EDI Support Services

Frequently Asked Questions

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Answers to the most frequently asked questions:

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Getting Started

The first thing a provider new to EDI should do is visit our Getting Started page, which providers can access via the homepage of www.edissweb.com.The Getting Started page offers an overview of the entire getting started process, and a checklist to mark your progress. EDI Support Services (EDISS) also offers monthly workshops, which provide a more interactive experience to "Getting Started". To register for a Getting Started with EDI workshop, go to edissweb.webex.com.

What is the required paperwork?

EDISS provides a link to the Interactive Registration Tool on the top of the Forms page of our website to assist providers with finding all applicable forms. By completing the Interactive Registration Tool and selecting the 'Submit' button on the bottom of the page, providers receive a list of required forms.

How do I complete the paperwork?

Many of our registration forms are interactive, which assists with appropriate completion of the paperwork. If providers need assistance, contact the EDISS Help Desk by calling 1-800-967-7902 or by emailing support@edissweb.com.

Can I fax my paperwork?

Yes, and in fact, we encourage it! Providers can send all EDISS paperwork to 1-877-269-1472. If you fax the paperwork, EDISS requests you do not send it via mail.

How long will it take to get set up to submit electronically?

EDISS strives to have all valid paperwork processed within 7-10 business days. Depending on how a provider has chosen to submit claims to EDI, they may have to complete the testing process before they can send Production claims into EDISS. See below for more information about our testing process.

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Testing Process

Do I have to test?

EDISS requires all providers to test claim submission. Testing ensures providers submit claim transactions in the HIPAA compliant format and meet the syntax and structure billing requirements defined in the Implementation Guide and the Companion Documents. If a provider uses a Billing Service or Clearinghouse to submit the claim transaction, that Billing Service or Clearinghouse will test on the provider's behalf. Billing Services and Clearinghouses have the option of applying for Blanket Approval. Blanket Approval status indicates the Billing Service or Clearinghouse is no longer required to test each individual provider. For more information on Blanket Approval, review the 4010A1 Blanket Approval Criteria document listed on the Forms page of our website.

How will I know when I've been set up for testing?

After EDISS receives and processes all paperwork necessary to set up a provider for testing, an EDISS representative faxes the Trading Partner the testing information. For providers that submit claims through a Billing Service or Clearinghouse, EDISS representatives send notification of testing to that Billing Service or Clearinghouse and the provider's office.

How do I submit a test file?

After the Trading Partner has received the testing fax from EDISS, the testing process can begin. If a Billing Service or Clearinghouse is sending the test file, it is best to work with them on the process in case their process is different from EDISS.

To log into the Bulletin Board System or Web Portal, the Trading Partner will use the login ID and password on the fax. Upon the first login, the password expires. For assistance in sending a file to EDISS, reference the Bulletin Board System documentation located on the Training and Help page or the Iowa Medicaid Web Portal document located on on the Software and Vendors page of our website.

Did EDISS get my test file?

To determine if EDISS received a claim file, Trading Partners must download the appropriate reports from the Bulletin Board System. The available reports should include the Transaction Acknowledgement (trn), TA1 Interchange Acknowledgement (TA1)*, 997 Functional Acknowledgement (ACK) and Claims Confirmation Report (Genrpt). EDISS Reports inform Trading Partners of the success or failure of the submitted claims. It is the ongoing responsibility of the Trading Partner to review all reports for any submitted claim file, whether for testing or production purposes. For more information on reading and reviewing claim file transmissions, visit the Training and Help page of our website.

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**All Trading Partners do not receive the TAI Interchange Acknowledgement Report. The report is only delivered if the claim file indicates the TA1 should be delivered or if there are errors in the envelopes of the file, regardless of whether the report was requested in the inbound transaction.*

I sent a test file. Am I in production?

After the Trading Partner submits a test file and determines all generated reports are error-free, the Trading Partner needs to contact the EDI Help Desk at 1-800-967-7902, or email us at support@edissweb.com, to inform us of the successful test file transmission. An EDISS representative will then review the test file. If the EDISS representative does not find any errors, they complete the set up and send a fax to the Trading Partner informing them of their production status within three business days. If the EDISS representative finds errors, they contact the Trading Partner to inform them of the errors. The Trading Partner must correct the errors and resubmit the test file.

Connectivity

Is there a downtime for submitting claims to EDISS?

EDISS phone lines are available for submission of test or production files 24/7, with the exception of every Sunday from 6:00 am to 12:00 pm (CT) and Thursday from 12:00 am to 3:00 am (CT) when the lines are unavailable for scheduled maintenance.

Why can't I get logged into the Bulletin Board System (BBS)?

The most common occurrences for the inability to log in to the Bulletin Board System are:

• The Trading Partner dialed the incorrect phone number. Verify the phone number by checking the number listed on the testing or production fax (sent by EDISS).

• The password has expired. All passwords for the Bulletin Board System expire every 60 days. Documentation titled Changing Passwords in EDISS' Bulletin Board System is available on the Training and Help page our website to assist providers with updating the password.

• The password is suspended. For security reasons, if the Trading Partner enters a login and password incorrectly three times, EDISS suspends the user. The Trading Partner needs to have the contact person listed with EDISS call to have the password reset.

How do I get access to the Web Portal?

All Iowa Medicaid Trading Partners that would like access to the Web Portal need to complete and send the required paperwork to EDISS. Trading Partners receive access to the Iowa Medicaid Web Portal when EDISS completes the setup for the Trading Partner. EDISS sends the Trading Partner a fax with the login and password information needed to access the Web Portal. If a Trading Partner has not received the fax, EDISS has not granted access.

Why can't I change my password?

