

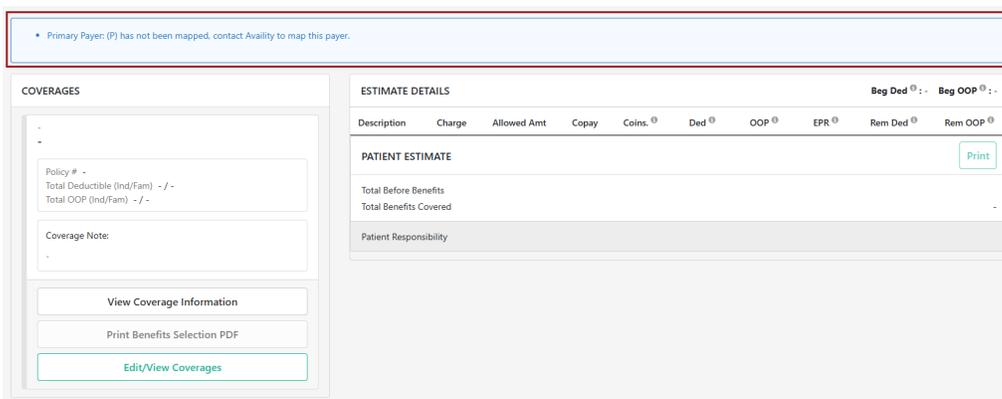
# VERIPRO ALERTS AND ERROR MESSAGING

## Sections:

1. Primary payor has not been mapped
2. Payor Outage – Error/Communication Error Alert
3. Products with Time of Service/Self Pay are unable to be verified
4. Request Error notification with benefits auto selected
5. Record Payment is not enabled
6. Base charge not found for HCPCS/Item number

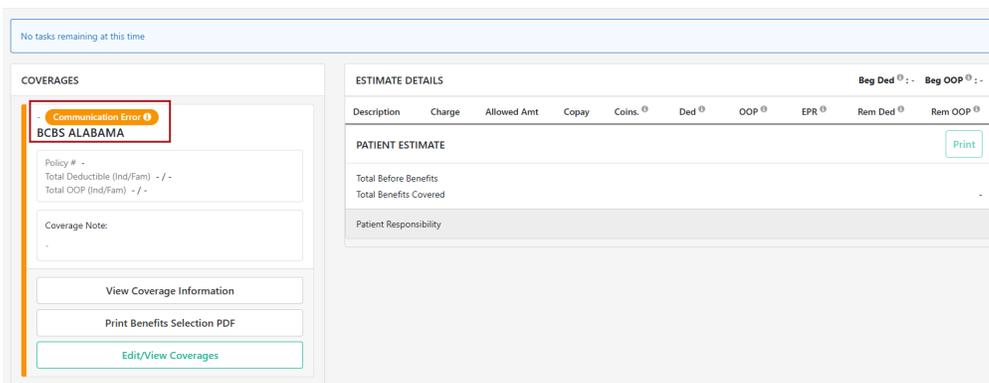
### 1. Primary payor has not been mapped

**Corrective Action:** Submit a MotionMD help ticket and request a Payor to be added in Availity.



### 2. Payor Outage – Error/Communication Error Alert

**Corrective Action:** Close out visit and attempt to re-verify.



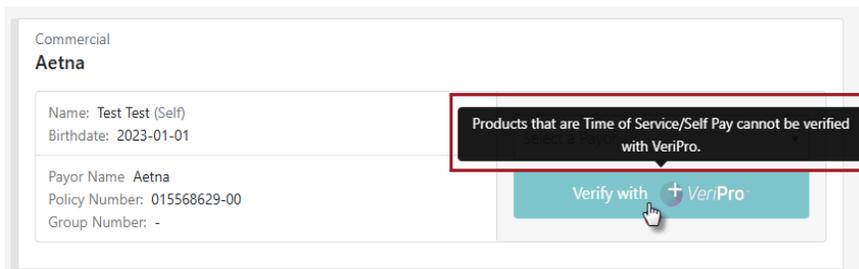
If communication errors persist view Payor Outages by clicking on the bell in the upper right corner on the Availity coverage page.



Once an outage is confirmed causing the communication error, select the Unable to Determine EPR option under the Decline Payment list on the MotionMD PA. If the payor is not on the outage list, please submit a help ticket for further investigation.

