Medical Billing Professionals Support Suite

MBI Required for Medicare Patients

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For providers who submit claims to Medicare, remember that all claims submitted must have the patient's MBI listed. **We have already seen claims reject because providers are failing to provide us a patient's MBI.** Below are some important reminders:

- It is YOUR responsibility to ensure that we have MBI numbers for all of your Medicare patients. Do NOT send an email with the patient's MBI. Make sure you always log into the Support Suite to submit a ticket with the patient's MBI.

- For providers using WebPT or TherapyNotes or ICANotes, do NOT just enter the MBI in the software program. You must also submit a support ticket with the name of the patient and the MBI.

- It is your responsibility to ensure that every day you log into the Revenue Performance Advisor Portal to review your rejected claims. If you fail to provide us an MBI for a Medicare patient, the claims will reject electronically and you will find the rejection in the RPA Portal. If you have not been using RPA, you will want to make sure it is part of your daily routine.

- We will also be submitting tickets in the Support Suite for our Premium, PremiumPlus and Platinum Service providers when we see claims reject in the RPA Portal because an MBI was not listed. Make sure every day you log into the Support Suite to view your open tickets and that you promptly reply back with the patient's MBI.

- Remember we can provide you a report of all of your Medicare patients in our Medisoft software so you can determine if we have the patient's MBI number or the old Medicare number. The fee is only $5.95 for the entire report (not per patient). If you want us to send you this report, just send us an email.

- **Finally remember that if you do not have the patient's MBI bu do have the patient's Social Security number, we do offer an MBI lookup service. The fee is $4.95 per patient for us to research and obtain the patient's MBI.**
    - Simply send us an email with the names of the patients and request the MBI lookup service.
    - Do NOT send an email asking us to look up the MBIs for all of your patients. You must list the names of those patients for whom we do not already have an MBI number. If you are unsure if we have an MBI or not, you will want to request the report we have of all of your Medicare patients.
    - If you submit a request but we do not have the patient's Social Security number, we will create a ticket in the Support Suite and advise you to reply back with the patient's Social Security number.

Make sure claims don't reject by acting now. If you want us to provide you a report of all Medicare patients we have on file for you to review, simply send us an email asking for a Medicare patient report.

Thanks,

Steve