PayDC™ Chiropractic Software

Advanced Provider Solutions™

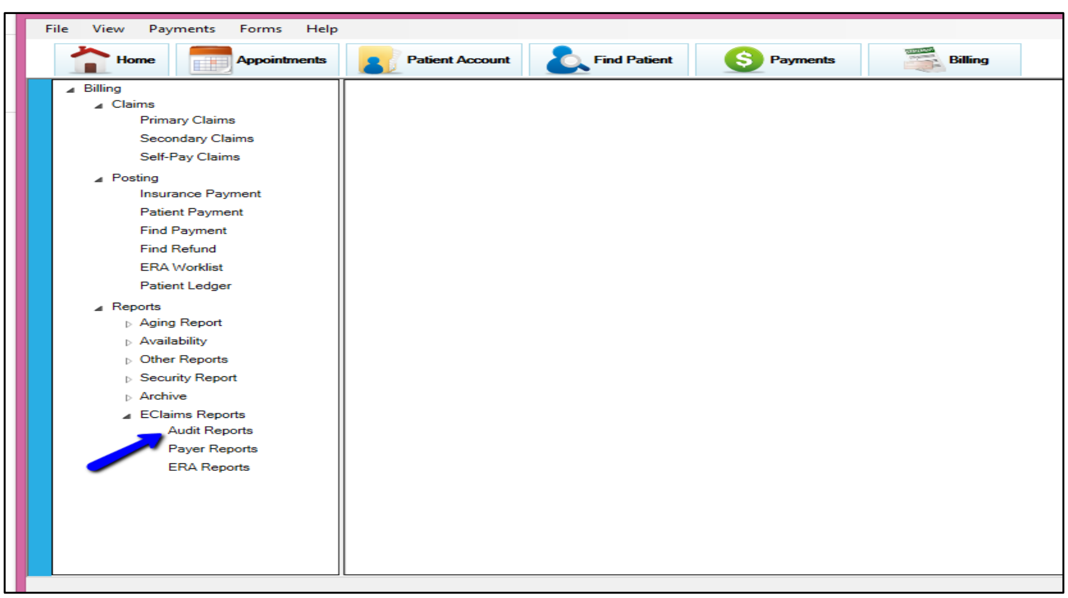
ACTION REQUIRED: Step-by-Step Instructions for Correcting Claim Billing Errors

Dear Valued Customer,

We have been monitoring Audit Reports since the change of clearinghouse services, starting December 22, 2015. We have noticed some of you are receiving Claim rejections that you will want to correct ASAP and re-bill. To assist you in making these necessary corrections, we have attached the ***Most Common Error Rejections*** and the ***Actions Needed to Correct and Rebill*** these rejected claims. Below, please find ***step-by-step instructions*** to access your Audit and Payer reports so you can review the details and make the corrections necessary for your claims to process successfully.

1. Click on Billing from the PayDC Home Screen

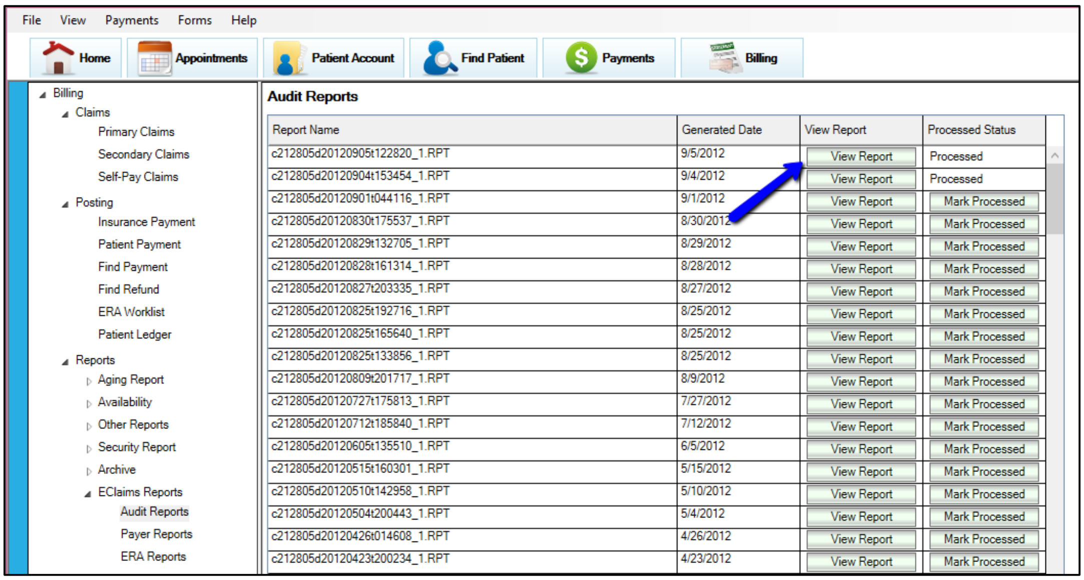
2. Click the arrow next to Eclaims reports at the bottom left of screen



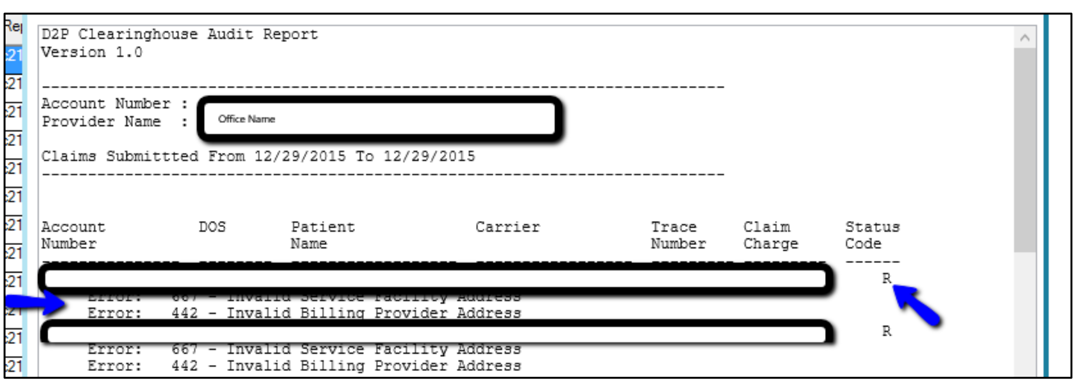
PayDC™ Chiropractic Software

Advanced Provider Solutions™

3. **Click on Audit Report, then click view report to open and review report.**



4. **Claims with Errors will have an R next to them and the Error right below.**



Most Common Errors: Step-by-Step Instructions on How to Correct and Rebill

Error 2805- Provider Not Enrolled

1. Send your enrollment confirmations to enrollments@g4hs.com for each payer with this error.
   a. The following information needs to be included in your email message:
      i. Email to: enrollments@g4hs.com
      ii. Email Subject Line: Enrollment confirmation
      iii. Payer Name
      iv. Billing Provider Tax ID (Box 25 on your claims for this payer)
      v. Billing Provider Name (Box 33 on your claims for this payer)
      vi. Billing Provider NPI (Box 33a on your claims for this payer)

****** Also attach any notice of enrollment confirmation you received from your payer******

Error 252- Invalid Service Facility Zip Code

1. Go into the Advanced Settings to Subscriber Profile to verify/correct the zip code for the facility and save. **BE SURE the zip code is 9 DIGITS.**
2. Go into the Additional Branches and verify/correct the zip code and save. **BE SURE the zip code is 9 DIGITS.**
1. Go to Billing> Primary Claims> Submitted Bucket.
2. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
3. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
4. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'

Error 469- Invalid Billing Provider Zip code

1. Go into the Advanced Settings to the Billing Address under the Billing Preference correct/verify the zip code for all facilities listed and save. **BE SURE the zip code is 9 DIGITS**
2. Go to Billing> Primary Claims> Submitted Bucket.
3. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
4. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
5. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 1036- Invalid Patient/Subscriber Information

1. Go into the Patient Profile click the + next to patient data and click on current home address. Then, correct/verify patient's address.
2. If the patient is not the primary card holder, go the parent/guardian or spouse information; then, correct/verify address for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the address is updated on this screen and save.
4. Go to Billing> Primary Claims> Submitted Bucket.
5. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
6. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
7. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 964- Invalid/ Subscriber Birthdate

