

## Outpatient Services

Revised: March 4, 2024

Review [MHCP Billing Policy](#) for general billing requirements and the [Hospital Services](#) section in the MHCP Provider Manual when submitting claims.

### Log in to MN-ITS

1. [Log in](#) to MN-ITS
2. From the left menu options:
  - a. Select **MN-ITS**
  - b. Select Submit DDE Claims (837)
  - c. Select Institutional (837I)

### Submitting an 837I Outpatient Claim

To submit an 837I Outpatient claim, follow the instructions in the tables for each of the following claim screens:

[Billing Provider](#)

[Subscriber](#)

[Claim Information](#)

[Coordination of Benefits \(COB\)](#)

[Services](#)

### Billing Provider

The billing provider screen auto-populates with the information in the enrollment profile for the NPI/UMPI used to login to MN-ITS. If changes are needed, use the [Change of Enrollment Information](#) to notify MHCP Provider Enrollment.

Refer to the following table for instruction and information about each field on this screen.

| Field Name *<br>(X12 Loop & element)  | Field Instruction  |
|---|--|
| <b>Organization</b><br>(Loop: 2010AA, NM103 (last or organization)<br>NM104 (first) | The name of the Billing Provider: This could be an Organization, business or the name of an individual provider identified by the NPI used to log in to MN-ITS.  |
| <b>Taxonomy</b><br>(Loop: 2000A, PRV03)   | This field only displays information when a Health care provider specialty/location code has been added to the provider file.<br><br>If multiple taxonomy codes have been added, additional information will display. Select the radio button to identify the appropriate location for this claim. |
| <b>Address 1</b><br>(Loop: 2010AA, N301)  | The first address line reported on the provider file.  |
| <b>Address 2</b><br>(Loop: 2010AA, N302)  | The second address line reported on the provider file.   |
| <b>City</b><br>(Loop: 2010AA, N401)   | The city name for the address in address fields 1 and 2.   |
| <b>State</b><br>(Loop: 2010AA, N402)  | The state name for the address in address fields 1 and 2.  |
| <b>Zip</b><br>(Loop: 2010AA, N403)  | The ZIP Code for the address in address fields 1 and 2.  |

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| <b>Telephone</b><br>(Loop: 2010AA, PER04) | Telephone number reported on the provider file.   |
| <b>Select Location</b>                    | When using a consolidated NPI, a table will display showing the locations and taxonomy codes information on file with MHCP.<br><br>Select the radio button next to the location where the services were provided. |
| <b>Screen Action Button</b>               | Select: <ul style="list-style-type: none"> <li>• <b>Cancel</b> to cancel the claim entry</li> <li>• <b>Continue</b> to proceed to the next screen</li> </ul>  |

### Subscriber

Use the Subscriber screen to report the member who received the services reported on this claim. The following fields auto-populate based on the information entered in the Subscriber ID and Birth Date fields.

Refer to the following table for instruction and information about each field on this screen.

| <b>Field Name*</b><br>(X12 loop & element)  | <b>Field Instruction</b>   |
|---|--|
| <b>Subscriber ID</b><br>(Loop: 2010BA, NM109)   | Enter the 8-digit MHCP ID for the subscriber (member) indicated on the MHCP member identification card.  |
| <b>Birth Date</b><br>(Loop: 2010BA, DMG02)  | Enter the birth date of the subscriber.<br><br>Select <b>Search</b> to have MN-ITS find and display the subscriber associated with the subscriber ID and date of birth entered.  |
| The following fields auto-populate based on the information entered in the Subscriber ID and Birth Date fields: |  |
| <b>Subscriber First Name</b><br>(Loop: 2010BA, NM104)   | The first name of the subscriber   |
| <b>Middle Initial</b><br>(Loop: 2010BA, NM105)  | The middle initial of the subscriber   |
| <b>Last Name</b><br>(Loop: 2010BA, NM103)   | The last name of the subscriber  |
| <b>Gender</b><br>(Loop: 2010BA, DMG03)  | The gender of the subscriber<br><br>Select <b>Delete</b> to remove the subscriber information if incorrect.  |
| <b>Screen Action Button</b>   | Select: <ul style="list-style-type: none"> <li>• <b>Back</b> to go back to the previous screen</li> <li>• <b>Cancel</b> to cancel the claim entry</li> <li>• <b>Continue</b> to proceed to the next screen.</li> </ul> |

### Claim Information

Use the Claim Information screens to report header (claim) level information that will identify the type of claim and details about the services. Information entered on the claim information screen will apply to all lines of the claim.

