

Pre-submission Errors Found in PayDC Claims Grid

Item 14- Date of Current Illness has errors

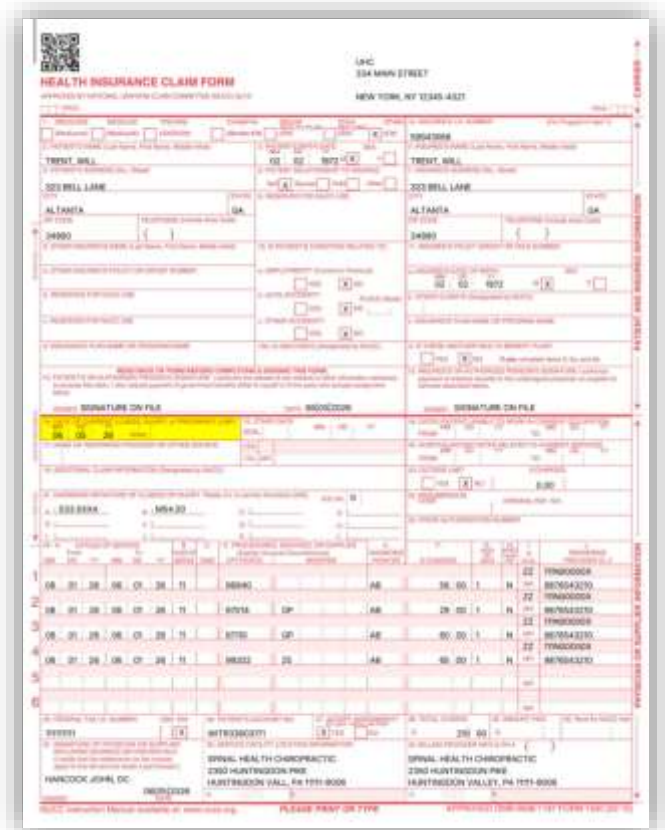
Video Timestamp: 1:00

Potential Causes:

- Date of Current Illness is after Date of Service OR
- Date of Current Illness is prior to Date of Birth

Steps to Correct:

1. Click edit on CMS1500 form
2. Type correct Date of Onset
3. Click SAVE 
4. Ensure Provider creates addendum to document necessary changes in corresponding SOAP Note



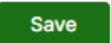
Item 24- Services Information has errors

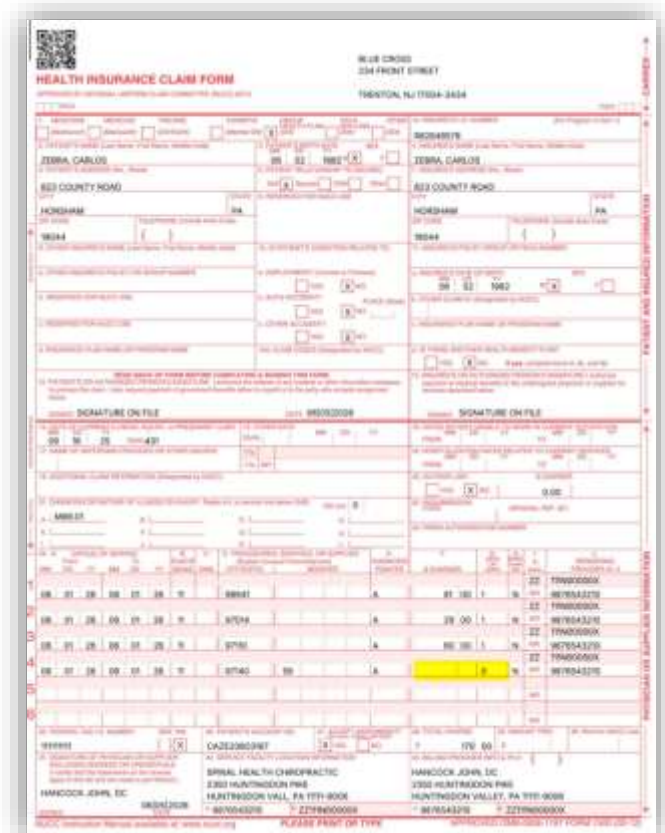
Video Timestamp: 2:11

Potential Causes:

