

We would like to inform the providers that when adding a primary physician, do not select the checkbox **This is Clinic** – see image below.

The image shows a web browser window titled "Edit Physician -- Webpage Dialog" with the URL "https://ri.sandata.com/Client/AddPhysician.aspx?phyID=24". The page is titled "Physician" and contains several sections of input fields:

- Name:** Last Name: [Redacted]
- Other Information:** Org/Group, License, Expires, UPIN, API, NPI: [Redacted], and an Active checkbox.
- Current Address:** Name, Address (450 Clinton St.), Apt., City (Woonsocket), State (RI), Zip (02895-____), County (Providence), Type, and Evacuation Zone.
- Phone Numbers, Etc.:** Home, Mobile, Work ((401)767-4100 Ext ____), Fax, and Email.

At the bottom of the form, there are "Save" and "Close" buttons, followed by a checkbox labeled "This Is Clinic" which is checked and highlighted with a red box. A red arrow points to this checkbox.

When "This is Clinic" is checked, this causes the value of NM102 to equal "2" in the 837 which is a 'non-person'. HPE is expecting a value of "1" in the 837 format.

We have had a provider that experienced this and had claims denied. To correct it, they had to go into their database, uncheck the box and then resubmit their claims.

The adding of a primary physician is not required, but if you choose to do so, do not check the box 'This is Clinic'.