

Synergistic Office Solutions, Inc.



Topic: Submitting Electronic Secondary Claims:
Claim Adjustment Reason Codes

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Overview

Typically, when submitting secondary claims on paper, the payor will require that you include a copy of the primary payor's EOB. That document includes the details of how much the primary paid, and how much they did not pay, along with the reasons for the latter.

In the world of electronic claims, or more specifically, in the realm of ANSI (aka "HIPAA format") claims and responses, this "EOB" information is contained in a set of *Claim Adjustment Reasons* (CAR's). The CAR's are included in the the ANSI 835 electronic remittance advice file that will be returned to the provider after the claim has been adjudicated (if the payor has this capability and if the provider has subscribed for the ERA service with SOS and emdeon).

When SOS subsequently creates a secondary claim for electronic submission, the CAR's linked to the credits documenting payment or denial by the primary payor are included with the claim. These CAR's serve the same function for electronic filing as attaching the paper EOB does for paper claims. Starting with Release 2007.02, you can manually enter the CAR information if you have it or can deduce it from the paper EOB. Providers who file very few secondary claims may find it acceptable to do this job manually, but those with any volume at all should seriously consider the SOS ERA Posting Module, which automates the entire process.

Electronic Remittance Advice (ERA) Service Options

SOS offers two ERA options. The "light" option reads the ERA file and saves the information in a form that can be viewed on screen or printed in a report. You could then use this data to manually enter the CAR information for any claims you will be sending on to a secondary payor.

The complete version of this module does the above, but after translating the ERA, you can "post" it, creating payment and denial entries in the daysheet automatically, including linking any CAR's in the 835 to the appropriate credit and charge entries.

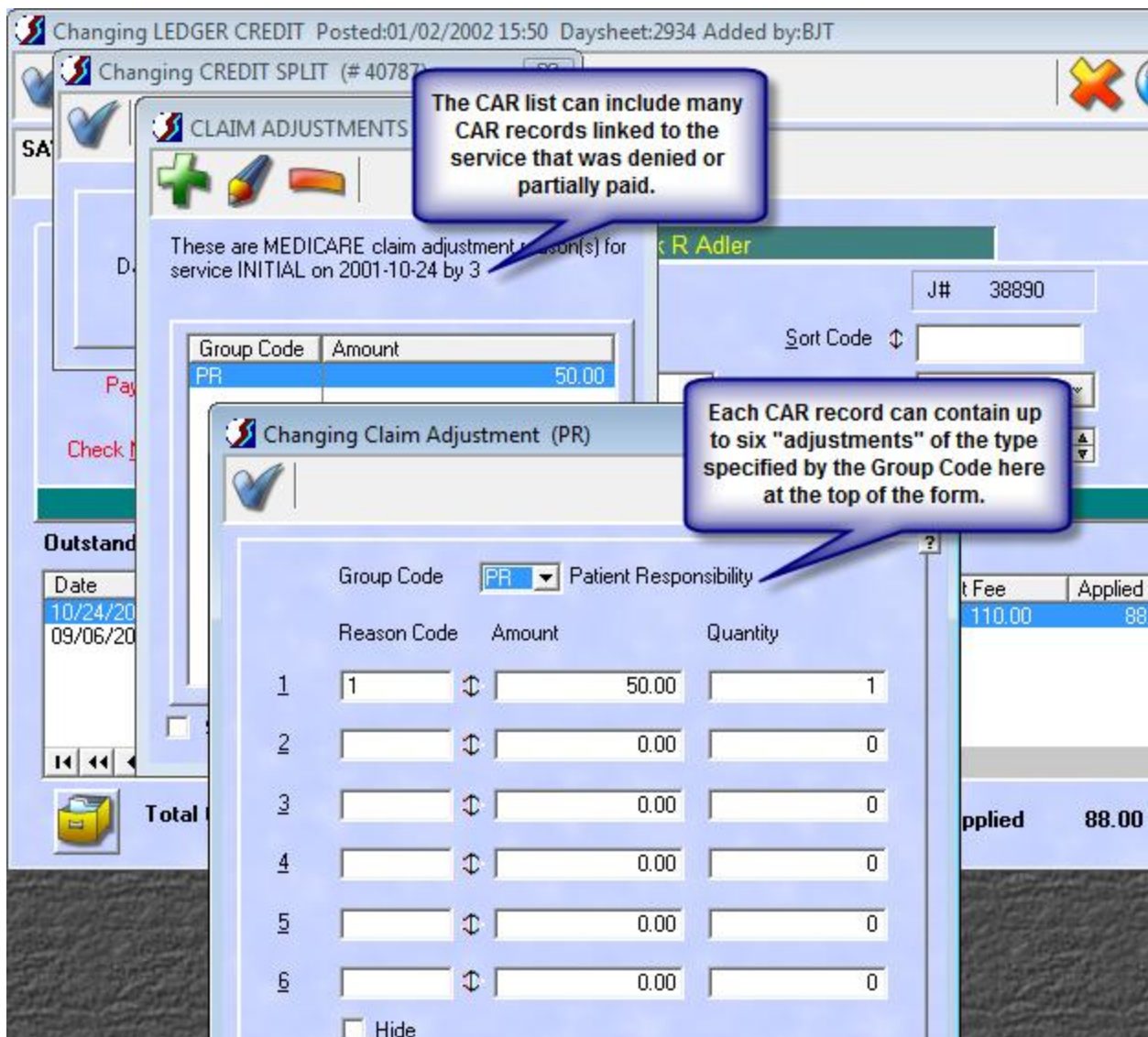
Entering CARs Manually

To apply a payment or denial to a charge in OM, you create a credit entry and then a credit split linked to the charge in question. The credit split form is the familiar little window in which you

have been specifying the amount to be applied and the date. You will notice that there is now a new icon in this window's toolbar:



Click this icon to reveal a list window containing any CARs linked to the same payor and charge item as the current credit split. From this list you can add, change, or delete CAR records.



Note that the CAR data, including both the *Group Code* and *Reason Code* are provided by the payor with the payment information (ERA or EOB). You should not enter arbitrary information here. It is possible that a paper EOB will contain proprietary, carrier-specific reason codes. You cannot use those in this form. You should only use the industry-standard codes found on the lookup list associated with the Reason Code fields. Although there is no guarantee of success, you could try to match the description on your EOB with a code in the list.

All the CAR's on a single form must be for the same *Group Code* shown at the top of the form. If you have reasons for two or more code groups, create a new CAR entry for each additional group you have to enter and enter just the appropriate CAR details on each group's row in the list. If you should have more than six specified reasons for a single Group Code, just enter one or more additional rows for the Group. Just make sure that you don't duplicate your reasons.

Once you have entered and saved the CAR data (automatically or manually), when you generate claims for secondary payor(s), the CAR's linked to the service being billed will be included in your electronic claim.