

## Rejected or Returned Claims

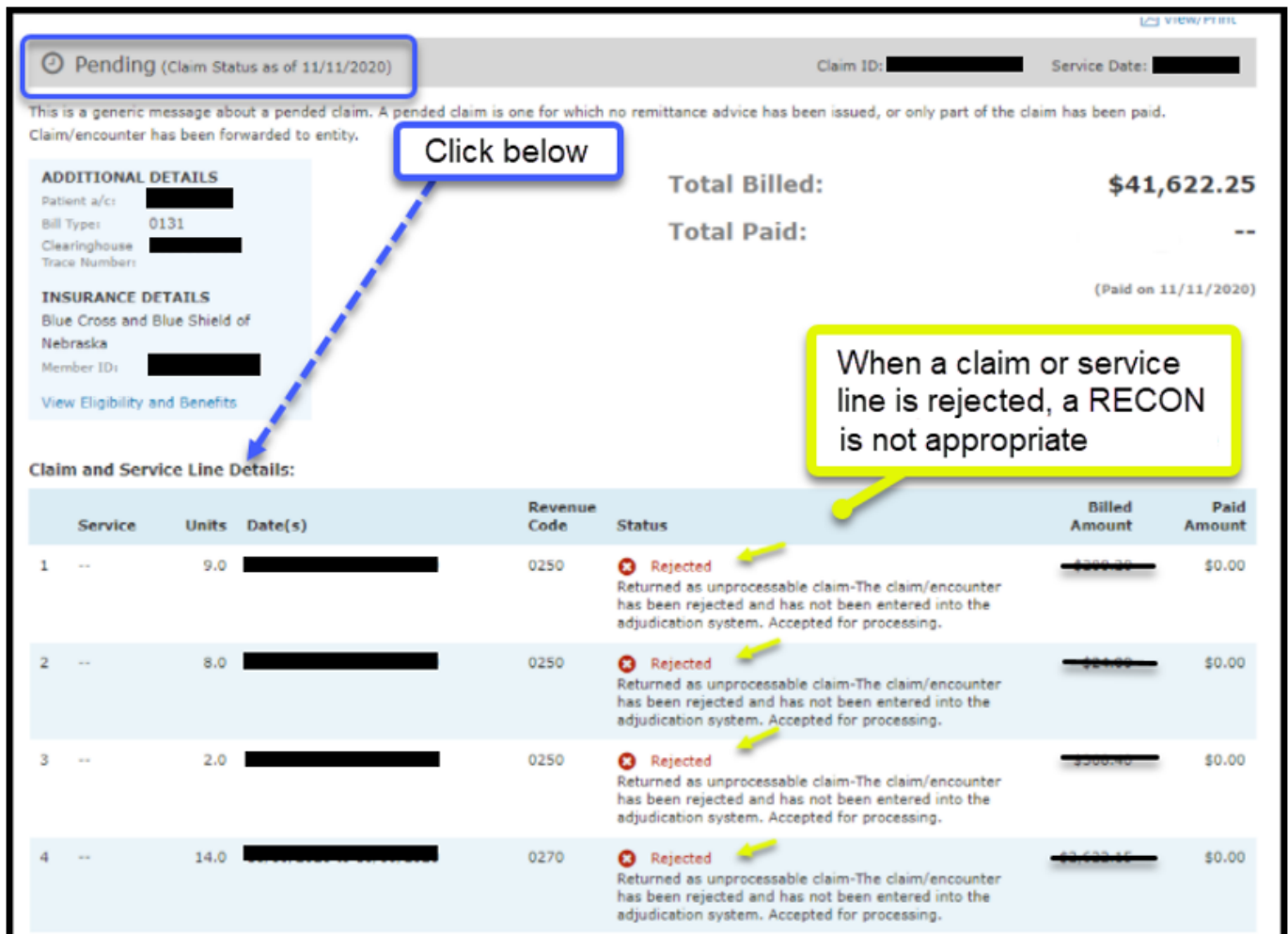
Did you know you can use NaviNet to check the status of a claim?

### How do I check claim status?

- Enter the claim number on NaviNet
- This will show the status of the claim (the below example shows “Pending”)
- Click on the **Claim and Service Line Details**; this shows the rejected lines
- Rejected or Returned claims are not eligible for a RECON

### How do I submit a new claim?

- Review the letter returned with the claim
- Make the necessary corrections and resubmit within the timely filing period
- Do not enter a 7 or 8 when resubmitting the claim, the initial claim was rejected therefore never processed
- Instead submit as a NEW claim once corrections have been made



**Pending (Claim Status as of 11/11/2020)** Claim ID: [REDACTED] Service Date: [REDACTED]

This is a generic message about a pended claim. A pended claim is one for which no remittance advice has been issued, or only part of the claim has been paid. Claim/encounter has been forwarded to entity.

**Click below**

**ADDITIONAL DETAILS**  
 Patient a/c: [REDACTED]  
 Bill Type: 0131  
 Clearinghouse [REDACTED]  
 Trace Numbers: [REDACTED]

**INSURANCE DETAILS**  
 Blue Cross and Blue Shield of Nebraska  
 Member ID: [REDACTED]  
[View Eligibility and Benefits](#)

**Total Billed:** \$41,622.25  
**Total Paid:** --  
 (Paid on 11/11/2020)

**Claim and Service Line Details:**

Service	Units	Date(s)	Revenue Code	Status	Billed Amount	Paid Amount
1 --	9.0	[REDACTED]	0250	<b>Rejected</b> Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system. Accepted for processing.	<del>3699.00</del>	\$0.00
2 --	8.0	[REDACTED]	0250	<b>Rejected</b> Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system. Accepted for processing.	<del>3240.00</del>	\$0.00
3 --	2.0	[REDACTED]	0250	<b>Rejected</b> Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system. Accepted for processing.	<del>2000.00</del>	\$0.00
4 --	14.0	[REDACTED]	0270	<b>Rejected</b> Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system. Accepted for processing.	<del>12,183.25</del>	\$0.00

**When a claim or service line is rejected, a RECON is not appropriate**