

## Payer is missing from Eligibility screen

### **Billing > Other > Create Eligibility Verifications:**

Top Panel (For Medicare/PPS Payers)

All payers (with PPS = Yes) will appear in this window.

Bottom Panel (For Medicaid)

All Medicaid payers that have a payclass of C, D, E, F, G, 2, or 3 and Receiver ID NTRACKSBAT or VAMMIS FA will appear in this window.

If the payer is not listed, follow these steps to correct:

1. **Codes > Program Related Codes > Payer Codes.**
2. Put in the program and payer number, to pull up the payer.
3. If Medicare/PPS payer, make sure **PPS** = Yes
4. If Medicaid payer, verify the payclass; and the correct **Receiver ID** is listed under the **Electronic Claims Setup** tab

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50006.aspx>