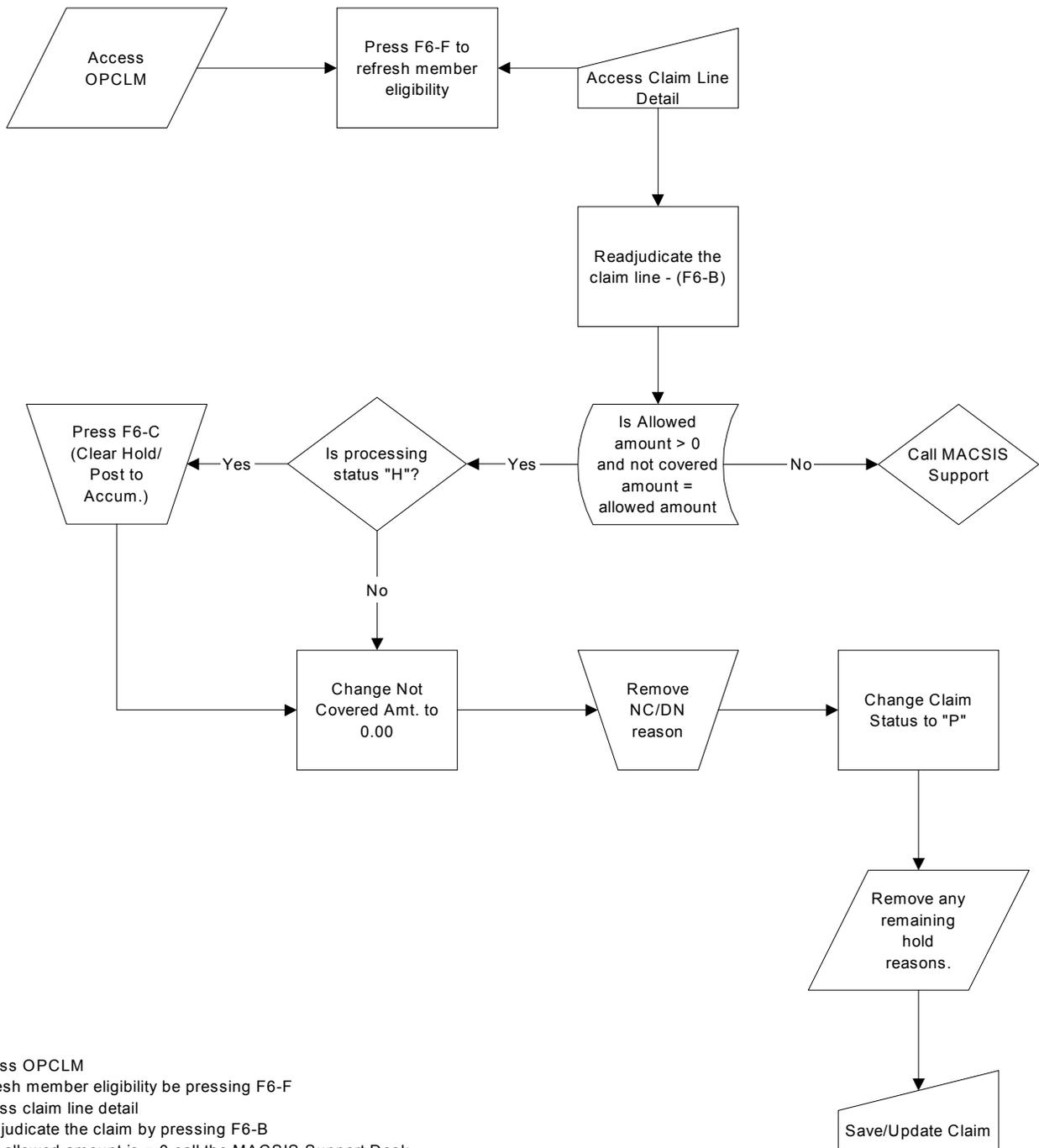


## Making a Denied Claim Payable



1. Access OPCLM
2. Refresh member eligibility by pressing F6-F
3. Access claim line detail
4. Readjudicate the claim by pressing F6-B
5. If the allowed amount is = 0 call the MACSIS Support Desk.  
If the allowed amount is <0 and the not covered amount = the allowed go to 6.
6. Is the claim on hold?  
**Yes** - Press F6-C to Clear the hold and post to the benefit accumulator  
**No** - got 7.
7. Change the not covered amount to 0.00
8. Remove the not covered/denied reason code
9. Change the claim status to "P"
10. Remove any remaining hold reasons (1, 2, 3)
11. Save/Update the claim