


Keying a Professional Claim


ConnectCenter provides the ability to create a CMS 1500 professional claim through the Claims menu, Create a Claim option. There are minimum field requirements to create a basic valid claim. This guide lists fields that are commonly required.


Topics covered


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Keying Tips

-  Prior to keying claims, it is **highly recommended** that frequently used providers be entered in Provider Management. See the "Getting Started with Provider Management" guide for additional information. More information included in Provider Management records means more provider detail can be retrieved into your claims for both rendering and billing provider fields.

-  Because ConnectCenter requires the entry of a lot of payer and provider information that is typically the same between different claims, you will find that **copying** an existing claim becomes an essential short-cut in creating new claims.
 - You should copy only claims that have already been validated, sent to the clearinghouse, and accepted by the payer.
 - If you have a patient that has the same services performed at every appointment, copy a claim accepted by the payer and modify the service dates.

-  Any data that resides on multiple tabs need only be updated on one tab.
 - For example, if the Patient Last Name is updated on the Claim Detail tab under the Patient Information section, then the Patient Last Name field on the UB tab will be automatically updated.

-  At any time while creating your claim you can click 'Validate'. Validate will alert you to errors on the claim that would otherwise prevent the claim from being processed.
 - Errors displayed after validation will be highlighted in several ways:
 - A list of errors will be displayed at the top of the claim form, with clickable error messages
 - Every field containing an error will be highlighted in red
 - Only claims that are error free can be send to the clearinghouse for processing.
 - It is recommended that you wait to 'Validate' your claim until you have completed all data you expect will be needed; clicking 'Validate' too early in the data entry process will result in false errors stemming from omission of fields that have not yet been entered.

- ConnectCenter autosaves your claim as you make changes. Claims can be saved as work in progress prior to sending the claim to the clearinghouse. Until the claim is submitted to the clearinghouse, it will have an Incomplete status and will appear in the Incomplete worklist.
- Only claims that have NOT been sent and accepted by the clearinghouse can be deleted or edited.

1500 Form

The screenshot shows the '1500 Form' interface. At the top, there are tabs for '1500 FORM', 'CLAIM DETAILS', and 'SERVICE LINE DETAILS'. Below the tabs is a 'Payer Information' section with a 'CLEAR' button and a 'FIND PAYER' button. The form contains various input fields for patient and payer data, including names, addresses, birth dates, and insurance details. A vertical label 'CARRIER' is on the right side of the form, and 'AND INSURED INFORMATION' is at the bottom right.

1500 Key Fields

For customers that have used Emdeon Office for keying claims, the last column in the tables that follow will tell you what field you utilized in that system. If you are new to creating claims, then the column labeled Emdeon Section should be ignored.

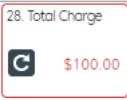
Box	Label / Description	Emdeon Section / Field
	<p>Payer Information</p> <p>Use the Find Payer button to find your payer.</p> <p>A complete list of available payers can be found here: Payer List. If searching by payer ID, be sure to use the 4 digit ID located in the PROFESSIONAL column of this list.</p>	<p>New Claim Setup</p> <p>Select a payer from the drop-down list given in Step 3</p>
	<p>Payer Information</p> <ul style="list-style-type: none"> • Payer address is required but will not be returned from the Find Payer results. After submitting payer address in a claim one time, the address will be stored for use in all future claims. • Do not enter dashes (-) in the extended zip code. 	<p>Pre-filled based on selected payer</p>
1	<p>Payer Type (Claim Filing Indicator)</p> <ul style="list-style-type: none"> • Select Medicaid. Your choice of claim filing indicator in the first claim you create will become the default value for all future claims sent to the same payer. 	<p>Not displayed</p>
1a	<p>Insured's ID</p>	<p>Payer/Insured Information</p> <p>Insured's ID/Cert #</p>
2	<p>Patient's Name</p>	<p>Patient Information</p> <p>Last Name, First Name, MI</p>

