Best Practices to Reduce Claim Rejections

Early Intervention Providers should follow these best practices to reduce the number of rejections before submitting claims to EI-Hub.

CASE MANAGEMENT

○ Check to ensure that you are claiming against an **active Service Authorization**.

💡 Reference the "Child Info and Authorization" report or the "Services" tab of a child's record.

○ Check that the **therapist's record is complete** and confirm that the therapist is associated with the billing provider.

⚠ Therapist record must:
- Be in "Active" status
- Have an "Employment role"
- Have a "Start Date"
- Have the proper "Catchment" area(s)

💡 Reference the "Therapist Company Detail" report.

○ Check to ensure that the **'Scripts, Orders, Recommendations, and Referrals' panel** is completed for **all** Service Authorizations you are billing against. Users will not be able to enter this information on the claim/line level in Service Logging.

⚠ The EI-Hub operates in compliance with the BEI OPRA guidance, meaning that EI Providers are not obliged to furnish a medical prescription for services that do not require a medical prescription, such as special instruction, group developmental service, service coordination, etc.

This panel does require a referring NPI for each Service Authorization, which for certain services, may be the NPI of the billing provider. The NPI number entered in this panel as the "prescriber" must match the referring NPI number listed on the claim to prevent claim rejection during edits/validations.

BILLING CLAIM

○ **For 837 providers**, check to ensure that your file has the correct **EI-Hub assigned submitter ID**.

⚠ EI-Hub assigned submitter ID is the tax ID without dash for agencies or organizational NPI for individual providers with an Appendix agreement.

○ Submit claims using **unique file names**.

⚠ The EI-Hub does not accept files with file names previously used.

○ Do **not reuse** an **invoice number**.

⚠ Invoice numbers can only be reused if all claims within the previous file were rejected.

○ **For 837 providers**, if the rendering therapist is under the supervision/direction of another therapist, ensure the claim includes **both the rendering therapist and the supervising therapist** information.

No action required for EI-Hub Service Logging providers.