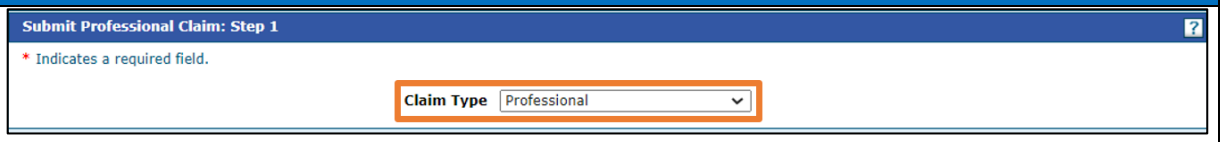
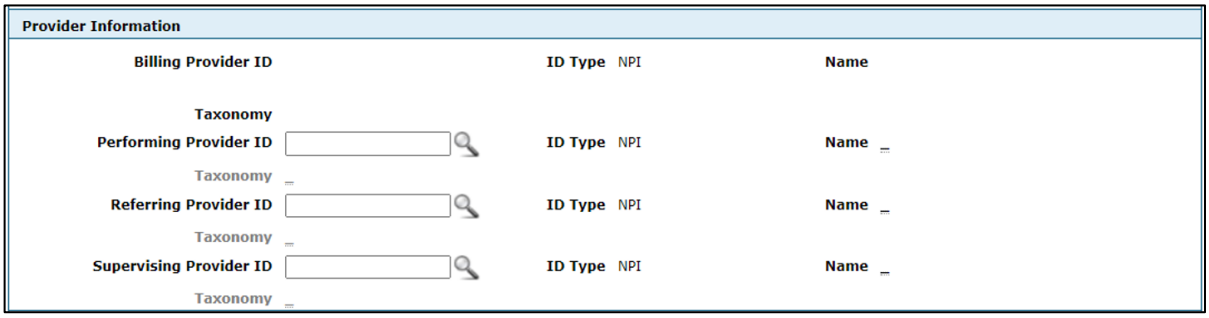
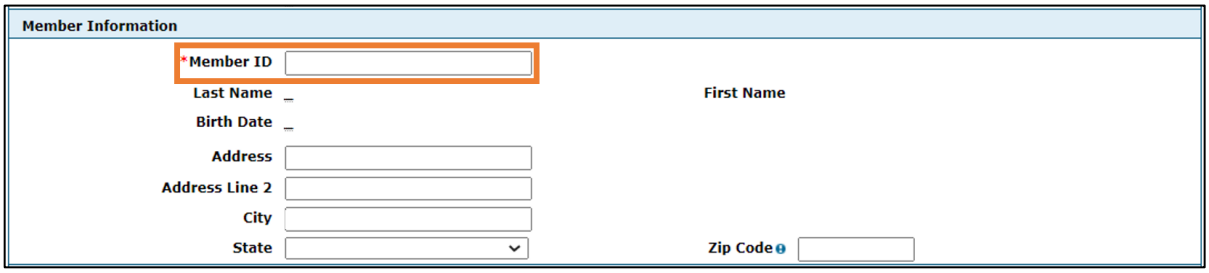
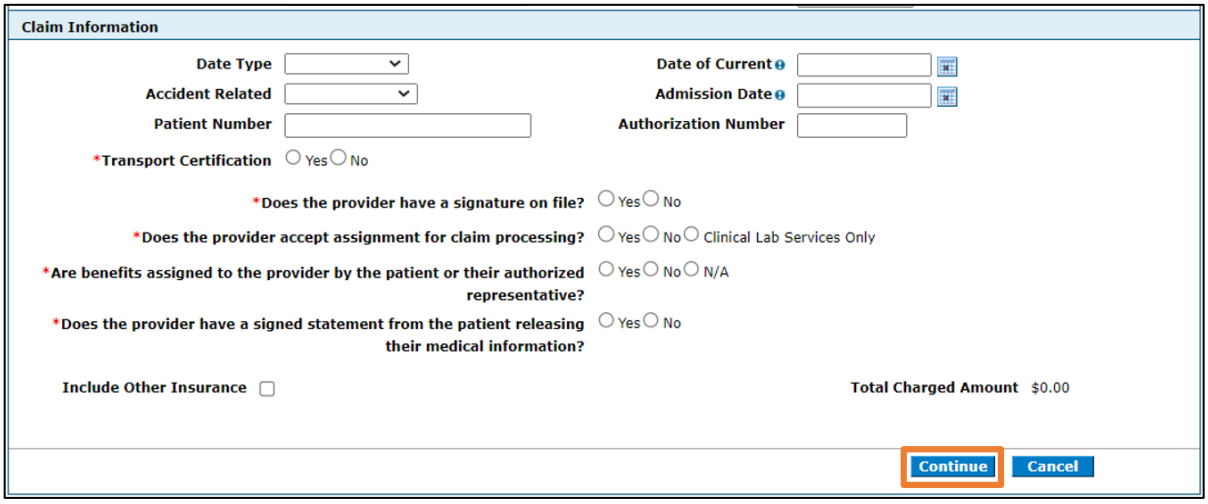
Job Aid

