

# Clarification Related to Lockbox Address Usage for 5010 Claims Transactions

## *Lockbox address can still be used but information must be entered in the right place*

It has come to PNC's attention that there may be some confusion in the healthcare industry about the proper way to populate provider addresses in the new 5010 837 claim transaction. The American Medical Association (AMA) Website states, under the heading "Changes in the 5010 Transactions," the following:

*"Another example of a difference in the professional claim transaction is the reporting of the billing provider address. In 5010, the address can no longer be a PO Box or lockbox address."*

The AMA is correct here. However, it should be noted that there are **two** address sections in the 837. Providers will be required to use a street address in the Billing Provider Address section of the 837 (Data Elements N3 and N4 – Loop 2010 AA). **However, a bank lockbox or P.O. Box address can still be used (and should be used, for PNC Bank lockbox customers) in the Pay-To Provider Address section of the 837 (Data Elements N3 and N4 – Loop 2010 AB).**

PNC recently attended a 5010 forum. During that forum, payers were asked, by a show of hands, to indicate how they would handle the 5010 address issue. Most payers indicated that they plan to continue to use the provider address already on their accounts payable (A/P) systems as the "Pay-To" address.

Since payer A/P systems and claims adjudication systems are often maintained separately, a change in the 837 v. 5010 Billing Provider Address might not affect mailing of checks to an existing PNC lockbox address at all. However, to avoid possible disruptions in cash flow, it makes sense to verify which address the payer will use to generate payments after conversion to 5010.

### PNC Healthcare's recommendations to providers:

- For 5010 implementation, use the street address in the Billing Provider Address section of the 837 v. 5010
- For 5010 implementation, use the lockbox address in the Pay-To Provider Address section of the 837 v. 5010
- Beginning now, it is a good idea to confirm that the lockbox address is the address of record on major payers' A/P systems, and that this address will not change when the payer implements 5010.

### For More Information

PNC direct 835 clients can contact their PNC Healthcare representative with questions, for assistance in confirming the address of record with payers, or for additional technical detail on this subject.

Not sure whom to contact? E-mail the PNC Healthcare Hotline at [hc\\_pcs@pnc.com](mailto:hc_pcs@pnc.com) for additional information.

In addition, PNC's Healthcare Regulatory Information Center includes updates on PNC's 5010 readiness and will be updated regularly to meet your need for timely information. [Visit pnc.com/hctransactions](http://pnc.com/hctransactions).

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