

# Place Claims on Hold

Last Modified on 06/10/2020 2:30 pm CDT

You can place both providers and claims on hold independently of each other. For more information about provider holds, see [Provider Hold](#). If you place a claim on hold, that claim cannot be paid and is excluded from all state claim reports/automated state claim transfer files.

**Note:** If the provider is on hold and you process a KidKare or Scannable claim for that provider, the claim is automatically placed on hold. When manually entering claims, you can choose to place the claim on hold.

To place claims on hold:

1. Click the **Claims** menu and select **List Claims**. The List Claims window opens.
2. Filter to the claim to select. For instructions, see [List Claims](#).
3. Click **Details** next to the claim to place on hold. The Claim Details window opens.

Claim Details - Claim Mode (Single Claim)

Provider: Cordova, Anna 001239  
Status: Current Tier 2 Lo  
Claim Source: Scannable Forms - Sponsor

Claim Month in View: 11/18  
Submission in View: Current  
Processed Date: 12/06/2018  
Payment Date: Not Paid

	Tier 1	Tier 2	Totals
Breakfast:	0	3	3
AM Snack:	0	0	0
Lunch:	0	0	0
PM Snack:	0	0	0
Dinner:	0	0	0
Evening Snack:	0	0	0
Attendance:	0	3	3
Participated:	0	1	1
Total Federal \$:	0.00	1.44	1.44
Total State \$:	0.00	0.27	0.27
Total Amount \$:	0.00	1.71	1.71

Days Attend:

Buttons: Adjust Claim, Holds, Meal History, Claim Errors, Meal Counts, Delete Claim, Close

4. Click **Holds** (to the right). The On Hold Claims window opens.

**Note:** You can also access this window from the Claims menu. To do so, click the **Claims** menu and select **On-Hold Claims**. The On Hold Claims window opens. You must then filter to the claims to place on/remove from hold.

5. In the **Submission to State** section, check the box next to the **Date on Hold** box. The claim is placed on hold, a date populates the Date on Hold box, and the Put Provider On Hold dialog box opens.
6. Click **Yes** to place the provider on hold as well, or click **No** to just place the claim on hold.

**On Hold Claims**

List Only Claims Currently On Hold

Filter by:  Selected Claim Month  All Claim Months

Select Claim Month: November 2018

Filter by:  Selected Provider  All Providers

Select Provider: A # Cordova, Anna 001239

**Refresh List**

Submission to State					
Claim Status	Submission Date	Date On Hold	<input type="checkbox"/>	Date Off Hold	Reason
Current		04/10/2019	<input checked="" type="checkbox"/>		

**Print** **Save** **Close**

- Click the **Reason** drop-down menu and select the hold reason. You create hold reasons in the Hold Reasons window. For more information, see [Add/Edit Claim Hold Reasons](#).
- Click **Save**.

To remove claims from hold:

- In the On Hold Claims window, clear the box next to the **Date On Hold** box. The claim is removed from hold, and the current date populates the **Date Off Hold** box.
- Click **Save**.