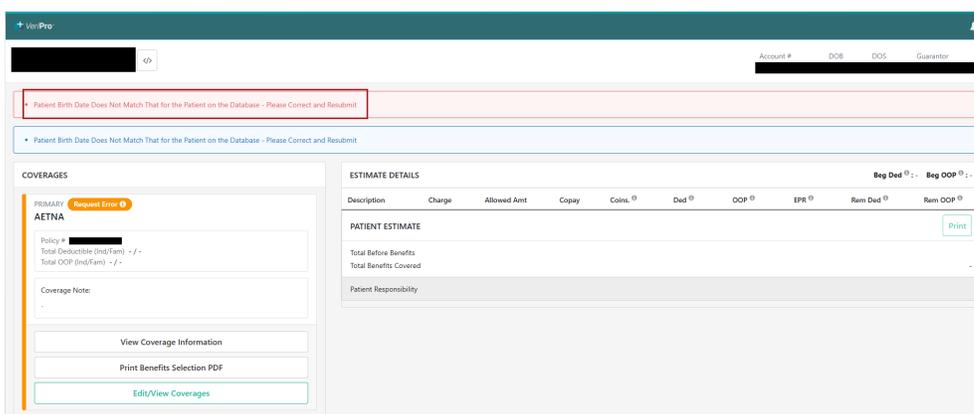
## VERIPRO ALERTS AND ERROR MESSAGING

### 3. Products with Time of Service/Self Pay set to YES are unable to be verified



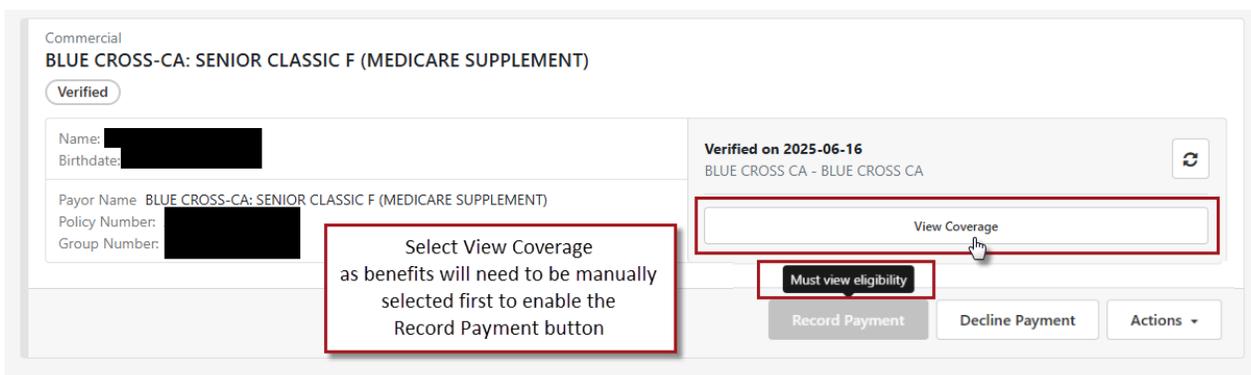
### 4. Request Error notification with benefits auto selected - If there is an interruption in the connection between MotionMD® and Availity, users may see the Request Error message.

**Corrective Action:** Remove the payment method from the PA. Import and update the payment method based on the information provided in the RED task bar. Then re-verify.



### 5. Record Payment is not enabled – Record Payment is enabled when benefits are Auto Selected. On occasion users may encounter a payor that requires manually viewing and selecting benefits to provide the patient estimate.

**Corrective Action:** Select View Coverage as benefits may need to be manually selected.



## VERIPRO ALERTS AND ERROR MESSAGING

If the benefits have not been auto selected navigate to the Edit/View Coverages button to manually select benefits. Manually select the following benefits if applicable - Remaining IND/FAM Deductible, IND/FAM Out-of-Pocket Max and Co-Insurance

• Benefits were not selected from the patient's coverage information for the following: L3984 (DURABLEMEDEQUIP); consequently, the estimation was not created.

**COVERAGES**

PRIMARY **Active**  
**BCBS ALABAMA**

Policy # [REDACTED]  
 Total Deductible (Ind/Fam) - / -  
 Total OOP (Ind/Fam) - / -

Coverage Note:  
 [REDACTED] PREFERRED\_PROVIDER\_ORG\_PPO) Active Coverage: Effective from 01/01/2024. Covered @ after deductible with met; met on OOP Family deductible with met; met on OOP Patient Address: . . . Group No. : RAM-06/05/2023 01:44:45 PM EST - . . . Note:

View Coverage Information  
 Print Benefits Selection PDF  
**Edit/View Coverages**

**ESTIMATE DETAILS** Beg Ded<sup>®</sup> : - Beg OOP<sup>®</sup> : -

Description	Charge	Allowed Amt	Copay	Coins. <sup>®</sup>	Ded <sup>®</sup>	OOP <sup>®</sup>	EPR <sup>®</sup>	Rem Ded <sup>®</sup>	Rem OOP <sup>®</sup>
<b>PATIENT ESTIMATE</b> <span>Print</span>									
Total Before Benefits									
Total Benefits Covered									
Patient Responsibility									

### 6. Base charge not found for HCPCS/Item Number

**Corrective Action:** Submit a MotionMD help ticket and request the HCPCS/item number to be added in Availity.

• The estimation calculation has failed.  
 • The base charge amount was not found for procedure code L0457 with product code 11-1697-2; consequently, the estimation could not be calculated.

**COVERAGES**

PRIMARY **Active**  
**UNITED HEALTHCARE**

Policy # [REDACTED]  
 Total Deductible (Ind/Fam) [REDACTED]  
 Total OOP (Ind/Fam) [REDACTED]

Coverage Note:  
 [REDACTED]

View Coverage Information

**ESTIMATE DETAILS** Beg Ded<sup>®</sup> : - Beg OOP<sup>®</sup> : -

Description	Charge	Allowed Amt	Copay	Coins. <sup>®</sup>	Ded <sup>®</sup>	OOP <sup>®</sup>	EPR <sup>®</sup>	Rem Ded <sup>®</sup>	Rem OOP <sup>®</sup>
<b>PATIENT ESTIMATE</b> <span>Print</span>									
Total Before Benefits									
Total Benefits Covered									
Patient Responsibility									