

# HCFA 1500 Box 24C - How Do I Enter an emergency indicator and reason?

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If the service(s) provided are emergent in nature, it can be marked in box 24C on the HCFA 1500 form. The delay reason can also be noted in the shaded portion of box 24C.

The image shows a portion of the HCFA 1500 form. Box 24, 'DATE(S) OF SERVICE', is divided into columns for From (MM, DD, YY) and To (MM, DD, YY). Box 24C, 'PLACE OF SERVICE', has a red arrow pointing to the 'EMG' field. Box 24D, 'PROCEDURES, SERVICES, OR SUPPLIES', has a red arrow pointing to the 'MODIFIER' field. The form also includes fields for diagnosis pointer, charges, units, NPI, and provider ID. At the bottom, there are fields for federal tax ID, patient account, total charge, and signature.

1. Navigate to **Billing > Live Claims Feed**
2. Identify the patient's appointment
3. Inside the patient's appointment, locate the **Emergency Service** and **Delay Reason** options on the right side of the screen.

The screenshot shows a web form with the following fields:

- Claim Type:** Default (dropdown)
- Emergency Service:** No (dropdown) with a red arrow pointing to it.
- Delay Reason:** - Not Used - (dropdown) with a red arrow pointing to it.
- Acute Manifestation Date:** (text input)
- Onset Date:** 431: Onset (dropdown) and (text input) (HCFA box 14)
- Other Date:** - Other Da (dropdown) and (text input) (HCFA box 15 & 19)
- Clinical Trial #:** (text input)
- Is patient's condition related to:**
  - Employment:** No (dropdown)
  - Auto Accident:** No (dropdown)
  - Other Accident:** No (dropdown)
- EDI Billing Note:** (checkbox) (HCFA/CMS-1500 Line 19)
- Providers:** (button with pencil icon)

4. The answer (Y or N) to Emergency Service will print in HCFA 1500 box 24C

5. The option noted in Delay Reason will print in the HCFA 1500 box 24C shaded reason.

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