

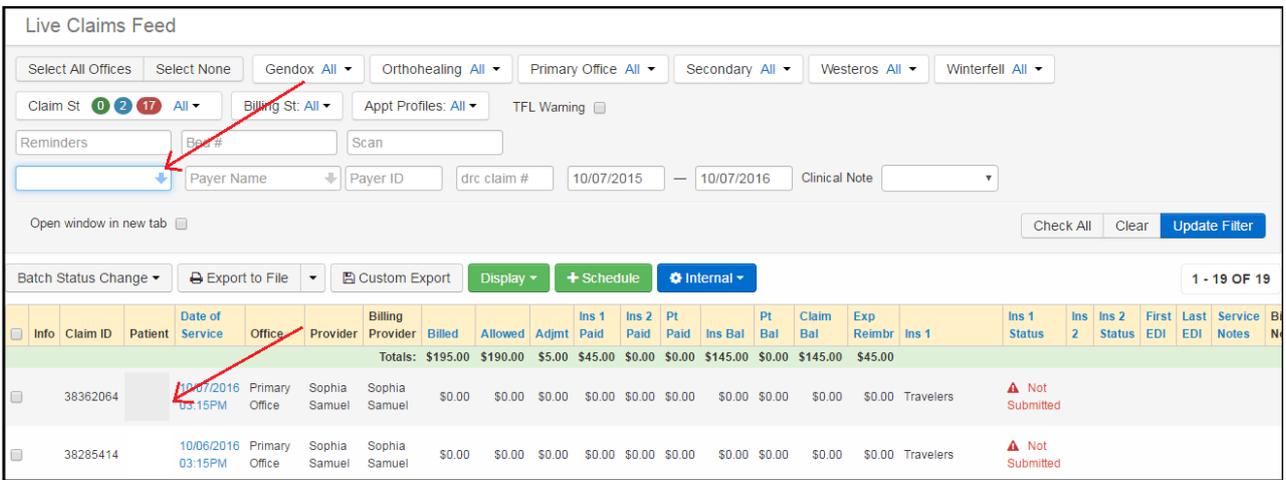
# HCFA 1500 Box 11 - How to enter 'NONE' to be displayed

Last modified on 03/19/2026 11:05 am EDT

Most insurances do not require box #11 (Insured's policy group or FECA number) to display the word "NONE". However, you may come across this scenario specifically with Medicare. To update this information, please follow the steps outlined below:

1. Hover over **Billing** and select **Live Claims Feed**:

2. Search for the patient in the **Patient** field and click on the patient name which will access the demographics screen:



The screenshot shows the 'Live Claims Feed' interface. At the top, there are several filter buttons: 'Select All Offices', 'Select None', and several office names with 'All' dropdowns (Gendox, Orthohealing, Primary Office, Secondary, Westeros, Winterfell). Below these are 'Claim St' (0, 2, 17, All), 'Billing St: All', 'Appt Profiles: All', and 'TFL Warning'. There are also input fields for 'Reminders', 'Bill #', and 'Scan'. A search bar for 'Patient' is highlighted with a red arrow and contains the name 'Sophia Samuel'. Below the search bar are fields for 'Payer Name', 'Payer ID', 'drc claim #', dates (10/07/2015 - 10/07/2016), and 'Clinical Note'. There are buttons for 'Check All', 'Clear', and 'Update Filter'. Below the search bar is a row of buttons: 'Batch Status Change', 'Export to File', 'Custom Export', 'Display', '+ Schedule', and 'Internal'. At the bottom right, it says '1 - 19 OF 19'. Below the buttons is a table with columns: Info, Claim ID, Patient, Date of Service, Office, Provider, Billing Provider, Billed, Allowed, Adjmt, Ins 1 Paid, Ins 2 Paid, Pt Paid, Ins Bal, Pt Bal, Claim Bal, Exp Reimbr, Ins 1, Ins 1 Status, Ins 2 Status, First EDI, Last EDI, Service Notes, and BI. The table shows two rows of data for claims 38362064 and 38285414, both with a 'Not Submitted' status. A red arrow points to the 'Date of Service' field in the first row, which contains '10/07/2016 03:15PM'.

3. In the demographics screen, click on the **Insurances** tab > select **Primary Insurance** or **Secondary Insurance** depending on the insurance that you want to update.

Enter **NONE** in the **Insurance group number** field and click **Save Demographics**. This will allow the word NONE to appear in box #11 on the HCFA 1500 form.

[+ Add new patient](#) | [Important](#) | [Demographics](#) | [Insurances](#) | [Eligibility](#) | [Authorizations](#) | [Smoking Status](#) | [Flags](#) | [Balance](#) | [onpatient](#)

**BILLING WARNING:** Authorization #AUTH0002 has 2.0 visits remaining. **BILLING WARNING:** Authorization #AUTH0001 has 4.0 visits remaining.

**Sufficient patient demographics to bill insurance.** **FYI: \$50 balance** **Right Knee - Auto Accident** **Allergic to**

[Primary Ins](#) | [Secondary Ins](#) | [Tertiary Ins](#) | [Auto Accident](#) | [Worker's Comp](#) | [Durable Med Eqpt](#)

### Primary Insurance

[Patient Insurance History](#)

Subscriber is the Patient  Insured person is the same person as the Patient

Insurance Company: UnitedHealthcare \*contact support if you can't find an insurance company.

Address: PO Box 30757, Salt Lake City, UT 84130

Carrier Payer ID: 87726

TPL Code:  \*If the Medicaid is Secondary

Insurance ID Number: 1504642121

Insurance group name:  \*If available

Insurance group number: NONE \*If available

Insurance plan name:  \*If available

Insurance plan type:  \*If available

Insurance claim office number:  \*If available

Number visits allowed per year:

Card issued date:  \*Required for checking eligibility of CA Medicaid

Primary Insurance Notes:

Insurance Photo Front:  No file chosen

Insurance Photo Back:  No file chosen

### HCFA Options

Default Onset Date:  HCFA Box #14

Default Initial Visit Date:  HCFA Box #15

Prepopulate Last Related Visit:  HCFA Box #19

[Save Demographics](#)