

RevisedUSAA Claims Payer ID 74095- Special Requirements & Electronic/Paper Claim Instructions

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Claims for USAA (United Services Automobile Association) and USAA Property and Casualty are filed electronically to Payer ID 74095. **(USAA Life claims are excluded for this Payer ID)**

USAA has very specific requirements for the Authorization Number-Box 23 (this will be the same as the Member ID in Box 1a.) **Box 23 on the CMS-1500 must contain the 9 digit Member ID/Loss Report Number followed by a hyphen and a 3 digit Loss Report Number.** Please continue to put Member number/Loss Report Number in Box 1a as well.

The payer may have issued Member ID Numbers that are only 7 digits in length instead of 9. In order to file the claim electronically, the 7 digit number will need to be preceded by two zeros to comply with electronic requirements for this payer: The 3 digit Loss Report Number is used to indicate to the payer what loss this claim belongs to. (Each loss date is assigned a number in the payer's system.) The Loss Report Number follows the Member Number and a hyphen. If the Loss Report Number is only 1 digit, you will add 2 leading zeros. If it has 2 digits, you will add 1 leading zero. Your Member Number/Loss Report Number should include a total of 12 digits. See Example of Member ID-Loss Report Number.

Example: Incorrect: 1234567-1

Example: Correct: 001234567-001 (add 2 leading zero's)

(The first 7-9 digits are the Member Number. The following 3 digits are the Loss Report Number)

Example: Incorrect: 12345678901234567

The number above contains too many digits with no hyphens. Using this format could cause your claim to reject for invalid ID number. *Please be sure you are not including an adjuster number or claim number in combination with your Member Number/Loss Report Number.*

In addition, claims will need Accident Date in Box14 and an Accident Indicator should be checked in Box 10 or claims will reject on the Infindi Q-Audit report.

Provider Action:

Please make the appropriate updates in your Practice Management System so claims will be submitted to Infindi with information as described above. Claims that reject on Q-Audit reports for lack of this information may be corrected and resubmitted through Q-Services at <http://www.infindi.net>. Otherwise, claims should be corrected in your office and submitted to Infindi for reprocessing.

*****REVISION*****

If you wish to bypass the edit for box 23, you may submit your claims with the word PAPER in front of payer name on your claim. Your claim will not be filed electronically and a paper claim charge will appear on your monthly invoice.

For Example:

PAPER/USAA

P. O. BOX 31643

Tampa, FL 33631

If you still prefer your claim get to the payer electronically, and you do not know the 7-9 digit member number or 3 digit loss report number, you may choose to add enough zeros to the number you are submitting in block 1a and block 23 to total 12 digits. This will get your claim past our edit. You may then resubmit claim either from your practice management software or on our website. Consequently, choosing this option will not guarantee the proper adjudication of your claim by USAA.