Segment 8 or Situational Error on 5010 Claim Rejection

If you get a Segment 8 or Situational error on a rejected 5010 claim, it's probably because your agency has a PO address listed or does not have the 9 digit zip code indicated.PO Boxes are no longer allowed for provider addresses on claims. Nine-digit zip codes are required.

1. Go to **Billing** > **HIPAA Transactions** > **Edit HIPAA Payers**.

2. Find the payer that sent the rejection.

3. Change the PO Box in the address to a street address. ONLY a street address may be listed.

   Remove any PO Box indicator and/or special characters.

4. Change the zip code to 9 digits with no hyphen. Barnestorm does not have your 9-digit zip code,

   but you may find it on incoming mail or ask your local USPS office.

5. Save the payer after changing.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50730.aspx