

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

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When you are billing the claims out to the Auto Accident insurance, update the insurance information in the patient's **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 configuring insurance. At the top, there are tabs: Important, Demographics, Insurances (highlighted with a red arrow), Authorizations, Smoking Status, Flags, Balance, and DrChrono Payments. Below these are sub-tabs: Primary Ins, Secondary Ins, Tertiary Ins, Primary Hospital, Secondary Hospital, Auto Accident (highlighted with a red arrow), Worker's Comp, and Durable Med Eqpt. The main content area is titled "Default Auto Accident Insurance" and includes a link "Manage Alternative Insurances & History". It contains several form fields: "Subscriber is the Patient" with a checked checkbox "Insured person is the same person as the Patient"; "Auto accident company" (dropdown); "Auto Accident Payer ID" (text); "Auto accident policy number" (text); "Auto accident case number" (text); "Auto accident payer address" (text); "Auto accident payer zip" (text); "Auto accident payer city" (text); "Auto Accident Payer State" (dropdown menu with "--Select a State--"); "Auto accident date of accident" (text); "Auto Accident State of Occurrence" (dropdown menu with "--Select a State--"); and "Auto accident notes" (text).