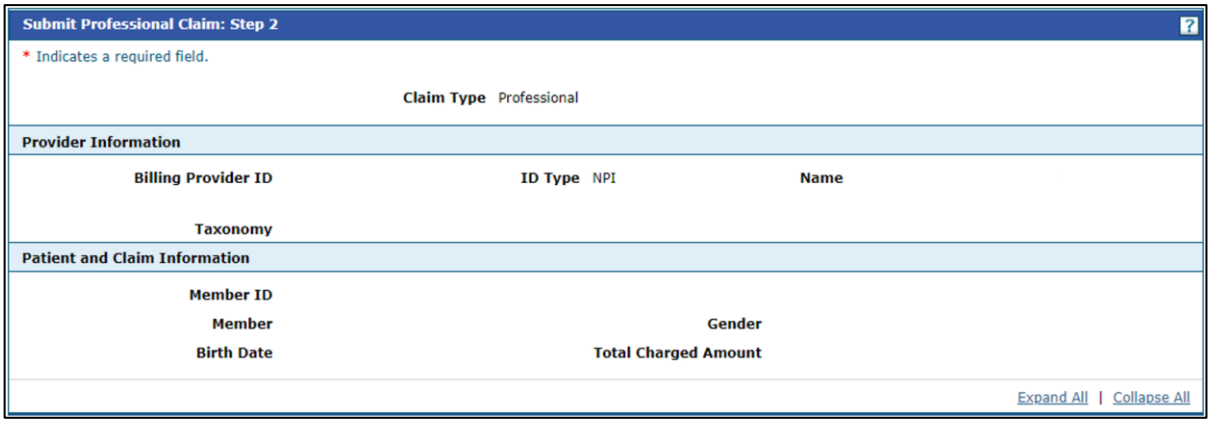
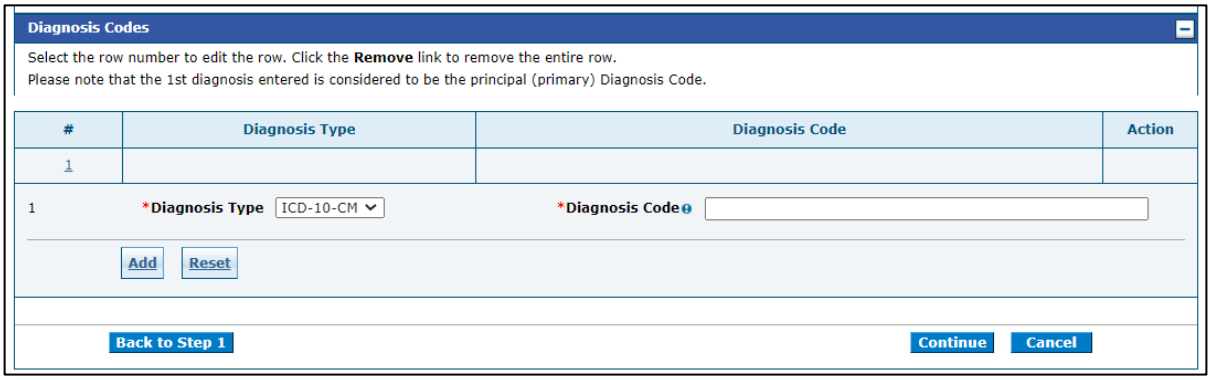
Professional Claim Submission

