

How to Update a Claim in the Pend Status resulting from an Incorrect Billing Location

Overview

This user guide provides step-by-step instructions for providers who received notification in their NCTracks secure Message Center Inbox that they have pended claims relating to an incorrect Billing, Rendering, or Attending Provider Location.

The correct address is required in order for the claim to be validated and priced appropriately for the service location submitted.

Claims that were submitted with the incorrect Billing, Rendering, or Attending Provider Location have been placed in a pend status in NCTracks. These claims have not been fully adjudicated and do not show as Paid or Denied on the provider's Remittance Advice. These claims are waiting for an address correction before adjudication can complete. A secure message will be sent in NCTracks to inform the affected providers that the claim pended because either the billing, rendering, or attending provider address was not valid for the claim at the time the claim was adjudicated.

The subject line of the secure message will read:

BLNG PROV LOCN CANT BE DERIVED, when the billing provider address is in error
RNDR PROV LOCN CANT BE DERIVED, when the rendering provider address is in error, OR
ATTN PROV LOCN CANT BE DERIVED, when the attending provider address is in error.

A link will be included in the message for the providers to click and update the incorrect information for the specific claim. Once the link is selected, providers will be able to see the TCN (Transaction Control Number) assigned to the claim and correct the NPI, if needed, as well as choose the correct location and taxonomy code from a drop down menu and submit the updated claim for reprocessing.

Important Notes:

- Pended claims may include those submitted by a trading partner (clearinghouse or billing agent).
- Any member of the provider organization with access to the secure portal can perform this update.
- This process only changes the address on the claim submitted. You are encouraged to update your practice management software to use the correct address, so that future claims will not pend.
- This process will not resolve the situation in which the correct address is not present on the NCTracks provider record. In that situation, the Office Administrator for the provider must submit a Manage Change Request via the secure provider portal to add the correct address. (Note that if you change the location in your provider record in NCTracks, it will be used in processing future claims, but it does not resolve the claims already pended for incorrect location.)
- If a claim pended for incorrect location is not corrected by the provider within 60 days, it will auto-deny. The provider will then need to resubmit the claim with the correct provider location.

Instructions to Update the Billing (or other provider) Address for a Pended Claim:

	<p>Claims in Pend status as a result of incorrect billing (or other provider) address will NOT need to be resubmitted.</p>
--	--

The following process allows the provider to correct the pended claim and allows the pended claim to reprocess with the corrected information. Follow the instructions below to update the incorrect information.

1. A secure message will arrive in your NCTracks Inbox.

The subject line of the secure message will read:
BLNG PROV LOCN CANT BE DERIVED, when the billing provider address is in error
RNDR PROV LOCN CANT BE DERIVED, when the rendering provider address is in error, OR
ATTN PROV LOCN CANT BE DERIVED, when the attending provider address is in error.

Please see Figure 1 below for an example of an incorrect billing provider location message:

