

# Job Aid: Replacement Claim Guidelines (Professional Claims)



## Overview

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Vaya Health (Vaya) network providers can submit replacement claims through our Provider Portal or via an 837 transaction set. Replacement claims must be submitted within 365 days of the original date of service.

Upon receiving a replacement claim, Vaya will deny the original claim and process the replacement claim according to billing guidelines. Voided claims will be reverted from our system and the original claim payment will be recovered.

This job aid details how providers submit replacement claims to correct or void a professional (CMS-1500) claim.

### Click any section below for details:

- [Section 1: Replacement Claim Submitted via the Provider Portal](#)
- [Section 2: Replacement Claim Submitted via an 837 Transaction Set](#)

## Section 1: Replacement Claim Submitted via the Provider Portal

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### Replacement Claims

In Box 22 on the professional (CMS-1500) claim, enter 7 and the original claim number as the reference number found on the RA where the claim was paid.

### Void Claims

In Box 22 on the professional (CMS-1500) claim, enter 8 and the original claim number as the reference number found on the RA where the claim was paid.

## Section 2: Replacement Claim Submitted via an 837 Transaction Set

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### Replacement Claims

In Loop 2300 (claim segment or fifth element CLM05-03), enter 7 (code for replacement) along with a REF segment with F8 as a reference code identifier and the original claim number found on the RA where the claim was paid.

**Example:** CLM\*01319300001\*500\*\*\*11::7\*Y\*A\*Y\*Y\*\*\*02\*\*\*\*\*N~REF\*F8\*111111~

### Void Claims

In loop 2300 (claim segment or fifth element CLM05-03), enter 8 (code for reversal) along with a REF segment with F8 as a reference code identifier and the original claim number found on the RA where the claim was paid.

**Example:** CLM\*01319300001\*500\*\*\*11::8\*Y\*A\*Y\*Y\*\*\*02\*\*\*\*\*N~REF\*F8\*111111~

Note that resubmission of a corrected claim must include the entire episode of care, not just a single claim line. Upon resubmission, the original claim will be recouped, and the replacement claim will replace the original claim.