## 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 the 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 the 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	
Туј	Type  Appointment Video Visit  Walk-in Transition of Care Referral									
Primary Insuran	ce: Cigna [623	08] Seconda	ary Insurance:	Aetna [60054]						
Provider			~		Billi	ing		~		
Supervising			~							
Patient	Tina Adams	- 10/02/1967	++	/	Offi	ce: Primary	Office	< ►		
Reason:					Prof	ile:		~		
					Eligibi Prof	ility		~		
Scheduled:		Time	\$		Exa	am:		~		
Duration:	minu	utes 🗌 Allow	overlapping		Col	lor:				
Notes:					Stat	us:		~		
						> 24h				
Consent Forms:	× HIPAA Da	ta Use Agreem	ent (default)			ľ	View Clinical No	ote		
i officia						Vie	w All Appointme	nts		
Recurring Appointment A scheduled appointment cannot be converted to a recurring series.  Arrange a Follow-up Reminder View Active Reminders:										
			Delete	Save & Close	Save Sav	ve & Pay Cano	el			

## 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 ( Primary Of	Jen) Harri fice [11] – Ex	S – 11/18/	2024 ,	View Service	+ EOB	🚍 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.

Ma	Manage offices									
Act	ive Offices									Page 1 of 1 + Add New Office
	Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing	Telehealth Enabled	4
	Primary Office Doctor Doctor				11	4	None But Visible To Patients	Share View	OFF	🖨 History 🖉 Edit 🗎 🖨 Archive

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

Primary Doctor for Offic	e: Doctor Doctor	
Edit Office		
Basic Billing Online Sch	edule Providers eRx	
Office name (scheduling)	Primary Office	
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	· V	)
Canadian postal code		
Canadian province	•	]
City		
Office Phone		
Fax		<b>←</b>
Formatted Address		Not editable. Only valid for US addresses.

6. Press Save.

Number of Exam Rooms	~	)		
Exam Name 1	Exam 1	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calendar
Exam Name 2	Exam 2	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calendar
Exam Name 3	Exam 3	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calendar
Exam Name 4	Exam 4	Allow Online Scheduling	Excluded from Meaningful Use	Archived from Calendar
Office hours start	~	]		
Office hours end	~	)		
Require reason when deleting	Π			
appointments				
Save	<b>*</b>			

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.