- Units/Fees showing 0

Steps to Correct:

1. Click edit on Quick Charge Entry
2. Type correct number of units or remove CPT code from claim entirely
3. Click SAVE 
4. Ensure Provider creates addendum to document necessary changes in corresponding SOAP Note



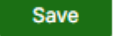
Item 24- Services Information has errors

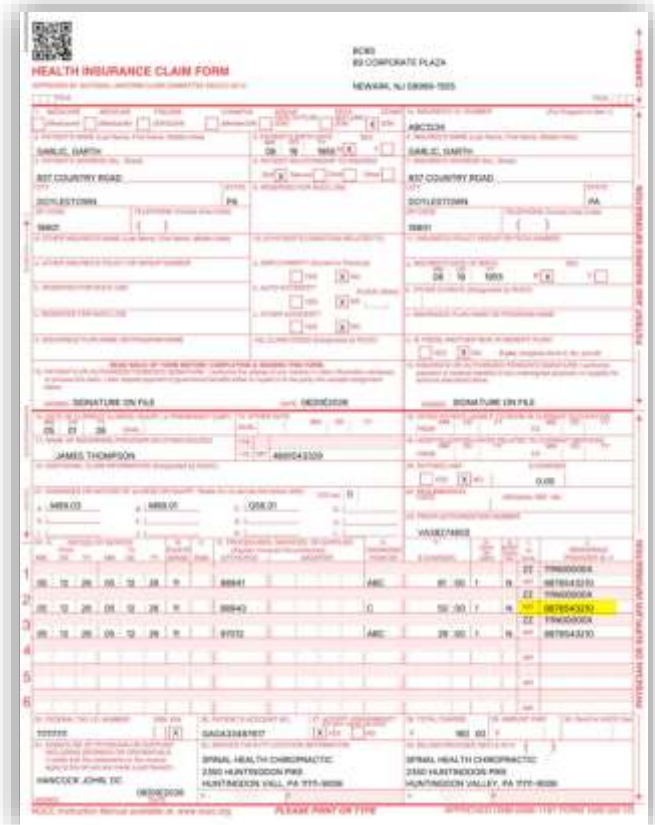
Video Timestamp: 4:53

Potential Causes:

-Missing/Invalid info in 24J (rendering provider)

Steps to Correct:

1. Click edit on Quick Charge Entry
2. Type Rendering Provider's NPI and taxonomy
3. Click SAVE 
4. Go to Account Settings >> Users to ensure all Provider users have NPI entered with no leading or trailing spaces to correct this moving forward.
5. In the "Performing Provider" drop-down in the Plan section of the SOAP notes, be sure to refrain from entering any non-provider users.