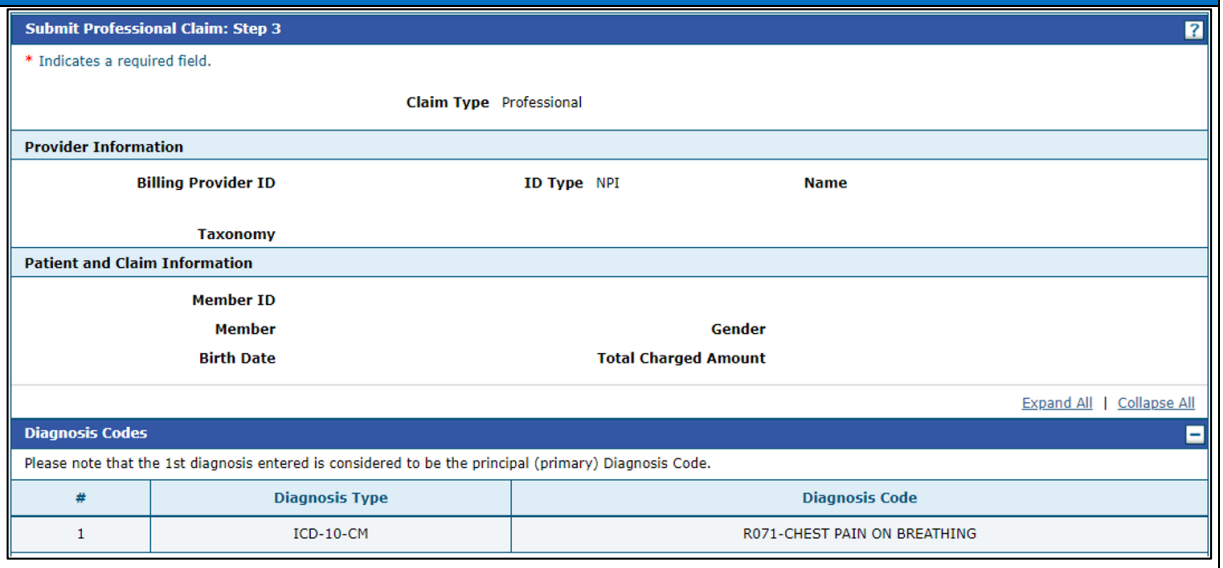
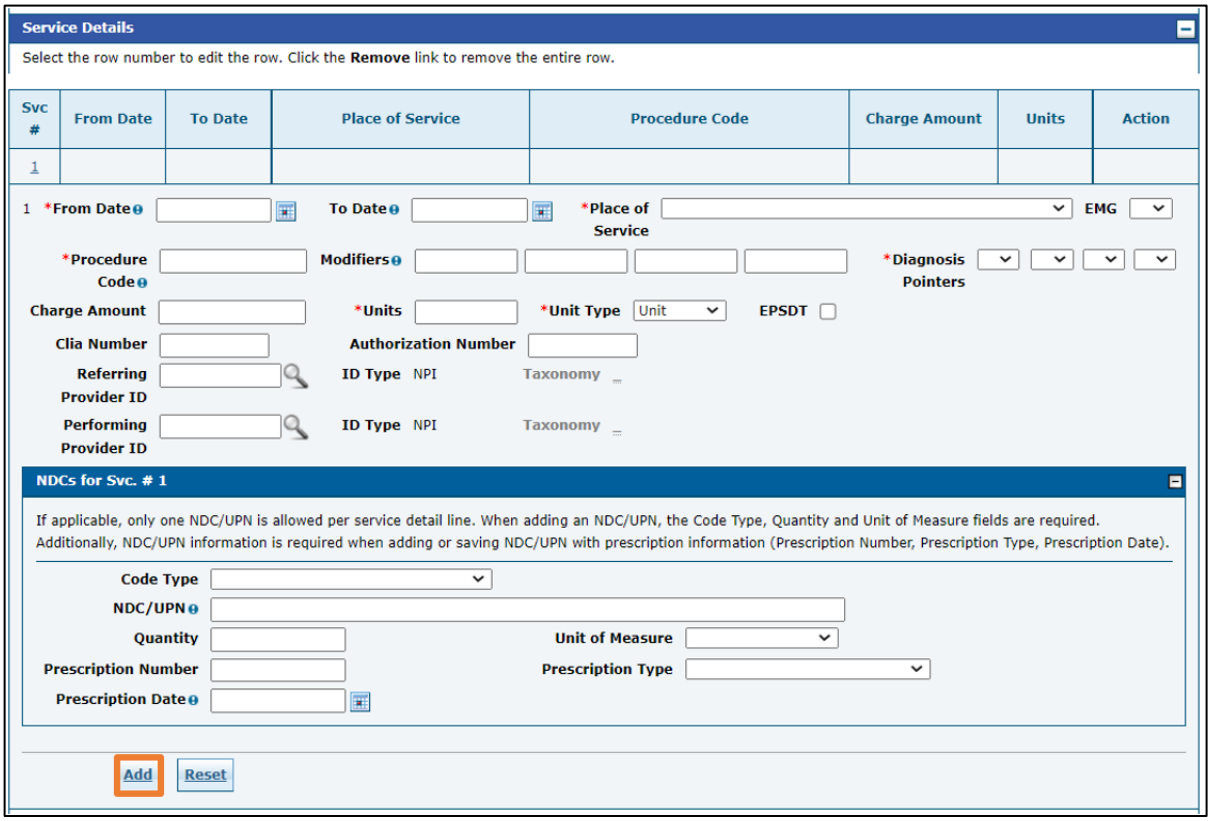
This job aid provides step-by-step instructions on how to submit a Professional Claim in the MESA portal. Please thoroughly read and follow all directions.