Refer to the following table for instruction and information about each field on this screen.

| <b>Field Name*</b><br>(X12 Loop & element) | <b>Field Instruction</b>  |
|--|---|
| <b>TOB</b>                                 | Enter the appropriate Type of Bill (TOB). The TOB is a 3-digit code |

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| <i>(Loop: 2300, CLM05)</i>  | which defines the type of facility, bill classification and frequency.   |
| <b>Payer Claim Control Number</b><br><i>(Loop: 2300, REF02)</i>     | The Payer Claim Control Number (PCN) field will display when the TOB frequency code 7 (Replacement), or 8 (Void), is entered.<br><br>Enter the 17-digit PCN to identify the previously paid claim to be replaced or void.<br><br>If the claim has been retrieved from a submit response, or the request status feature, the payer claim number will display. |
| <b>Statement Date (From)</b><br><i>(Loop: 2300, DTP03)</i>          | Enter the service start date.  |
| <b>Statement Date (To)</b><br><i>(Loop 2300, DTP03)</i>             | Enter the service end date.  |
| <b>Patient Control Number</b><br><i>(Loop: 2300, CLM01)</i>         | Enter a unique identifier assigned by you, to help identify the claim for this recipient. The patient control number will be reported on your remittance advice.   |
| <b>Assignment/ Plan Participation</b><br><i>(Loop: 2300, CLM07)</i> | Code indicating whether the provider accepts payment from MHCP.<br><br>Defaulted is Assigned<br>Select the correct response if different than the default.   |
| <b>Benefits Assignment</b><br><i>(Loop: 2300, CLM08)</i>            | The determination of the policy holder or person authorized to act on their behalf, to give MHCP permission to pay the provider directly.<br><br>Default is Yes<br>Select the correct response if different than the default.  |
| <b>Release of Information</b><br><i>(Loop: 2300, CLM09)</i>         | The determination of whether the provider has a signed statement by the recipient on file, authorizing the release of medical data to other organizations.<br><br>Default is Yes<br>Select the correct response if different than the default.   |
| <b>Admission Type</b><br><i>(Loop: 2300, CL101)</i>                 | From the dropdown menu options, select the appropriate response to identify the priority of the admission or visit.  |
| <b>Admission Source</b><br><i>(Loop: 2300, CL102)</i>               | From the dropdown menu options, select the appropriate source code indicating the point of location or origin for this admission or visit.   |
| <b>Patient Status</b><br><i>(Loop: 2300, CL103)</i>                 | From the dropdown menu options, select the appropriate code indicating the disposition or discharge status of the recipient on the date entered in the statement Date (To) field.  |
| <b>Diagnosis Type Code</b><br><i>(Loop: 2300, HI01-1)</i>           | From the drop down menu, select whether the diagnosis code reported on this claim is in the ICD-9 or ICD-10 classification.  |
| <b>Principal Diagnosis Code</b><br><i>(Loop: 2300, HI01-2)</i>      | Enter the highest level of ICD or other industry accepted codes that best describe the condition or reason the recipient needed the services.  |
| <b>Other Diagnosis Code</b><br><i>(Loop: 2300, HI01-2)</i>          | Enter the ICD or other industry accepted codes that best describes the additional condition or reason the recipient needed the services and select <b>Add</b> . Repeat this process to add all other diagnosis codes.<br><br>To delete the entered codes, select <b>Delete</b> .   |