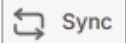
Item 5- Patient Address has errors

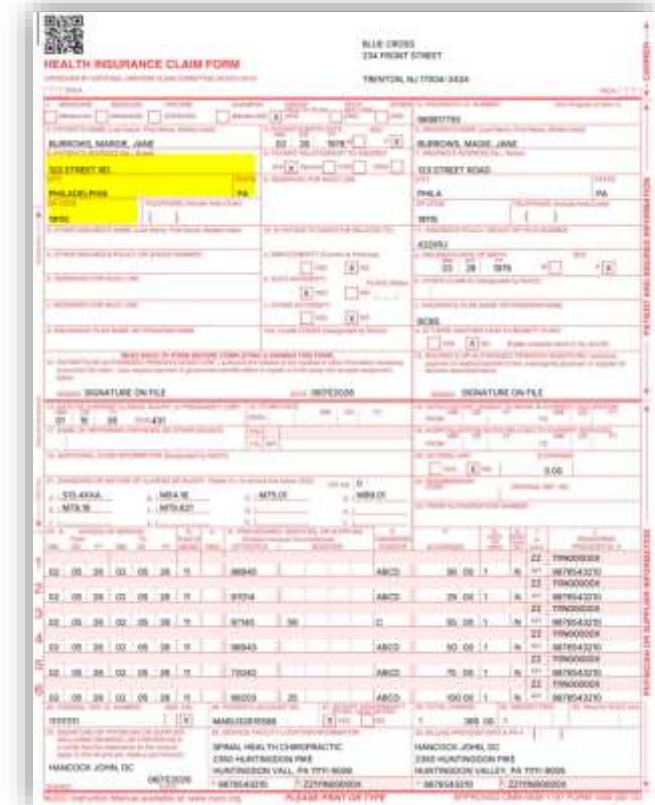
Video Timestamp: 6:50

Potential Causes:

-Patient address is missing OR patient address includes special characters

Steps to Correct:

1. Start from Patient Dashboard, and click to edit patient demographics
2. Navigate to Patient Contact Details and enter/edit patient address. Ensure no special characters are included
3. Click SAVE
4. Go to Billing >> Claims >> Primary Claims and locate the claim(s) in "Generated"
5. Select the errored claim(s)
6. Click SYNC 



Item 7- Insured Address has errors

Video Timestamp: 8:26

Potential Causes:

- Insured address is missing OR insured address includes special characters**

Steps to Correct:

1. Start from Patient Dashboard, and click to edit patient demographics
2. Navigate to Patient Contact Details (or Parent/Spouse if the patient is not the insured)
3. Review/enter/edit patient/insured address. Ensure no special characters are included
4. Click SAVE
5. Navigate to Insurance Details
6. Click Edit
7. Click Sync to pull in the updated address
8. Click SAVE
9. Navigate to Billing >> Claims>>Primary Claims and locate the claim(s) in “Generated”
10. Select the errored claim(s)
11. Click SYNC

[illegible]

Carrier block has errors

Video Timestamp: 10:36

Potential Causes:

- Carrier info is missing or carrier address includes special characters**

Steps to Correct:

1. Go to Account Settings >> Insurance Carriers
2. Click on carrier name to select the Carrier
3. Ensure Carrier address is entered with no special characters
4. Click Save
5. Go to Billing >> Claims>>Primary Claims and locate the claim(s) in “Generated”
6. Select the errored claim(s)
7. Click SYNC  Sync

HEALTH INSURANCE CLAIM FORM

THIS FORM IS OPTIONAL. IT MAY BE USED FOR CLAIMS FOR BENEFITS UNDER A GROUP-TERM LIFE INSURANCE POLICY.