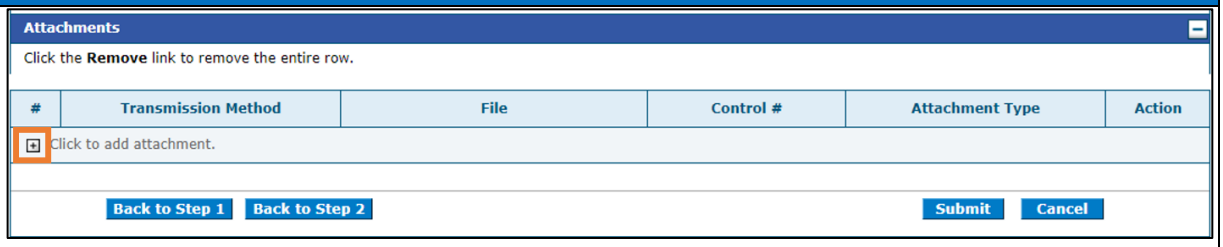
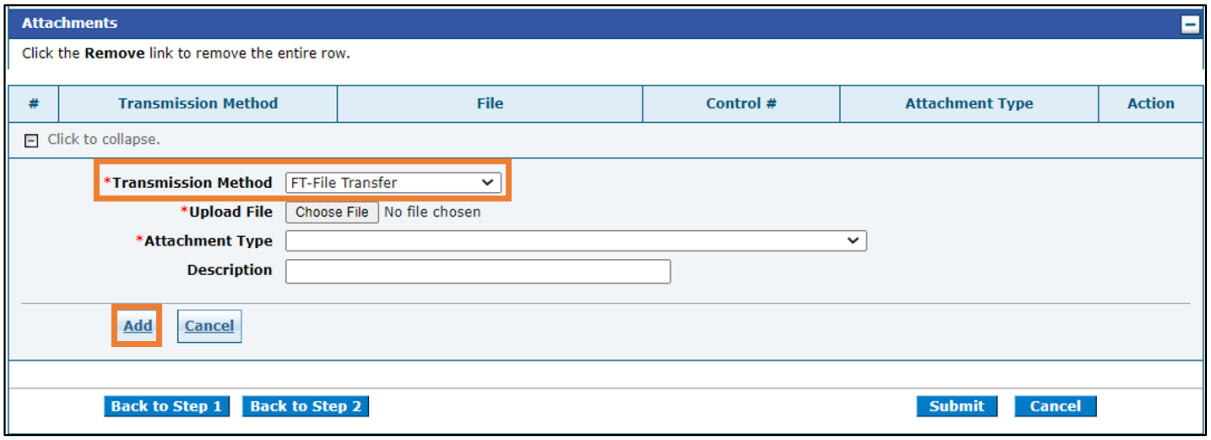
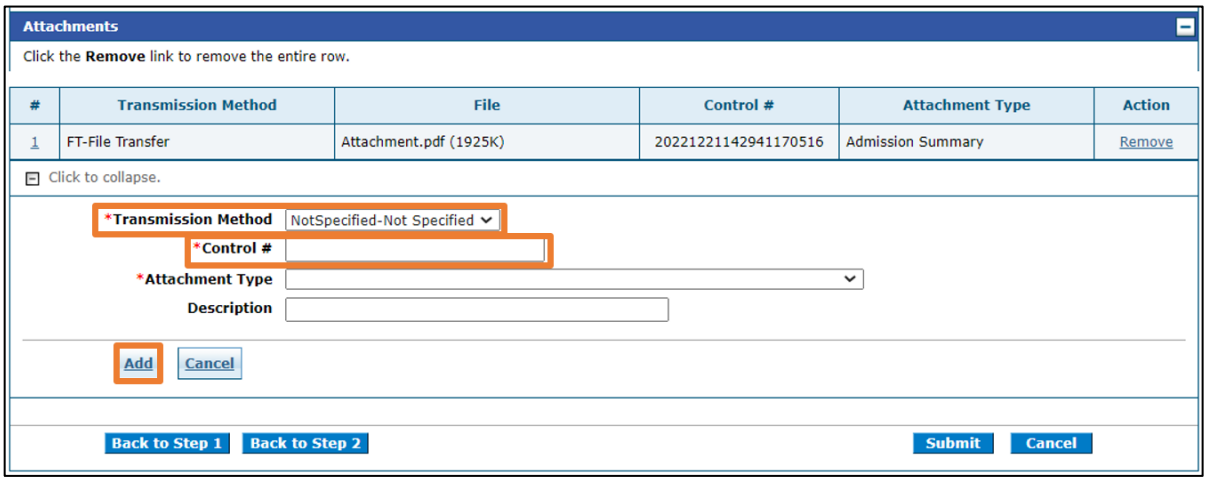
Review the Steps to Submit a Professional Claim