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| <b>Situational Claim Information</b> - Select the situational claim information accordion screen to report situational information when required. |  |
| <b>Prior Authorization Number</b><br>(Loop: 2300, REF02)  | When appropriate, enter the service agreement or authorization number.   |
| <b>Reference</b><br>(Loop: 2300, NTE01)   | Select the code identifying the functional area or purpose for which the claim note applies.   |
| <b>Text</b><br>(Loop: 2300, NTE02)  | Use this field only when required for claim adjudication to report claim information or clarification about the product or service provided for the entire claim relating to the Reference Code. Adding note causes the claim to become complex and allows 90 days to process.<br><br>Select <b>Add</b> to add the claim notes to the claim. To delete, select the <b>Delete</b> button. |
| <b>Attachment Control Number</b><br>(Loop: 2400, PWK06)   | Enter the Code/number assigned by the provider, identifying an attachment for this claim.<br><br>Review the <a href="#">Electronic Claim Attachments</a> page for MHCP Attachment Criteria and additional information.   |
| <b>Attachment Type</b><br>(Loop: 2400, PWK01)   | From the dropdown menu options, select the code indicating the type ID and description of the attachment.<br><br>Select <b>Add</b> to add the attachment Control Number and Type ID to the entire claim. To delete entry, select <b>Delete</b> .   |
| <b>Occurrence Code</b><br>(Loop: 2300, HI02-2- HI12)  | When appropriate, enter the Occurrence Code defining a significant event relating to this claim.   |
| <b>Date</b><br>(Loop: 2300, HI01-4)   | Enter the date associated with the Occurrence Code.<br><br>Select <b>Add</b> to add the Occurrence Code and Date. To delete entry, select <b>Delete</b> .  |
| <b>Occurrence Span Code</b><br>(Loop: 2300, HI01-2)   | When appropriate, enter the Occurrence Span Code that identifies an event, occurring over a span of days, that relates to this claim   |
| <b>From Date</b><br>(Loop: 2300, HI01-3)  | Enter the beginning date associated with the Occurrence Span.  |
| <b>To Date</b><br>(Loop: 2300, HI01-4)  | Enter the end date associated with the Occurrence Span.<br><br>Select <b>Add</b> to add the Occurrence Span Code and Dates. To delete entry, select <b>Delete</b> .  |
| <b>Value Code</b><br>(Loop: 2300, HI01-2)   | When appropriate, enter the Value Code that identifies data necessary for processing this claim.   |
| <b>Amount</b><br>(Loop: 2300, HI101-1)  | Enter the value or amount associated with the Value Code.<br><br>Select <b>Add</b> to add the Value Code and Amount. To delete entry, select <b>Delete</b> .   |
| <b>Condition Code</b><br>(Loop: 2300 HI01-2)  | When appropriate, enter the Condition Code to identify a condition or event related to this claim.<br><br>Select <b>Add</b> to add the condition code. To delete entry, select <b>Delete</b> .   |
| <b>Patient Responsibility Amt</b><br>(Loop: 2300, AMT02)  | Enter the amount determined to be the recipient's responsibility for payment.  |

