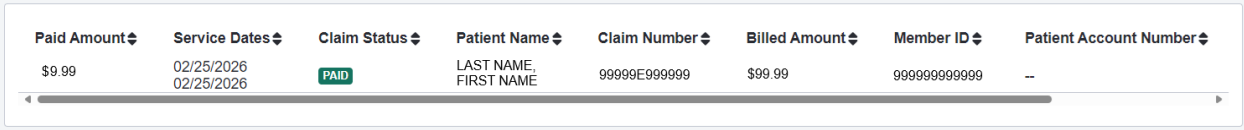
Overview of claim corrections process via Availity Essentials

Availity Essential claim corrections process

Effective November 16, 2026, providers can submit corrected Medicaid and Dual Eligible Special Needs (DSNP) claims through the Availity Essentials provider portal. A corrected claim is a complete replacement of a previously submitted claim utilizing the Frequency Type of 7 – Replacement of Prior Claim.

In the Claim Status application, submit an inquiry for the claim you want to correct and select the claim in the search results.



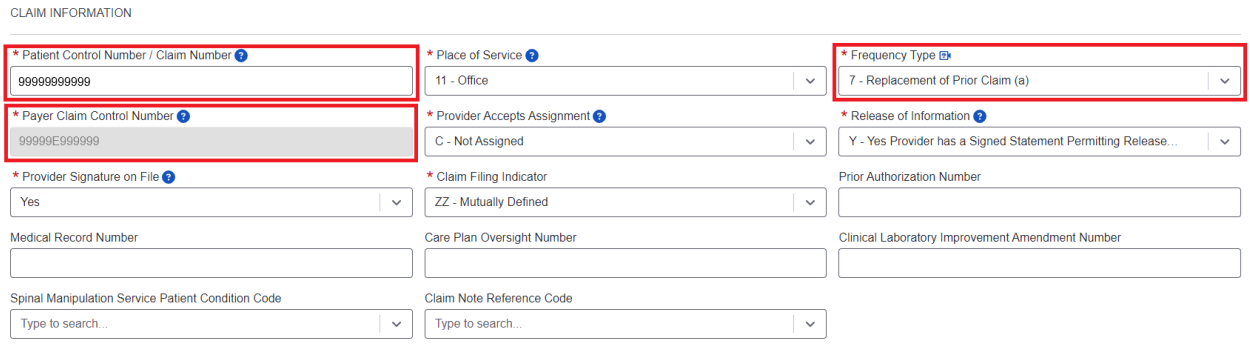
Paid Amount	Service Dates	Claim Status	Patient Name	Claim Number	Billed Amount	Member ID	Patient Account Number
$9.99	02/25/2026 02/25/2026	PAID	LAST NAME, FIRST NAME	99999E999999	$99.99	999999999999	--

On the Claim Status results page, select **Correct this Claim**. If the **Correct this Claim** button does not display, the claim cannot be corrected using this option.



The user would be navigated to the Claims & Encounters application with the original Claim information pre-populated. Make any necessary changes on this page.

Note: In the Claim Information section, the Patient Control Number/Claim Number of the replacement Claim should remain the same as the Patient Control Number on the original Claim for successful downstream processing. The Payer Claim Control Number field will be pre-populated with the Claim ID of the original Claim and disabled for modification.



Claim corrections FAQ

Can a provider submit a corrected claim in Availity?
Effective November 16, 2026, providers can submit Medicaid and Dual Eligible Special Needs (DSNP) corrected claims through the Availity Essentials provider portal. Please continue to use the current correction process for commercial claims.

What is a corrected claim?
A corrected claim is a complete replacement of a previously submitted claim that requires changes such as updates to diagnosis codes, procedure codes, modifiers, and charges.

What Frequency Types are eligible for the corrected claim submissions?
Frequency Type of 7-Replacement of prior claim is eligible.

Does timely filing apply to corrected claims?
Yes, Corrected claims must be submitted within the original timely filing limit.

Why don't I see the "Correct this Claim" button?
If you don't see the **Correct this Claim** button within the Claim Status results screen, it is because the claim is not eligible for a correction.

What makes a claim eligible to be corrected in Availity Essentials?

- The claim has not been adjusted.
- The claim has not been reversed.
- The claim was submitted electronically.
- The claim status is in a PAID or DENIED status.
- Timely filing rules apply.

Why can't I update the Payer Claim Control Number?
This number is disabled by Availity and will be pre-populated with the original claim number when submitted to Sentara Health Plans. This will ensure the correction submission attaches to the original claim.