

**TOP TEN EDITS and Solutions for TRICARE claims
submitted to PGBA, LLC in 837 I/P formats**

T09	<p>INVALID COORDINATION OF BENEFITS REPORTING</p> <p>Problem: Medicare cannot be secondary payer on claim.</p> <p>Corrective action: Loop 2320/SBR05 must not = 'MB', 2320/AMT01 must = 'D'.</p>
OOJ	<p>OUT OF JURISDICTION, ZIP NOT FOUND ON ZIP FILE</p> <p>Problem: The patient address zip code, 2010BA N403 or 2010CA N403, does not fall into a TRICARE region processed by PGBA, LLC.</p> <p>Corrective action: Check the zip code of the patient and file claim to appropriate TRICARE region claims processor. Check the www.mytricare.com website for the TRICARE regions PGBA, LLC processes.</p>
365	<p>MORE SPECIFIC DIAGNOSIS REQUIRED</p> <p>Problem: The first 3 bytes of the Diagnosis code (2300 HI01-2, 2300 HI02-2, 2300 HI03-2, 2300 HI04-2, 2300 HI05-2, 2300 HI06-2, 2300 HI07-2, 2300 HI08-2) must be greater than spaces. Or, diagnosis pointer, 2400 loop, SV1 segment, fields SV107 1-4, must be 1, 2, 3, or 4.</p> <p>Corrective action: Check to make sure the diagnosis codes submitted do not contain spaces and that the pointer submitted is 1, 2, 3, or 4.</p>
T23	<p>2010AA LOOP REQUIRED</p> <p>Problem: Billing provider secondary ID is required.</p> <p>Corrective action: Check to make sure the billing secondary ID in loop 2010AA/REF02 is present.</p>
T26	<p>NM109 SUBSCRIBER PRIMARY ID NOT NUMERIC</p> <p>Problem: The subscriber ID used in loop 2010BA, segment NM109 is not numeric.</p> <p>Corrective action: PGBA requires the subscriber ID to be all numeric and must be the social security number (SSN) of the responsible party.</p>

AW1	<p>RENDERING PHYSICIAN EIN/SSN IS REQUIRED</p> <p>Problem: If the Billing/Pay to Provider is a group, then the Rendering Provider Identifier 2310B REF02 or 2420A / REF02 is required.</p> <p>Corrective action: All professional TRICARE claims submitted to PGBA, LLC must have a rendering doctor ID number in the 2310B REF02 or 2420A / REF02. Check 2310B REF02 or 2420A / REF02 to make sure it is not spaces or low values.</p>
T08	<p>MONETARY AMT NOT PRESENT</p> <p>Problem: SBR segment missing in loop 2320 or SBR01 segment in loop 2000B has wrong qualifier.</p> <p>Corrective action: The SBR segment must be present in Loop 2320, or Loop 2000B, the SBR01 (Payer Responsibility Sequence Number Code) must not equal P (Primary).</p>
H16	<p>CHARGE MUST BE GREATER THAN ZERO</p> <p>Problem: Charges must be 0.10 or greater.</p> <p>Corrective action: Check claim level charges, 2300/CLM02, and line level charges, 2400/SV104, and make sure all are greater then or equal to 0.10 cents.</p>
H65	<p>INVALID SPONSOR ID</p> <p>Problem: The Subscriber's Primary Identifier 2010BA/NM09 must be numeric and less than 12 bytes.</p> <p>Corrective action: Social security number submitted in 2010BA/NM09 must be numeric and must not equal '000000000' or '999999999'.</p>
Q69	<p>FIRST DIAGNOSIS CODE IS INVALID</p> <p>Problem: The Diagnosis code "Industry code" 2300 HI01-2 must be valid for TRICARE and not spaces.</p> <p>Corrective action: Verify the primary diagnosis code is valid for TRICARE. Check the most recent ICD9 manual. Also, check to make sure the code does not require a fifth digit. If still unable to correct call PGBA, LLC.</p>