How to VOID RFFS Claims  
(updated 4/10/2019)

As a provider of Case Management services managed and paid via eXPRS, it is your responsibility to review your RFFS claims reported on a regular basis to determine if the RFFS claims you have reported are accurate with your records. In some cases, you may need to void a claim that has an incorrect date, Service Coordinator or Personal Agent listed.

Users must have the below roles/permissions to void RFFS claims:

- CDDPs - **CM Encounter Manager**
- Brokerages - **PA Encounter Manager**
- CIIS - **State Kids Svcs CM Encounter Manager or Viewer**
- State Central Office - **State CM/PA Encounter Manager or Viewer**

**To VOID CM RFFS Claims:**

1. Login in to eXPRS. Users must have the appropriate user role/permission and be logged in as their agency’s **Case Management Provider** to do this work.

**CDDPs:**

![CDDP Login Screen]

**Brokerages:**

![Brokerage Login Screen]
CIIS staff:

2. From the left-hand navigation menu, click on **CM/PA TCM BILING → RFFS Claims → VIEW RFFS Claims**.

This will take you to the **Search RFFS Claims** page.

3. Once in the **RFFS Claims Search** page, enter the search of criteria needed to bring back the RFFS claim(s) you need to void.

Key tips to searching for RFFS claims to void are:

- **Search using a specific RFFS claim status, such as approved**. Using a status will activate the action check boxes, allowing you to select multiple claims for voiding, **AND**
- search for claims by service-date range increments. You can do this by entering dates in the “**Effective Date**” and the “**End Date**” windows, or
- search by specific client by entering their prime number in the “**Client Prime**” field.

Click **FIND** to get a list of RFFS claims that meet your criteria.
4. To void specific claim from the list, check the box(es) next to the claim(s) you wish to void & then click VOID at the bottom of the page.

5. You will receive a pop-up confirmation message asking if you really want to void the selected claims. If you do, click OK to confirm.
6. When the void process is completed, you will be taken to a confirmation page showing the results of the action you just took.

7. Once you’ve taken the action needed, close the tab/window (if you opened the RFFS claim in a new tab/window.)

8. Repeat steps #2 & #5 for any other RFFS claims you may need to void.

**IMPORTANT**: You may need to now create and submit a NEW RFFS claim to replace the one you just voided. For example, if you voided an RFFS claim because the Service Coordinator or Personal Agent name listed was incorrect, you will need to now create and submit a new RFFS claim with the correct name. Timeliness of corrections is essential, as you only have 12 months from the date of service to enter a new RFFS claim into the system. Even if you voided an incorrect one, the system sees the corrected RFFS claim as a completely NEW RFFS claim and will apply the 12-month submission timeline restriction.