



HOW TO RESUBMIT CLAIMS WITH THE 'RESUBMIT' BUTTON

Most declined claims/items can now be resubmitted easily within the 6CPA Registration and Claiming Portal.

Under the 'Your Claims' tab in the 6CPA Portal a new 'Resubmit' action will appear for both whole claims that have been declined and services that have been declined within a paid claim. This action will be available for 30 days from the declined claim notification as per the relevant Programme Specific Guidelines.

If a service(s) within a paid claim was declined, the claim resubmission page will pre-populate with information from the previous claim and the declined service(s). You will be able to easily update the declined service(s) details with the correct information and simply resubmit the claim. No documents are required to be uploaded for this process.

If a whole claim is declined, the claim resubmission page will pre-populate with information from the previous claim and provide you with the ability to upload the amended claim template and simply resubmit the claim. The amended claim template must be uploaded in this case.

As per all other claim submissions, please ensure that the claim has moved into the correct status once you have amended it and that you have received an email from us confirming that your claim has been submitted.

