



## Best Practices to Avoid Claim Rejections

### **Purpose of this communication:**

- To remind providers of best practices to avoid claim rejections.

### **What do I need to know?**

#### To help avoid claim rejections:

- Always submit a registration/pre-notification to CareCentrix prior to rendering services, and obtain prior authorization when required.
- Ensure the following fields on the claim match the corresponding fields on the Service Registration Form (SRF)
  - Patient name, Subscriber ID number (including any prefix), address, relationship to subscriber, gender, and date of birth
  - Insurance name, group name and group number
  - Subscriber name
- Verify eligibility and benefits with the patient's health plan prior to rendering services, including any ongoing or add-on services.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to CareCentrix Network Services Team at (877) 725-6525.**