

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Billing Tertiary Claims

Last Modified on 11/20/2019 2:51 pm EST

Version 14.19

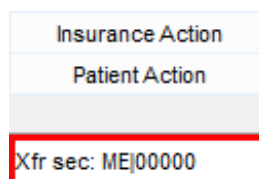
In the rare case where a child has a tertiary insurance, you will find that the options for claim submission only includes transmitting claims to a primary payer or a secondary payer. In order to queue a claim to a tertiary insurance where there is a patient responsibility, you will need to manually change the insurance on the claim.



Note: It is recommended when sending Claims to a tertiary insurance that the Claim be sent on a CMS-1500 form rather than electronically.

While posting the secondary payment, do the following:

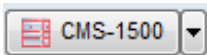
1. In the Add Payments and Adjustments window, click the Insurance Action field dropdown and select the tertiary payer listed as XFR sec to send the balance to the tertiary payer.



Insurance Action
Patient Action
Xfr sec: MEI00000

2. Save the secondary payment information.

In the Patient Account:

1. Select the claim with the tertiary insurance balance.
2. Click the **CMS-1500** button  to print the claim. The claim will be printed with the tertiary insurance listed as the addressee and will show the cumulative primary and secondary payment amounts.
3. Attach a copy of the primary and secondary EOBs and mail the claim.

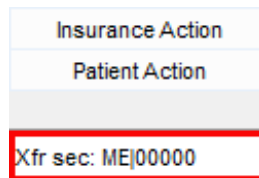
In the rare case where a child has a tertiary insurance, you will find that the options for claim submission only includes transmitting claims to a primary payer or a secondary payer. In order to queue a claim to a tertiary insurance where there is a patient responsibility, you will need to manually change the insurance on the claim.



Note: It is recommended when sending claims to a tertiary insurance that the claim be sent on a CMS-1500 form rather than electronically.

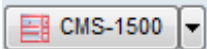
While posting the secondary payment, do the following:

1. In the Add Payments and Adjustments window, click the Insurance Action field dropdown and select the tertiary payer listed as XFR sec to send the balance to the tertiary payer.



2. Save the secondary payment information.

In the Patient Account:

1. Select the claim with the tertiary insurance balance.
2. Click the **CMS-1500** button  to print the claim. The claim will be printed with the tertiary insurance listed as the addressee and will show the cumulative primary and secondary payment amounts.
3. Attach a copy of the primary and secondary EOBs and mail the claim.