Box	Label / Description	Emdeon Section / Field
3	Patient's Birth Date	Patient Information Date of Birth
5	Patient's Address Address, City, State, Zip Code, no dashes	Patient Information Street Address 1, Street Address 2, City, State, Zip
9a	Other Insured's Policy or Group Number	Supplemental Claims Insured ID, within the Insurance tab *Requires user to check "Route Claim for Supplemental Data Entry"
11d	Is there another health benefit plan? Check Yes or No	Insurance Information Other Insurance Indicator
12	Patient's or Authorized Person's Signature Will default to include "Y" on the Signed field	Insurance Information Release of Information Indicator
13	Insured's or Authorized Person's Signature Will default to include "Y" in the Signed field	Provider Information Certification Indicator

Box	Label / Description	Emdeon Section / Field
14	Date of current illness	Accident/Symptom Information Symptom Date
21	Diagnosis Code Enter without the decimal point	Patient Information Diagnosis Code Note: Connect Center does not provide a favorites list or dictionary search for these fields
22	Resubmission Code. Should default to New Claim. Available options: 1 - New claim submission 7 - Replacement of prior claim 8 - Void/cancel of prior claim	Other Information Resubmission Code
23	Prior Authorization Number	
24	Service Line Information	
24 A	Dates of Service Must have MM/DD/YYYY format Note: click in the white area under the line number and gray bar to find the data entry field	Claim Line Information Start Date and End Date Note: ConnectCenter is much less tolerant of variation in date entry formats.

Box	Label / Description	Emdeon Section / Field
24 B	Place of Service This will be a type ahead field, which means that if you type part of the name of the location (for example "offic") that all place of service descriptions containing that text will be displayed. Click on the description you need to select it. Once selected, the 2-digit code for that place of service will display. You may also type the code into the Place of Service field.	Claim Line Information Place Code
24 D	CPT/HCPCS Procedures, Services or Supplies	Claim Line Information Proc and Mods Note: Connect Center does not provide a favorites list or dictionary search for these fields
24 E	Diagnosis Pointer Alpha indicators	Claim Line Information Numeric ICD Pointers
24 F	Charges	Claim Line Information Charges

Box	Label / Description	Emdeon Section / Field
24 G	<p>Days or Units</p> <p>If your claim requires that the service line is expressed in minutes, the Unit/Basis measurement can be modified by accessing the Service Line Details tab. In the section, Service Line Information, Service Line Supplemental Information, enter MJ in the Unit/Basis Measurement Code field for EACH applicable service line. (See the Service Line section below, for more information)</p> <p>NOTE: Only key numeric data in field 24 G</p>	Claim Line Information – Unit Qty
24J	<p>Rendering Provider NPI</p> <ul style="list-style-type: none"> • If the Rendering Provider NPI is applicable to the entire claim add this information on the Claim Detail Tab, rather than each individual service line. • If a Rendering Provider NPI is entered on a service line, the Rendering provider name must be provided on the Service Line Details • Use the + icon to retrieve a rendering provider from Provider Management, as this will allow you to retrieve NPI, atypical provider ID, provider name and taxonomy all at once. (Note, only those provider details you have entered in Provider Management will be available to retrieve.) If Find Provider is used to retrieve rendering provider name and NPI, then the above instruction, that you must add name in the Service Line Details section, is completed for you. 	<p>Performing Provider #</p> <p>Typically performing provider for the entire claim is selected in Step 3 of the New Claim setup page, as part of selecting Service Provider.</p>

Box	Label / Description	Emdeon Section / Field
25	<p>Federal Tax ID Number</p> <ul style="list-style-type: none"> No dashes If you create a Provider Management record for your Billing Provider and include Tax ID in that record, Box 25 Tax ID will be automatically completed when you use Find Provider in Box 33, the Billing Provider box. When this happens, Tax ID type will also default to EIN. 	<p>Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.</p>
26	<p>Patient Account Number</p> <p>Optional</p>	<p>Patient Information</p> <p>Patient Account #</p>
27	<p>Accepts Assignment?</p> <p>Defaults to Assigned. Other options:</p> <p>A – Assigned B – Not Assigned C – Clinical Labs</p>	<p>Provider Information</p> <p>Accepts Assignment?</p>
28	<p>Total Charges refresh button. The system will</p>  <p>Click the calculate the total charges based on the amounts entered in 24F for all service lines.</p>	<p>Claim Line Information</p> <p>Total</p>
31	<p>Signature of Physician or Supplier</p> <p>Will default to include "Y" in the Signed field</p>	

