

How to fix a claim when you receive rejection "Phone number of billing office is required".

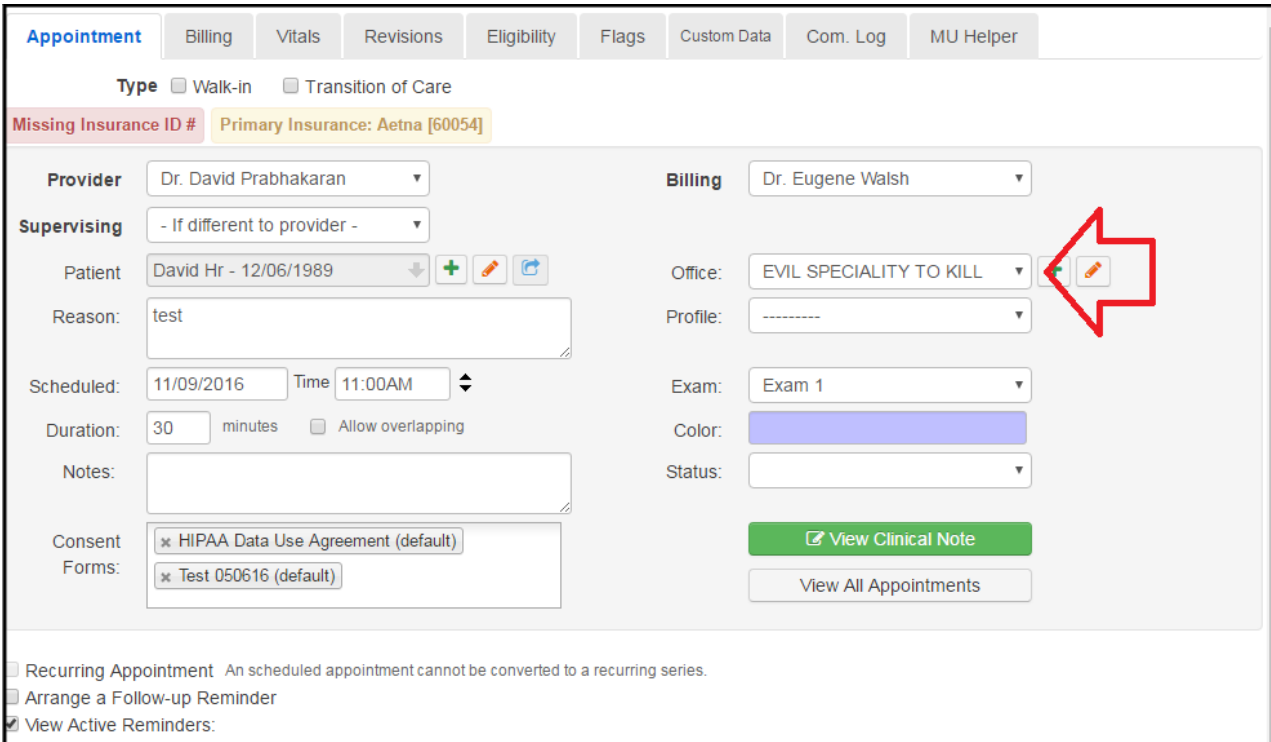
09/16/2024 11:54 am EDT

If any of your claims are denied/rejected for the reason *phone number of billing office is required*, following the steps below will correct the issue so you can rebill.

First, you want to identify which **office** the appointment was billed under so you know which one needs updating. You can find that information by looking at the patient's appointment.

Looking through calendar

1. Open the appointment that has the Missing information.
2. Identify the office where the appointment is scheduled. It will be marked where the red arrow below is pointing.



The screenshot shows a medical appointment form with the following fields and values:

- Appointment** (selected tab): Billing, Vitals, Revisions, Eligibility, Flags, Custom Data, Com. Log, MU Helper
- Type**: Walk-in Transition of Care
- Missing Insurance ID #**: Primary Insurance: Aetna [60054]
- Provider**: Dr. David Prabhakaran
- Billing**: Dr. Eugene Walsh
- Supervising**: - If different to provider -
- Patient**: David Hr - 12/06/1989
- Office**: EVIL SPECIALITY TO KILL (highlighted with a red arrow)
- Reason**: test
- Profile**: -----
- Scheduled**: 11/09/2016 Time 11:00AM
- Exam**: Exam 1
- Duration**: 30 minutes Allow overlapping
- Color**: [Blue bar]
- Status**: [Dropdown]
- Notes**: [Text area]
- Consent Forms**:
 - HIPAA Data Use Agreement (default)
 - Test 050616 (default)
- Buttons**: View Clinical Note, View All Appointments

At the bottom of the form, there are three checkboxes:

- Recurring Appointment An scheduled appointment cannot be converted to a recurring series.
- Arrange a Follow-up Reminder
- View Active Reminders:

Looking through the Live Claims Feed

1. If you are in the Live Claims Feed when you discover the error, you can quickly see which office the appointment was scheduled in, so you know which one needs updating.
2. On the top left, right below the patient's name, is the name of the office.

Jenny (Jen) Harris – 11/02/2020 Primary Office [11] – Exam 1	View Service	+ EOB	SuperBill	Clinical Note	Clone	HCFA/1500	HCFA/1500 (text)	Print Screen
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All patient data listed in this article is sample data. This is not a real person or real patient data.

3. Once you have identified which office needs to be updated, navigate to **Account > Offices**.
4. Locate the office you need to update and click on the blue **Edit** button on the right of that row.

Manage offices ?								
Active Offices Page 1 of 1 + Add New Office								
Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	
EVIL SPECIALITY TO KILL Dr. Eugene Walsh	Po Box 4567	Bloomfield	(877) 842-3210	11	4	New And Existing Patients All Appointments	Share View History	Edit Archive
Primary Office Christopher Daniel	555 st avenue	new york	(718) 878-5383	11	4	None But Visible To Patients	Share View History	Edit Archive
Meeting Dr. Eugene Walsh	No 354, hancock street	Network city		13	7	None But Visible To Patients	Share View History	Edit Archive
Surgery Dr. Eugene Walsh	No - 23, Swiss Drive	Holden		14	8	None But Visible To Patients	Share View History	Edit Archive
Primary Office Robinson Grey	22 East Beloved st, New county	Mi	6508895650	11	4	None But Visible To Patients	Share View History	Edit Archive
Primary Office Dr. Eugene Walsh	1251 Palm Ave	Mountain View	(718) 878-5383	11	4	None But Visible To Patients	Share View History	Edit Archive

5. On the **Basic** tab, enter the office phone number in the spot indicated below.

Basic **Billing** Online Schedule

Warning: Changing the address of an office affects all previous appointments in that office.

Office name (scheduling)

Facility name Used in HCFA box#32 and UB04 box#2. Leave it blank if same to Office name (Scheduling)

Primary Provider

Country

Address

Zip Code

State

City

Office Phone Not validated. Click here to verify with a test call.

Fax

Formatted Address Not editable. Only valid for US addresses.

6. Click on **Save**.

Zip Code

State

City

Office Phone Not validated. Click here to verify with a test call.

Fax

Formatted Address Not editable. Only valid for US addresses.

Number of Exam Rooms

Exam Name 1 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 2 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 3 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Exam Name 4 Allow Online Scheduling Excluded from Meaningful Use Archived from Calendar

Office hours start

Office hours end

Require reason when deleting appointments

Save

Now you can resubmit your claim and the phone number you just added will transmit to the appropriate place on the HCFA 1500 form or EDI file.