

# How to Mail a Claim to a Secondary along with the Primary EOB?

09/16/2024 3:55 pm EDT

This article explains the steps on how to mail a claim to the secondary insurance with the primary EOB. There are two different scenarios for this type of claim:

- When the secondary insurance is not contracted with the clearinghouse and you are using a PRNT payer ID.
- You are using an electronic payer but the specific payer does not accept secondary claims electronically.

DrChrono makes it easy for you to identify these types of claims by sending an error message when you select the Billing Status as **Bill Secondary Insurance**.

**"Error message: Appointment updated, but billing will not be processed: Paper claim for secondary insurance can not be transmitted electronically. You have to manually send the claims along with the primary EOB".**

When you receive the above error message while billing the secondary claims, you will need to follow the steps outlined below to print the claim and the primary EOB:

1. Hover over the **Billing** and choose **Live Claims Feed**.
2. Search for the patient and click on the visit date which will take you to the billing details screen

Live Claims Feed

Select All Offices Select None A nursing home All B Assisted Living All C new office All D Inpatient Hospital All patient statement remit address All Primary Office All

Primary Office All Telehealth All

Claim St: All Billing St: All Appt Profiles: All Calculate Counts What's this? TFL Warning

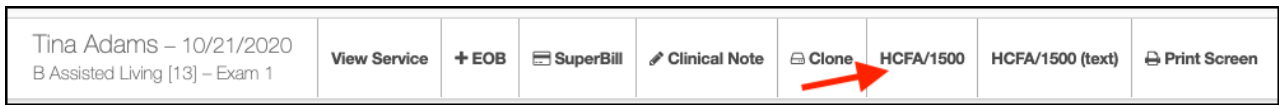
Patient Payer Name Payer ID drc claim # 12/05/2018 01/05/2021 Clinical Note

Open window in new tab Check All Clear Update Filter

Batch Status Change Export to File Custom Export Display Schedule Internal PAGE 1

Info	Claim ID	Patient	Date of Service	Office	Provider	Supervising Provider	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	Pt Paid	Ins Bal	Pt Line Item Bal	Claim Bal	Exp Reimbr	Ins 1	Ins 1 Status	Ins 2	Ins 2 Status	First EDI	Last EDI	Service Notes	Bill No			
							Totals:	\$395.00	\$355.00	\$40.00	\$105.00	\$0.00	\$0.00	\$190.00	\$60.00	\$250.00	\$0.00										
<input type="checkbox"/>	157545733	Tina Adams	10/21/2020 11:30AM	B Assisted Living	Kermit Frog		\$150.00	\$150.00	\$0.00	\$5.00	\$0.00	\$0.00	\$145.00	\$0.00	\$145.00	\$0.00	CIGNA	Bill Insurance	Secondary	Aetna							
<input type="checkbox"/>	158141998	Jenny (Jen) Harris	10/05/2020 09:00AM	Primary Office	Kermit Frog		\$245.00	\$205.00	\$40.00	\$100.00	\$0.00	\$0.00	\$45.00	\$60.00	\$105.00	\$0.00	Aetna	Bill Insurance									

3. To print the claim form, click on **HCFA/1500** if you are printing on regular white paper or click on **HCFA/1500(text)** if you are using the pre-printed red HCFA-1500 paper. The information on both is the same; the only difference is whether the red outline of the form is printed.

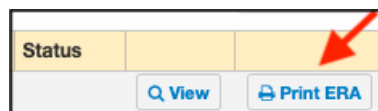


*All patient data listed in this article is sample data. This is not a real person or real patient data.*

4. To print the primary EOB, scroll down toward the line item(s) and click on the magnifying glass next to the check number.

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:						\$400.00	\$123.55	\$276.45	\$83.55	\$0.00	\$0.00	\$0.00	\$40.00	Balance Due	
97161	GP			1.00	1 0 0 0	180.00	\$180.00	\$65.67	\$114.33	\$65.67	\$0.00	\$0.00	\$0.00	\$0.00	Paid In Full
12/13/2019		12/23/2019	Check # 27276824				Insurance Payme		0	65.67	[1] Oxford Hes	1: Processed			
12/13/2019		12/23/2019	Check # 27276824				45: Charge excee		114.33	0	[1] Oxford Hes	1: Processed	CO: Contr	ADJ INSURER	

5. This will access the Remittance Reports screen. Click on **Print ERA** on the right corresponding to the patient's visit date and print the screen if the payment came in via ERA. Or, if the payment was included on a paper EOB and you have the EOB uploaded in the system, click on the green **View EOB**. From there, you will be able to print the page of the EOB to submit with your claim.



ERA List 27276824 from Oxford Health Plan

Trace Number  Update

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Trace #  Payer Name  Payer ID  Total Paid  \$556.00

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Check Date  Deposit Date  Payment Method  View EOB Update EOB Choose File No file chosen

The **Print ERA** or **View EOB** is accessible from another screen by following the steps outlined below:

1. Billing > Remittance Reports

2. Search for the check# and click on the check# link

3. Click on **View EOB** or **Print ERA**.

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