



# Critical Error Reports for Secondary Sage Users



# What is a critical error and why does it matter?



Critical Errors are issues related to the 837 file that either cause the entire file to be rejected or claims within a file to be rejected.

If the entire file is rejected, IT will notify the provider and a file will be uploaded to the SFTP renamed to include the word “invalid” in the 837 file name.



For files that are accepted, there may still be issues at the claim level that prevent certain claims from being adjudicated.

This will result in the claims not showing on an EOB or included in resulting 835s.

Additionally, these claims and services will not be visible in KPI because they were not adjudicated and they cannot be manually adjudicated by Finance as they do with pending claims.



If claims are rejected for critical errors, they **must** be resubmitted on a new file after the critical error has been corrected.

These are not eligible for replacement or voiding as they were not adjudicated. Resubmitting means new Claim Submitter ID and submitted as an original claim



## Information in the Report

- Error report gives the line number from the 837 dump file report and exact issue that needs to be corrected in the provider's EHR/corresponding 837 file.
- Provider should identify the loop and segment with the issue that corresponds with the field in their own EHR used to populate the 837.
- Correcting this error must be done before resubmitting the claim and future claims to prevent rejections.

## Sample Report

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**File Name:** /npc/clients/LASAPC\_CA.16276.mp/avatar/live/837P/InProgress/ADP  
**File Status:** POSTED  
**File Version:** 837Pv5010

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Error Type	Error Message
Critical Error	Line: 20 - Cannot determine member through name and policy number: MSO.

# Top 5 Critical Errors



The date of birth contained in the file does not match the date of birth on file for member id

- Common error: Date of birth on 837 file does not match date of birth in Sage on Patient demographics
- Usually related to a typo in Sage. Providers must submit a helpdesk ticket to correct the DOB in Sage

Member does not exist in the MSO System

- Common error: Typo or placeholder used "MSOXXXXXXXX" or CIN or internal medical record number used as the PATID instead of Sage PATID

An 'Original Reference Number' (2300-REF\*F8) is required for claims marked as a void or replacement

- Common error: PCCN is missing or invalid on void or replacement claims



## Unbalanced Claim

- Common error: The sum of the services within the claim do not equal the total claim amount for files that contain more than one service per claim.

A valid 'Original Reference Number' (2300-REF\*8) is required for claims marked as a void or replacement

- Common error: The Original Reference Number listed on the void or replacement claim was not the PCCN from the claim being voided or replaced sent on the 835 file

Procedure Code Not Defined in MSO CPT Code Table

- Common error: Typo in the 837 file populated from the provider's EHR. Usually occurring during configuration for the fiscal year or when new codes are added.