Box	Label / Description	Emdeon Section / Field
32	Service Facility Location Information Address, City, State, Zip Code with no dash	Other Facility Information Name, Number, Street Address 1, Street Address 2, City, State, Zip
32a	Service Facility Location Information NPI of the facility	Other Facility Information – Facility/Lab NPI

<p>33</p>	<p>Billing Provider Info</p> <p>Name, NPI, Address, City, State, Zip Code, & Telephone number.</p> <ul style="list-style-type: none"> • Use the green + button to select information from your provider list. Please note that if you use this button to select a provider from your stored provider management list and if you've completed details such as provider name, contact, address, phone, NPI, API, Tax ID and taxonomy in Provider Management, than all of these claim fields will be completed after provider selection and therefore the remaining tips listed for Box 33 (below) will not require your attention. • Do not use dashes for the phone number or for an extended zip code. • An extension should be represented by a 'x' and then a numeric. There should be no spaces between the base telephone number and the extension. • If a phone number is provided on the 1500 Main form for the billing provider than a contact name must be provided on the Claim Details under the Billing Provider • The Other ID field is most often used for Taxonomy code. When used for Taxonomy, the 33B qualifier code field must contain PXC • If the billing provider does not have an NPI (which makes the provider an <i>atypical provider</i>) the billing Provider's atypical provider identifier (API) must be included on the claim. If entered in the box 33 Other ID field, then the box 33B qualifier codes must be G2. • If you need to include both a taxonomy code and an API, place the taxonomy in box 33 and enter the API in the Billing Provider Other ID field, on the Claim Details tab 	<p>Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.</p>
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Claim Details Tab

Although the 1500 claim form contains the most critical fields needed on a claim, some fields will be found on the Claim Details tab or the Service Lines Details tab instead.



Note, each field on the 1500 form is also duplicated on either the Claim Detail or Service Line Details. For each field that is duplicated on more than one tab, updating the field on one form will also update that field on other tabs. For example, if the Patient Last Name is updated on the Claim Detail tab under the Patient Information section, the Patient Last Name field on the 1500 tab will be automatically updated. A few of the more important fields that can only be found on the Claim Details tab are described below.

Section	Label / Description	Emdeon Section / Field
Payer, Payer Information	Group Name	Payer Group Name
Billing Provider, ID's	Taxonomy While the Claim Details screen provides a dedicated place to enter the Billing Provider Taxonomy, it is also permissible to enter Taxonomy as the Other ID in Box 33, along with a qualifier code of PXC.	Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.

Section	Label / Description	Emdeon Section / Field
Billing Provider, Commercial ID's	<p>If you are an atypical provider who does not have an NPI, then your atypical ID must be entered as a Commercial ID with an ID Type of G2. An atypical ID (or API) is a payer issued identifier. In the case of a Medicaid plan, it may be the state issued provider ID.</p> <p>The API can be retrieved from saved provider information using Find Provider if you have previously saved the API as part of the provider's record.</p> <p>Note that if you enter or retrieve both an API and a taxonomy for a billing provider, you will be able to see both on the Claim Detail screen, but on the 1500 form only the taxonomy will display (in Box 33B.)</p> <p>If you are not an atypical provider, the commercial IDs field can also be used as follows:</p> <ul style="list-style-type: none"> • Use FY as the ID type for the Claim Office Number • Use G2 as the ID type for the Commercial Number • Use LU as the ID type for the Location Number 	Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.
Billing Provider, ID's	State License Number	Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.

