

# How to fix a claim rejected stating “RELATED CAUSES CODE: REQUIRED; MUST INDICATE ACCIDENT FOR PAYER.” on Workers' Compensation Claims

09/17/2024 3:50 pm EDT

When you are billing the claims to a Workers' Comp insurance, ensure the insurance information is updated in the Demographics > Workers' Comp section. This will give you the option to enter all of the applicable information and have that information populate in the appropriate place on the claim form.

After entering the information under Worker's Comp, ensure that the payment profile under the appointment is listing Worker's Comp for any claims that need to go to the Work Comp payer.

The system will know, based on the payment profile you select, to bill to the payer listed under Worker's Comp, instead of the patient's Primary Ins.

When you are ready to bill the claim out, select **Worker's Comp Claim**.

✓ Sufficient patient demographics to bill insurance.

Primary Ins Secondary Ins Tertiary Ins Auto Accident Worker's Comp Durable Med Eqpt

Worker's Compensation Patient Insurance History

Insurance Provider

Insurance Payer ID

Insurance Group Name

Insurance Group Number

Insurance Payer Address

Insurance Payer Zip

Insurance Payer City

Insurance Payer State

Date of Accident

Insurance W.C.B. #

Insurance W.C.B. Rating Code

Insurance Carrier Code

Insurance Case #

State of Occurrence

Property & Casualty Agency Claim #  \*only for property & casualty claims

Workers comp notes

Save Demographics