

Capturing and Reversing a Claim

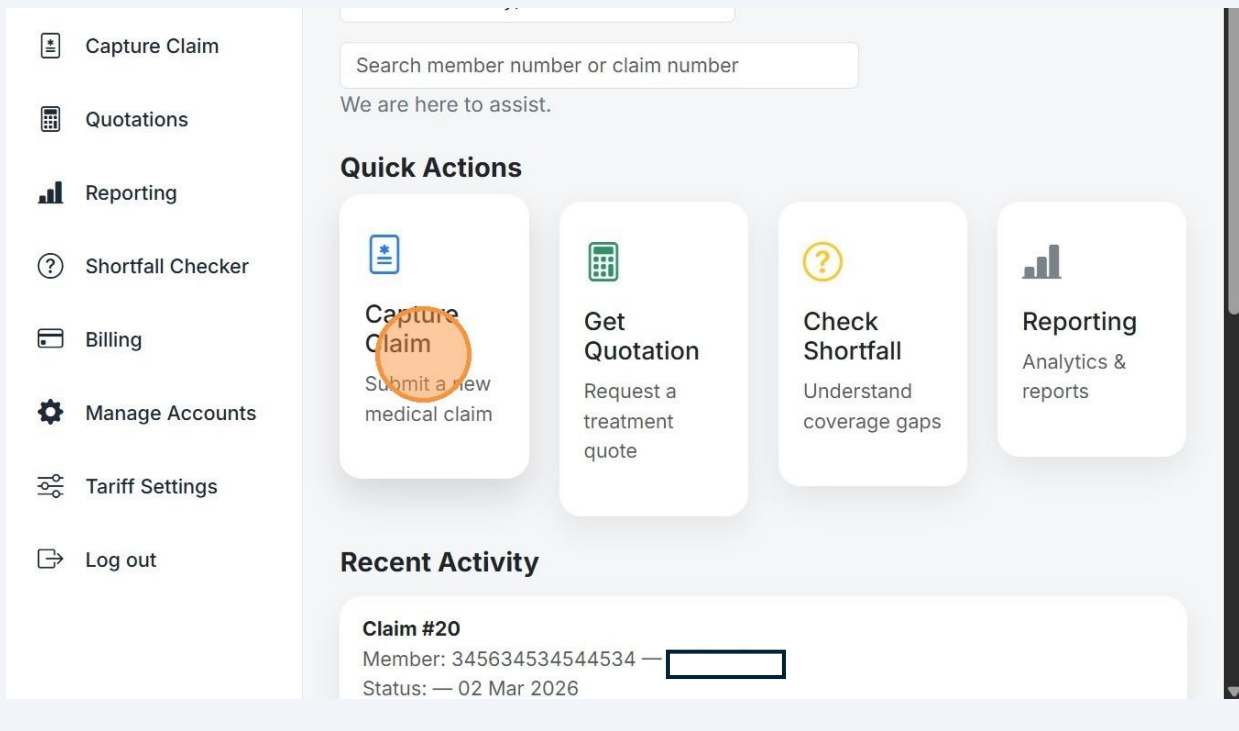
Learn how to capture and reverse a claim.




- 1 Navigate to <https://shortfall.co.zw> and log in to access the dashboard.

The screenshot shows the Shortfall dashboard interface. On the left is a vertical navigation menu with the following items: Dashboard, Capture Claim, Quotations, Reporting, Shortfall Checker, Billing, Manage Accounts, Tariff Settings, and Log out. The main content area is titled 'Active AHFOZ Account' and features a dropdown menu, a search bar labeled 'Search member number or claim number', and the text 'We are here to assist.'. Below this is a 'Quick Actions' section with four cards: 'Capture Claim' (Submit a new medical claim), 'Get Quotation' (Request a treatment quote), 'Check Shortfall' (Understand coverage gaps), and 'Reporting' (Analytics & reports). At the bottom of the main area is a 'Recent Activity' section.

