

## [VIDEO] Re-Process Claims

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CDT

Re-processing claims is sometimes necessary if you process a claim, but some piece of information was incorrect when the claim was processed initially.

**Note:** Re-processing claims wipes out any previous claim information—including any adjustments you have made to claim counts and meal disallowances.

1. From the menu to the left, click **Claims** and select **Process Claims**. The Process Claims page opens. If you do **not** operate in multiple states, go to **Step 3**.
2. Click the **State** drop-down menu and select the state for which to process claims. You can select multiple states, or you can select **All**.
3. Click the **Claim Month** drop-down menu and select the correct claim month.
4. Click the **Processing** Actions drop-down menu and select **Reprocess Existing Claims**.
5. Click **Process**. or, to print the OER, click the down arrow next to **Process** and select **Process and Print OER**.