

# UB-04 Form —Frequently Omitted Information That Delays Claim Payment

*Developed by the Provider Affairs Operations/Education/Communications Department*

Claims that are missing the following information will be rejected and returned for additional information. The following fields are required:		
<ul style="list-style-type: none"> <li>■ Alpha Prefix/identification number</li> <li>■ Insured's policy group number</li> <li>■ Onset date (date of first symptoms or illness)</li> <li>■ Physician's and/or supplier's name, address, telephone number and National Provider Identifier (NPI) number</li> </ul>		
UB-04 Form Field:	Description:	Guidelines:
1	Provider name, address and telephone number	Enter the name of the provider submitting the bill and the complete mailing address to which the provider wishes payment be sent.
31 a-b	Occurrence codes and dates for the onset of symptoms or illness	Enter Occurrence code 11 for the onset of symptoms or illness. BCBSIL will adjudicate pre-existing conditions based on the information submitted on the claim form. When this information is missing the claims will be denied and a letter will be sent requesting the information.*
56	NPI Number	Enter the 10-digit NPI number.
60	Alpha Prefix and Identification Number	The alpha prefix identifies the member's Plan or National Account. The number following the alpha prefix identifies the member. The 3 letter alpha prefix and member identification number are key to identifying and correctly routing BlueCard claims.
62	Insurance Group Number	The Group Number is needed for all Illinois claims. All Illinois insurance ID cards have group numbers. Illinois claim adjudication is driven by the Group Number.  <b>Note:</b> Some out-of-state BCBS identification cards do not have group numbers. In such cases you may eliminate the group number but it is essential to include the alpha prefix in field 60.

\*This does not apply to HMOI and BlueAdvantage HMO. Neither benefit plans have a pre-existing waiting period.

Note: Electronic submitters should refer to the ANSI 837I Implementation Guide for the appropriate Loops and Segments and the UB-04 specifications Version 1.00.