

The Customer Service Answer Center

The award-winning MD On-Line Customer Service team fields thousands of calls every month. Below are some of the most frequently asked questions from this past quarter - we thought that all of our customers could benefit from the answers.

Q: Will I be required to upgrade to the 5010 format?

A: While the HIPAA X12 Version 5010 will become the new industry standard on January 1, 2012, MDOL will continue to support Print Image, NSF and ANSI 4010, so you will not be required to upgrade to the new format.

Q: My Practice Management vendor is telling me that I can send the 5010 format now. When can I start sending it to MDOL?

A: You can contact MD On-Line Tech Support to begin the testing process starting 9/1/11.

Q: Where do I add additional information to my claim if I don't submit in the ANSI 5010 format?

A: After 9/1/11, MD On-Line will allow you to either add the additional information in Field 19 if space allows -OR- to add the word EXTRA in Field 19. For each claim that contains the word EXTRA in Field 19, MD On-Line will provide you with a pop-up box in which to enter additional data for that particular claim. Place the word EXTRA (must be the only word in Field 19 comments) in the following location, depending on the format you are submitting in, for it to be picked up as an EXTRA claim:

Print Image: Field 19

ANSI 4010: 2300 NTE

NSF: XA0.22 (positions 157-259)

Q: Will the format of my ERAs/835s (electronic EOBs) be changing?

A: The answer depends on how you submit claims. If you submit claims in the ANSI 5010 format, MD On-Line will return your ERA files in the format sent by the payer. If your system requires 5010 ERAs specifically, MD On-Line can convert the data for you. However, if you submit claims in Print Image, NSF, or ANSI 4010, MD On-Line will continue to provide you with ERA files in the same manner you are currently receiving them.

Q: What fields require the 9 digit zip codes?

A: The 9 digit zip code is required in the billing address in Field 33 (2010AA for 837 submitters, BA1-11.0, BA1-17.0 for NSF submitters). It is also required in the facility address in Field 32 (2310D for 837 submitters, EA1-10.0 for NSF submitters). *Note: you should notify the carrier about any address changes.*

Q: Can I submit a PO Box or lockbox as a billing provider address?

A: No. If you need your payments to go to a PO Box, you will need to add the "pay-to" address with the PO Box. Version 5010 requires that you submit a physical address for the billing provider. MD On-Line can assist you with this change if you cannot change that information in your PMS. *Note: you should notify insurance carriers about any address changes you have. In addition, be sure your NPI information matches what you submit on the claim.*

Q: Should I still submit both anesthesia minutes and units information on my claim?

A: No. In Version 5010 you will report anesthesia minutes only.

If you have a question you would like to see answered in future newsletters, please contact us at mdolnews@mdon-line.com.