

Claim Predictor Service

PNC's Claim Predictor Service helps provide upfront notification of which claims are likely to be denied, giving the customer the opportunity to repair the claims before the claims are submitted to the clearinghouse or the payer for payment. Denial probabilities are based on 18-24 months of (i) the customer's historical 837/835 claims; (ii) remittance data the customer supplies to PNC; and (iii) the customer's actionable denial codes as listed.

PNC Obligations:

- Scan the customer's 837 submission against previously matched 835/837 data the customer has provided to PNC.
- Identify claims within the 837 that have a potential to be denied, based on fields being filled out incorrectly or omitted, and make this information available via a PNC portal, a standardized 277CA response or a mutually agreed upon format.

Customer Obligations:

- Transmit daily claims to PNC in the standard electronic 837 format, using a schedule and transmission protocols mutually agreed upon by the customer and PNC, prior to submission to the customer's designated clearinghouse or payer.
- Provide PNC with 18-24 months of historical 835 and 837 data, via PNC's standard file layout, prior to implementation.
- If needed, provide PNC with monthly 835 data in the mutually agreed upon file format to update the model on an ongoing basis.
- Understand that the customer is responsible for providing accurate and complete 837/835 data to PNC so the Service model can produce the best outcome.
- Use the information provided by this Service to correct the 837 Claim for final submission to the customer's clearinghouse or payer. The customer understands that all 837 claims subsequently sent to payers are the customer's sole responsibility, including without limitation, any procedure or diagnosis codes chosen by the customer.
- Understand that the Service is not intended to constitute any legal advice or guidance on filling out the customer's claims appropriately and does not guarantee a specific outcome. Nothing in these terms nor in PNC's Services should be construed as a promise or guarantee about the outcome of the customer's claims.
- Although the system has logic to check for duplicates, the customer understands that the customer is solely responsible for ensuring that the 837 claims submitted via this Service, and ultimately to clearinghouses and payers, 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) any 837 claims the customer sends to clearinghouses/payers (including without limitation any changes the customer makes to 837 Claims due to the denial information provided by the Service); (ii) any duplicate or false 837 Claims; and (iii) a claim by any payer related to incomplete or inaccurate data.