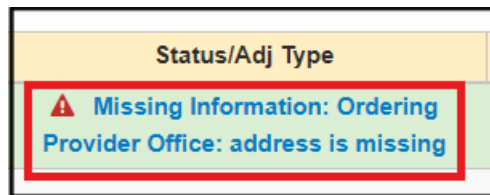


Error message: Missing Information: Ordering Provider office: zip code is missing

09/16/2024 11:33 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.



Make sure when entering a referring or ordering provider, that their address is listed on 2 separate lines.

Example: 123 Main Street

Anytown, MD. 12345

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

A screenshot of a web form titled "Provider". The form has two tabs: "Referring" and "Ordering", with "Ordering" selected. The form contains several input fields: "Contact Search" (a dropdown menu), "First Name", "Middle Name", "Last Name", "Suffix", "NPI Number", "Provider Number", and "Address". The "Address" field is highlighted with a red border. At the bottom of the form, there are four buttons: "Reset", "Clear", "Save", and "Cancel".