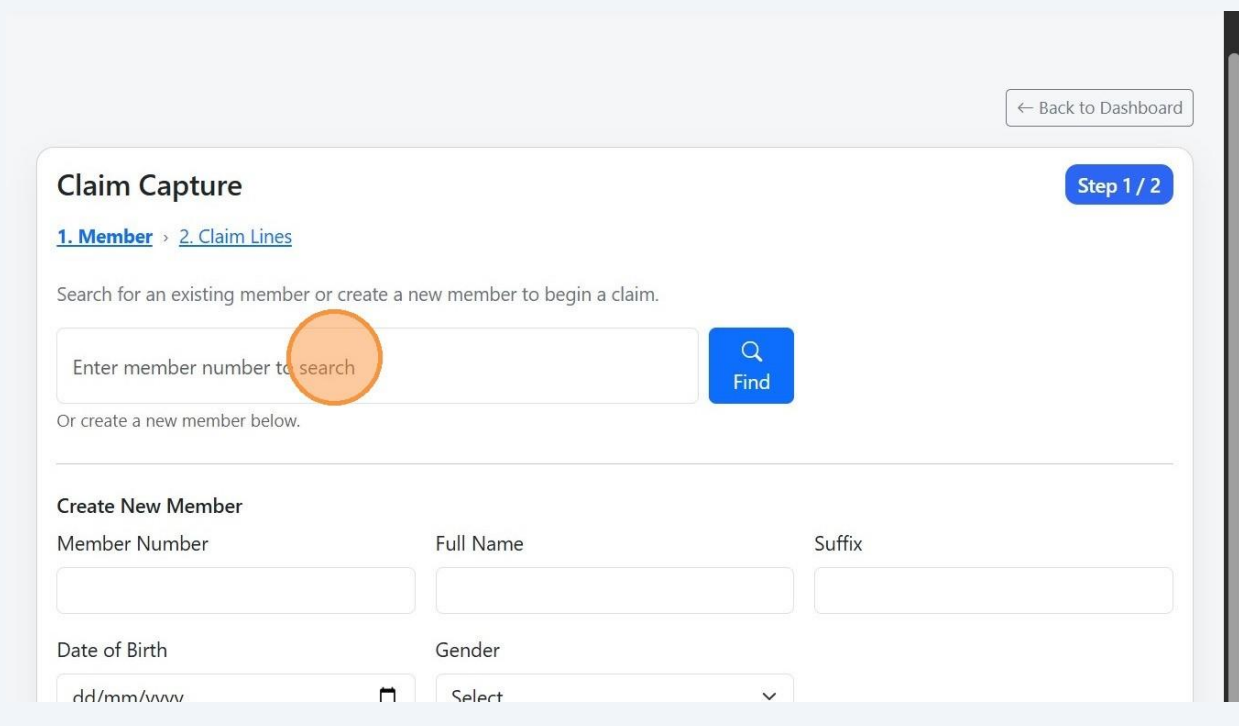
2 Click on "Capture Claim"



The dashboard features a left-hand navigation menu with the following items: Capture Claim, Quotations, Reporting, Shortfall Checker, Billing, Manage Accounts, Tariff Settings, and Log out. The main content area includes a search bar for member or claim numbers, a welcome message, and a 'Quick Actions' section with four cards: 'Capture Claim' (highlighted with an orange circle), 'Get Quotation', 'Check Shortfall', and 'Reporting'. Below this is a 'Recent Activity' section showing a claim entry for 'Claim #20' with member number 345634534544534 and a status of '02 Mar 2026'.

 If a member number already exists search them before capturing.

