

How to fix "RELATED CAUSES CODE: REQUIRED; MUST INDICATE ACCIDENT FOR PAYER" on Auto Accident Claims

09/16/2024 11:24 am EDT

When you are billing the claims out to the Auto Accident insurance, update the insurance information in the **Demographics > Auto Accident** 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 Auto Accident, ensure that the payment profile under the appointment is listing Auto Accident for any claims that need to go to the auto payer. The system will know, based on the payment profile you select, to bill to the payer listed under Auto Accident, instead of Primary Ins. When you are ready to bill the claim, select the status Auto Accident Claim under claim status in the Live Claims Feed.

The screenshot shows a web interface for managing patient insurance. At the top, there is a navigation bar with tabs: Important, Demographics, Insurances (highlighted with a blue box), Eligibility, Authorizations, Smoking Status, Flags, Balance, and onpatient Payments. Below the navigation bar, a green notification bar states "✓ Sufficient patient demographics to bill insurance." Underneath, there are several tabs: Primary Ins, Secondary Ins, Tertiary Ins, Auto Accident (highlighted with a blue box), Worker's Comp, and Durable Med Eqpt. The main content area is titled "Default Auto Accident Insurance" with a link "Manage Alternative Insurances & History". The form contains the following fields:

- Subscriber is the Patient: Insured person is the same person as the Patient
- Auto accident company:
- Auto Accident Payer ID:
- Auto accident policy number:
- Auto accident case number:
- Auto accident payer address:
- Auto accident payer zip:
- Auto accident payer city:
- Auto accident payer state:
- Auto accident date of accident:
- Auto accident state of occurrence:
- Auto accident notes: