

Claim Rejections Due to X-ray date on Claim:

Dear Valued Customer,

If you have experienced denials due to a missing or incorrect date of X-ray, follow the below process to resubmit your claims.

1. Go to Billing > Primary Claims > Submitted Bucket.
2. Check the 'Rebill' box on the rejected claim and click the rebill button at the bottom of the screen.
3. Modify box 15 on the claim using a qualifier value of 455 and the date the X-ray was performed.
4. Submit the corrected claim.

Other values that can be used in Box 15 include:

- 454 – Treatment Date
- 304 – Date last seen
- 453 – Acute Manifestation
- 439 - Accident
- 455 - X-Ray
- 471 - Prescription
- 090 – Date assumed care
- 091 – Date relinquished care

Thank you!

PayDC/APS Leadership Team

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](#)