

277CA edits for Medicare Advantage plans

Quick reference guide

Overview

UnitedHealthcare applies edits when an electronically submitted claim is either missing key health care professional information or does not match our internal systems. These claims will be returned electronically on a 277CA (claims acknowledgement) clearinghouse rejection report with instructions on what to correct and subsequently resubmit the claim for adjudication. Please ensure you are receiving these messages from your clearinghouse. Enhancements to these edits may occur periodically.

Below is a list of commonly rejected claim events:

Most common claim reject events	Description	What to do
Address issue	The place of service is often used instead of the billing address on record.	Resubmit the claim using the pay to or billing address on record.
Missing group name	The internal system of record shows to pay the group, but only the individual or rendering provider is noted in 2010AA.	Resubmit claim as entity type 2 and include full group name in Loop 2010AA Segment NM103.
Missing rendering provider name	The internal system of record shows to pay the individual provider. Loop 2310B is incomplete or missing.	Resubmit the claim noting the rendering provider full name in Loop 2310B completing all applicable segments.
Incorrect tax ID number (TIN)	The TIN submitted on the claim does not match our system of records.	Resubmit the claim with correct TIN. If there is a new or different TIN, the provider profile will need to be updated prior to resubmission.

Avoid claim rejections — several ways to update your information

Federal and state guidelines require that we work with health care professionals to help ensure practice data and demographic information is up-to-date and accurate for claims processing. Use the following information to update your demographic data:

Individual health care professionals

1. My Practice Profile:
 - a. Go to [UHCprovider.com](https://uhcprovider.com) and click Sign In in the top-right corner to access the UnitedHealthcare Provider Portal
 - b. Sign in to the One Healthcare ID page using your existing ID and password
 - c. On your dashboard, go to Practice Management and open My Practice Profile
 - d. Review the updates and click next
 - e. Click attest to confirm the update was accurate

2. Email:
 - a. If you don't have access to My Practice Profile, complete the **Care Provider Paper Demographic Information Update form** and email to hpdemo@uhc.com
3. Call:
 - a. Call us toll-free at **877-842-3210**. When prompted, say "health care professional services," then "demographic changes."

Please note: If you are part of a roster-managed group, please provide these updates to your roster manager.

Facilities

Please contact your UnitedHealthcare Network Management team. They can work with you to review, update and validate the information in your provider record.

If you're not sure who your local Network Management team is, go to UHCprovider.com/contactus.

Claim rejection messages

Message number	277CA message	Expanded definition	Effective date
Individual health care professional claims			
E001	E001 Rejected Claim. Missing rendering provider name. Resubmit with FULL provider name loop 2310B. Confirm CORRECT REMITTANCE ADDRESS. Include taxonomy code as applicable. Refer to UHCprovider.com/edicontacts for additional information resources.	The rendering provider name is missing from the claim. Loop 2310B is absent or incomplete. Please resubmit the claim populating Loop 2310B.	Aug. 28, 2021
E002	E002 Rejected Claim. The tax ID number is mismatched in our system. Refer to UHCprovider.com/edicontacts for additional information resources. Update ALL demographic information at UHCprovider.com/mpp . Resubmit claim post updates.	The submitted tax ID number does not match our system of record. The submitted tax ID number may be incorrectly entered. A new tax ID number will require updating of your demographic information as noted above. Please update and submit a W-9 for validation.	Aug. 28, 2021
E004	E004 Rejected Claim. Missing group name. Resubmit with FULL group name loop 2010AA, ENTITY TYPE 2. Confirm CORRECT REMITTANCE ADDRESS. Include taxonomy code as applicable. Refer to UHCprovider.com/edicontacts for additional information resources.	The claim was submitted as entity type 1 with the individual/rendering provider noted in 2010AA. The group is to be paid. Resubmit as entity type 2 with full group name in loop 2010AA segment NM103.	Aug. 28, 2021

Facility claims

E003	E003 Rejected Claim. Tax ID number is mismatched in our system. Please contact your UnitedHealthcare Network Management team to make updates. Go to UHCprovider.com/contactus , then search by state to find contact information. Resubmit claim post updates.	The submitted tax ID number does not match our system of record. The submitted tax ID number may be incorrectly entered. A new tax ID number will require updating of your demographic information as noted above. Please update demographic information and resubmit the claim.	Aug. 28, 2021
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