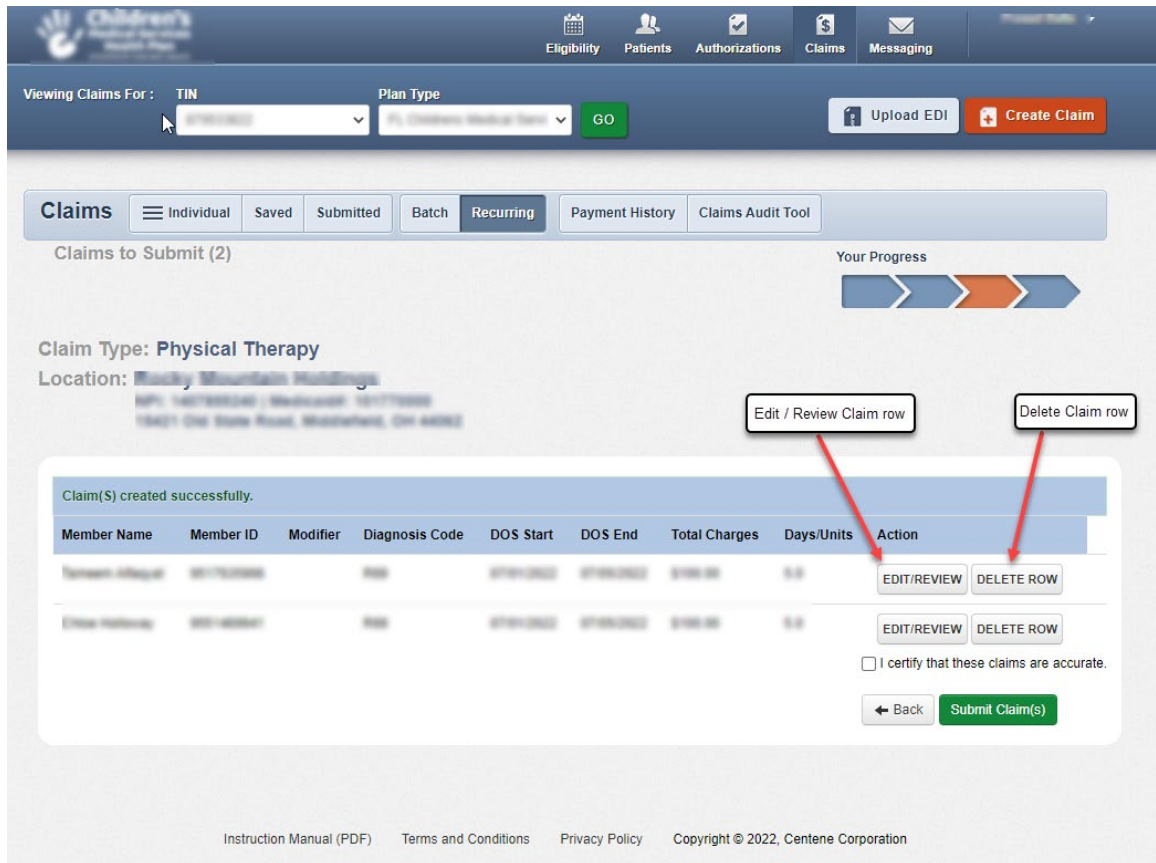
Member Added.

Select	Member Name	Member ID	Modifier**	DOS Start*	DOS End*	Total Charges*	Days/Units*	Action
<input checked="" type="checkbox"/>	[redacted]	[redacted]	XX,XX,XX,XX	07/01/2022	07/05/2022	100.0	5.0	x
<input checked="" type="checkbox"/>	[redacted]	[redacted]	XX,XX,XX,XX	07/01/2022	07/05/2022	100.0	5.0	x
				07/01/2022	07/05/2022	Update All DOS	5.0	Update All Units
								Create Claim(s)

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## Edit/Review

To review click on the action icon eye. You can review the claim or change some fields. Please closely review the Procedure Numbers and Modifiers that are about to be billed for accuracy. Some fields may not allow you to edit. If those fields need to be changed you will need to delete the claim and start over. You can click on the X to delete claim.