Section	Label / Description	Emdeon Section / Field
Billing Provider, ID's	UPIN Number	Selected in Step 2 of the New Claim setup page, as part of choosing the Pay To provider and address.
Rendering Provider, Name, NPI, Taxonomy, Other ID	<ul style="list-style-type: none"> If the Rendering Provider NPI is applicable to the entire claim (which is common) add this information on the Claim Detail Tab and omit it from individual service line. The Rendering Provider must be identified on the claim in either the Claim Detail section or the Line Item section. Wherever it is provided, Rendering Provider details must include provider name and either NPI or atypical provider ID. In some cases, taxonomy is also required. Use the Find Provider button to retrieve a rendering provider from Provider Management, as this will allow you to retrieve NPI, atypical provider ID, provider name and taxonomy all at once. (Note, only those provider details you have previously saved in Provider Management will be available to retrieve.) 	<p>Performing Provider #</p> <p>Typically performing provider for the entire claim is selected in Step 3 of the New Claim setup page, as part of selecting Service Provider.</p>

Section	Label / Description	Emdeon Section / Field
Other Providers, Referring Provider Information IDs	NPI	Other Information Referring Provider NPI
Other Providers, Referring Provider Information IDs	<ul style="list-style-type: none"> • Use 0B as the ID type for the State License Number • Use G2 as the ID type for the Commercial Number • Use 1G as the ID type for the UPIN 	Other Information <ul style="list-style-type: none"> • Referring Provider # is used to collect IDs that are not an NPI • Referring Provider Tax ID Type is used to select whether the Referring Provider # is a Tax ID, License Number or UPIN

Special Cases – Secondary Claims

Section	Label / Description	Emdeon Section / Field
Claim Details Other Insurance/COB Payment/Adjudication	Adjudication Payment Date	Supplemental Claims Secondary Claim Claim Summary Adjudication Date
Claim Details Other Insurance/COB Payment/Adjudication	Amount Paid	Supplemental Claims Secondary Claim Claim Summary Payer Amount Paid
Claim Details Other Insurance/COB Payer	Payer Primary ID	Supplemental Claims Secondary Claim Payer Prior Payer Information Payer ID
Claim Details Other Insurance/COB Insured/Subscriber Information	Patient Relationship to Insured	Supplemental Claims Secondary Claim Payer Prior Payer Information Patient Relationship to Insured

Section	Label / Description	Emdeon Section / Field
Claim Details	Last/Organization Name	Supplemental Claims
Other Insurance/COB	First Name	Secondary Claim
Insured/Subscriber Information	Middle Name	Payer
	Suffix	Prior Payer Information Insured Name
Claim Details	Insured's ID#	Supplemental Claims
Other Insurance/COB		Secondary Claim
Insured/Subscriber Information		Payer Prior Payer Information Insured ID
Claim Details	Reimbursement Rate	Supplemental Claims
Other Insurance/COB	HCPCS Payable Amount	Secondary Claim
Payment/Adjudication	End Stage Renal Disease Payment Amount	Claim Level Entries
	Non-Payment Professional Component Billed	Optional Payment Information
	Patient Liability	<ul style="list-style-type: none"> • Medicare Outpatient Adjudication Reimbursement Rate • HCPCS Payable Amount • ESRD Amount • Component Billed Amount • Liability Amount

Section	Label / Description	Emdeon Section / Field
Claim Details Other Insurance/COB Payment/Adjudication	Claim Payment Remark Codes	Supplemental Claims Secondary Claim Claim Level Entries Medicare Outpatient Adjudication Remarks
Claim Details Other Insurance/COB Payment/Adjudication	Claim Adjustments	Supplemental Claims Secondary Claim Claim Level Entries Claim Adjustments Reason Codes

Special Cases – Ambulance Information

This information can be entered at both the claim level and the service line level.

Section	Label / Description	Emdeon Section / Field
Property & Casualty, Ambulance, Pick Up Location	<ul style="list-style-type: none"> • Address 1 • Address 2 • City • State • Zip Code • Country Code 	Supplemental Claims Ambulance Data Ambulance Pick Up Address <ul style="list-style-type: none"> • Street Address 1 • Street Address 2 • City • State • Zip
Property & Casualty, Ambulance, Drop-off Location	<ul style="list-style-type: none"> • Address 1 • Address 2 • City • State • Zip Code • Country Code 	Supplemental Claims Ambulance Data Ambulance Drop Off Address <ul style="list-style-type: none"> • Street Address 1 • Street Address 2 • City • State • Zip
Property & Casualty, Ambulance, Other Information	Patient Weight	Supplemental Claims Ambulance Data Patient Weight

