

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

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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.

Schedule Appointment

Appointment | Billing | Eligibility | Vitals | Growthcharts | Flags | Log Comm. | Revisions | Custom Data | MU Helper

Type Appointment Video Visit Walk-in Transition of Care Referral

Primary Insurance: Cigna [62308] Secondary Insurance: Aetna [60054]

Provider: Billing:

Supervising: Office: Primary Office

Patient: Tina Adams - 10/02/1967 Profile:

Reason: Eligibility Profile:

Scheduled: Time: Exam:

Duration: minutes Allow overlapping Color:

Notes: Status:

Consent Forms: > 24h

Recurring Appointment A 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.

dr chrono						
Schedule	Clinical	Patients	Reports	Billing	Account	Marketplace
Jenny (Jen) Harris – 11/18/2024		Primary Office [11] – Exam 1	<input type="button" value="View Service"/>	<input type="button" value="+ EOB"/>	<input type="button" value="SuperBill"/>	

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 press 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	Telehealth Enabled	
Primary Office	Doctor Doctor				11	4	None But Visible To Patients	Share View	<input type="checkbox"/> OFF	History Edit Archive

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

Primary Doctor for Office: Doctor Doctor

Edit Office

Basic [Billing](#) [Online Schedule](#) [Providers](#) [eRx](#)

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

Canadian postal code

Canadian province

City

Office Phone

Fax

Formatted Address Not editable. Only valid for US addresses.

6. Press Save.

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.