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| <b>Other Providers (Claim Level)</b> – Select the Other Providers accordion screen when required to report other provider information. |   |
| <b>Rendering Provider</b>  |   |
| <b>NPI/UMPI</b><br>(Loop: 2310B, NM109)  | <p>If different than the Attending Provider:</p> <ul style="list-style-type: none"> <li>• Enter the NPI of the Rendering Provider who provided the service</li> <li>• Select <b>Add</b> to add the Rendering Provider NPI</li> <li>• Select the radio button to add the Rendering Provider to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul>                 |
| <b>Pay-To Provider</b>   |   |
| <b>NPI/UMPI</b><br>(Loop: 2010AB, NM109)   | <p>If different than the Billing Provider:</p> <ul style="list-style-type: none"> <li>• Enter the NPI of the provider who should be paid for the item or service</li> <li>• Select <b>Add</b> to add the other Pay-to Provider NPI</li> <li>• Select the radio button to add the Pay-to Provider to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul>           |
| <b>Referring Provider</b>  |   |
| <b>NPI/UMPI</b><br>(Loop: 2310A, NM109)  | <p>If different than the Attending Provider:</p> <ul style="list-style-type: none"> <li>• Enter the NPI of the provider who referred the recipient for the item or service</li> <li>• Select <b>Add</b> to add the Referring Provider NPI</li> <li>• Select the radio button to add the Referring Provider to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul> |
| <b>Attending Provider</b>  |   |
| <b>NPI/UMPI</b><br>(Loop: 2310A, NM101)  | <p>Enter the NPI/UMPI of the provider who is attending the service:</p> <ul style="list-style-type: none"> <li>• Select <b>Add</b> to add the Attending Provider NPI</li> <li>• Select the radio button to add the Attending Provider to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul>  |
| <b>Operating Provider</b>  |   |
| <b>NPI/UMPI</b><br>(Loop: 2330D, REF02)  | <p>Enter the NPI/UMPI of the provider who did the operating for the service:</p> <ul style="list-style-type: none"> <li>• Select <b>Add</b> to add the Operating Provider NPI</li> <li>• Select the radio button to add the Operating Provider to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul>   |
| <b>Service Facility Location</b>   |   |
| <b>NPI/UMPI</b><br>(Loop: 2310E, NM101)  | <p>If different than the Billing Provider:</p> <ul style="list-style-type: none"> <li>• Enter the NPI of the provider where the services were actually provided</li> <li>• Select <b>Add</b> to add the Service Facility Location NPI</li> <li>• Select the radio button to add Service Facility Location to the claim</li> <li>• To delete, select <b>Delete</b></li> </ul>  |
| <b>Screen Action Buttons</b>   | <p>Select:</p> <ul style="list-style-type: none"> <li>• <b>Back</b> to go back to the previous screen</li> <li>• <b>Cancel</b> to cancel the claim entry</li> <li>• <b>Continue</b> to proceed to the next screen</li> </ul>  |

## Coordination of Benefits (COB)

Use the COB screen to report other payers, third party liability (TPL) or Medicare's financial responsibility for all or a portion of the claim. If no other payers are involved with this claim, click the continue button at the bottom of this screen to proceed to the next screen and skip to the [Services](#) section of this user guide.

You must verify other payers' policy to determine the type of policy the member has when reporting other payers, third party liability (TPL) or Medicare. This supplemental guide [MN-ITS Interactive Field Completion Guide \(PDF\)](#) is to help you determine if the other payers' policy EOB adjustments should be entered at the COB Tab claim (header) level, or the Services Tab (line) level.

**Medicare B and HMO Medicare Risk for outpatient claims should be reported on the service (line) level for appropriate claim processing.**

To report each type of other payer information at the claim (header) level, use the following tables.

[Medicare B/HMO Advantage or Risk](#)  
[Third Party Liability \(TPL\)/Other insurance \(non-Medicare\)](#)

### Medicare Part B/HMO Average or Risk

Complete the following fields to report adjustment, payments and denials from Medicare B or an HMO Medicare Risk plan.

| Field Name*<br>(X12 Loop & Element)                              | Field Instruction  |
|--|--|
| <b>Other Payer Name</b><br>(Loop: 2330B, NM103)                  | Enter the name of the Medicare or Medicare Advantage Plan.   |
| <b>Other Payer Primary ID</b><br>(Loop: 2330B, NM109)            | Enter the NPI listed on the Explanation of Medicare Benefits (EOMB) used to submit the claim to Medicare.  |
| <b>Claim Filing Indicator</b><br>(Loop: 2320, SBR09)             | From the dropdown menu options, select the code identifying the type of insurance. After the claim filing indicator is selected, additional fields will display for reporting Medicare information.                                    |
| <b>Payer Responsibility</b><br>(Loop: 2320, SBR01)               | From the dropdown menu options, select the code identifying the payer's level of responsibility for payment of a claim.  |
| <b>Insured ID</b><br>(Loop: 2330A, NM109)                        | Enter the policy holder's identification number as assigned by the payer.<br><br>For Medicare, this would be the Medicare health insurance claim number (HICN) or the Medicare beneficiary identifier (MBI) number.                    |
| <b>Relationship Code</b><br>(Loop: 2320, SBR02)                  | From the dropdown menu options, select the relationship of the MHCP subscriber (member) to the policy holder.  |
| <b>Other Payers Claim Control Number</b><br>(Loop: 2330B, REF02) | Enter the claim number reported on the Medicare EOMB.  |
| <b>Benefits Assignment</b><br>(Loop: 2320, O103)                 | The determination of the policy holder or person authorized to act on their behalf, to give the other payer permission to pay the provider directly.<br><br>Default is Yes. Select the correct response if different than the default. |
| <b>Release of Information</b>                                    | The determination of whether the provider has a signed statement   |

