

# **MCR-The Telephone Reopening Unit Can Help You with Reopenings for Minor Claim Denials**

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**October 16, 2019**

Providers may request a reopening of an original claim processing decision by contacting the TRU. TRU representatives will reopen claims to correct minor, uncomplicated, provider or carrier clerical errors or omissions.

## ***These Issues are Handled by the TRU:***

- ⇒ Assignment of claims (carrier errors only)
- ⇒ CLIA certification denials
- ⇒ Adding or changing order/referring/supervising physician (refer to the Medicare Part B 101 Manual, Ordering and Referring for instructions on how to enter the information on the claim)
- ⇒ **Newly Added - Add/change rendering provider**
- ⇒ **Newly Added - POS changes**
- ⇒ Duplicate denials
- ⇒ MA plan denials (clinical trial or hospice related only)
- ⇒ Modifier GV and GW
- ⇒ Fee schedule incorrect
- ⇒ HIC/MBI corrections (carrier error only)
- ⇒ MSP – Medicare now primary
- ⇒ Patient paid amount (carrier error only)

**Note:** MSP claims can only be processed within one year from the date of denial or payment.

**Exception:** If Medicaid or another government entity paid in error, please submit a written request.