

Eligibility Rejections and Errors

Search the eligibility file for

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This indicates a missing field. To search the file go to **Billing > HIPAA Transactions > View HIPAA Transactions**. Select the payer and then click on the .270 eligibility file. In the "Search for" field at the top of the screen key in " *~ " and then click on the Search For button. The characters will be highlighted on the screen.

The two most common missing fields are HIC#, which should be indicated on the Referral under the Payer tab; and ICDs, which should be listed under Patient History > ICD History.

- Determine what is missing.
- Correct the missing information by adding it onto the chart(s).
- [Recreate the eligibility file](#).
- Resend the eligibility file.
- Wait to receive the response.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50698.aspx>