The screenshot shows the 'Claims' management interface. At the top, there are navigation tabs for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, there are filters for 'Viewing Claims For' (TIN) and 'Plan Type' (Children's Medical Serv) with a 'GO' button. There are also 'Upload EDI' and 'Create Claim' buttons.

The main section is titled 'Claims' and has sub-tabs for Individual, Saved, Submitted, Batch, Recurring, Payment History, and Claims Audit Tool. The 'Recurring' tab is active, showing 'Claims to Submit (2)'. A progress indicator shows the current step.

Below the progress indicator, the 'Claim Type' is 'Physical Therapy' and the 'Location' is 'Rocky Mountain Holdings'. A table of claims is displayed with the following columns: Member Name, Member ID, Modifier, Diagnosis Code, DOS Start, DOS End, Total Charges, Days/Units, and Action. Two rows of claims are visible, each with 'EDIT/REVIEW' and 'DELETE ROW' buttons. Red arrows point to these buttons from labels 'Edit / Review Claim row' and 'Delete Claim row'.

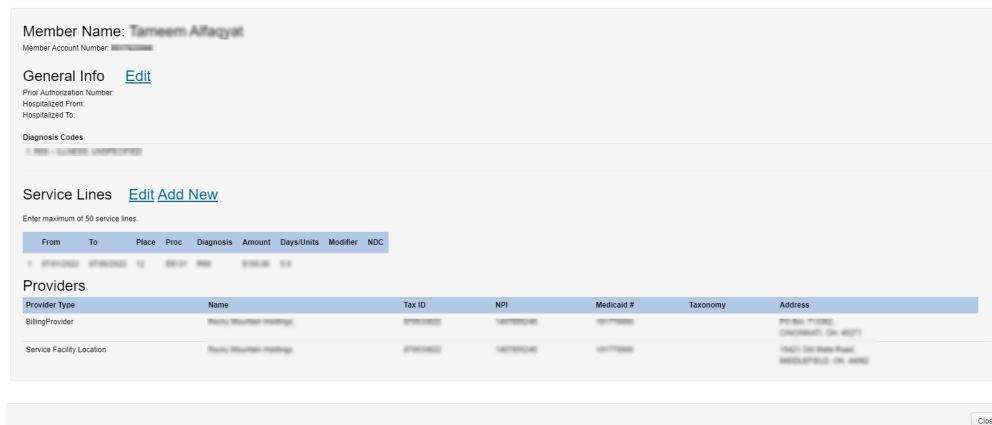
At the bottom of the table, there is a checkbox for 'I certify that these claims are accurate.' and a 'Submit Claim(s)' button. A 'Back' button is also present.

Footer links include: Instruction Manual (PDF), Terms and Conditions, Privacy Policy, and Copyright © 2022, Centene Corporation.

From Review claim, you can Edit or Review the claim information. Edit the existing service line information (diagnosis, place of service, procedure code) or select Add New to add additional service lines to your claims. If correct, click close to go back to submit the claim.

Review Claim:

x



The 'Review Claim' modal window displays the following information:

- Member Name:** Tameem Afzal
- Member Account Number:** [REDACTED]
- General Info:** Edit link. Fields for Prior Authorization Number, Hospitalized From, and Hospitalized To.
- Diagnosis Codes:** I 999 - UNDES UNIFORMED
- Service Lines:** Edit Add New link. Enter maximum of 50 service lines. A table with columns: From, To, Place, Proc, Diagnosis, Amount, Days/Units, Modifier, NDC. One row is visible: 1 07/01/2022 07/01/2022 10 99999 999 0.00 0.0
- Providers:** Table with columns: Provider Type, Name, Tax ID, NPI, Medicaid #, Taxonomy, Address. Two rows are visible: Billing Provider (Rocky Mountain Holdings) and Service Facility Location (Rocky Mountain Holdings).