3 Click the "Enter member number to search" field.



The 'Claim Capture' form is shown in a two-step process, currently on 'Step 1 / 2'. It includes a 'Back to Dashboard' link and a breadcrumb trail: '1. Member > 2. Claim Lines'. The instructions state: 'Search for an existing member or create a new member to begin a claim.' A search input field labeled 'Enter member number to search' is highlighted with an orange circle, next to a blue 'Find' button. Below this, there is a section for 'Create New Member' with fields for Member Number, Full Name, Suffix, Date of Birth, and Gender.

4 Click "Find"

[← Back to Dashboard](#)

Claim Capture

Step 1 / 2

[1. Member](#) > [2. Claim Lines](#)

Search for an existing member or create a new member to begin a claim.



Or create a new member below.

Create New Member

Member Number

Full Name

Suffix

Date of Birth

Gender

dd/mm/yyyy



Select



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If member is not found proceed to inputting the member details as shown below

Search for an existing member or create a new member to begin a claim.

Member not found.

Enter member number to search

Find

Or create a new member below.

Create New Member

Member Number

Full Name

Suffix

Date of Birth

Gender

dd/mm/yyyy



Select



Create & Continue to Claim Lines

6

Search for an existing member or create a new member to begin a claim.

Member not found.

Enter member number to search



Or create a new member below.

Create New Member

Member Number

Full Name

Suffix

2025234561

Shortfall Test

1

Date of Birth

Gender

03/03/2000

Male

Create & Continue to Claim Lines

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Click "Create & Continue to Claim Lines"

Search for an existing member or create a new member to begin a claim.

Member not found.

Enter member number to search



Or create a new member below.

Create New Member

Member Number

Full Name

Suffix

2025234561

Shortfall Test

1

Date of Birth

Gender

03/03/2000

Male

Create & Continue to Claim Lines

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You will be directed to section 2 of the claim form and fill in the appropriate detail as shown below.

1. [Member](#) > 2. [Claim Lines](#)

Claim Details

Enrolled member and claim lines ← Change Member

Member Number: 2025234561	Suffix: 1
Member Name: Shortfall Test	Gender: Male
DOB: 2000-03-03	Age at Treatment: —

Treatment Date  Claim Received Date 

Claim Currency

Service Provider Search

Referring Provider Search

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Click the date fields and input the "treatment date" and the "claim received date"

1. [Member](#) > 2. [Claim Lines](#)

Claim Details

Enrolled member and claim lines ← Change Member

Member Number: 2025234561	Suffix: 1
Member Name: Shortfall Test	Gender: Male
DOB: 2000-03-03	Age at Treatment: 26 years

Treatment Date  Claim Received Date 

Claim Currency

Service Provider Search

Referring Provider Search

10 Click "Search" to open up the provider search menu as shown below.

DOB: 2000-03-03 **Age at Treatment:** 26 years

Treatment Date: 03/03/2026

Claim Received Date: 03/03/2026

Claim Currency: USD

Service Provider:

Referring Provider:

Main ICD-10 Code: Search ICD-10 Code

Claim Line Items

									Claimed

11 Click the "Enter provider number or name" field.

The screenshot shows a claim form with the following fields and values:

- DOB: 2000-03-03
- Age at Treatment: 26 years
- Treatment Date: 03/03/2026
- Claim Received Date: 03/03/2026
- Claim Currency: USD
- Service Provider: (empty)
- Referring Provider: (empty)
- Main ICD-10 Code: Search ICD-10 Code
- Claim Line Items: (empty)

A modal window titled "Search Provider" is open, featuring a search input field with the placeholder text "Enter provider number or name" and a "Search" button. An orange circle highlights the input field.

i You can search for a provider by using their **Name** or **Ahfoz** number.

12 Click the appropriate provider name as shown below.

The screenshot shows a 'Search Provider' modal window with a search input field and a list of results. The background form includes fields for Treatment Date (03/03/2026), Claim Currency (USD), Service Provider, Referring Provider, and Main ICD-10 Code (Search ICD-10 Code). A table for Claim Line Items is visible at the bottom with columns: Tariff Code, Treatment Date, Modifier, ICD-10 Codes, Quantity, and Claimed Amount.

