**User Story Number:** USEB-1

**User Story Name:** Payer Zip Code Field Adjustment

**Priority:** #4

**Rational ID:**

**Service Request Number:**

**Author:** eBusiness

# Story

As a billing clerk at a VA Medical Center (VAMC) or Consolidated Patient Account Center (CPAC), I want to enter and store only valid nine-digit zip codes when entering or updating payer address information so that claims are routed to the correct payer.

**Conversation**

Users can currently enter a five or nine-digit zip code in the following payer address fields in the Insurance Company file:

* Main Mailing Address (File 36, Field .116 ZIP CODE)
* Inpatient Claims Office Address (File 36, Field .126 CLAIMS (INPT) PROCESS ZIP)
* Appeals Address (File 36, Field .146 APPEALS ADDRESS ZIP)
* Inquiry Address (File 36, Field .156 INQUIRY ADDRESS ZIP CODE)
* Outpatient Claims Office Address (File 36, Field .166 CLAIMS (OPT) PROCESS ZIP
* Prescription Claims Office Address (File 36, Field .186 CLAIMS (RX) ZIP

The fields are set up to accept the standard nine digit code, and users should be required to enter the maximum standard number of digits. VistA IB should require users to enter a properly formatted and valid ZIP code that is nine digits long when entering a new ZIP code or editing an existing ZIP code.

The process required to accomplish this functionality is outlined below:

* User enters or updates the ZIP code for each affected address of a third party payer in the appropriate VistA IB screen.
* User attempts to file the payer information when complete.
* VistA IB verifies that the ZIP code is a 9 character numeric value. VistA IB verifies the last 4 digits are not 0000 or 9999.
* If the ZIP code value is not valid, system does not save the value and provides the user with an error message stating the issue with the zip code.
* If the value is valid, IB stores permanently the payer ZIP code in VistA.
* VistA does *not* make a 5 digit payer ZIP code a fatal error in billing.
* Payer address ZIP codes that exist at the time the software updates are installed will not be changed.

Development Note: The logic to prevent ZIP codes with invalid last four digits of 0000 is in the ZIP code field for Non-VA facility addresses.

STREET ADDRESS: 234 TEST CIRCLE//

STREET ADDRESS LINE 2: SUITE 2006//

CITY: CHEYENNE//

STATE: WYOMING//

ZIP CODE: 82001-9104// 82001-0000??

Answer must be nine (999999999) or ten digits (99999-9999) in length. The

last 4 digits cannot be "0000".

ZIP CODE: 82001-9104//

# Detailed Listing of Acceptance Criteria

| ID | Criteria |
| --- | --- |
| EB1-2-1 | User enters or updates the ZIP code for a third party payer in the appropriate VistA IB screen for each of the affected payer addresses. |
| EB1-2-2 | User is not able to enter 0000 or 9999 in the last 4 bytes of the ZIP code fields. |
| EB1-2-3 | User files the payer information when complete. |
| EB1-2-4 | VistA IB verifies that the zip code is a 9 character numeric value. |
| EB1-2-5 | If the zip code value is not valid, system does not save the value and provides the user with an error message stating the issue with the ZIP code. |
| EB1-2-6 | If the value is valid, IB stores permanently the payer ZIP code in VistA. |

# Constraints

n/a

# Assumptions (If applicable, otherwise delete)

This software will be developed using Fileman v22.2.

# Risks

The Health Care Clearing House (HCCH) will be unable to do an accurate Primary Payer ID look-up if VistA sends an invalid Payer ZIP code. The Primary Payer ID is necessary for the HCCH to rout the claim to the correct Payer.

# Approval Signatures

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**Revision History**

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| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 09/13/2016 | v0.01 | Original | eBusiness |
| 10/4/2016 | v0.02 | Updated following elaboration session | M. Simons |
| 10/6/2016 | v0.03 | Updates accepted Online elaboration session | M. Simons |
| 10/24/2016 | v1.0 | Final version for submission | Leidos |
| 11/1/2016 | v2.0 | Updated following eBusiness review | Leidos |