1. Go into the Patient Profile to initial patient questionnaire, click edit at the bottom; then, correct/verify date of birth.
2. If the patient is not the primary card holder go the parent/guardian or spouse information; then, correct/verify date of birth for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the date of birth is updated on this screen and save.
4. Go to Billing> Primary Claims> Submitted Bucket.
5. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
6. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
7. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 2621- Invalid Diagnosis Coding Version

1. Go to Billing> Primary Claims> Submitted Bucket.
2. Check the 'Rebill' box on the rejected claims and click the 'Rebill' button at bottom of screen.
3. Go to Rebilled bucket, click on the blue claim number to open the claim. Then, click the 'Edit' button on the 'Quick Charge Entry'.
4. Go to the ICD Coding Schema and select correct ICD version.
5. Go up to the diagnosis codes and correct rejected code, verify dx pointer, click 'Save' button and back button to get back to Rebilled bucket.
6. Check the 'Submission Method' box and click 'Submit Eclaims'.

PayDC™ Chiropractic Software   Advanced Provider Solutions™

Error 122- Incomplete Billing Provider

1. Go into the Advanced Settings to the Subscriber Profile, correct/verify all facility information and save.
2. Go into the Additional Branches and correct/verify facility information and save.
3. Go into the User Profile for each provider. Correct/verify each provider's information and save- First/Last name, Middle Name or Middle Initial, Suffix, etc.
4. Go into the Advanced Settings to the Billing Address under the Billing Preferences. Correct/verify the all billing information for all facilities and save.
5. Go to Billing> Primary Claims> Submitted Bucket.
6. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
7. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
8. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 767- Missing Billing Provider NPI

1. Go into the Advanced Settings to the Subscriber Profile. Correct/verify the Group NPI under the Subscriber Identification Numbers and save.
2. Go into the Additional Branches and correct/verify the Group NPI under the Subscriber Identification Numbers and save.
3. Go into the User Profile for each provider, correct/verify the Individual NPI under the Healthcare Identification number and save.
4. Go into the insurance carriers under the Billing Preference and correct/verify the correct NPI pulling to the claims (Group or Provider) and save.
5. Go to Billing> Primary Claims> Submitted Bucket.
6. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
7. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
8. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 498- Invalid Member ID

1. Go into the Patient Profile to insurance detail and click edit.
2. Click on the carrier, correct/verify subscriber ID number and save.
3. Go to Billing> Primary Claims> Submitted Bucket.
4. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
5. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
6. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'

Error 15- Incomplete Rendering Physician

1. Go into the Advanced Settings to the User Profile to each provider correct/verify the all of the provider's information, and save. (Name/ NPI)
2. Go to Billing> Primary Claims> Submitted Bucket.
3. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
4. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
5. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 1168- Invalid Pay to Address

1. Go into the Advanced Settings to the Billing Address under the Billing Preference. Then, correct/verify the billing address for all facilities listed and save.
2. Go to Billing> Primary Claims> Submitted Bucket.
3. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
4. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
5. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 139- Invalid Rendering Provider NPI

1. Go into the Advanced Settings to the User Profile for each provider. Correct/verify the Individual NPI under the Healthcare User Identification Number section and 'Save'.
2. Go to Billing> Primary Claims> Submitted Bucket.
3. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
4. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
5. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 2736- Invalid Service Line Rendering Provider

1. Go to Billing> Primary Claims> Submitted Bucket.
2. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
3. Go to Rebilled bucket, click on the blue claim number to open the claim, click 'Edit' at the bottom of the screen on the quick charge entry.
4. Correct/verify the rendering provider, click 'Save' and click 'Back' to go to the Rebilled bucket.
5. Check the 'Submission Method' box and click 'Submit Eclaims'

Error 287- Invalid Onset of Current Condition Date

1. Go to Billing> Primary Claims> Submitted Bucket.
2. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
3. Go to Rebilled bucket, click on the blue claim number to open the claim, click on the 'CMS1500' tab and then click edit at the bottom of the screen.
4. Go to Box 14, correct the onset date, click 'Save' and click 'Back' to go to the Rebilled bucket.
5. Check the 'Submission Method' box and click 'Submit Eclaims'.

