

## Payer List Information and Printing Instructions

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Thank you for taking the time to read these instructions. They will save you a lot of time and grief.

### General Information About Payer Lists

1. Every effort has been made to make these lists as accurate as possible. However, the very nature of the insurance industry and their use of more than one payer name and their constant name changes makes it almost impossible to keep track of payer names and destinations. We have made a valiant effort and these lists are the result. They are revised **OFTEN**, usually on a daily basis.
2. There are numerous misspellings in the column "**Payer Name Must Begin With**" because claims are sent to us with the payer name misspelled and SoftRix tries to accommodate these errors.
3. Some of the "Payer Name Must Begin With" information contains more than one entry. This means you can select any **ONE** of them to begin the payer name so that SoftRix will recognize it as a claim with a valid electronic destination. Note that these choices are separated with the word "**or**" and are **NOT** to be included in the payer name.
4. Generally, the first choice in "**Payer Name Must Begin With**" is the preferred choice and you should use it when possible. Otherwise, use any of the other choices and SoftRix will be able to identify it.
5. If you do not want a claim to go electronically (as some of you do), make sure the payer name does not begin with any of the choices in the "**Payer Name Must Begin With**" column. Be careful to check and make sure it does not match any choice in the **ENTIRE** list as some names are similar.
6. If your claims are going to the wrong electronic destination, check these lists for a similar name or call SoftRix for clarification.
7. If you have any information on new, changed, or deleted, payer names, please email [info@softrixcorp.com](mailto:info@softrixcorp.com) or fax to SoftRix at 775.588.4327. Quite often changes take place and no one knows and SoftRix would really appreciate your help in this matter.
8. **STATE CODES** (abbreviations). If the "Use State Code" is checked or says **Yes**, then the address of the insurance company **MUST** contain the state abbreviation or the claims will **NOT** be routed electronically. This is particularly true of the "Blues".

9. **PAPER CLAIMS.** If you are sending claims to SoftRix that need to be printed and mailed, a complete address is a must. You are responsible for giving us the correct Payer Name and Address. If the mail is undeliverable, SoftRix will usually return the claim to the sending provider, which causes a four week delay in getting the claim to the insurance company.

10. **SEARCHING FOR A PAYER THAT RECEIVES ELECTRONIC CLAIMS.** You obviously got this document because you have an Internet browser. With your browser you can search for a name in the list. To do this hold down the “Ctrl” key and strike the “F” key, release both keys and then enter the name, strike enter. Use “Find Next” to go through the list.

### **PRINTING THE LISTS**

To print a list(s) go to the printable version of the list you want and select **PRINT** using your browser toolbar. That’s it.