13 Click the "Search ICD-10 Code" to search for an ICD 10 code or simply type the code in the field provided

The screenshot shows the claim form with the 'Search ICD-10 Code' field highlighted by an orange circle. The form includes fields for USD, Service Provider, Referring Provider, and Main ICD-10 Code. The Claim Line Items table has one row with a search button in the ICD-10 Codes column. At the bottom, there are buttons for 'Add Line', 'Reset Tariff Lines', 'Back', and 'Save Claim & Proceed'.

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount
<input type="text"/>	03/03/2026	<input type="text"/>	<input type="text"/>	1	<input type="text"/>

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Service Provider
 Search

Referring Provider
 Search

Main ICD-10 Code
 Search

Claim Line Items

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount	
<input type="text"/> Search	03/03/2026	<input type="text"/>	<input type="text"/> Search	1	<input type="text"/>	



The system allows you to search for a tariff code as well as typing the tariff code if you know the exact code as shown below.

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Input the tariff code, quantity and amount claimed as shown in the snapshot below.

Service Provider
 Search

Referring Provider
 Search

Main ICD-10 Code
r510 Search

Claim Line Items

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount	
90050 Search	03/03/2026	<input type="text"/>	<input type="text"/> Search	1	<input type="text"/>	<input type="text"/>

Add Line Reset Tariff Lines Back Save Claim & Proceed

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Click on "Save Claim & Proceed" to initiate the claim adjudication process.

Service Provider
 Search

Referring Provider
 Search

Main ICD-10 Code
r510 Search

Claim Line Items

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount	
90050 Search	03/03/2026	<input type="text"/>	<input type="text"/> Search	1	65	<input type="text"/>

Add Line Reset Tariff Lines Back Save Claim & Proceed

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The claim adjudication screen will be displayed as shown below which has notes to explain on why a claim was paid.

Total Line Items: 1

Approved: 1

Denied: 0

Total Payable (USD): \$28.04

Item Details

Tariff	Description	Line Date	Claimed	Awarded	Shortfall	Status	Notes
90050	INITIAL CONSULTATION AT ROOMS.	—	\$65.00	\$28.04	\$36.96	Approved	<ul style="list-style-type: none">ReferralRule: Referral NOT required for tariff 90050.Gender unrestricted (Both).Age validated successfully.ExclusionRule: Tariff 90050 allowed (no conflicts).FeeCapRule: Claimed 65 exceeds cap 28.04 → using cap.

Reversing a Claim

18 Click on " Reverse Claim"

Denied: 0

Total Payable (USD): \$28.04

Item Details

Tariff	Description	Line Date	Claimed	Awarded	Shortfall	Status	Notes
90050	INITIAL CONSULTATION AT ROOMS.	—	\$65.00	\$28.04	\$36.96	Approved	<ul style="list-style-type: none">ReferralRule: Referral NOT required for tariff 90050.Gender unrestricted (Both).Age validated successfully.ExclusionRule: Tariff 90050 allowed (no conflicts).FeeCapRule: Claimed 65 exceeds cap 28.04 → using cap.

 Back to Dashboard

 Back to Claim Capture

 Reverse Claim

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The step 2 claim capturing process will be reopened and a user can make any changes if they are any to make and resend the claim for reprocessing again.

