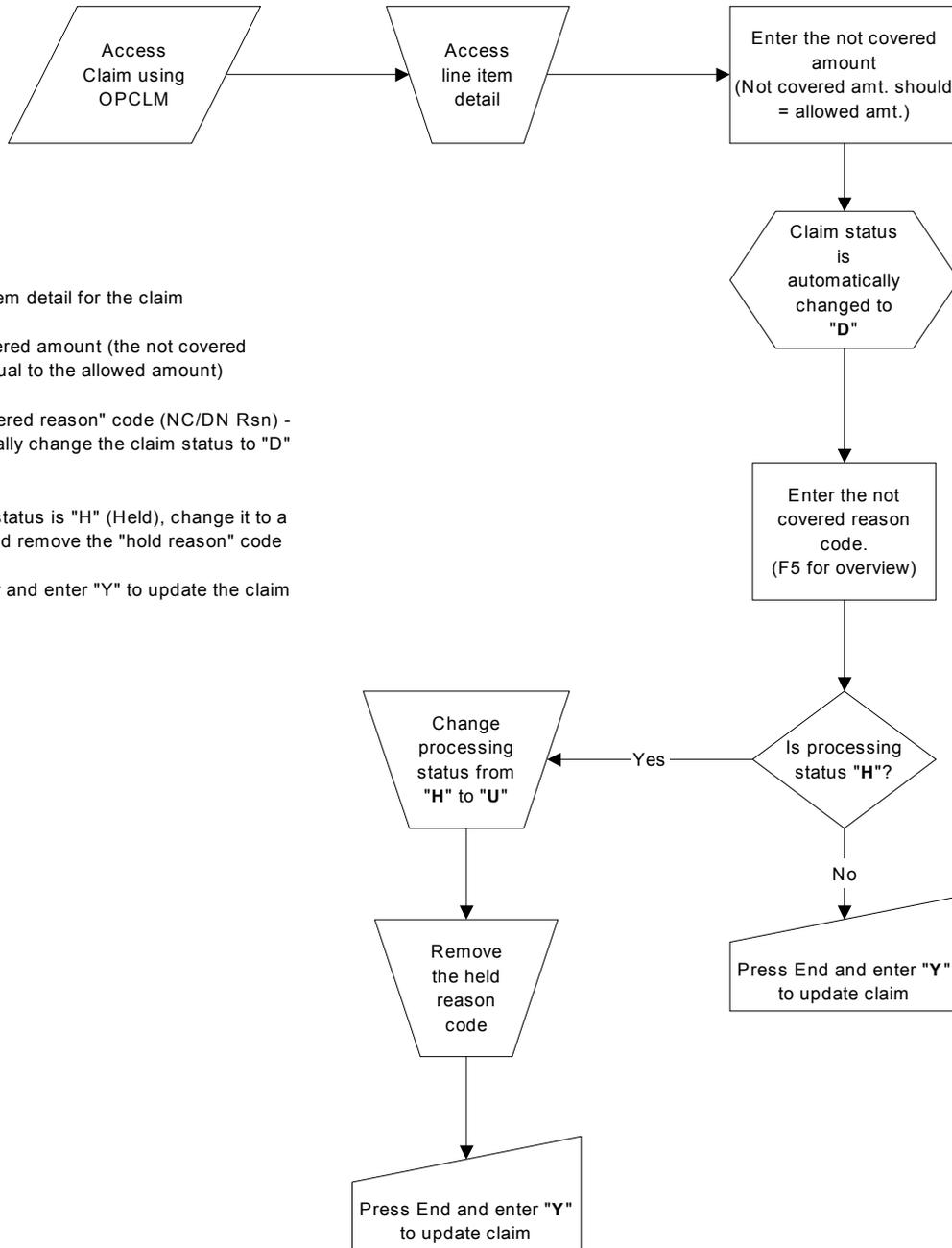


## Denying a Claim



1. Access the line item detail for the claim
2. Enter the not covered amount (the not covered amount should equal to the allowed amount)
3. Enter the "not covered reason" code (NC/DN Rsn) - this will automatically change the claim status to "D" (Denied)
4. If the processing status is "H" (Held), change it to a "U" (Unposted) and remove the "hold reason" code
5. Press the End key and enter "Y" to update the claim