



Printing Claim Detail Lines When Fee is Zero

Document ID: #468

Date: 09/16/2020

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There are times when it may be necessary to include a charge entry on insurance claims even though the fee for the "charge" is zero. One example is when printing e-prescription reporting codes (G8443, G8445, G8446) for Medicare. Normally zero charge entries are filtered out of claim batches, but there is a way to tell the system to include them anyway.

The exclusion for zero dollar entries is not applied if the service is assigned to a Service Category (Lookups> Service Categories). Here is how to create a Service Category and add one or more services to it:

1. Go to **Lookups > Service Categories**.

Code	Description
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Service for Category

Srv Code

2. Click the Plus icon above the list on the left side.
3. This is the form you use to define your new Service Category. You can use whatever code and description you like. For this example, we will use the code "PRINT ZERO" and an appropriate description. You can ignore the *Payor to charge* field:

Note: Those users running the special Maryland **MAPSS** module do not have this menu item. Instead, you can create a dummy Service Bucket in the **MAPSS** module and add your zero dollar service there instead.

The screenshot shows a Windows-style dialog box titled "Adding a Service Category". It has a standard title bar with a close button. Below the title bar is a toolbar with three icons: a blue checkmark, a red X, and a blue question mark. The main area of the dialog is light blue and contains three text input fields. The first field is labeled "Code" in red and contains the text "PRINT ZERO". The second field is labeled "Description" and contains the text "Print even if zero fee". The third field is labeled "Payor to charge, if available" and is currently empty. A small up/down arrow icon is visible to the left of this field.

4. Save by clicking the Check icon.
5. Next, with your new category highlighted on the left, click the Plus icon above the list on the right.
6. Select a service you want to print even when the fee amount is zero and click the Check to save.

The screenshot shows a Windows-style dialog box titled "Changing a Category Service". It has a standard title bar with a close button. Below the title bar is a toolbar with three icons: a blue checkmark, a red X, and a blue question mark. The main area of the dialog is light blue and contains a single text input field labeled "Service Code" in red. The field contains the text "ERX-ALL". A small up/down arrow icon is visible to the left of the field.

7. Add any other services that should also be included on claims, even if the fee amount is zero.

Code	Description
PRINT ZERO	Print even if zero fee

Service for Category **PRINT ZERO**

Srv Code

- ERX-ALL
- ERX-NONE
- ERX-SOME

That is it. Any items, even those already posted, with service codes in one or your defined Service Categories, will be included in your claims, whether paper or electronic.

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