

# How to fix a claim when you receive rejection "Phone number of billing office is required".

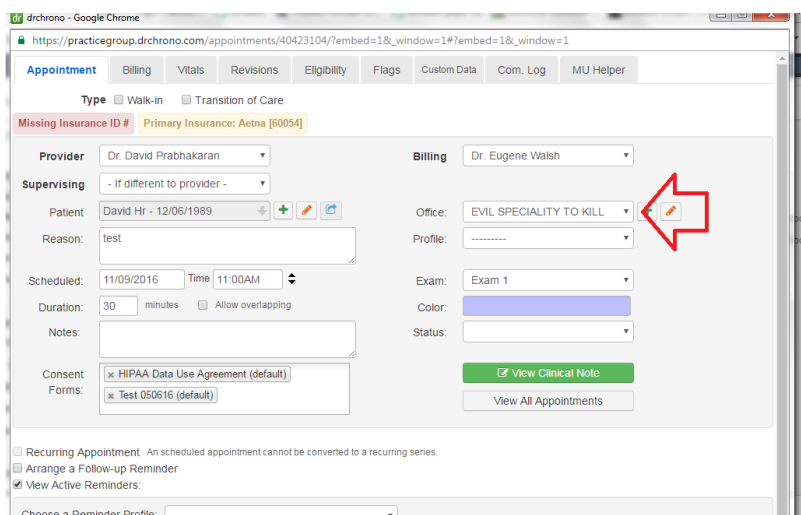
07/24/2024 5:15 pm EDT

If any of your claims are denied/rejected for the reason *phone number of billing office is required*, following the steps below will correct the issue so you can rebill.

- First, you want to identify which **office** the appointment was billed under so you know which one needs updating. You can find that information by looking at the patient's appointment.

## Looking through calendar

1. Open the appointment which has the Missing information.
2. Identify the office where the appointment is scheduled. It will be marked where the red arrow below is pointing.



The screenshot shows the drchrono appointment form. The 'Office' field is set to 'EVIL SPECIALITY TO KILL' and is highlighted with a red arrow. Other fields include Provider (Dr. David Prabhakaran), Billing (Dr. Eugene Walsh), Patient (David Hr - 12/06/1989), and Exam (Exam 1).

## Looking through the Live Claims Feed

1. If you are in the Live Claims Feed when you discover the error, you can quickly see which office the appointment was scheduled in, so you know which one needs updating.
2. On the top left, right below the patient's name, is the name of the office.

Jenny (Jen) Harris - 11/02/2020	View Service	+ EOB	SuperBill	Clinical Note	Clone	HCFA/1500	HCFA/1500 (text)	Print Screen
Primary Office [11] - Exam 1								

All patient data listed in this article is sample data. This is not a real person or real patient data.

- Once you have identified which office needs to be updated, navigate to **Account > Offices**.

ACCOUNT SETTINGS

- User Settings
- Provider Settings
- onpatient Settings
- Account Setup
- Custom Fields
- Copy Dashboard (Beta)
- API
- App Directory

PRACTICE SETTINGS

Offices

Facilities

- Locate the office you need to update and click on the blue **Edit** button on the right of that row.

Manage offices ?

Active Offices Page 1 of 1 + Add New Office

Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing
EVIL SPECIALITY TO KILL Dr. Eugene Walsh	Po Box 4567	Bloomfield	(877) 842-3210	11	4	New And Existing Patients All Appointments	Share View History <b>Edit</b> Archive
Primary Office Christopher Daniel	555 st avenue	new york	(718) 878-5383	11	4	None But Visible To Patients	Share View History Edit Archive
Meeting Dr. Eugene Walsh	No 364, hancock street	Network city		13	7	None But Visible To Patients	Share View History Edit Archive
Surgery Dr. Eugene Walsh	No - 23, Swiss Drive	Holden		14	8	None But Visible To Patients	Share View History Edit Archive
Primary Office Robinson Grey	22 East Beloved st, New county	MI	6508895650	11	4	None But Visible To Patients	Share View History Edit Archive
Primary Office Dr. David Prabhakaran	1251 Palm Ave	Mountain View	(718) 878-5383	11	4	None But Visible To Patients	Share View History Edit Archive

- On the **Basic** tab, enter the office phone number in the spot indicated below.

Basic Billing Online Schedule

**Warning:** Changing the address of an office affects all previous appointments in that office.

Office name (scheduling) EVIL SPECIALITY TO KILL

Facility name [ ] Used in HCFA box#32 and UB04 box#2. Leave it blank if same to Office name (Scheduling)

Primary Provider Dr. Eugene Walsh

Country UNITED STATES

Address Po Box 4567

Zip Code 06002

State Connecticut

City Bloomfield

**Office Phone** [ ] No validated. Click here to verify with a test call.

Formatted Address Bloomfield, CT 06002, USA Not editable. Only valid for US addresses.

- Click on **Save**.

Schedule Clinical Patients Reports Billing Account Help \$ X

Search 10

Zip Code 06002

State Connecticut

City Bloomfield

Office Phone [ ] Not validated. Click here to verify with a test call.

Fax [ ]

Formatted Address Bloomfield, CT 06002, USA Not editable. Only valid for US addresses.

Number of Exam Rooms 4

Exam Name 1	Exam 1	<input checked="" type="checkbox"/> Allow Online Scheduling	<input type="checkbox"/> Excluded from Meaningful Use	<input type="checkbox"/> Archived from Calendar
Exam Name 2	Exam 2	<input type="checkbox"/> Allow Online Scheduling	<input type="checkbox"/> Excluded from Meaningful Use	<input type="checkbox"/> Archived from Calendar
Exam Name 3	Exam 3	<input type="checkbox"/> Allow Online Scheduling	<input type="checkbox"/> Excluded from Meaningful Use	<input type="checkbox"/> Archived from Calendar
Exam Name 4	Exam 4	<input type="checkbox"/> Allow Online Scheduling	<input type="checkbox"/> Excluded from Meaningful Use	<input type="checkbox"/> Archived from Calendar

Office hours start 1:00 am

Office hours end 11:00 pm

Require reason when deleting appointments

**Save**

- Now you can resubmit your claim and the phone number you just added will transmit to the appropriate place on the HCFA 1500 form or EDI file.