Eligibility Rejections and Errors

Search the eligibility file for

***~**

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