

Three-point match verification for professional claims payment

Empire BlueCross BlueShield HealthPlus transitioned its claim payment verification from a two-point match to a three-point match for 2022. A three-point match is a process of comparing the TIN (Box 25 on the HCFA 1500 claim form), rendering NPI (Box 24J), and billing NPI (Box 33A) to improve our provider selection logic. This communication aims to assist with educating our providers to prevent claims submitted incorrectly and increase acceptance during encounters.

Quick tips for successfully filing professional claims

If you are filing professional claims **electronically** (supported by electronic data interchange EDI), follow these tips:

- **Billing provider – Loop (section) 2010:**
 - When the billing provider is an organization healthcare provider, the organization's national provider identification (NPI) number is reported in field **NM109**.
 - The taxpayer identification number (TIN) of the billing provider must be reported in the **REF** segment of this loop.
 - The billing provider may be an individual only when the healthcare provider performing the services is an independent, unincorporated entity.
 - The billing provider address must hold a physical address and should not contain any of the following: Post Office Box, P.O. Box, PO Box, Lock Box, or Lock Bin.
- **Rendering provider – Loop (section) 2310:**
 - This loop or section of the EDI file is required when the rendering provider's NPI is different than that carried in Loop ID-2010AA-billing provider. If not required by the EDI implementation guide, do not send.
 - The rendering provider is the person or company who rendered the care.

If you are filing professional claims **via mail/fax** (not supported by EDI), follow these tips:

- **Facility information:**
 - **Box 32:** Servicing facility address (where services were rendered)
 - **Box 32a:** Servicing facility's NPI (service location)
- **Billing provider information:**
 - **Box 33:** Billing provider complete name, address, and phone number
 - **Box 33a:** NPI (group's organization or individual provider is an independent, unincorporated entity)
 - **Box 25:** Billing provider TIN
- **Rendering provider information:**
 - **Box 24J:** Rendering provider NPI

<https://providerpublic.empireblue.com>

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Review your billing practices carefully to ensure proper TIN, billing NPI, and rendering provider information (if applicable) are submitted in the appropriate fields. Please bill according to your contracted network roster. If you are billing with a rendering NPI you have not notified us about, you will see a claim rejection and/or claim denial. Please ensure to notify us about practice changes, including providers joining or leaving your organization. **As a reminder, claims submitted incorrectly may be rejected.**

If you have questions about this communication or need assistance with any other item, visit the *Contact Us* section at the bottom of our provider website (<https://providerpublic.empireblue.com>) for up-to-date contact information or call Provider Services at **800-450-8753**.