DATE OF LOSS: 01/01/2010

FORM 10-10-10

1. POLICY NUMBER: 1234567890

2. POLICY TYPE: Life Insurance

3. POLICY EFFECTIVE DATE: 01/01/2010

4. POLICY EXPIRATION DATE: 12/31/2010

5. POLICY CURRENCY: US Dollars

6. POLICY STATUS: Active

7. POLICY CLASSIFICATION: Individual

8. POLICY RATING: A

9. POLICY CLASSIFICATION: Individual

10. POLICY RATING: A

11. POLICY CLASSIFICATION: Individual

12. POLICY RATING: A

13. POLICY CLASSIFICATION: Individual

14. POLICY RATING: A

15. POLICY CLASSIFICATION: Individual

16. POLICY RATING: A

17. POLICY CLASSIFICATION: Individual

18. POLICY RATING: A

19. POLICY CLASSIFICATION: Individual

20. POLICY RATING: A

21. POLICY CLASSIFICATION: Individual

22. POLICY RATING: A

23. POLICY CLASSIFICATION: Individual

24. POLICY RATING: A

25. POLICY CLASSIFICATION: Individual

26. POLICY RATING: A

27. POLICY CLASSIFICATION: Individual

28. POLICY RATING: A

29. POLICY CLASSIFICATION: Individual

30. POLICY RATING: A

31. POLICY CLASSIFICATION: Individual

32. POLICY RATING: A

33. POLICY CLASSIFICATION: Individual

34. POLICY RATING: A

35. POLICY CLASSIFICATION: Individual

36. POLICY RATING: A

37. POLICY CLASSIFICATION: Individual

38. POLICY RATING: A

39. POLICY CLASSIFICATION: Individual

40. POLICY RATING: A

41. POLICY CLASSIFICATION: Individual

42. POLICY RATING: A

43. POLICY CLASSIFICATION: Individual

44. POLICY RATING: A

45. POLICY CLASSIFICATION: Individual

46. POLICY RATING: A

47. POLICY CLASSIFICATION: Individual

48. POLICY RATING: A

49. POLICY CLASSIFICATION: Individual

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51. POLICY CLASSIFICATION: Individual

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79. POLICY CLASSIFICATION: Individual

80. POLICY RATING: A

81. POLICY CLASSIFICATION: Individual

82. POLICY RATING: A

83. POLICY CLASSIFICATION: Individual

84. POLICY RATING: A

85. POLICY CLASSIFICATION: Individual

86. POLICY RATING: A

87. POLICY CLASSIFICATION: Individual

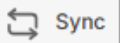
Item 10- Patient Condition has errors

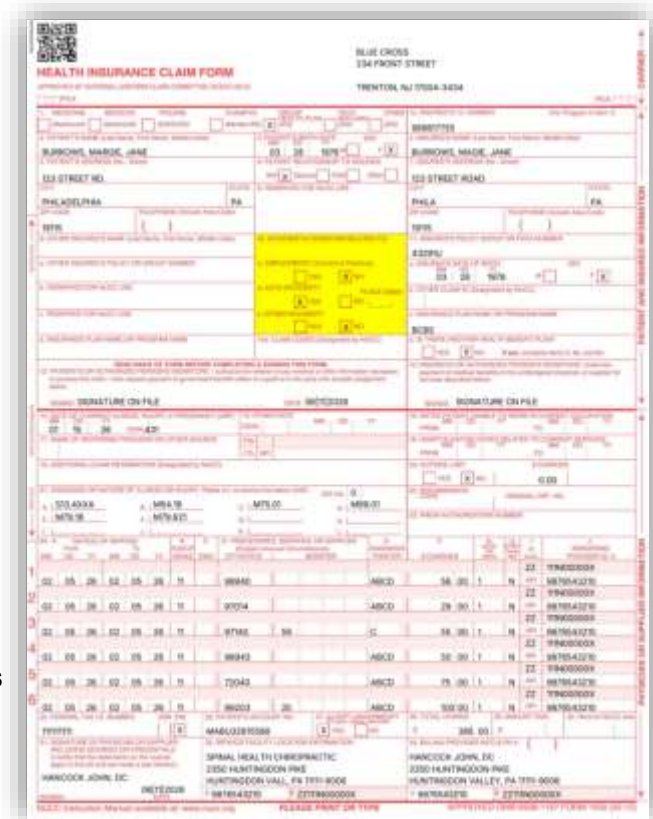
Video Timestamp: 11:30

Potential Causes:

- Patient condition is set to “Auto Accident” but the accident state is missing

Steps to Correct:

1. Start from Patient Dashboard, and navigate to Insurance Details
2. Click Edit next to Eligibility Details or click Add Eligibility
3. Scroll to “Is Patient’s Condition Related To” and choose Auto Accident-YES then select the state the accident occurred from the drop-down
3. Click SAVE in Eligibility, then SAVE again in Ins Details
4. Go to Billing >> Claims>>Primary Claims and locate the claim(s) in “Generated”
5. Select the errored claim(s)
6. Click SYNC 



Item 1a- Insured's ID number has errors

Video Timestamp: 12:43

Potential Causes:

- Insured ID is missing or includes special characters

Steps to Correct:

1. Start from Patient Dashboard, and navigate to Insurance Details
2. Click Edit next to payer name
3. Enter Insured ID number with no special characters or leading/trailing spaces
4. Click SAVE
5. Go to Billing >> Claims>>Primary Claims and locate the claim(s) in “Generated”
6. Select the errored claim(s)
7. Click SYNC 