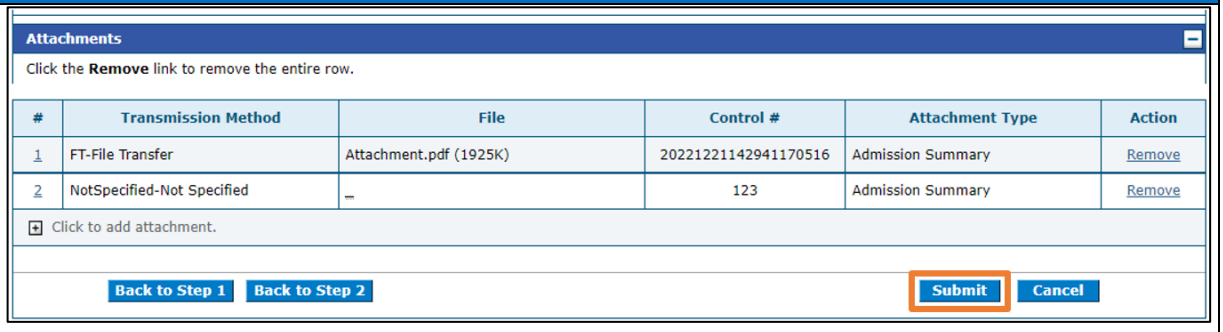
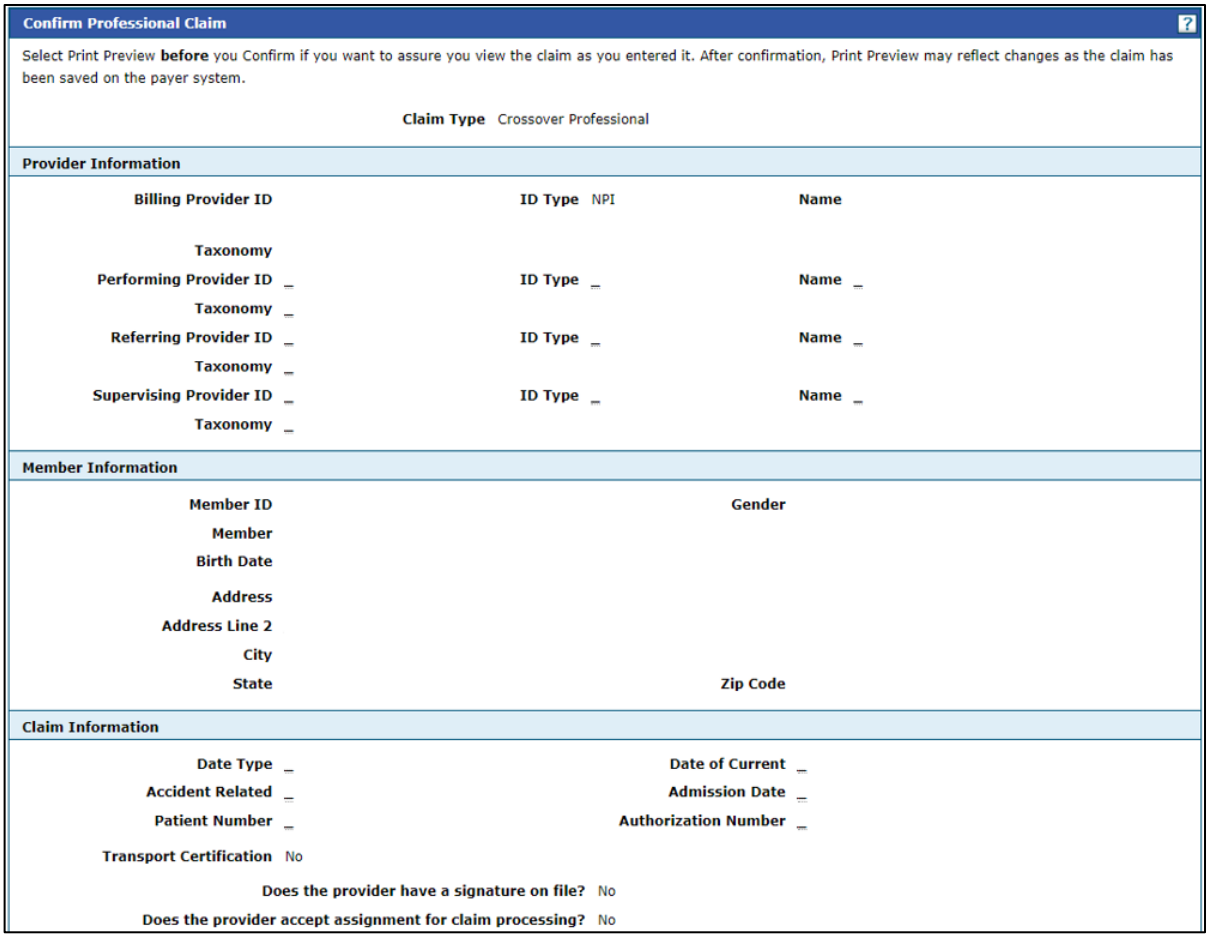
Steps	Description
Step 1	Login to the Portal. The **Portal Home** screen Displays. 
Step 2	The following steps will review how to submit a Professional Claim in MESA: Hover over the **Claims** tab on the menu bar. A list of claim types displays below. ○ Select **Submit Claim Prof.** 
Step 3	The Portal displays the “Submit Professional Claim: Step 1” page. ○ Select **Claim Type** Professional.

