

Why Do two Doctors Show On Bottom Of My Claim?

Ideally, for Medicaid claims, if the patient has a Primary Provider as well as a Carolina Access Provider then both physicians and their NPIs will show up at bottom of claim. **NOTE:** If Primary Provider and Carolina Access Provider are the same, the physician/NPI # will only show up once on the claim.

If this does not apply to your patient, look at the following areas:

1. Check the Referral to see if any Carolina Access information has been incorrectly entered. Look under the Dr+Pharmacy tab, and Payers>Extra Billing Info tab. Delete the incorrect information and Save. Recreate claim.
2. Make sure the Doctor listed on the Referral is the same doctor listed on the 485. Also, verify that the Doctor Code's match. There may be an instance when a doctor has been entered twice under 2 different codes. Fix the issue and recreate the claim.

Note: If this is the case, and you would like to fix the duplicated doctor code, you can find instructions in this article: [Fix Duplicated Doctor/Facility Code.](#)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51170.aspx>