Section	Label / Description	Emdeon Section / Field
Property & Casualty, Ambulance, Other Information	Transport Distance	Supplemental Claims Ambulance Data Miles
Property & Casualty, Ambulance, Other Information	Transport Reason Code – Enter one of the following codes <ul style="list-style-type: none"> • A – Patient transported to nearest facility • B – Patient transported to preferred physician • C – Patient transported for nearness of family members • D – Patient transported for specialist or for specialized equipment • E – Patient transported to Rehab Facility 	Supplemental Claims Ambulance Data Transport To/From
Property & Casualty, Ambulance, Other Information	Round Trip Purpose	Supplemental Claims Ambulance Data Purpose of Round Trip
Property & Casualty, Ambulance, Other Information	Stretcher Purpose	Supplemental Claims Ambulance Data Purpose of Stretcher

Section	Label / Description	Emdeon Section / Field
Property & Casualty, Ambulance, Other Information	<p>If you need to set a condition codes, select Yes and use one of the following codes</p> <ul style="list-style-type: none"> • 01 – Patient was admitted to hospital • 04 – Patient was moved by stretcher • 05 – Patient was unconscious or in shock • 06 – Patient was transported in an emergency situation • 07 – Patient had to be physically restrained • 08 – Patient had visible hemorrhaging • 09 – Ambulance service was medically necessary • 12 – Patient is confined to a bed or chair <p>NOTE: The Yes/No indicator is not needed at the service line level</p>	<p>Supplemental Claims</p> <p>Ambulance Data</p> <ul style="list-style-type: none"> • Moved by Stretcher • Unconscious/Shock • Emergency Situation • Physical Restraints • Visible Hemorrhaging

Service Line Detail Tab

For each service line, all the detailed information described below can be entered. The top of the **Service Line Details** tab will display summary information about each service line, matching the details entered on the 1500 Form. When completing service line details on the lower portion of the **Service Line Detail** tab, be sure to select which service line your details supplement by clicking the appropriate line at the top of the form.

A blue outline should appear highlighting the field you've clicked. In addition, the entire selected row will be highlighted in gray. In the illustration below, see row 4 and procedure code 81355 as an example.

Claim Search Results ... **Claim 3331234567898 RAJ, ARUN** ▶ [Live Chat](#) ?

SUMMARY		1500 FORM		CLAIM DETAILS		SERVICE LINE DETAILS		SUPPLEMENTAL DOCUMENTATION	
Date(s) of Service From: MM/DD/YYYY To: MM/DD/YYYY	Place of Service	EMG	Procedures, Services, or Supplies (Explain Unusual Circumstances) CPT/HCPCS Modifier	Diagnosis Pointer	Charges	Days or Units	EPSTD Family Plan	ID Qual	Rendering Provider ID#
1 10/20/2014	81		81225	A	\$1,021.18	1		NPI	
2 10/20/2014	81		81226	A	\$1,364.58	1		NPI	
3 10/20/2014	81		81227	A	\$542.40	1		NPI	
4 10/20/2014	81		81355	A	\$266.21	1		NPI	
5 10/20/2014	81		81400	A	\$448.00	1		NPI	
6 10/20/2014	81		81401	A	\$448.00	1		NPI	
7									

Total Service Lines (8)

Service Line Details

Section	Label/Description	Emdeon Section/Field
<p>Service Line Details</p> <p>Providers</p> <p>Rendering</p>	<ul style="list-style-type: none"> • If the Rendering Provider NPI is applicable to the entire claim add this information on the Claim Detail Tab, rather than each individual service line. • If a Rendering Provider NPI is included on a service line, the Rendering provider name must be provided in the Rendering Provider section • Use the + icon in the service line section or the Find Provider button in the rendering provider section of the Service Line tab to retrieve a rendering provider from Provider Management, as this will allow you to retrieve NPI, atypical provider ID, provider name and taxonomy all at once. (Note, only those provider details you have saved in Provider Management will be available to retrieve.) If Find Provider is used to retrieve rendering provider name and NPI, then the above instruction, that you must add name in the Service Line Details section, is completed for you. 	<p>Performing Provider #</p> <p>Typically performing provider for the entire claim is selected in Step 3 of the New Claim setup page, as part of selecting Service Provider.</p>