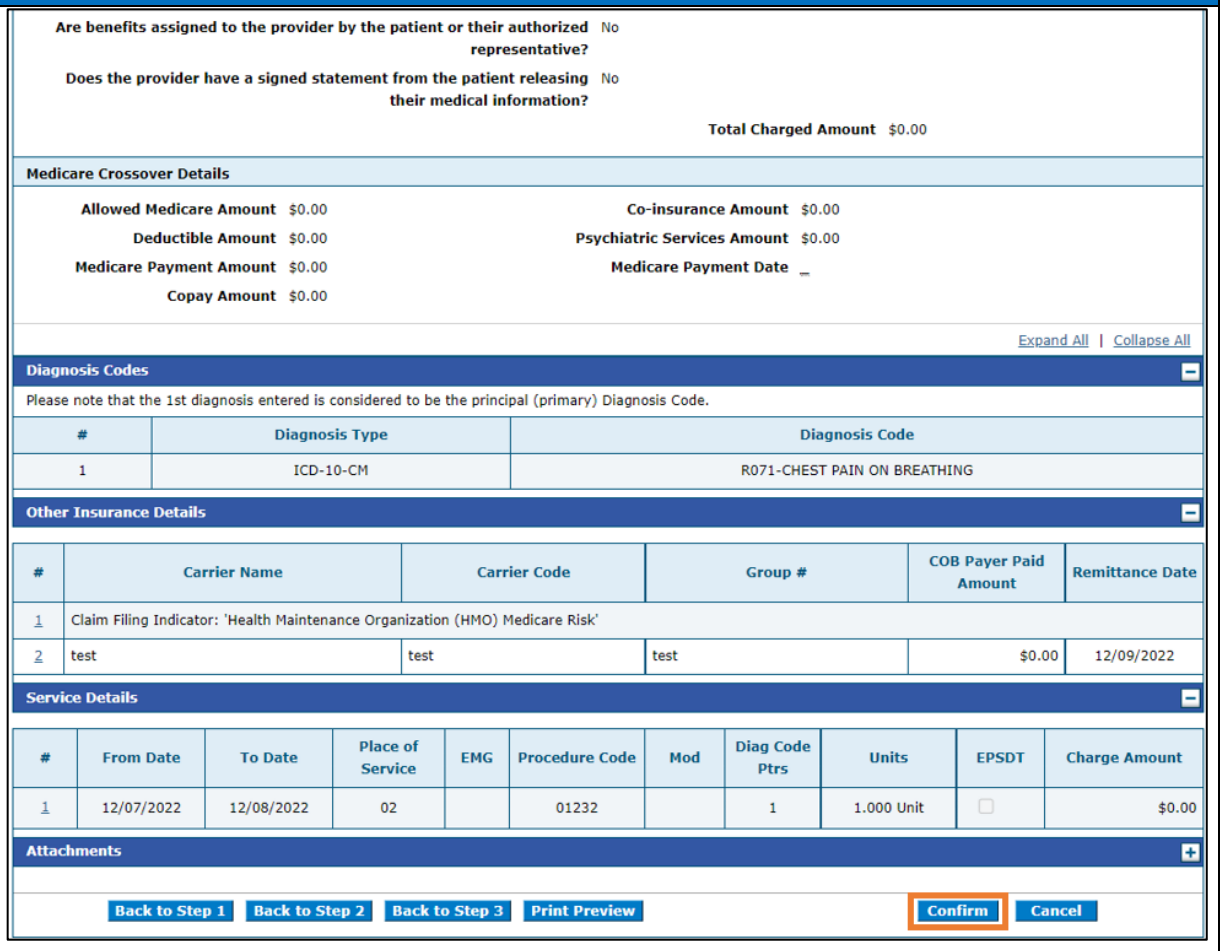
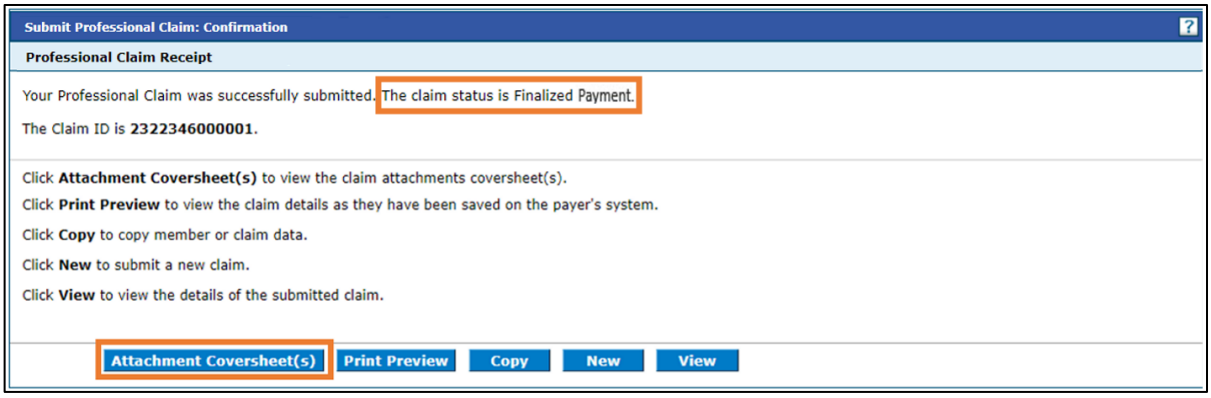
Steps	Description
	
