**Rebilling Steps for PEFs entered on CMS Portal**

**PEF billed to the wrong Medicaid MCO**

1. On Patient Registration, change the MCO information to the correct MCO and save. Make sure the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and resave. This should change the payor code from the old MCO to the new MCO.
3. Call up AR invoice and transfer charges to new MCO Payor Code*.* **NOTE: When you transfer an AR invoice to a different payor code, the system WILL NOT automatically adjust off the AR invoice that was set up for the wrong MCO. The AR invoice can be adjusted off when doing the transfer or after the transfer has been completed.**
4. Call up CMS1500 for the new MCO payor code, verify the information, update AR invoice number, and then Print for hard copy or Done to send the claim electronically.
5. The next time Medicaid billing runs if you selected Done, the claim will bill out electronically. To verify, review the rebill invoice register for the appropriate MCO.

**PEF billed to Regular Medicaid and needs to bill to a Medicaid MCO**

1. On Patient Registration, add the Medicaid MCO information and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and resave. This should change the payor code from 2 to the appropriate payor code for Medicaid MCO.
3. If an AR invoice was created on Portal for Medicaid, adjust off the payor code 2 AR.
4. PEF should bill out automatically the next time Medicaid/MCO billing runs, every weekend. Since the PEF has not billed out to Medicaid/MCO previously, a new AR invoice will be created for the Medicaid/MCO. No need to complete the CMS1500 for rebilling.

**PEF went to Private pay and needs to bill to Medicaid/MCO**

1. On Patient Registration, add the Medicaid/MCO information and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and resave. This should change the payor code from 1 to the appropriate payor code for Medicaid/MCO.
3. If an AR invoice was created on Portal and the patient does not owe any money for the services received, adjust off the payor code 1 AR created on Portal.
4. PEF should bill out automatically the next time Medicaid/MCO billing runs, every weekend. Since the PEF has not billed out to Medicaid/MCO previously, a new AR invoice will be created for the Medicaid/MCO. No need to complete the CMS1500 for rebilling.

**PEF billed to Medicaid/MCO but denied**

1. On patient registration, verify all information entered is correct and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new one.
2. On Portal, call up the PEF and make any needed corrections and save.
3. Call up the CMS1500 screen to rebill. Select Print for a hard copy of the claim or Done and the claim will rebill electronically.
4. The next time Medicaid billing runs if you selected Done, the claim will bill out electronically. To verify, review the rebill invoice register for the appropriate MCO.

**PEF went to Private pay and needs to bill to Private Insurance**

1. On Patient Registration, add the Private Insurance information and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and resave. This should change the payor code from private pay to payor code 9 for Private Insurance.
3. If a payor code 1 AR invoice was created on Portal and the patient does not owe any money for the services received, make the appropriate adjustments to the AR created on Portal.
4. PEF should bill out automatically the next time Private Insurance billing runs, every weekend. Since the PEF has not billed out to Private Insurance previously, a new AR invoice will be created for Private Insurance. No need to complete the CMS1500 for rebilling.

**PEF billed to Private Insurance but denied**

1. On patient registration, verify all information entered is correct and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and make any needed corrections and save.
3. Call up the CMS1500 screen to rebill. Select Print for a hard copy of the claim or Done and the claim will rebill electronically.
4. The next time Private Insurance billing runs if you selected Done, the claim will bill out electronically. To verify, review the rebill invoice register for the Private Insurance.

**PEF went to Private pay and needs to bill to Medicare**

1. On Patient Registration, add the Medicare information and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and resave. This should change the payor code from private pay to payor code 3 for Medicare.
3. If a payor code 1 AR invoice was created on Portal and the patient does not owe any money for the services received, make the appropriate adjustments to the AR created on Portal.
4. PEF should bill out automatically the next time Medicare billing runs, every weekend. Since the PEF has not billed out to Medicare previously, a new AR invoice will be created for Private Insurance. No need to complete the CMS1500 for rebilling.

**PEF billed to Medicare but denied**

1. On patient registration, verify all information entered is correct and save. Make sure that the visit date is set to the date the patient was seen. You should request to print the PEF label again (NOT a new one), and you don’t have to print it if you don’t need a new PEF label.
2. On Portal, call up the PEF and make any needed corrections and save.
3. Call up the CMS1500 screen to rebill. Select Print for a hard copy of the claim or Done and the claim will rebill electronically.
4. The next time Medicare billing runs if you selected Done, the claim will bill out electronically. To verify, review the rebill invoice register for the Medicare.