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| (Loop 2320, O106)                                | by the recipient authorizing the release of medical data to other organizations on file.<br><br>Default is Yes. Select the correct response if different than the default.  |
| <b>Outpatient Adjudication Information (MOA)</b> |   |
| <b>Remark Code</b><br>(Loop: 2320, MOA03-MOA07)  | Enter the Medicare remark codes from the Medicare EOMB.<br><br>Select <b>Add</b> to add the code to the claim.  |
| <b>Section Action Buttons</b>                    | Select: <ul style="list-style-type: none"> <li>• <b>Delete</b> to remove the Medicare information from the claim level</li> <li>• <b>Save</b> to save the entered Medicare information</li> <li>• <b>Add</b> to add additional prior payer on this claim</li> </ul> |
| <b>Screen Action Buttons</b>                     | Select: <ul style="list-style-type: none"> <li>• <b>Back</b> to return to the previous screen</li> <li>• <b>Cancel</b> to cancel the entire claim entry</li> <li>• <b>Continue</b> to proceed to the next screen</li> </ul>   |

### Third Party Liability and Other Insurance (non-Medicare)

Complete the following fields to report adjustment, payments and denials from the private insurance (Non-Medicare) carrier.

| Field Name*<br>(X12 Loop & Element)                       | Field Instruction   |
|---|---|
| <b>Other Payer Name</b><br>(Loop: 2330B, NM103)           | Enter the name of the TPL insurance payer.<br>Do not use symbols such as slashes, dashes, periods or plus signs.  |
| <b>Other Payer Primary ID</b><br>(Loop: 2330B, NM109)     | Enter the Identifier of the insurance carrier. (This is available on the recipient's eligibility response.)<br>Do not use symbols such as slashes, dashes, periods or plus signs.   |
| <b>Claim Filing Indicator</b><br>(Loop: 2320, SBR09)      | From the dropdown menu options, select the code identifying type of insurance. After the claim filing indicator is selected, additional fields will display for reporting TPL/private insurance.  |
| <b>Payer Responsibility</b><br>(Loop: 2320, SBR01)        | From the dropdown menu options, select the code identifying the insurance carrier's level of responsibility for payment.  |
| <b>Insured ID</b><br>(Loop: 2330A, NM109)                 | Enter the policy holder's identification number as assigned by the payer.   |
| <b>Relationship Code</b><br>(Loop: 2320, SBR02)           | From the dropdown menu options, select the relationship of the MHCP subscriber (recipient) to the policy holder.<br><br>If reporting adjustments at the claim (header) level for TPL complete the remaining Claim Level Adjustments.<br><br>If reporting adjustment at the line level select the <b>Save</b> action button in this section and then scroll to down to the Other Insurance Information section of this screen. |
| <b>Claim Adjustment Group Code</b><br>(Loop: 2320, CAS01) | For header (claim) level adjustment, select the code identifying the general category of the payment adjustment for this line from the dropdown menu options.   |
| <b>Adj Reason Code</b><br>(Loop: 2320, CAS03)             | Enter the code identifying the reason the adjustment was made.  |

