

# How to fix the claims rejected for "SERVICE UNIT COUNT OR ANESTHESIA MINUTES" ?

09/16/2024 11:41 am EDT

If your claim is rejected for **Service Unit Count (OR) Anesthesia Minutes**, there is a simple and easy fix.

1. Hover over **Billing** and select **Live Claims Feed**

2. Search for the patient and click on their date of service.

The screenshot shows a claims management interface. At the top, there are filters for Claim Type, Claim St (0, 1, 2, All), Billing St, Appt Profiles, and TFL Warning. Below these are search fields for Adjuster's name, Payer Name, Payer ID, drc claim #, dates (10/15/2015 to 10/15/2016), and Clinical Note. There are buttons for 'Check All', 'Clear', and 'Update Filter'. Below the search area, there are options for 'Batch Status Change', 'Export to File', 'Custom Export', 'Display', '+ Schedule', and 'Internal'. A table of claims is displayed with columns: Info, Claim ID, Patient, Date of Service, Office, Provider, Billing Provider, Billed, Allowed, Adjmt, Ins 1 Paid, Ins 2 Paid, PT Paid, Ins Bal, PT Bal, Claim Bal, Exp Reimbr, Ins 1, Ins 1 Status, Ins 2, Ins 2 Status, First EDI, Last EDI, Service Notes, and Billing Notes. Two claims are listed: 31702020 with date of service 9/22/2016 06:45PM and 31701894 with date of service 6/21/2016 06:00PM. The date of service for claim 31702020 is highlighted with a red box. The status for both claims is 'Not Submitted' with a red triangle icon.

Info	Claim ID	Patient	Date of Service	Office	Provider	Billing Provider	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	PT Paid	Ins Bal	PT Bal	Claim Bal	Exp Reimbr	Ins 1	Ins 1 Status	Ins 2	Ins 2 Status	First EDI	Last EDI	Service Notes	Billing Notes		
Totals:							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	CHECK INTO CASH	▲ Not Submitted	PRC	BCBS				
	31702020		9/22/2016 06:45PM	Primary Office			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		▲ Not Submitted	PRC	BCBS						
	31701894		6/21/2016 06:00PM	Primary Office			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Aetna	▲ Not Submitted	PRC	BCBS						
Totals:							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								

3. Once in the billing detail screen, scroll down to the CPT section.

4. The Units (Qty/Min) can be entered on the row as shown below. Enter the Units (Qty/Min) as 1:00 (or as needed).

Billing Facility

Purchased Serv Provider

Appointment Notes

Follow-up Date

Billing Notes

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#	ICD-10	Description
	<input type="text"/>	<input type="text"/>
No ICD-10 codes found for this appointment.		

#	ICD-9 to Convert	Description
	<input type="text"/>	<input type="text"/>
No ICD-9 codes found for this appointment.		

Line Item	NDC Code	Quantity	Units
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Not Submitted
99213				<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Qty/Min	Dx Pointers	Price
Totals:		
<input type="text"/>	<input type="text"/>	<input type="text"/>
1.00	1 0 0 0	1.00

5. Click on **Verify and Save**. The claim can then be resubmitted to the payer.