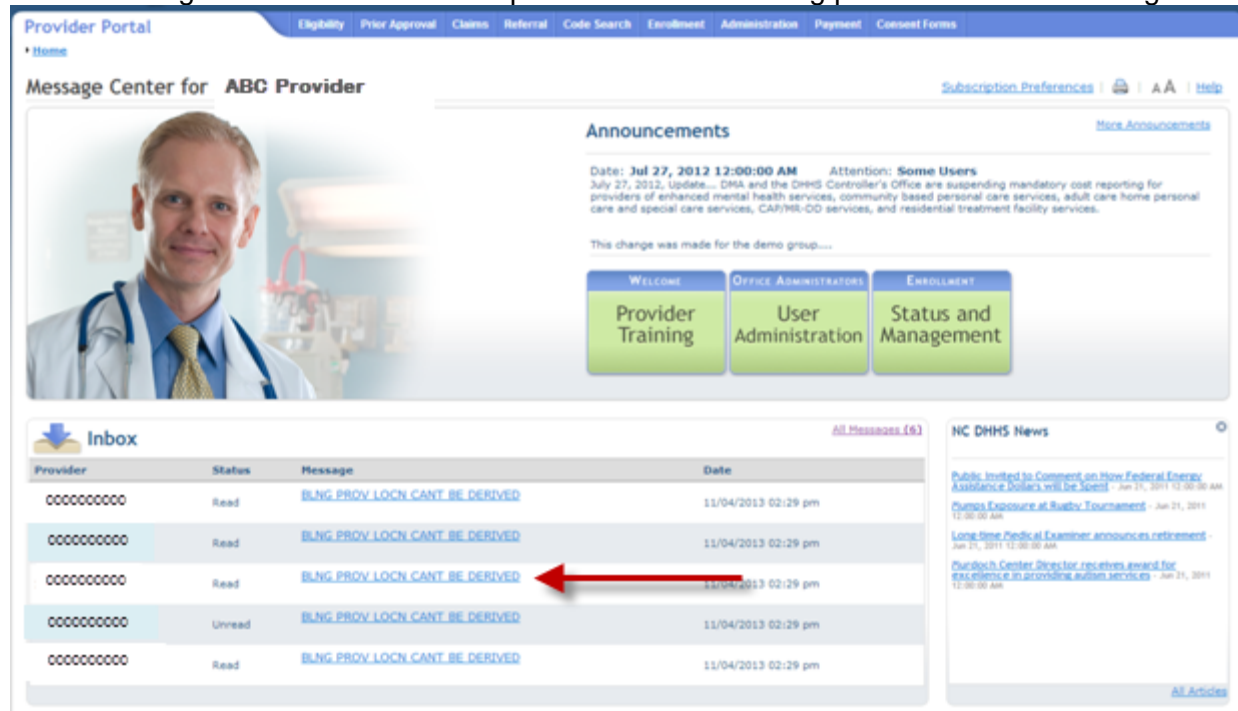


Figure 1 – NCTracks Secure Mailbox

- Click on the hyperlink to open the secure message. This will mark the message “read”. Please note the status for unread and read messages is to alert the user when a message has been read. Read messages do not necessarily indicate a worked or resolved claim. See Figure 2 below:

Provider	Status	Message	Date
0000000000	Read	BLNG PROV LOCN CANT BE DERIVED	11/04/2013 02:29 pm
0000000000	Read	BLNG PROV LOCN CANT BE DERIVED	11/04/2013 02:29 pm
0000000000	Read	BLNG PROV LOCN CANT BE DERIVED	11/04/2013 02:29 pm
0000000000	Unread	BLNG PROV LOCN CANT BE DERIVED	11/04/2013 02:29 pm
0000000000	Read	BLNG PROV LOCN CANT BE DERIVED	11/04/2013 02:29 pm

Figure 2 – NCTracks Secure Mailbox – Click on Hyperlink to Open Message

- From the secure message you will be transferred to the **Update Provider Address** screen. See Figure 2 as an example. The field “Unmatched Address” will display the location submitted on the claim. This address does not match any addresses on the provider record for this NPI.

Provider Portal | Eligibility | Prior Approval | **Claims** | Referral | Code Search | Enrollment | Administration | Payment | Consent Forms

Home • Update Provider Address

Update Provider Address

■ Indicates a required field

Submitted Information:

- RecipientID: 0000000000A
- Billing NPI: 0000000000
- Provider Type: BILLING
- Unmatched Address: 123 Main Street Any City, NC 00000
- TCN: 0000000000000000
- NPI: 0000000000

Select a Provider:

NPI: 0000000000 OT Atypical Id:

Federal Tax Id:

Address:

Last Name: First Name:

Address1:

Address2:

City: State: ZIP Code:

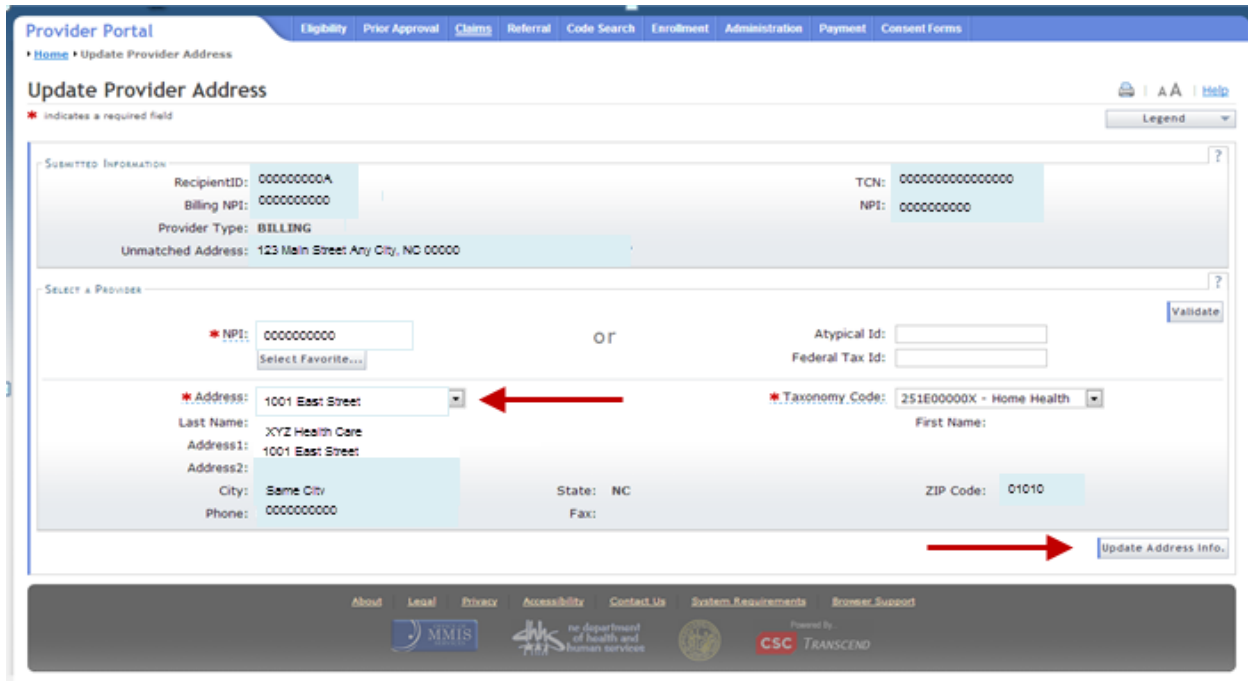
Phone: Fax:

Update Address Info.

Figure 3 – Update Provider Address Screen

- Please note the claim number in the upper right corner next to the TCN field. You may need to retrieve the file notes for the TCN to research the NPI, Address and Taxonomy Code.

5. In the **Select a Provider** section, the NPI will be pre-populated from the claim. If the NPI is correct, continue to the next step. If the NPI on the claim needs to be changed, input the correct NPI in the NPI field.
6. Click **Validate** to pre-populate the Address dropdown menu with the service location addresses valid for the NPI.
7. In the **Address** dropdown menu, please select the correct address for the billing, rendering, or attending provider address that is in error. Then select the correct Taxonomy Code for the service rendered. Once you have selected the correct address and taxonomy code, click the **Update Address Info** button at the bottom of the screen. See Figure 4 below:



The screenshot displays the 'Update Provider Address' page in the Provider Portal. At the top, there are navigation tabs: Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, and Consent Forms. The page title is 'Update Provider Address' with a 'Legend' button. A note indicates that a red asterisk (*) denotes a required field.

Submitted Information:

- RecipientID: 000000000A
- Billing NPI: 0000000000
- Provider Type: BILLING
- Unmatched Address: 123 Main Street Any City, NC 00000
- TCN: 0000000000000000
- NPI: 0000000000

Select a Provider:


- * NPI: 0000000000 (with 'Select Favorite...' link)
- OR
- Atypical Id: []
- Federal Tax Id: []
- [Validate] button

Address and Taxonomy Code:

- * Address: 1001 East Street (dropdown menu with a red arrow pointing to it)
- * Taxonomy Code: 251E00000X - Home Health (dropdown menu)
- Last Name: XYZ Health Care
- Address1: 1001 East Street
- Address2: []
- City: Same City
- State: NC
- ZIP Code: 01010
- Phone: 0000000000
- Fax: []
- [Update Address Info.] button (with a red arrow pointing to it)

At the bottom, there are links for About, Legal, Privacy, Accessibility, Contact Us, System Requirements, and Browser Support. Logos for MMIS, NC Department of Health and Human Services, and CSC Transcend are also visible.

