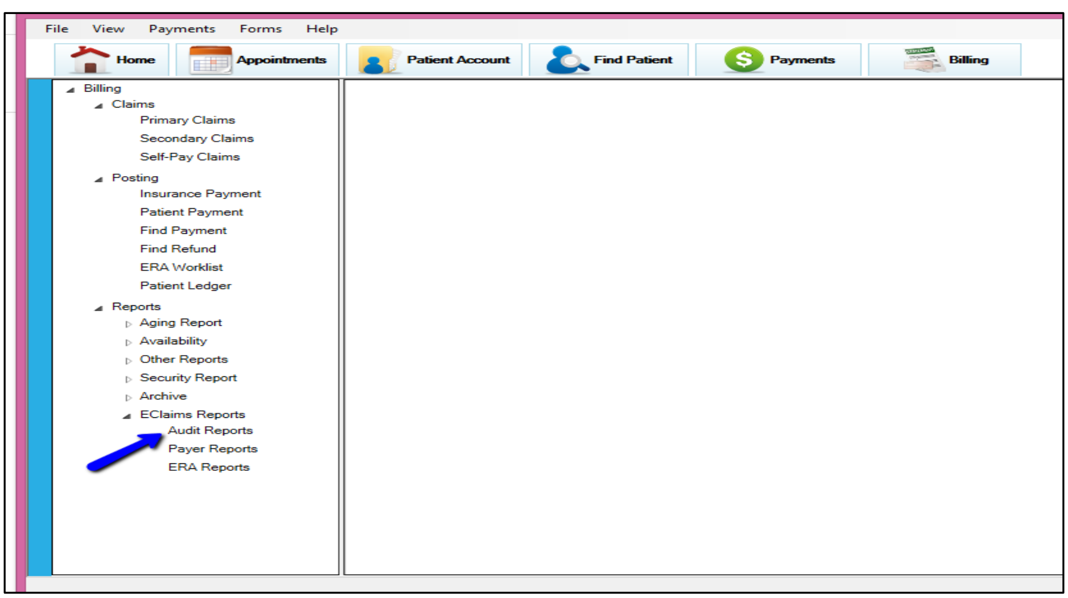
ACTION REQUIRED: Step-by-Step Instructions for Correcting Claim Billing Errors

Dear Valued Customer,

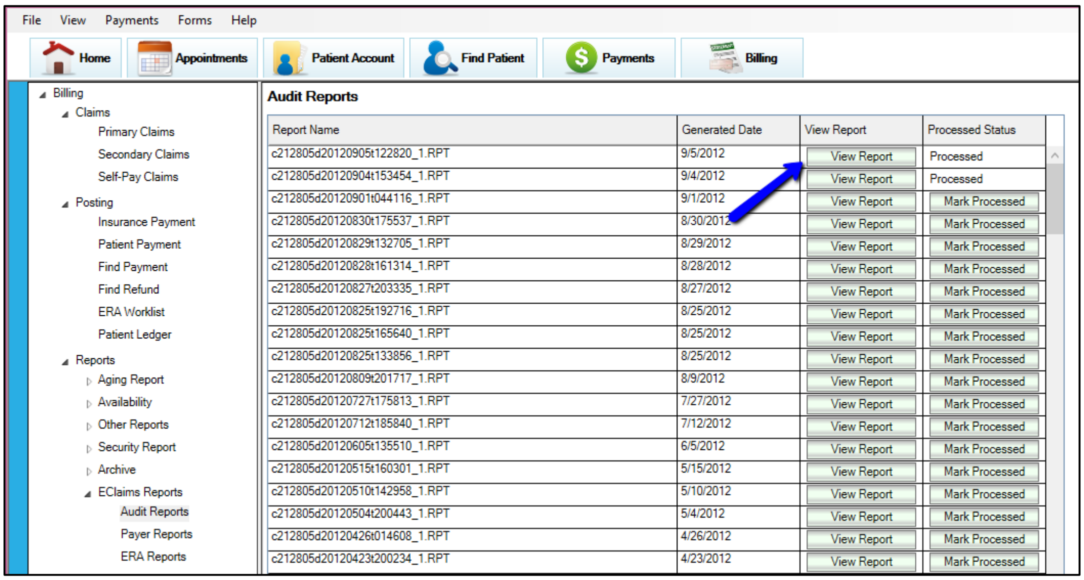
We have been monitoring your Audit Reports since the change of clearinghouse services, starting December 22, 2015, and have noticed some Claim rejections that you will need to correct and re-bill. To assist you in making these necessary corrections, we have attached the ***Most Common Error Rejections*** 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

