

Autopost 835 Messages

- 1) Payment/Takeback was not applied. The dollar amount was zero.
 - By default the program does not apply zero amounts. This notification is to let the billing staff know that they should look at this claim
- 2) Payment was not applied because a similar payment already exists.
 - The program found a similar payment in the data.
- 3) Payment was not applied because the charge transaction has been marked complete for this payer. Procedure: <Procedure Code> <Date From>
 - By default the program does not apply payments where the charge is marked complete. In some cases the program will apply the payment if the charge has more than one unit. Some payers may send the eob stating they processed the claim as Primary but in Medisoft they are the secondary policy. The program has an option to adjust the payer sequence if it can find a matching edi payer number.
- 4) Adjustment was applied but the charge balance was less than the adjustment a credit may have been created. Procedure: <Procedure Code> <Date From>
 - By default the program does not apply adjustments if doing so will create a credit on the charge. The program has an option that will over-apply the adjustment. Changing the default action to apply the adjustment will make the program create this message so the user can know which accounts need to be looked at to finish applying the adjustments.
- 5) <Adjustment Code> adjustment was not applied because a similar adjustment already exists. Charge EN: <Entry Number>
 - The program found a similar adjustment applied to the charge.
- 6) Adjustment was not applied because the charge balance was less than the adjustment. Procedure: <Procedure Code> <Date From>
 - By default the program does not apply payments where the charge is marked complete.
- 7) Late Fee adjustment was not applied because a similar adjustment already exists.
 - The program found a similar adjustment applied to the charge.
- 8) Payments and/or adjustments were not applied because the charge transaction has been marked complete for this payer. Procedure: <Procedure Code> <Date From>
 - see explanation for message number 3
- 9) Payments and/or adjustments were not applied because the charge transaction Date From did not match the date being paid.
 - The program checks the Date of Service in the EOB and compares it to the Date From in Medisoft
- 10) Payments and/or adjustments were not applied because the transaction to which it was to be applied did not have an appropriate Transaction Type.
 - The program checks the Transaction Type in Medisoft to make sure it is a charge procedure.
- 11) Payments and/or adjustments were not applied because the transaction to which it was to be applied did not have a matching account identifier.
 - The program checks the first 8 characters of the Account Identifier in the EOB and compares it to the Chart Number in Medisoft
- 12) Payments and/or adjustments were not applied because the charge transaction could not be found in the current data set.
 - When a value is returned in the 835 that identifies the charge in Medisoft, the program searches for it in Medisoft. The search did not return a record.
- 13) Payments and adjustments were not applied because the charge identifier could not be found in the 835 document.

- When electronic claims are filed, each charge is sent with the Medisoft Transaction Entry Number that uniquely identifies the charge. This value is supposed to be returned in the 835 document. The 835 file did not contain the REF 6R segment. This can happen if the claim was filed by paper, or file as a crossover claim or the payer fails to put the identifier in the 835. Sometimes a payer will make a change on their end that causes the eob to not reflect the identifier. If whole 835s get this message, calling the payer might be required.
- 14) Payments and Adjustments were not applied because claim level adjustments exists and may cause the actual payment to differ from the reported payment.
 - Adjustments can be applied either at the claim level or the transaction level. Applying an adjustment at the claim level does not provide the detail needed to apply adjustments in Medisoft. The program will not apply them, the user will have to apply these manually.
- 15) Late Fee adjustment was not applied because a similar adjustment already exists.
 - See message number 5
- 16) Payments and/or adjustments were not applied because the charge transaction has been marked complete for this payer. Procedure: <Procedure Code><Date From>
 - See message number 3

Record 835 Messages

- 1) Claim payment information was not recorded because the Chart Number and Claim Number could not be determined from the data provided.
- 2) Payments and/or adjustments were not recorded because the charge transaction Date From did not match the date being paid.
- 3) Payments and/or adjustments were not recorded because the transaction to which it was to be applied did not have an appropriate Transaction Type.
- 4) Payments and/or adjustments were not recorded because the transaction to which it was to be applied did not have a matching account identifier.
- 5) Payments and/or adjustments were not recorded because the charge transaction could not be found in the current data set.
- 6) Payments and adjustments were not recorded because the charge identifier could not be found in the 835 document.