Figure 4 – Select Correct Billing Address and Select Update Address Info button



If you do not find the correct address in the **Address** drop down menu, you will need to add it to the provider record by submitting a Manage Change Request. (One example of this is when the provider record for the rendering NPI does not have the location used by the billing NPI on the claim.) The Manage Change Request must be approved before you can resolve the pending claim.

8. Once you click the **Update Address Info** button, you should receive confirmation that the address was successfully updated.

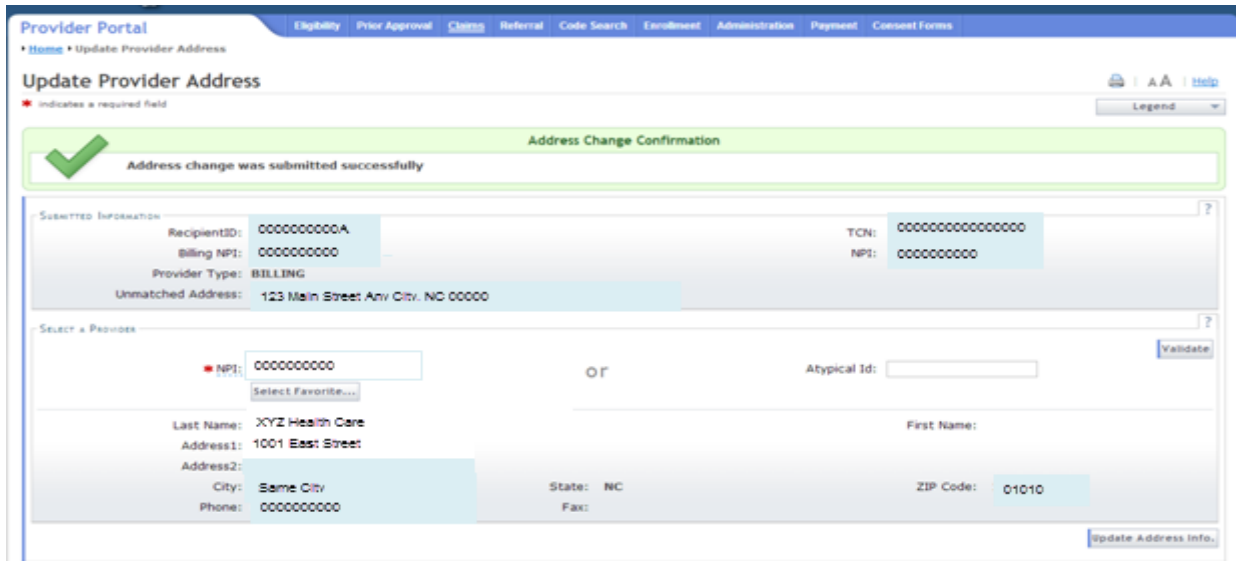


Figure 5 – Address Change Confirmation

9. The claim will reprocess with the corrected address. The TCN remains unchanged. A claim that successfully reprocesses will be reported in the checkwrite after adjudication.

	Address correction is NOT the last step before payment. The claim may still pend or deny for other reasons.
	If you have already submitted another claim, with a different TCN, with the correct address, then the claim being corrected will deny for duplicate. There is no need for further action.

10. Once the address has been updated, if there are additional claims pended, the provider can return to the Inbox, click on the next unread link, and follow the same process to correct the next address. Repeat this process for all pended claims in the provider Inbox.
11. Messages remain in the Inbox after they are read. To view only the unread messages, click on the “All Messages” link in the upper right corner of the Inbox. Then, in the section of the screen labeled “Message Filters”, click on the **Show Options** button in the lower right corner. Select “unread” from the Status drop down list and click on the **Filter** button in the lower right corner. This will display only the unread messages for review.
12. If a claim pended for incorrect location is not corrected by the provider within 60 days, it will auto-deny. The provider will then need to resubmit the claim with the correct provider location. This will keep the claims from remaining pended indefinitely. The EOBs associated with the claims denied for incorrect location are:
 - 4525 - Billing Locator Code Cannot Be Derived
 - 4526 - Rendering Locator Code Cannot Be Derived
 - 4527 - Attending Locator Code Cannot Be Derived