



## Customer Support Advisory

### CLAIMS SUBMISSION: NSF to ANSI 837 4010 Conversion

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To comply with HIPAA (Health Insurance Portability and Accountability Act), CMS (Centers for Medicare and Medicaid Services) began accepting electronic claims in the ANSI (American National Standards Institute) 837 4010 file format. To fulfill this requirement and maintain consistency, Alteer has begun converting the NSF (National Standard Format) file format to the HIPAA-compliant ANSI 837 4010P file format for electronic claims submission.

The claim submission file format is transparent to you; it is handled by our system, on the backend, prior to transmitting claims to the clearinghouse. We have performed significant testing to ensure the mappings you use in the NSF format are handled properly in the ANSI 4010 format. However, there is an important item in your billing configuration of which you must be aware—specifically, your **Physician** Contacts file settings. The **UPIN** field and the **Medicaid** field should display assigned provider numbers for your referring providers. This includes self-referring providers. No other billing numbers should appear unless expressly dictated by the payer.

**To check your physician contact settings, do the following:**

1. On the Folder bar, click **Office** and then click **Contacts**.
2. On the Information bar, click the DOWN ARROW and then click **Physicians**.
3. In the **Name** box, type a physician name and then click **Search**.
4. In the list, right-click the physician name and then click **Edit**.
5. In the **Edit Physician** dialog box on the **General** tabbed page, verify the information and modify if necessary.
6. Do one of the following:
  - To close the dialog box without making any changes, click **Cancel**.
  - To save your changes and close the dialog box, click **OK**.

If you have any questions or concerns regarding the ANSI 837 4010 conversion, please contact Alteer Customer Support by telephone (949.790.0400, Mon-Fri., 6:00am-5pm, Pacific Time) or by e-mail ([support@alteer.com](mailto:support@alteer.com)).