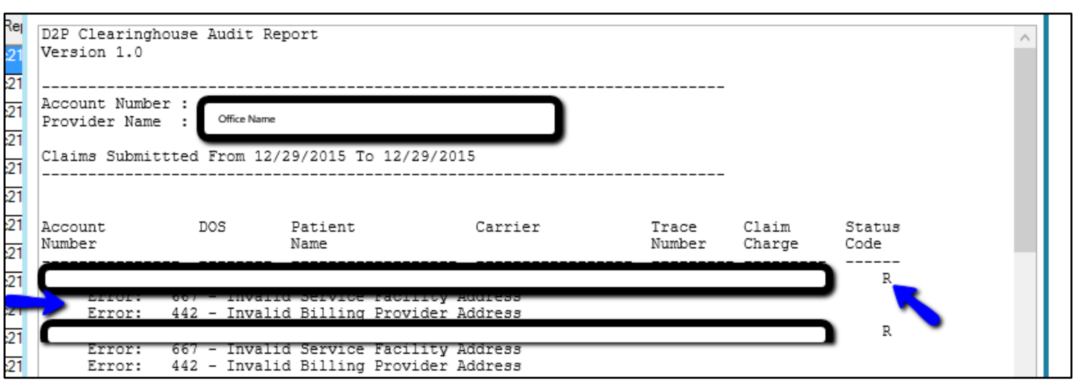
2. Click the arrow next to Eclaims reports at the bottom left of screen



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.**



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<u>Most Common Errors: Step-by-Step Instructions on How to Correct and Rebill</u>

2805- Provider Not Enrolled

1. Send your enrollment confirmations to enrollments@g4hs.com for each payer listed above.
   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******

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. **<u>BE SURE the zip code is 9 DIGITS.</u>**
2. Go into the Additional Branches and verify/correct the zip code and save. **<u>BE SURE the zip code is 9 DIGITS.</u>**
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'

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. **<u>BE SURE the zip code is 9 DIGITS</u>**
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'

1036- Invalid Patient/Subscriber Information

1. Go into the Patient Profile click the + next to patient data and click on current home address, 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 updated in 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'

964- Invalid/ Subscriber Birthdate

1. Go into the Patient Profile to initial patient questionnaire, click edit at the bottom, and correct/verify date of birth.
2. If the patient is not the primary card holder go the parent/guardian or spouse information 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 updated in 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'

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'

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 to each provider correct/verify the provider's information and save- First/Last name, Middle Name or Middle Initial, Suffix, etc.
4. Go into the Advanced Setting 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'

767- Missing Billing Provider NPI

1. Go into the Advanced Setting 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 to 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'

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'

15- Incomplete Rendering Physician

1. Go into the advanced setting 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'

1168- Invalid Pay to Address

1. Go into the Advanced Setting 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'

139- Invalid Rendering Provider NPI

1. Go into the advanced setting to the User Profile to 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'

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'

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'

18- Invalid Subscriber Address

1. Go into the Patient Profile click the + next to patient data and click on current home address, 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 updated in 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'

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 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'

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 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'

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'

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'

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 to 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'

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'

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'

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 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'

17- Invalid Patient Address

1. Go into the Patient Profile click the + next to patient data and click on current home address, correct/verify patient's address.
2. Go to the insurance detail screen, click on carrier and verify that the address updated in this screen 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'

137- Invalid Service Line Rendering Provider

1. Go into the Advanced Settings to the User Profile, correct/verify the Individual NPI under the User Identification Numbers 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.

35- Incomplete Subscriber Name

1. Go into the Patient demographics, 'initial patient questionnaire' correct/verify patient's name.
2. If the patient is not the primary card holder go the parent/guardian or spouse information correct/verify patient name for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the name updated in 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'

126- Invalid Modifier

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 services section and correct the modifier.
5. Click SAVE, then back to go to the claims bucket
6. Check the 'Submission Method' box and click 'Submit Eclaims'

160- Missing Member ID

1. Go into the Patient Profile to insurance details and click edit.
2. Click on the carrier verify/enter 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'

161- 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'

212- Invalid HCPC 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 services section and correct the HCPC code.
5. Click SAVE, then back to go to the claims bucket
6. Check the 'Submission Method' box and click 'Submit Eclaims'

248- Invalid Patient Zip Code

1. Go into the Patient Profile click the + next to patient data and click on current home address, correct/verify patient's zip code.
2. Go to the insurance detail screen, click on carrier and verify that the address updated in this screen 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'

249- Invalid Subscriber Zip Code

1. Go into the Patient Profile click the + next to patient data and click on current home address, correct/verify patient's zip code.
2. If the patient is not the primary card holder go the parent/guardian or spouse information correct/verify zip code for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the address updated in 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'

276- Invalid Patient Name

1. Go into the Patient demographics, 'initial patient questionnaire' correct/verify patient's name.
2. Go to the insurance detail screen, click on carrier and verify that the name updated in this screen 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'

285- Subscriber Last Name Required

1. Go into the Patient demographics, 'initial patient questionnaire' enter/verify patient's name.
2. If the patient is not the primary card holder go the parent/guardian or spouse information, enter/verify patient name for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the name updated in 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'

