Post-submission Errors Found in Audit Reports

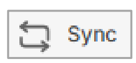
Invalid Patient Gender Code

Video Timestamp: 0:41

Potential Causes:

-Patient gender is listed as something other than Male or Female

Steps to Correct:

1. Start from Patient Dashboard, and click to edit patient demographics
2. Navigate to Patient Details and choose either Male or Female from the Gender drop-down
3. Click SAVE
4. Navigate to Insurance Details
5. Click Edit
6. Click Sync to pull in the updated gender
7. Click SAVE
8. Go to Billing >> Claims>>Primary Claims and locate the claim(s) in "Submitted"
9. Select the rejected claim(s) and click Rebill
10. Navigate to Rebill
11. Select the rejected claim(s) and click SYNC 

before resubmitting

Payer Not Matched

Video Timestamp: 2:13

Potential Causes:

-Claims were submitted with payer name/payer ID mismatch

Steps to Correct:

1. Contact PayDC Support for assistance with this error

Invalid Media Code

Video Timestamp: 2:52

Potential Causes:

-Claims were submitted with payer name/payer ID mismatch

Steps to Correct:

1. Contact PayDC Support for assistance with this error

Invalid Patient/Subscriber Birthdate

Video Timestamp: 3:21

Potential Causes:

-Patient is identified as the insured, but patient and subscriber birthdate differ on submitted claims

Steps to Correct:

1. **Start from Patient Dashboard, and navigate to Insurance Details**
2. **Click Edit**
3. **Click Sync to pull in the updated birthdate**
4. **Click SAVE**
5. **Go to Billing >> Claims>>Primary Claims and locate the claim(s) in "Submitted"**
6. **Select the rejected claim(s) and click Rebill**
7. **Navigate to Rebill**
8. **Select the rejected claim(s) and click SYNC** Sync **before resubmitting**

Provider Not Enrolled

Video Timestamp: 4:56

Potential Causes:

-Claims were submitted without prior EDI enrollment approval OR NPI on approved EDI enrollment does not match Billing Provider NPI on claim

Steps to Correct:

1. **Contact PayDC Support team to connect with our *Enrollment Specialist***
2. **Re-submit claims once EDI approval is obtained**

Invalid Claim Filing Indicator Code

Video Timestamp: 5:38

Potential Causes:

-Claims were submitted with payer name/payer ID mismatch in the secondary claim info

Steps to Correct:

1. **Contact PayDC Support for assistance with this error**

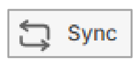
Invalid Member ID (Professional)

Video Timestamp: 6:28

Potential Causes:

-Medicare ID number is not valid

Steps to Correct:

1. **Obtain updated Medicare card from patient**
2. **Start from Patient Dashboard, and navigate to Insurance Details**
3. **Click Edit**
4. **Enter the *updated* Insured ID number. New Medicare numbers should be 11 characters in length, and include both letters and numbers throughout. Be sure to exclude all special characters as well as leading/trailing spaces.**
5. **Click SAVE**
6. **Go to Billing >> Claims>>Primary Claims and locate the claim(s) in "Submitted"**
7. **Select the rejected claim(s) and click Rebill**
8. **Navigate to Rebill**
9. **Select the rejected claim(s) and click SYNC** 

before resubmitting

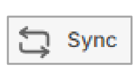
Missing/Invalid Prior Authorization

Video Timestamp: 8:01

Potential Causes:

-Submitted claims are missing prior authorization number OR prior authorization number is invalid

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 Prior Authorization Number**
4. **Enter Prior Authorization Number. Be sure to exclude all special characters as well as leading/trailing spaces.**
5. **Click SAVE in Eligibility, then SAVE again in Insurance Details**
6. **Go to Billing >> Claims>>Primary Claims and locate the claim(s) in "Submitted"**
7. **Select the rejected claim(s) and click Rebill**
8. **Navigate to Rebill**
9. **Select the rejected claim(s) and click SYNC** 

before resubmitting

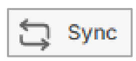
Invalid Subscriber DOB

Video Timestamp: 9:45

Potential Causes:

-Date of Birth for insurance subscriber is not valid

Steps to Correct:

1. **Start from Patient Dashboard, and click to edit patient demographics**
2. **Navigate to Parent/Guardian or Spouse Details**
3. **Review/enter parent/spouse Date of Birth**
4. **Click SAVE**
5. **Navigate to Insurance Details**
6. **Click Edit**
7. **Click Sync to pull in the updated Date of Birth**
8. **Click SAVE**
9. **Go to Billing >> Claims>>Primary Claims and locate the claim(s) in "Submitted"**
10. **Select the rejected claim(s) and click Rebill**
11. **Navigate to Rebill**
12. **Select the rejected claim(s) and click SYNC** 

before resubmitting

Invalid HCPC Code

Video Timestamp: 11:25

Potential Causes:

-Claims were submitted with an invalid HCPC/CPT code

Steps to Correct:

1. **Click edit on Quick Charge Entry**
2. **Type correct code or remove CPT code from claim entirely**
3. **Click SAVE** 

4. **Ensure Provider creates addendum to document necessary changes in corresponding SOAP Note**