Error 18- Invalid Subscriber Address

1. Go into the Patient Profile, click the + next to patient data and click on current home address. Then, correct/verify patient's address.
2. If the patient is not the primary card holder go the parent/guardian or spouse information correct/verify address for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the address is updated on this screen and save.
4. Go to Billing> Primary Claims> Submitted Bucket.
5. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
6. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
7. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 73- Payer Not Matched

1. Go into the Advanced Settings to 'Insurance Carrier' under the Billing Preferences and click on the carrier.
2. Correct/verify the Payer ID number that is assigned is the correct Payer ID for the carrier and save.
3. Go to Billing> Primary Claims> Submitted Bucket.
4. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
5. Go to Rebilled bucket, check the update box on claims, and then click update button at the bottom of screen.
6. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

PayDC™ Chiropractic Software | Advanced Provider Solutions™

Error 959- Invalid Payer

1. Go into the Advanced Settings to 'Insurance Carrier' under the Billing Preferences and click on the carrier.
2. Correct/verify the Payer ID number that is assigned is the correct Payer ID for the carrier and save.
3. Go to Billing> Primary Claims> Submitted Bucket.
4. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
5. Go to Rebilled bucket, check the update box on claims, and then click update button at the bottom of screen.
6. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 113- Invalid Media Code

1. Go into the Advanced Settings to 'Insurance Carrier' under the Billing Preferences and click on the carrier.
2. To send the claims paper, make sure that the Accept Electronic Claims through Eclaims is unchecked and 'Save'.
3. To send claims electronically, make sure the Accept Electronic Claims through Eclaims is checked and the correct Payer ID number is assigned and 'Save'.
4. Go to Billing> Primary Claims> Submitted Bucket.
5. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
6. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
7. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 210- Invalid Diagnosis Code

1. Go to Billing> Primary Claims> Submitted Bucket.
2. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
3. Go to Rebilled bucket, click on the blue claim number to open the claim, click 'Edit' at the bottom of the screen on the quick charge entry.
4. Go to the diagnosis codes and correct rejected code, verify dx pointer, click save button and back button to get back to rebill bucket.
5. Check the 'Submission Method' box and click 'Submit Eclaims'.

Error 133- Invalid Billing Provider NPI

1. Go into the Advanced Settings to the Subscriber Profile, correct/verify the Group NPI under the Subscriber Identification Numbers and save.
2. Go into the Additional Branches and correct/verify the Group NPI under the Subscriber Identification Numbers and save.
3. Go into the User Profile for each provider, correct/verify the Individual NPI under the Healthcare Identification Number and save
4. Go into the insurance carriers under the Billing Preference and correct/verify the correct NPI pulling to the claims (Group or Provider) and 'Save'
5. Go to Billing> Primary Claims> Submitted Bucket.
6. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
7. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
8. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 21- Invalid Billing Provider Address

1. Go into the Advanced Settings to the Billing Address under the Billing Preference, correct/verify the billing address for all facilities listed and save.
2. Go to Billing> Primary Claims> Submitted Bucket.
3. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
4. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
5. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims.'

Error 137- Invalid Service Facility NPI

1. Go into the Advanced Settings to the Subscriber Profile, correct/verify the Group NPI under the Subscriber Identification Numbers and save
2. Go into the Additional Branches and correct/verify the Group NPI under the Subscriber Identification Numbers and save.
3. Go to Billing> Primary Claims> Submitted Bucket.
4. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
5. Go to Rebilled bucket, check the update box on claims then click update button at the bottom of screen.
6. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Error 667- Invalid Service Facility Address

1. Go into the Advanced Settings to the Subscriber Profile, correct/verify facility address and save.
2. Go into the Additional Branches, correct/verify facility address and save.
3. Go to Billing> Primary Claims> Submitted Bucket.
4. Check the 'Rebill' box on the rejected claims and click the rebill button at bottom of screen.
5. Go to Rebilled bucket, check the update box on claims, and then click update button at the bottom of screen.
6. Click the search button to bring claims back, check the 'Submission Method' box and click 'Submit Eclaims'.

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257; please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the Contact Us form on our website