

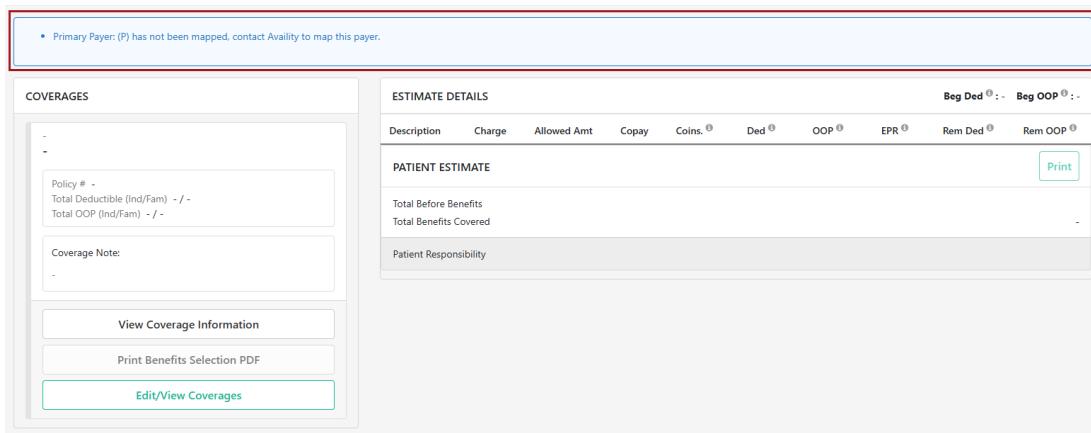
## VERIPRO ALERTS AND ERROR MESSAGING

### Sections:

- 1. Primary payor has not been mapped**
- 2. Payor Outage – Error/Communication Error Alert**
- 3. Products with Time of Service/Self Pay are unable to be verified**
- 4. Request Error notification with benefits auto selected**
- 5. Pay Now is not enabled**
- 6. Base charge not found for HCPCS/Item number**

#### 1. Primary payor has not been mapped

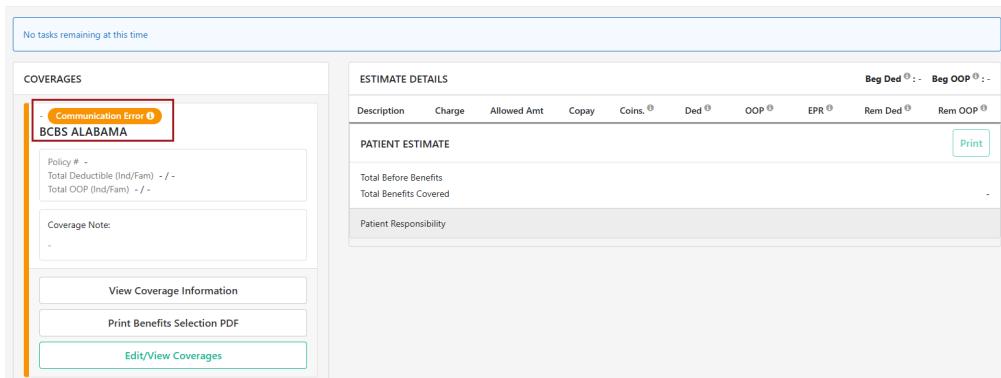
**Corrective Action:** Submit a MotionMD help ticket and request a Payor to be added in Availity.



The screenshot shows the MotionMD software interface. At the top, a red box highlights a message: "Primary Payer: (P) has not been mapped. Contact Availity to map this payer." Below this, the interface is divided into two main sections: "COVERAGES" on the left and "ESTIMATE DETAILS" on the right. The "COVERAGES" section contains a "Policy # -" field with "BCBS ALABAMA" and a "Coverage Note" field. The "ESTIMATE DETAILS" section includes a "PATIENT ESTIMATE" table with columns for Description, Charge, Allowed Amt, Copay, Coins., Ded, OOP, EPR, Rem Ded, and Rem OOP. A "Print" button is located in the top right corner of the "ESTIMATE DETAILS" section.

#### 2. Payor Outage – Error/Communication Error Alert

**Corrective Action:** Close out visit and attempt to re-verify.



The screenshot shows the MotionMD software interface. At the top, a red box highlights a message: "No tasks remaining at this time". Below this, the interface is divided into two main sections: "COVERAGES" on the left and "ESTIMATE DETAILS" on the right. The "COVERAGES" section contains a "Communication Error 1" message for "BCBS ALABAMA" and a "Coverage Note" field. The "ESTIMATE DETAILS" section includes a "PATIENT ESTIMATE" table with columns for Description, Charge, Allowed Amt, Copay, Coins., Ded, OOP, EPR, Rem Ded, and Rem OOP. A "Print" button is located in the top right corner of the "ESTIMATE DETAILS" section.

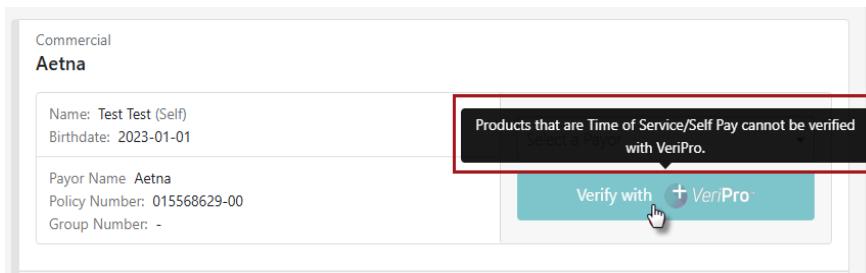
## VERIPRO ALERTS AND ERROR MESSAGING

If communication errors persist view Payor Outages by clicking on the bell in the upper right corner on the Availability coverage page.