Step 4	• Complete the **Provider Information** section. NOTE: There will be information already generated in this section. Complete additional fields if applicable to the claim being submitted. 
Step 5	• Complete the **Member Information** section. NOTE: Once the Member ID is entered, the system will generate the remaining fields in this section. Verify the fields populate correctly. 
Step 6	• Complete the **Claim Information** section. • Once complete, review the information entered on this page and select **Continue.** NOTE: Everything with a red asterisk * must be completed. 

Steps	Description
Step 7	The Portal displays the “Submit Professional Claim: Step 2” page. The previous information that was entered in step 1 will display at the top of the page in step 2. • Review the previously submitted information and scroll down. 
Step 8	• Enter the **Diagnosis Code** then select **Add**. • Once complete, review the information entered on this page and select **Continue**. NOTE: Everything with a red asterisk * must be completed if the section is applicable to the claim. 
Step 9	The Portal displays the “Submit Professional Claim”: Step 3 page. The previous information that was entered in step 1 and step 2 is displayed at the top of the page on step 3. Scroll down to view the additional sections on this page. NOTE: Select the plus and minus for each section to expand and collapse.

Steps	Description
	
Step 10	• Fill out the required information for the **Service Details** section. ○ Complete the **NDCs for Svc. #1** panel if applicable. • Once all information has been completed, select **Add**. 
Step 11	• Select the **plus sign** in the Attachments section to submit an attachment with the claim.

Steps	Description
	
Step 12	• Select FT-File Transfer or NotSpecified-Not Specified from the **Transmission Method** dropdown. This selection affects the fields that display. • Complete the additional required fields for this section and select **Add**. NOTE: Everything with a red asterisk * must be completed if the section is applicable to the claim.  If NotSpecified-Not Specified was selected for the Transmission Method, an Attachment Control Number (ACN) must be added in the Control # field. NOTE: A unique Attachment Control Number (ACN) must be created for each claim if NotSpecified-Not Specified is selected as the Transmission Method. In addition, a Claim Attachment Form must accompany each Explanation of Medicaid Benefits (EOMB) and must identify the Provider's NPI and ACN as it was entered in the Attachments section**. The Claim Attachment Form is located at: Forms - Mississippi Division of Medicaid.** 
Step 13	The attachments display in the Attachments section. Review the information entered for Step 3 and select **Submit**.

Steps	Description
	
Step 14	The Portal displays the **Confirm Professional Claim** page. Review all the information entered for this claim. Select the plus and minus to expand and collapse each section. Expand All and Collapse All to expand and collapse all the sections at once. At the bottom of the page, select Back to Step 1, 2, or 3 to go back and edit the information entered for this claim. ○ Once reviewing the claims information entered has been completed, select **Confirm** to confirm the claim submission. 

Steps	Description
	
Step 15	The Portal returns the **Submit Professional Claim: Confirmation** page. NOTE: The confirmation page displays. ALL Crossover claims go to a PENDING status to verify the EOMB. NOTE: If the claim has an attachment with a not-specified transmission method then the Confirmation page has an Attachments Coversheet(s) button for the cover page. NOTE: It is required to mail the attachment after submitting the claim when a not-specified value is selected for the transmission method. 

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	12/30/2022	Gainwell	Initial publication
1.1	6/2/2023	Gainwell	Updated providers display to show CCO information based on CR1925.