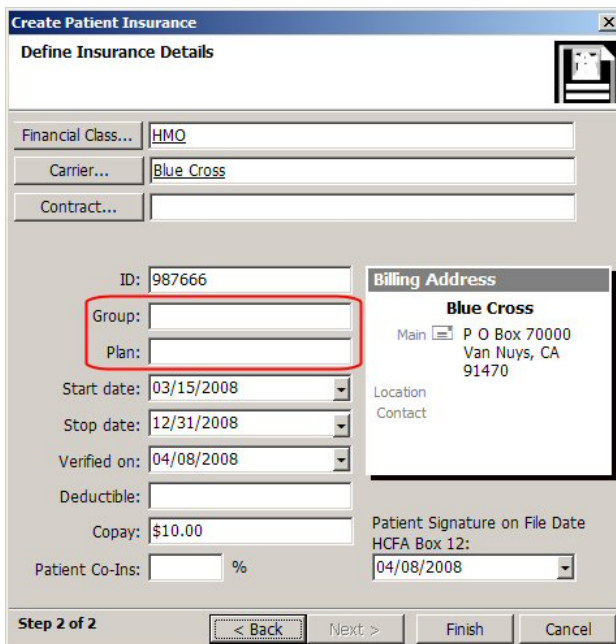


Customer Support Alert April 8, 2008

Medicare rejecting claims w/“NONE” for patient insurance group

This advisory pertains to all Alteer Office® users who use Alteer Office to submit electronic claims to Medicare. Medicare has initiated a new payer edit wherein claims with the word “NONE” in the Patient Insurance Group box are rejected. Specifically, the EDI error is “Insurance name is required when group number is submitted.” To prevent this EDI error from occurring, do the following:

1. If the patient’s insurance does not have a group number, leave the **Group** box empty. Specifically, in the **Edit Patient Insurance** dialog box, if the word “NONE” appears in the **Group** box and the **Plan** box is empty, then delete NONE.



2. If the patient’s insurance *does* have a group designation, then type it in the **Group** box, and in the **Plan** box, type the plan name. Note that if the claim contains a Group designation, it *must contain* a Plan designation as well. Medicare rejects claims if there is a value in the Group box and the Plan box is empty.

For assistance, please contact Alteer Customer Support. Tel: 949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time, e-mail: support@alteer.com.