

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

Type Appointment Video Visit Walk-in Transition of Care Referral

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

Provider <input type="text"/>	Billing <input type="text"/>
Supervising <input type="text"/>	Office: Primary Office <input type="text"/> 
Patient Tina Adams - 10/02/1967 <input type="text"/>	Profile: ----- <input type="text"/>
Reason: <input type="text"/>	Eligibility Profile: ----- <input type="text"/>
Scheduled: <input type="text"/> Time <input type="text"/>	Exam: <input type="text"/>
Duration: <input type="text"/> minutes <input type="checkbox"/> Allow overlapping	Color: <input type="text"/>
Notes: <input type="text"/>	Status: <input type="text"/>
Consent Forms: <input type="text"/>	> 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.

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.

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

6. Press Save.

Number of Exam Rooms	<input type="text"/>						
Exam Name 1	<input type="text" value="Exam 1"/>	<input type="checkbox"/>	Allow Online Scheduling	<input type="checkbox"/>	Excluded from Meaningful Use	<input type="checkbox"/>	Archived from Calendar
Exam Name 2	<input type="text" value="Exam 2"/>	<input type="checkbox"/>	Allow Online Scheduling	<input type="checkbox"/>	Excluded from Meaningful Use	<input type="checkbox"/>	Archived from Calendar
Exam Name 3	<input type="text" value="Exam 3"/>	<input type="checkbox"/>	Allow Online Scheduling	<input type="checkbox"/>	Excluded from Meaningful Use	<input type="checkbox"/>	Archived from Calendar
Exam Name 4	<input type="text" value="Exam 4"/>	<input type="checkbox"/>	Allow Online Scheduling	<input type="checkbox"/>	Excluded from Meaningful Use	<input type="checkbox"/>	Archived from Calendar
Office hours start	<input type="text"/>						
Office hours end	<input type="text"/>						
Require reason when deleting appointments	<input type="checkbox"/>						
<input type="button" value="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.