03/03/2026 03/03/2026

Claim Currency
USD

Service Provider
I Search

Referring Provider
 Search

Main ICD-10 Code
r510 Search

Claim Line Items

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount	
90050 <input type="text"/> Search	03/03/2026 <input type="text"/>	<input type="text"/>	<input type="text"/> Search	1	65.00	x

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Click "Save Claim & Proceed"

Service Provider
FRANK GEORGE Search

Referring Provider
 Search

Main ICD-10 Code
r510 Search

Claim Line Items

Tariff Code	Treatment Date	Modifier	ICD-10 Codes	Quantity	Claimed Amount	
90050 <input type="text"/> Search	03/03/2026 <input type="text"/>	<input type="text"/>	<input type="text"/> Search	1	65.00	x

Add Line

21 Click " Back to Dashboard" to navigate back to the system dashboard.

Denied: 0

Total Payable (USD): \$28.04

Item Details

Tariff	Description	Line Date	Claimed	Awarded	Shortfall	Status	Notes
90050	INITIAL CONSULTATION AT ROOMS.	—	\$65.00	\$28.04	\$36.96	Approved	<ul style="list-style-type: none">ReferralRule: Referral NOT required for tariff 90050.Gender unrestricted (Both).Age validated successfully.ExclusionRule: Tariff 90050 allowed (no conflicts).FeeCapRule: Claimed 65 exceeds cap 28.04 → using cap.

[Back to Dashboard](#) [Back to Claim Capture](#) [Reverse Claim](#)

Searching for A claim or a member

22 Click the "Search member number or claim number" field.

Menu

- Dashboard
- Capture Claim
- Quotations
- Reporting
- Shortfall Checker
- Billing
- Manage Accounts
- Tariff Settings

Welcome back

Active AHFOZ Account

Search member number or claim number

We are here to assist.

Quick Actions

- Capture Claim**
Submit a new medical claim
- Get Quotation**
Request a treatment quote
- Check Shortfall**
Understand coverage gaps
- Reporting**
Analytics & reports

23 Type in the appropriate member number or claim number.

24 Click on the appropriate result to view their claims history.

The screenshot displays the Shortfall user interface. On the left is a navigation menu with the following items: Menu, Dashboard, Capture Claim, Quotations, Reporting, Shortfall Checker, Billing, Manage Accounts, and Tariff Settings. The main content area is titled 'Welcome back, [redacted]'. Below the title, it says 'Active AHFOZ Account' and shows a dropdown menu. A search input field contains the text '2025'. Below the search field, a result is shown: 'Shortfall Test 1' with 'Member #102523456'. An orange circle highlights this result. Below the search results are four 'QUICK ACTIONS' cards: 'Capture Claim' (Submit a new medical claim), 'Get Quotation' (Request a treatment quote), 'Check Shortfall' (Understand coverage gaps), and 'Reporting' (Analytics & reports).

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Click on "View Claim" to view the actual claim details of adjudication as shown below.

Shortfall Test
2025234561 ♀ Male 2000-03-03

Claims (1)

Claim #21

Treatment: 03 Mar 2026
Submitted: 03 Mar 2026

[View Claim →](#)

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Click on " Back to Claim Capture" if you would want to capture a new claim for the same member as shown on the screen below.

Denied: 0

Total Payable (USD): \$28.04

Item Details

Tariff	Description	Line Date	Claimed	Awarded	Shortfall	Status	Notes
90050	INITIAL CONSULTATION AT ROOMS.	—	\$65.00	\$28.04	\$36.96	Approved	<ul style="list-style-type: none">ReferralRule: Referral NOT required for tariff 90050.Gender unrestricted (Both).Age validated successfully.ExclusionRule: Tariff 90050 allowed (no conflicts).FeeCapRule: Claimed 65 exceeds cap 28.04 → using cap.

[Back to Dashboard](#) [Back to Claim Capture](#) [Reverse Claim](#)

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Click on "Change Member" if you want to capture a complete new claim.

[← Back to Dashboard](#)

Claim Capture

Step 2 / 2

[1. Member](#) > [2. Claim Lines](#)

Claim Details

Enrolled member and claim lines

[← Change Member](#)

Member Number: 2025234561	Suffix: 1
Member Name: Shortfall Test	Gender: Male
DOB: 2000-03-03	Age at Treatment: —

Treatment Date:

Claim Received Date:

Claim Currency:

Service Provider