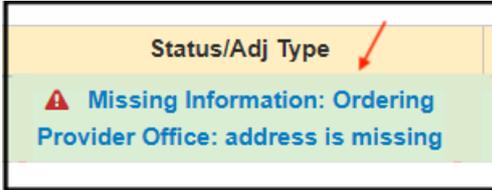# Error message: Missing Information: Ordering Provider office: zip code is missing

Last modified on 03/19/2026 9:50 am EDT

If you receive the error message on a claim that states "Missing Information: Ordering Provider office: zip code is missing", there is a simple fix.

1. Make sure when entering a referring or ordering provider in the patient's chart, demographics tab, that their address is listed on 2 separate lines.

   Example: 123 Main Street

   Anytown, MD 12345

2. If the address is listed all on one line, the system will reject with the error message "Ordering Provider Office: address is missing".