

## Quick Training Guide Creating the PaperWork Number (PWK)

The PWK number segment is created by the provider during the initial submission of the claim and may only be used once on the **initial claim submission**.

### Paper Work Number (PWK)

The PWK number is used when submitting an electronic claim and its attachment at the same time. This is an automatic process when the PWK number finds its match between the document and the claim, it will link automatically and the claim will continue with the editing process.

The PWK number is a unique number that you will create for each claim and its' attachment. The system will use the PWK to link the attachment to the correct claim.

The PWK number created during the claim submission process must match exactly with the PWK entered on the 275 Attachment upload. If the PWK does not match, this will result in the document not linking and the claim will be denied.

### Behavioral Health Claims:

If a claim requires documentation and a PWK number is entered on the electronic claim the system will hold the outpatient behavioral health claim for seven calendar days to allow providers time to submit the attachment **within the designated time frame**.

After seven calendar days if the attachment hasn't been submitted or the link failed the claim will be denied. At this point you can still **(re)submit the attachment** but instead of using a PWK you will use the Claims Reference Number (CRN) to upload the attachment. **Providers do not need to re-submit the claim unless there is a change to the claim details**.

**Important Note: 275 Transaction Insight Portal - When using the CRN as the attachment control number, you must select Set Purpose Code 11.**

### Resource Link:

[Quick Guide-Behavioral Health Providers-How to Attachment Documentation Using the Transaction Insight Portal \(TIBCO\)](#)

## Physical/Medical Claims:

If a claim requires documentation and a PWK number is entered on the electronic claim the system will hold non Behavioral Health claims for fifteen calendar days to allow providers time to submit the attachment **within the designated time frame.**

After the fifteen calendar days if the attachment hasn't been submitted or the link failed the claim will be denied. At this point you can still **(re)submit the attachment** but instead of using a PWK you will use the Claims Reference Number (CRN) to upload the attachment. **Providers do not need to re-submit the claim.**

**Important Note: 275 Transaction Insight Portal - When using the CRN as the attachment control number, you must select Set Purpose Code 11.**

### How to Create a PWK Segment for Replacement Claims:

When submitting a correction or replacement claim, providers must enter the AHCCCS 12-digit claim reference number in the "Original Claim number" (field). The replacement claim must contain a **new/unique PWK attachment number.**

Example:

- The first claim submission, the provider created the PWK number **A1234567811142023**
- If you are correcting a data error(s) then a correction / replacement claim is required, which also means you must upload the required documents to the replacement claim for review.

Note: The PWK number for the replacement claim must be ***unique*** or have a distinguishing character from the PWK number created on the first claim submission. If the same PWK number is used the documentation will be linked to the original claim and not to the replacement claim and may cause the replacement claim to be denied for **no documentation.**

## **When to create a Unique PWK Number for a replacement claim**

A unique or distinctive character can be something as easy as adding the number **1** at the end of the "NEW" PWK number for the replacement/correction claim. This will indicate that the PWK number is ***unique and distinctive from the first claim submission.***

In this example, we show the original PWK number that was created during the first claim submission. For the replacement claim the provider used the same PWK number format but also included the number 1 at the end to meet the “**unique and distinctive**” PWK requirement.

Original Claim Submission PWK Number	Replacement Claim PWK Number
A1234567811142023	<b>A12345678111420231</b>

**Important Note: If the provider uses the same PWK from the original claim submission, the documents will link to the original claim and not to the replacement claim.**

Additional training resources on a variety of topics can be found on the [DFSM Provider Training Resources web page](#).