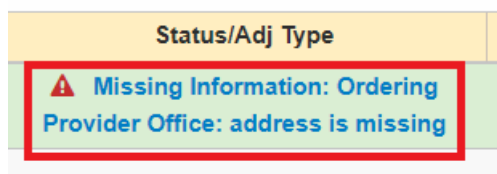


Error message: Missing Information: Ordering Provider office: zip code is missing

07/24/2024 2:30 pm EDT

If you receive the error message on a claim that states "Missing Information: Ordering Provider office: zip code is missing", there is a simple fix.



Make sure when entering a referring or ordering provider, that their address is listed on 2 separate lines.

Example: 123 Main Street

Anytown, MD. 12345

If the address is listed all on one line, the system will reject with the error message "Ordering Provider Office: address in missing".

Provider ×

Referring | Ordering

Contact Search ↓
Will populate fields below

First Name

Middle Name

Last Name

Suffix

NPI Number

Provider Number

Address