

# Delete Submitted/Paid Claims

Last Modified on 07/16/2020 9:54 am CDT

You can only delete claims that have not been submitted to the state. If a claim *has* been submitted to the state, you must zero the claim out rather than deleting it. If you are dealing with a claim that has not yet been submitted, see [Delete Unsubmitted/Unpaid Claims](#) for more information.

1. Click the **Claims** menu and select **List Claims**. The List Claims window opens.
2. Set filters and click **Refresh List**. For more information about filtering the List Claims window, see [List Claims](#).
3. Click **Details** next to the claim to delete. The Claim Details window opens.
4. Click **Adjust Claim** (to the right). The Adjust Claims window opens.

Claim Details - Claim Mode (Single Claim)

Provider: Goodstein, Jeffrey 001238  
Status: Two Months Late Tier 1  
Claim Source: Online

Claim Month in View: 09/18  
Submission in View: 10/28/2018  
Processed Date: 11/27/2018  
Payment Date: 10/31/2018

	Tier 1	Tier 2	Totals
Breakfast:	13	0	13
AM Snack:	1	0	1
Lunch:	8	0	8
PM Snack:	4	0	4
Dinner:	2	0	2
Evening Snack:	0	0	0
Attendance:	16	0	16
Participated:	4	0	4
Total Federal \$:	45.28	0.00	45.28
Total State \$:	1.86	0.00	1.86
Total Amount \$:	47.14	0.00	47.14

Days Attend:

**Adjust Claim**  
Holds  
Meal History  
Claim Errors  
Meal Counts  
Check Stub  
Close

5. Click the - (**minus**) box for each meal count, attendance count, participated count, and days claimed and enter a number that reduces the claims total counts to zero for all claimed components. For example, if the Month's Total for Breakfast was 13, you would enter 13 in the - (**minus**) box.

**Adjust Claims**

Provider: Goodstein Jeffrey    Tier: 1    Effective Tier: 1    Status: Adjustment    Submission Number: 2    Current Claim Month: Sep 2018  
001238

	Tier 1				Tier 2				Total
	Month's Total	+	-	Result	Month's Total	+	-	Result	
Breakfast:	13		13	0	0			0	0
AM Snack:	1		1	0	0			0	0
Lunch:	8		8	0	0			0	0
PM Snack:	4		4	0	0			0	0
Dinner:	2		2	0	0			0	0
Evening Snack:	0		0	0	0			0	0
Attendance:	16		16	0	0			0	0
Participated:	4		4	0	0			0	0
<b>Total Federal \$:</b>	<b>\$45.28</b>			<b>\$45.28</b>	<b>\$0.00</b>			<b>\$0.00</b>	<b>\$45.28</b>

Reason for this change to this claim record:

Month's Total    +    -    Result    ADA:  
Days Attend:    5          5    0

**Holds**    **Void Claim**    **Note: This Claim was processed more than once. Please verify the adjustments you are making are relevant to the most recent processing errors generated.**    **Save**    **Close**

6. Click the Reason for This Change to This Claim Record box and enter a reason for the adjustment.
7. Click **Save**. This reduces the claim's count to zero, which effectively eliminates the provider's claim, but retains a paper trail for auditing purposes.

If you have not already paid this provider for this claim, the claim is effectively cleared out of the system the next time you issue payments for this claim month. If you *have* already paid this provider for this claim, the system allows you to factor a negative adjustment for this claim in the next check you cut for the provider.