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

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When you are billing claims to an 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.

