

## 837 Electronic Claim Submission Service

PNC's Healthcare 837 Electronic Claim Submission Service enables the Customer to submit 837 claims to payers. This Service uses payer and provider-specific edits to help increase clean claim rates and provide a streamlined solution.

### PNC Obligations:

- Reconcile 837 Claims in accordance with rules provided by the Customer and the Customer's payers.
- Reject any 837 Claim that does not comply with such rules.
- Provide a portal, report, and/or file so the Customer can view and correct rejected 837 Claims for final submission to the payer.
- Pursuant to the Customer's written instructions, make modifications to the data to correct its accuracy. PNC makes no representation or warranty about the validity of a change the Customer instructs PNC to make, or its compliance with payer rules or with any applicable law.

### Customer Obligations:

- Transmit claims to PNC in the standard electronic 837 format.
- Understand that the Customer is solely responsible for the accuracy and completeness of the 837 Claims data the Customer submits to PNC (or to PNC's vendor if using the Rapid Retest option described below).
- Although this Service includes logic to check for potential duplicates of 837 Claims the Customer has previously submitted to this Service, the Customer is solely responsible for ensuring that 837 Claims submitted via this Service are not duplicates.
- In addition to the Customer's other indemnification obligations under this Agreement, the Customer agrees to indemnify PNC against, and to release PNC from, any liability or loss related to (i) PNC's authorized use of the Customer's payer accounts; (ii) modifications that PNC makes to 837 Claims in accordance with this Agreement; (iii) any changes the Customer makes to 837 Claims; (iv) any duplicate or false 837 Claims; and (v) a claim by any payer related to incomplete or inaccurate data.
- If available to the Customer, Rapid Retest is an optional feature that requires the Customer to establish a direct connection to PNC's vendor, which allows the Customer to transmit claim changes directly to the vendor. If the Customer chooses to connect directly to the vendor and use Rapid Retest, PNC is not responsible and shall have no liability related to the connection and transmission of data between the Customer and PNC's vendor.