Why is the billing provider phone number not showing up on an 837 or box 33 of a HCFA?

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When sending claims electronically, a Contact Employee (or Employee # For Signature if printing claims) is chosen from a drop-down menu. This field is populated with the person doing the billing and the system pulls the phone number from this user's profile.

To add the Agency phone number to the person who is doing the billing for your Agency:

1. Navigate to the Employee / Contractor List: **Maintenance and Setup > Employees > Employee/Contractor > Employee/Contractor.**
2. Select the **Employee** that does the billing for your Agency.
3. Click the **Ok** button.
4. Click the **Edit** button.
5. Add the **Phone** number for the Agency on Page 1.