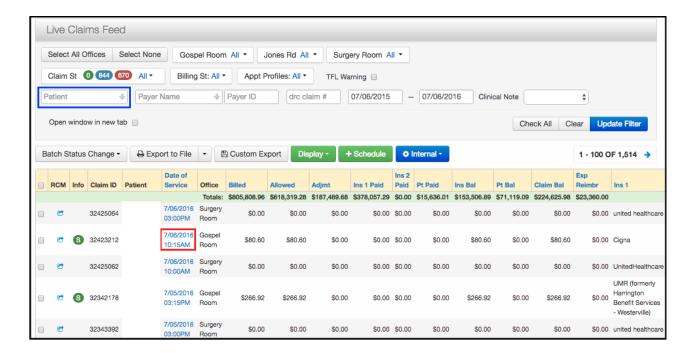# How to fix a claim rejected stating "RELATED CAUSES CODE: REQUIRED; MUST INDICATE ACCIDENT FOR PAYER. "

09/16/2024 11:45 am EDT

If the patient's services are the result of an accident, the payer will want that information disclosed on the claim. The directions below will show you how to add the information so the claim can be resubmitted and processed.

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

2. Search for the patient appointment by the Patient name or Chart ID

3. Choose the patient > click on the **Date of Service**

4. In the Billing Detail screen, in the **HCFA Box 10 - Is patient's condition related to: field,** select **Yes** from the dropdown next to the appropriate type of accident; employment, auto accident, other accident (red box).
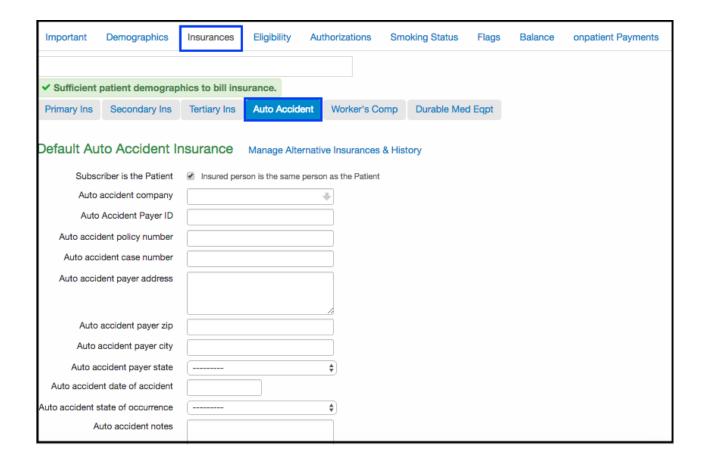
5. You can enter additional information regarding the accident under the **EDI Billing Note** section (blue arrow). If you click in the box to the right of the title, a space will open where you can enter additional information that will populate in box 19 on the HCFA 1500 form.

Auto Accident Claims

When you are billing the claims out to the Auto accident insurance, update the insurance information in the Demographics > Insurances > 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.

Workers' Comp Claims

When you are billing the claims out to a Workers' Comp insurance, update the insurance information in the Demographics > Workers' Comp 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 Worker's Comp, ensure that the payment profile under the appointment is listing Worker's Comp for any claims that need to go to the work comp payer. The system will know, based on the payment profile you select, to bill to the payer listed under Worker's Comp, instead of Primary Ins.

| Important | Demographics | **Insurances** | Authorizations | Smoking Status | Balance |

✔ **Sufficient patient demographics to bill insurance.**

| Primary Ins | Secondary Ins | Tertiary Ins | Auto Accident | **Worker's Comp** | Durable Med Eqpt |

Worker's Compensation   Patient Insurance History

Insurance Provider [⬇]

Insurance Payer ID [ ]

Insurance Group Name [ ]

Insurance Group Number [ ]

Insurance Payer Address [ ]

Insurance Payer Zip [ ]

Insurance Payer City [ ]

Insurance Payer State [—Select a State— ⌄]

Date of Accident [ ]

Insurance W.C.B. # [ ]

Insurance W.C.B. Rating Code [ ]

Insurance Carrier Code [ ]

Insurance Case # [ ]

State of Occurrence [—Select a State— ⌄]

Property & Casualty Agency Claim # [ ] *only for property & casualty claims

Workers comp notes [ ]

Save Demographics