

## **Attention Providers Submitting Electronic 5010 Claim Transactions (837D, I, and P)**

Listed below are some of the more common 5010 Transaction Errors causing File Rejections. Please take care to prevent these type errors when submitting your electronic claim files to Molina. If you are not your own submitter, you may wish to pass along this information to your billing agent, clearinghouse or software vendor if you are experiencing claim processing delays caused by file rejections.

- Value of element N403 is incorrect. Expected value for ZIP Code is 9 digits. Quite a few files are rejected because of this error.
- Value of element N301 is incorrect. Expected value should not be a 'PO BOX' or 'P.O. BOX'. 5010 Version does not allow for PO Box in the address field for the Billing Provider Loop
- Segment REF (Referral Number) at guideline position 1800 has been used 2 times for same claim transaction.
- Sub-Element SV202-08 (Product/Service ID) is present. This Sub-Element is marked as 'Excluded' and must therefore not be present in the data. Do not add extra data to SV segment.
- Presence of control characters at the end of each segment within the transaction.
- If either of NM108, NM109 is present, then all must be present. If you enter a qualifier code, then the information must follow in the next element.
- A production file (ISA15 = P) was received in the test folder and vice versa.
- There are extra trailing Sub-Element separators at the end of Composite SV202
- Element NM108 (Identification Code Qualifier) does not contain a valid identification code, be sure that you only use valid acceptable qualifier codes.
- The number of submitted segments in your file is NNN. Number of included segments (SE01) has a value of NN. The value in SE01 must equal the number of submitted segments.
- Value of element LX01 is incorrect. Expected value is '1' - count of LX segment within current loop 2300.