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| <b>Adj Amount</b><br>(Loop: 2320, CAS03)                | Enter the total adjusted dollar amount for this line.   |
| <b>Payer Paid Amount</b><br>(Loop: 2320, AMT02)         | When reporting TPL adjustments at the claim (header level), enter the prior payer paid amount.  |
| <b>Non-Covered Charge Amount</b><br>(Loop: 2320, AMT02) | When reporting TPL at the claim (header level), enter the non-covered charge amount.  |
| <b>Benefits Assignment</b><br>(Loop: 2320, O103)        | <b>Other Insurance Information:</b> The determination of the policy holder or person authorized to act on their behalf, to give the other payer permission to pay the provider directly.<br><br>Default is Yes. Select the correct response if different than the default.  |
| <b>Release of Information</b><br>(Loop 2320, O106)      | The determination of whether the provider has a signed statement by the recipient on file, authorizing the release of medical data to other organizations.<br><br>Default is Yes. Select the correct response if different than the default.                                |
| <b>Section Action Buttons</b>                           | Select: <ul style="list-style-type: none"> <li>• <b>Delete</b> to remove this payer from the claim level</li> <li>• <b>Save</b> to include this TPL/private insurance information on the claim</li> <li>• <b>Add</b> to add additional prior payer on this claim</li> </ul> |
| <b>Screen Action Buttons</b>                            | Select: <ul style="list-style-type: none"> <li>• <b>Back</b> to return to the previous screen</li> <li>• <b>Cancel</b> to cancel the entire claim entry</li> <li>• <b>Continue</b> to proceed to the next screen</li> </ul>   |

## Services

Use the Services screen to describe details for each service being billed. Information reported on a service line will override information reported at the header (claim) level for that line.

Refer to the following table for instruction and information about each field on this screen.

| <b>Field Name*</b><br>(X12 Loop and element)   | <b>Field Instruction</b>   |
|--|--|
| <b>Date of Service (From)</b><br>(Loop: 2400, DTP03)   | Enter the date the item or service was provided, dispensed or delivered to the recipient.                      |
| <b>Date of Service (To)</b><br>(Loop: 2400, DTP03 * RD8*<br>required in DTP02 when TO<br>date is reported) | Enter the last date of a consecutive date range, the service was provided only when required.                  |
| <b>Revenue Code</b><br>(Loop: 2400, SV201)   | Enter the appropriate revenue code used to specify the service line item detail for a health care institution. |
| <b>Line Item Charge Amount</b><br>(Loop: 2400, SV102)  | Enter the total charge for the service.  |
| <b>Unit Code</b><br>(Loop: 2400, SV204)  | Enter the units or manner in which a measurement has been taken.   |
| <b>Service Unit Count</b><br>(Loop: 2400, SV104)   | Enter the quantity of units, time, days, visits, services or treatments for the service.                       |