A 'Close' button is located at the bottom right of the modal.



## Adding Service Lines/Changing claim fields

After creating a claim additional service lines may be added as needed. Click on Action icon after your claim has been successfully created.

From the Review Claim view you can either Edit the existing service line or select Add New to add additional service lines to your claims.

Review Claim:

x

Member Name: **Tameem Afzaqat**  
Member Account Number: [REDACTED]

**General Info** [Edit](#)  
Prior Authorization Number:  
Hospitalized From:  
Hospitalized To:

**Diagnosis Codes**  
1 R69 - LUNGS UNSPECIFIED

**Service Lines** [Edit](#) [Add New](#)  
Enter maximum of 50 service lines.

From	To	Place	Proc	Diagnosis	Amount	Days/Units	Modifier	NDC
1 07/2022	07/2022	12	S9131	R69	\$100.00	0.0		

**Providers**

Provider Type	Name	Tax ID	NPI	Medicaid #	Taxonomy	Address
Billing Provider	Praxis Member Holdings	07090002	1487800000	07090002		1700 BULLY STREET CONCORD, OH 43017
Service Facility Location	Praxis Member Holdings	07090002	1487800000	07090002		1700 BULLY STREET CONCORD, OH 43017

[Close](#)

Enter the new From and To dates, Amount and Days/Units click the green Add button. You can add up to 4 additional lines for a total of 5 lines per claims. If you want to change any of the pre-coded fields you should select Edit after you've added your new service line.

**Service Lines** [Edit](#) [Add New](#)  
Enter maximum of 50 service lines.

\*\* = Up to 4 modifiers may be entered, separated by commas

From MM/DD/YYYY	To MM/DD/YYYY	Place of Service 12	Procedure Code S9131	Diagnosis R69
Amount XX.XX	Days/Units XXXX	Modifier** XX,XX,XX,XX	NDC NDC	

[Close](#) [Add →](#)

Select the Close button once you've completed adding service lines.

## Certify Claim(s)

Once you've completed adding additional service line(s), check certification box and click

Claims Individual Saved Submitted Batch **Recurring** Payment History Claims Audit Tool

Claims to Submit (2) Your Progress

Claim Type: Physical Therapy  
Location: Rocky Mountain Holdings  
NPI: 1407880240 | Medicaid: 101770000  
19021 One Stone Road, Woodland, CA 95692

Claim(S) created successfully.

Member Name	Member ID	Modifier	Diagnosis Code	DOS Start	DOS End	Total Charges	Days/Units	Action
Oliver Holloway	801488841	990		07/01/2022	07/06/2022	\$188.00	5.0	EDIT/REVIEW DELETED ROW
Tanner Abigail	801702000	990		07/01/2022	07/06/2022	\$188.00	5.0	EDIT/REVIEW DELETED ROW

I certify that these claims are accurate.

[← Back](#) [Submit Claim\(s\)](#)

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## Submit claims.



Success! Your claims have been submitted!

Claim Type: Physical Therapy  
Location: Virginia H Tischlerman PT Inc  
NPI: 1008017107 | Medicaid: 807410000  
3880 Jenks Avenue, Panama City, FL 32409

Success! Your claims have been submitted.

Date: 08/02/2022  
Web Reference#: 800303212

Member Name	Member ID	Modifier	DOS Start	DOS End	Total Charges	Days/Units
Oliver Holloway	801488841		07/01/2022	07/06/2022	\$188.00	5.0
Tanner Abigail	801702000		07/01/2022	07/06/2022	\$188.00	5.0

[Submit More Claims](#) [Print](#)

Please note: Claims may take up to 24 hours to be viewable on this site.

## Print submitted claims

Click "Print" to print a copy of the claims submitted including the Web Reference number. Click "Submit More Claims" to return to the claims screen to request a new template or move on to other functions.