

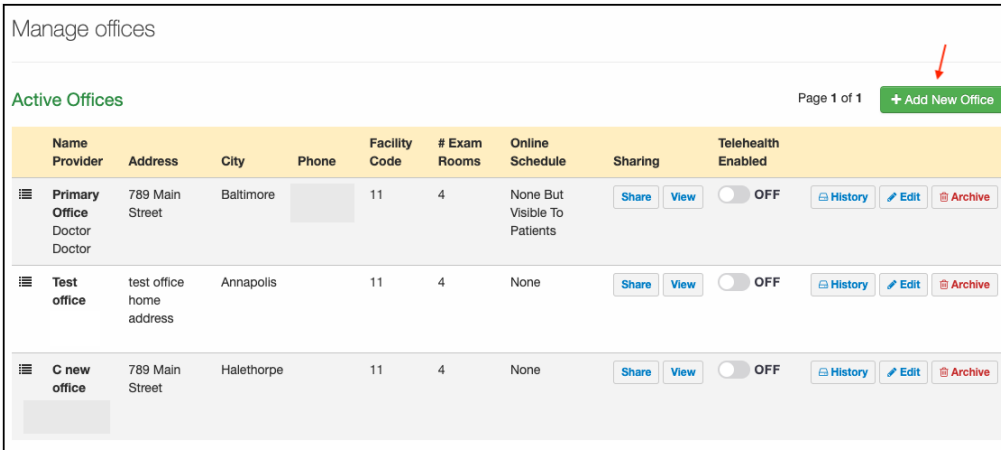
How to Create an Office and Edit the NPI, Tax ID, POS and Billing Name

Last modified on 10/30/2024 2:31 pm EDT

Please follow the below steps to create an office:

1. Hover over the **Account** and Select **Offices**.

2. On the right of the screen, click on **+ Add New Office** and enter the information in the **Basic** tab. (Example: Office name, Facility name, Address, Number/Name for Exam Rooms, etc.)



The screenshot shows a 'Manage offices' interface. At the top right, there is a green button labeled '+ Add New Office' with a red arrow pointing to it. Below this is a table titled 'Active Offices' with the following columns: Name Provider, Address, City, Phone, Facility Code, # Exam Rooms, Online Schedule, Sharing, and Telehealth Enabled. The table contains three rows of office data.

Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled
Primary Office Doctor Doctor	789 Main Street	Baltimore		11	4	None But Visible To Patients	Share View	OFF
Test office	test office home address	Annapolis		11	4	None	Share View	OFF
C new office	789 Main Street	Halethorpe		11	4	None	Share View	OFF

3. Select the **Billing** Tab and choose the Place of service/POS (For example 11 for your medical office location) from the **Facility Code** dropdown (2nd line listed)

4. If you provide services outside of your medical office and away from where you would receive your reimbursements, be sure to fill out the **Billing Provider Office** section. This will control what information (office/address) appears in box 33 of the HCFA-1500 form, and which address payments or correspondence could be sent.

- You may need to set up a separate **Pay-to-Address** office as a placeholder to use for this purpose. Otherwise, you can use an existing office location if that is where you normally receive your payments.

New Office

Basic Billing Online Schedule Providers eRx

Billing name Leave it blank if same to account settings.

Facility Code

→ Billing Provider Office Professional medical billing only.

Use facility NPI number in box 32a of HCFA form

Facility NPI number Used in HCFA box#32a and UB04 box#56

Facility provider number

Billing Tax ID # (professional) Leave it blank if same to account settings.

Billing NPI number Leave it blank if same to account settings.

CLIA Number CLIA # for billing. Leave it blank if same to account setting.

CLIA Expiration Date Expiration date for CLIA number.

Use alternate pay to address for EDI use alternate "pay to" address in EDI billing if checked.

Use alternate pay to address for HCFA use alternate "pay to" address in HCFA form block 33 if checked.

Use alternate pay to address in Patient Statement use alternate "pay to" address in patient statement if checked.

5. If the Billing NPI, Tax ID, and Practice official are the same from Account > Settings, please leave the fields blank and click on **Save**.

The hierarchy of populating TIN/NPI information on claims is:

1. Account Settings (above)

2. Insurance Set-Up

- If there is an entry for specific insurances under Insurance Set Up, that entry will override the information listed under account settings for that payer.