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| <b>Procedure Code</b><br>(Loop: 2400, SV101-2)  | Enter the CPT or HCPCS code identifying the product or service.  |
| <b>Procedure Code Modifier(s)</b><br>(Loop: 2400, SV101-3, SV101-4, SV101-5, SV101-6)   | Enter the modifier that clarifies or further identifies the service indicated in the procedure code field.   |
| <b>NDC</b><br>(Loop: 2410, LIN03)   | When appropriate, enter the National Drug Code (NDC) required when government regulation mandates that prescribed drugs and biologics are reported with NDC numbers. Drugs and biologics reported in this segment are a further specification of services described in the SV1 segment of this Service Line Loop ID-2400.  |
| <b>NDC Count</b><br>(Loop: 2410, CPT04)   | Enter the National Drug Unit Count – A numeric value used to specify pricing information.  |
| <b>CODE Qualifier</b><br>(Loop: 2410, CTP05-1)  | Enter the code specifying the units in which a value is being expressed, or manner in which a measurement has been taken.<br><br>When no other payer information is required for this line, skip to the <a href="#">Screen Action Button</a> section.  |
| <b>Other Payer</b> – Use this accordion screen when reporting other payers (Medicare Part B and/or TPL) payments or denials for the line item or service. |  |
| <b>Other Payer Primary Identifier</b><br>(Loop: 2430, SVD01)  | From the dropdown menu options select the identifier of other payer entered on the COB screen.   |
| <b>Service Line Paid Amount</b><br>(Loop: 2430, SVD02)  | Enter the total dollar amount the other payer paid for this service line.  |
| <b>Adjudication - Payment Date</b><br>(Loop: 2430, DTP03)   | Enter the date of payment or denial determination by the Medicare payer for this service line.<br><br>This field is not required for TPL/private insurance reporting.  |
| <b>Paid Unit Count</b><br>(Loop: 2430, SVD05)   | Enter the number of units identified as being paid from the other payer's EOB/EOMB.  |
| <b>Claim Adjustment Group Code</b><br>(Loop: 2430, CAS01)   | Enter the code identifying the general category of the payment adjustment for this line.   |
| <b>Adjustment Reason Code</b><br>(Loop: 2430, CAS02)  | Enter the code identifying the reason the adjustment was made.   |
| <b>Adjustment Amount</b><br>(Loop: 2430, CAS03)   | Enter the total dollar amount of the specific adjustment for the reason code entered on this service line.   |
| <b>Adjustment Quantity</b><br>(Loop: 2430, CAS04)   | Use this field to enter the number of units not paid when the units paid are different than the number of units submitted on the claim sent to the other payer.  |
| <b>Section Action Buttons</b>   | Select: <ul style="list-style-type: none"> <li>• <b>Add</b> to add the specific adjustment to this line</li> <li>• <b>Save</b> once all adjustment entries for the specific line has been added</li> <li>• <b>Delete</b> (next to the save button) to cancel all the line item adjustment entries for this line</li> </ul> <p>Repeat the Other Payer COB Line Adjustment Entries to report all adjustments for this line as noted on the EOB/EOMB.</p> |

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| <b>Screen Action Button</b> | Select: <ul style="list-style-type: none"> <li>• <b>Save/View Line(s)</b> to save and view all entered lines in the service line table</li> <li>• <b>Edit</b> to return and edit a particular line</li> <li>• <b>Copy</b> to save and copy the entire line information (including other payer information) to an additional service line</li> <li>• <b>Delete</b> to delete the entire service line information (including other payer information)</li> <li>• <b>Add</b> to add a new blank service line</li> </ul>   |
| <b>Claim Action Button</b>  | Select: <ul style="list-style-type: none"> <li>• <b>Save/View Lines(s)</b> after all service lines have been entered</li> <li>• <b>Validate</b> to determine if the claim has met the HIPAA-compliant and certain basic requirements at both the claim and line level information</li> <li>• <b>Submit</b> to identify if the claim will be paid, denied, or suspended for review at the claim and service line level of the claim</li> </ul> <p>Use the X12 <a href="#">External Code Lists</a> to identify the claim status category and claim status codes displayed on the validate and submit claim response.</p> |

### Other Provider

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|--|---|
| <b>Referring Provider</b><br><i>(Loop: 2420D, NM109)</i> | Any Provider listed here will override at header level. <ul style="list-style-type: none"> <li>• From the Other Providers accordion select Referring Provider</li> <li>• Enter NPI of the provider who is not already reported at claim level as the Attending Provider or the Referring provider.</li> </ul> <p>When reporting the NPI use the recipient for the service associated with that line</p> <ul style="list-style-type: none"> <li>• Select the <b>Add</b> action button in this section to add the provider information</li> <li>• Select the radio button to add the provider to the claim</li> </ul> |
|--|---|

### Copy, Replace or Void (take back) the Claim

After submitting the claim and receiving a claim response, the Copy, Replace, or Void action buttons will appear at the bottom of the claim response screen. Use each of these features to do the following:

**Copy** – Copy this exact claim. You may want to do this if you have to resubmit your claim with corrections.

**Replace** - If the claim paid incorrectly (including zero pay) and you want to resubmit to replace the previously paid claim. The original paid claim will be taken back and replaced with the new claim submission.

**Void (take back)** - If the claim was submitted in error. This reverses the claim and takes the payment back.

Review the [Copy, Replace, Void \(take back\), or Reverse a Claim](#) User Guide for step-by-step instructions when completing these transactions.