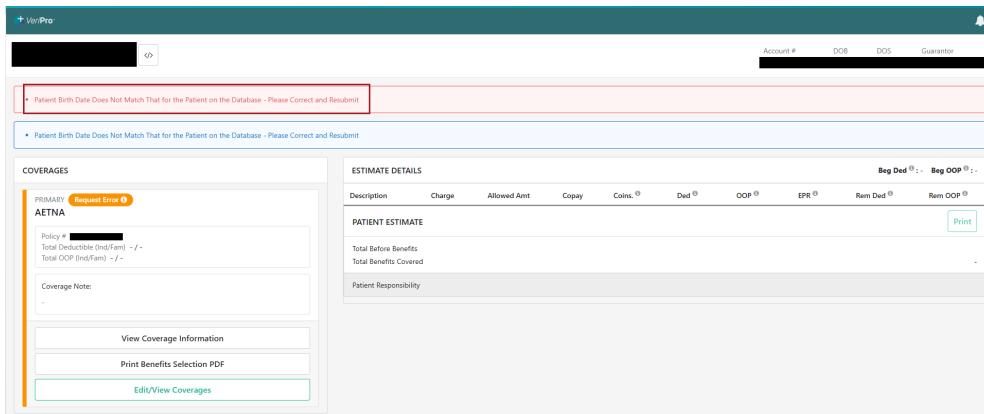
Once an outage is confirmed causing the communication error, select the Unable to Determine EPR option under the Decline Payment list on the MotionMD PA. If the payor is not on the outage list, please submit a help ticket for further investigation.

### 3. Products with Time of Service/Self Pay set to YES are unable to be verified



### 4. Request Error notification with benefits auto selected - If there is an interruption in the connection between MotionMD® and Availability, users may see the Request Error message.

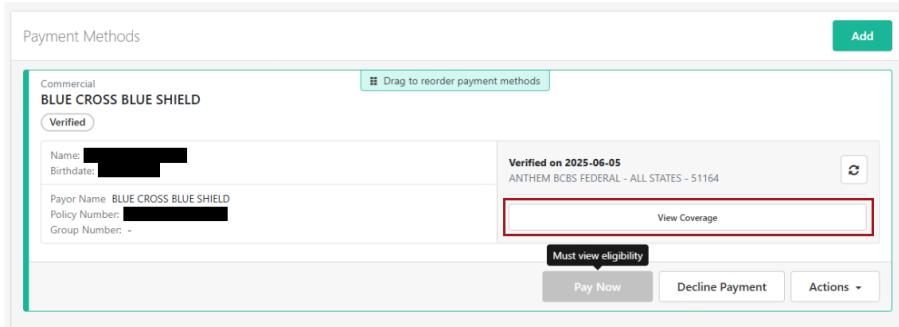
**Corrective Action:** Remove the payment method from the PA. Import and update the payment method based on the information provided in the RED task bar. Then re-verify.



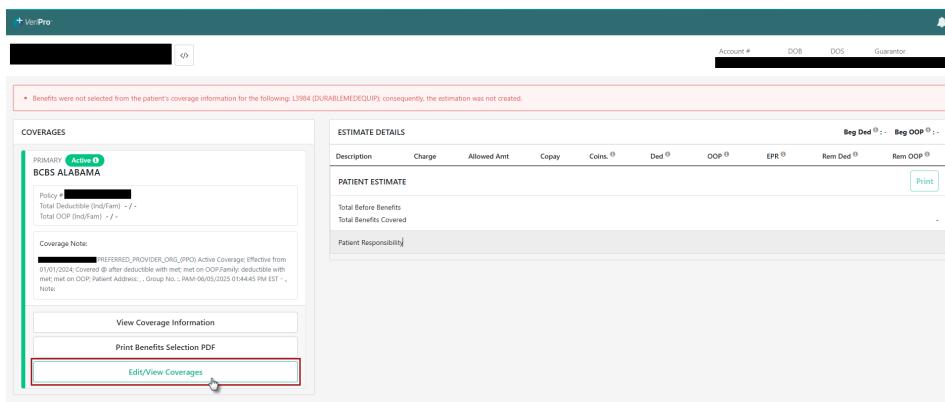
### 5. Pay Now is not enabled - Pay Now is enabled when benefits are Auto Selected. On occasion users may encounter a payor that requires manually viewing and selecting benefits to provide the patient estimate.

**Corrective Action:** Select View Coverage as benefits may need to be manually selected.

## VERIPRO ALERTS AND ERROR MESSAGING



If the benefits have not been auto selected navigate to the Edit/View Coverages button to manually select benefits. Manually select the following benefits if applicable - Remaining IND/FAM Deductible, IND/FAM Out-of-Pocket Max and Co-Insurance.



### 6. Base charge not found for HCPCS/Item number

**Corrective Action:** Submit a MotionMD help ticket and request the HCPCS/item number to be added in Availability.