324- Invalid Subscriber Name

1. Go into the Patient demographics, 'initial patient questionnaire' correct/verify patient's name.
2. If the patient is not the primary card holder go the parent/guardian or spouse information correct/verify patient name for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the name updated in 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'

326- Invalid Service Line Diagnosis Pointer

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 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'

343- Patient Relationship Code Must Be 18

1. Go into the Patient demographics, 'initial patient questionnaire' correct/verify patient's name.
2. Go to the insurance detail screen, click on carrier and verify that the name updated in this screen 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'

349- Invalid Subscriber Member ID

1. Go into the Patient Profile to insurance details and click edit.
2. Click on the carrier verify/enter 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'

356- Invalid Modifier

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 services section and correct the modifier.
5. Click SAVE, then back to go to the claims bucket
6. Check the 'Submission Method' box and click 'Submit Eclaims'

357- Invalid Group Number

1. Go into the Patient Profile to insurance detail and click edit.
2. Click on the carrier correct/verify group number (no special characters allowed!) 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'

370- Missing Accident 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, then click on 'CMS 1500' tab.
4. Click 'Edit' at the bottom of the screen and enter/verify date in box 14, click save button and back button to get back to rebill bucket.
5. Check the 'Submission Method' box and click 'Submit Eclaims'

442- Invalid Billing Provider Address

1. Go into the Advanced Setting 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'

515- Invalid Billing Provider EIN

1. Go into the Advanced Setting to the Subscriber Profile verify the tax ID under the Subscriber Identification Numbers. To change the tax ID for the main branch, go to the home screen and click on "settings wizard" and change in settings wizard.
2. Go into the Additional Branches and correct/verify the tax ID under the Subscriber Identification Numbers and save.
3. Go into the User Profile to each provider correct/verify the SSN under the Healthcare Identification number and save
4. Go into the insurance carriers under the Billing Preference and correct/verify the "identifier to use for box 25" (select Tax ID or SSN) 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'

573- Missing Group Number

1. Go into the Patient Profile to insurance detail and click edit.
2. Click on the carrier enter/verify group number (no special characters allowed!) 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'

587- Invalid Modifier

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 services section and correct the modifier.
5. Click SAVE, then back to go to the claims bucket
6. Check the ‘Submission Method’ box and click ‘Submit Eclaims’

666- Missing Patient Address

1. Go into the Patient Profile click the + next to patient data and click on current home address, enter/verify patient’s address.
2. Go to the insurance detail screen, click on carrier and verify that the address updated in this screen 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’

677-Medicaid Must Be Last Payer

1. Go into the Patient demographics insurance detail screen, make sure that Medicaid is marked as the secondary insurance 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’

737- Missing Ordering Physician (for DME claims ONLY)

1. Go into the advanced setting to the billing preferences and select 'Referring Provider'
2. Add First/Last name and NPI of ordering Physician
3. SAVE
4. Go into the Patient demographics eligibility detail screen and select referring provider from the drop down then SAVE.
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'

965- Invalid Patient/Subscriber Gender

1. Go into the Patient Profile to initial patient questionnaire, click edit at the bottom, and correct/verify gender.
2. If the patient is not the primary card holder go the parent/guardian or spouse information correct/verify gender for the card holder.
3. Go to the insurance detail screen, click on carrier and verify that the date of birth updated in 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

800- Invalid Group Number

1. Go into the Patient Profile to insurance detail and click edit.
2. Click on the carrier to remove the group name 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'

1053- Missing Patient Gender Code

1. Go into the Patient Profile to initial patient questionnaire, click edit at the bottom, and correct/verify gender.
2. Go to the insurance detail screen, click on carrier and verify that the date of birth updated in this screen 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

1131- Invalid Group Number

1. Go into the Patient Profile to insurance detail and click edit.
2. Click on the carrier to remove the group name 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'

1642- Missing Billing Provider Taxonomy

1. Go into the Advanced Setting to the Subscriber Profile verify the tax ID under the Subscriber Identification Numbers. To change the tax ID for the main branch, go to the home screen and click on "settings wizard" and change in settings wizard.
2. Go into the Additional Branches and enter/verify the tax ID under the Subscriber Identification Numbers and save.
3. Go into the User Profile to each provider enter/verify the SSN under the Healthcare Identification number and save
4. Go into the insurance carriers under the Billing Preference and correct/verify the "identifier to use for box 25" (select Tax ID or SSN) 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'

1794- 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'

1896- Principal Diagnosis Missing

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 enter DX 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'

1943- Invalid Add On HCPC 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 services section and correct the HCPC code.
5. Click SAVE, then back to go to the claims bucket
6. Check the 'Submission Method' box and click 'Submit Eclaims'

2677- Missing Accident Diagnosis

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 enter DX 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'

2831- Current Condition Date Must Be Before Service 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'

2881- Invalid Service Line Rendering Provider ID

1. Go into the advanced setting 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'