Section	Label/Description	Emdeon Section/Field
Service Line Details	NPI	Additional Claim Line Information
Providers	ID Type/Other ID	Provider Information
Ordering	Last Name, First Name, Middle Name, Suffix	Ordering Provider NPI
		Ordering Provider UPIN
		Ordering Provider Name
Service Line Details	NPI	Additional Claim Line Information
Providers	ID Type / Other ID	Provider Information
Supervising	Last Name, First Name, Middle Name, Suffix	Supervising Provider NPI
		Supervising Provider UPIN
		Supervising Provider ID
		Supervising Provider Name

Section	Label/Description	Emdeon Section/Field
<p>Service Line Details</p> <p>Providers</p> <p>Purchased Services</p>	<p>Entity Type: Yes/No</p> <p>Purchased Service Charge Amount</p> <p>NPI</p> <p>ID Type / Other ID</p>	<p>Additional Claim Line Information</p> <p>Service Information</p> <ul style="list-style-type: none"> • Purchased Service: Y/N • Purchased Service Charge <p>Provider Information</p> <ul style="list-style-type: none"> • Purchased Service Provider NPI, • Purchased Service Provider #
<p>Service Line Details</p> <p>Service Line Supplemental Information</p>	<p>CLIA #</p>	<p>Additional Claim Line Information</p> <p>Provider Information</p> <p>CLIA #</p>
<p>Service Line Details</p> <p>Service Line Supplemental Information</p>	<p>Mammography Certification #</p>	<p>Additional Claim Line Information</p> <p>Provider Information</p> <p>Mammography Cert Number</p>
<p>Service Line Details</p> <p>Service Line Supplemental Information</p>	<p>Hospice Employee</p>	<p>Additional Claim Line Information</p> <p>Provider Information</p> <p>Hospice Employee</p>

Section	Label/Description	Emdeon Section/Field
Service Line Details Drug Information	NDC or Universal Product ID # of Units Measurement Basis RX#	Additional Claim Line Information Service Information <ul style="list-style-type: none"> • National Drug Code • NDC Quantity • NDC Units of Measure • Prescription Number • NDC Link Sequence #
Service Line Details Test Results	Hemoglobin/Hematocrit/Both Date ID, Qualifier, Value	Additional Claim Line Information Service Information <ul style="list-style-type: none"> • Hemoglobin/Hematocrit Date • Hemoglobin g/dl • Hematocrit %

Appendix

Place of Service Codes

- 42 Ambulance - Air or Water
- 41 Ambulance - Land
- 24 Ambulatory Surgical Center
- 13 Assisted Living Facility
- 25 Birthing Center
- 53 Community Mental Health Center
- 61 Comprehensive Inpatient Rehabilitation Facility
- 62 Comprehensive Outpatient Rehabilitation Facility
- 33 Custodial Care Facility
- 23 Emergency Room - Hospital
- 65 End-Stage Renal Disease Treatment Facility

50	Federally Qualified Health Center
14	Group Home
12	Home
04	Homeless Shelter
34	Hospice
49	Independent Clinic
81	Independent Laboratory
05	Indian Health Service Free-Standing Facility
06	Indian Health Service Provider-Based Facility
21	Inpatient Hospital
51	Inpatient Psychiatric Facility
54	Intermediate Care Facility/Mentally Retarded
60	Mass Immunization Center
26	Military Treatment Facility
15	Mobile Unit
57	Non-residential Substance Abuse Treatment Facility
32	Nursing Facility
19	Off Campus Outpatient Hospital
11	Office
22	On Campus Outpatient Hospital
99	Other Place of Service
01	Pharmacy
18	Place of Employment-Worksite
09	Prison/Correctional Facility
52	Psychiatric Facility-Partial Hospitalization
56	Psychiatric Residential Treatment Center
71	Public Health Clinic
55	Residential Substance Abuse Treatment Facility
72	Rural Health Clinic
03	School
31	Skilled Nursing Facility
02	TeleHealth
16	Temporary Lodging
07	Tribal 638 Free-standing Facility
08	Tribal 638 Provider-based Facility
20	Urgent Care Facility
17	Walk-in Retail Health Clinic