



Servicing Facility Location Reporting on Professional Claims (837P): Correct Use and Coding Guidance

Community First Health Plans is providing guidance on the correct reporting of **Servicing Facility Location** information on professional claims submitted using the 837P electronic claim format. Accurate reporting of the Servicing Facility is required when services are rendered at a location different from the billing Provider's address and is necessary to support proper claim adjudication.

Effective August 1, 2026, claims that do not include required Servicing Facility Information, when applicable, may be rejected.

When Servicing Facility Reporting Is Required

Servicing Facility information must be reported only when both of the following apply:

1. Services were rendered at a location different from the billing Provider's address, and
2. Identification of the Servicing Facility is required for accurate claims processing.

If services are rendered at the billing Provider's address, the Servicing Facility Loop should not be populated.

How to Report the Servicing Facility (837P Claims)

When submitting professional claims electronically using the 837P format, Providers must report Servicing Facility information in the Service Facility Location Loop (Loop 2310C), as outlined below.

Segment/Element	Value	Description
NM101	77	Entity Identifier (Service Location)
NM103	Name	Full legal name of the servicing facility
NM109	NPI	Servicing facility NPI is required and must be enrolled in the Provider Enrollment Management System (PEMS) or NPPES. Missing NPI will result in a claim rejection
N3 Segment	Street Address	Physical address (No P.O. Boxes)
N4 Segment	City/State/ZIP	Must include 9-digit ZIP code (ZIP+4)

Claims submitted without all required elements in Loop 2310C, when applicable, will be rejected.

Important Reminders

- The Servicing Facility Loop should only be populated when appropriate.
- The NPI submitted must belong to the facility where services were rendered, not the billing Provider.
- Claims submitted without a valid 9-digit ZIP code in Loop 2310C may be rejected.

When services are rendered at a location other than the billing Provider's address, accurate Servicing Facility reporting on 837P claims is required. Claims that do not meet these requirements may be rejected.

Community First Resources

The [Community First Provider Resource page](#) offers additional tip sheets and resources to support your practice and help you stay current on state news and training opportunities.

Additional Resources

- The [National Correct Coding Initiative \(NCCI\) page](#) provides CMS guidance on correct coding methodologies, including procedure-to-procedure edits and modifier use.
- The [American Medical Association \(AMA\) Current Procedural Terminology \(CPT®\) page](#) offers official CPT® coding definitions, guidelines, and modifier instructions used across payers.
- The [Center for Medicare and Medicaid Services Medicare Learning Network® \(MLN\) page](#) offers educational materials for health care Providers on CMS programs, policies, and initiatives.

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