



HOW TO RESUBMIT CLAIMS WHERE NO 'RESUBMIT' BUTTON EXISTS

Some claim item decline reasons will not automatically create a 'resubmit' button in the portal. These reasons include:

- Claim was not submitted within required timeframe
- Timeframe between date of referral and date of service exceeds limit for programme
- Invalid QUM claiming period
- No recommendations made
- Incorrect document attached
- Service type not identified
- Claim submitted prior to period end date

If the reason the claim item was declined was a genuine mistake, for example a typing error, you may still be able to resubmit the claim.

To do this:

- Open the original claim template and amend the incorrect information, as per the decline reason.
- Note down the 6CPA number of the declined claim found on the left hand side of the 'Your Claims' section of the portal. This will be a six digit number.
- Select 'New Claim' and continue as if you were submitting a new claim.
- In the 'Claim Reference' section please type 'Resubmission of', followed by the declined 6CPA claim number
- Continue to submit the claim as normal, including uploading the updated claim document.

Please note that failure to identify your claim as a resubmission may result in the claim being declined for not being submitted within the timeframe. Remember that you have 30 days from the day you receive the decline email to resubmit.