The most common occurrences for the inability to change a password on the Bulletin Board System are:

• The password does not meet the required criteria. EDISS lists password criteria on the bottom of the testing and production faxes sent to the Trading Partner. If the Trading Partner does not follow the criteria, the system does not allow them to change the password.

• The password is suspended. For security reasons, if a Trading Partner enters a login and password incorrectly three times, EDISS suspends the password. The Trading Partner needs to call EDISS to have the password reset.

How do I send an electronic transaction?

Trading Partners can send transactions after EDISS sends them a testing or production fax. The Trading Partner dials the number listed on the fax to access the Bulletin Board System or Web Portal. To log into the Bulletin Board System, the Trading Partner uses the login ID and password on the fax. Upon the first login, the password expires. Instructions on using the Bulletin Board System are available on the Training and Help page or instructions on using the Iowa Medicaid Web Portal are located on the Software and Vendors page of our website. For assistance in sending a file to EDISS, providers testing directly with EDISS should reference the Bulletin Board System (BBS) documentation located on the Training and Help page of our website.

Understanding Reports

I submitted a claim file and I don't understand an error on my report. What should I do?

Depending on which report lists the error, Trading Partners may be able to research the error on their own.

• For errors on the Transaction Acknowledgement report, Trading Partners can review the Transaction Acknowledgement documentation on the Training and Help page our website. The documentation explains how to read and interpret the report.

• For errors on the TA1 Interchange Acknowledgement report, Trading Partners can review the TA1 Interchange Acknowledgement documentation on the Training and Help page our website. The documentation explains how to read and interpret the report. Depending on your software vendor, you may not receive this report back from EDISS.

• For errors on the 997 Functional Acknowledgement report, Trading Partners with access to the Implementation Guide or with access to software that translates the ANSI 997 report can review the Functional Acknowledgement report information. Trading Partners without access to the Implementation Guide or to software that translates the report may call EDISS for assistance in reviewing the report.

• For errors on the Claims Confirmation Report (CCR), Trading Partners can review the Claims Confirmation Report documentation on the Training and Help page our website. The documentation explains how to read and interpret the report. EDISS also provides a list of all CCR error codes and report messages with a detailed error condition explanation. The CCR Listing is also available on the Training and Help page our website.

I didn't receive all of my reports regarding the status of my claim file. What should I do?

If a Trading Partner did not receive all reports, one of two scenarios is likely:

• The submitted claim file had errors that stopped any further processing. Trading Partners should review all delivered reports. If errors are present, correct them and resubmit the corrected claim file.

• The Trading Partner submitted the claim file during a busy time of operation in EDISS and is experiencing slower processing times. Trading Partners can check the EDISS homepage to see if delays in processing are noted by EDISS, wait a few hours and try again to download reports, or call the EDI Help Desk at 1-800-967-7902 for further assistance.

Claim Payment

Why aren't we being paid?

Trading Partners must verify they have downloaded and reviewed the acknowledgment reports for errors. Any claim with an error will not make it into the system for processing so it is imperative the Trading Partner reviews the reports. If the reports EDISS accepted the claims, EDISS suggests the provider contacts IME Provider Services at 1-800-338-7909 to check the status of individual claims.

Why can't I find remittance for the payment I received?

Only providers that complete and submit an 835 Registration to EDISS receive remittance advices electronically. Once the registration form is processed and the set up is complete, EDISS sends a fax to the Trading Partner notifying them that all remittance advices will be available to download from the Bulletin Board System or Web Portal.

If the Trading Partner received the fax from EDISS but has not begun to receive the remittance advice electronically or is missing a remittance advice, the Trading Partner should contact the EDI Help Desk at 1-800-967-7902 or email support@edissweb.com for assistance. An available EDISS representative will be able to research the issue.

PC-ACE Pro32

What is the installation password for PC-ACE Pro32?

EDISS distributes the installation password for PC-ACE Pro32 to the Trading Partner on a fax. EDISS sends the fax to Trading Partners that have submitted the necessary paperwork indicating the use of the software. If a Trading Partner has not received the fax with the information to download PC-ACE Pro32, they need to call EDISS to request the information and the fax.

After I installed PC-ACE Pro32 I tried to open it but it asked for a User ID and Password. What should I enter?

For security reasons PC-ACE Pro32 requires users to enter a User ID and password to access the software. EDISS distributes the default User ID and password for PC-ACE Pro32 to the Trading Partner on a fax. EDISS sends the fax only to Trading Partners that have submitted the necessary paperwork indicating the use of the software. If a Trading Partner has not received the fax with the information to access PC-ACE Pro32, they need to call EDISS at 1-800-967-7902 to request the information and the fax. Once the user has accessed PC-ACE Pro32 with the default User ID and password, EDISS strongly recommends that the user changes the User ID and password to ensure the information entered into the software remains secure.

How do I set up the Reference File Maintenance (RFM)?

EDISS provides a PC-ACE Pro32 User's Guide on the PC-ACE Pro32 section of the Software and Vendors page of our website to assist Trading Partners when setting up the Reference File Maintenance. The User's Guide gives detailed instructions on how to complete the Reference File Maintenance. PC-ACE Pro32 has Help features to assist with setting up and using the software. Simply select 'Help' and then 'Help Topics' from the main toolbar in PC-ACE Pro32, and then search for any information on the functionality of the software.

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How can I create attachments to enter the required information in my claim in PC-ACE Pro32?

Use the attachment flag on the Professional claim form. This feature allows users to create an attachment on each service line. To create the attachment in the claim form, users must select the Line Item Details tab from the Billing Line Items tab of the professional claim form. Once in the Line Item Details tab, users can right-click in the AT field at the end of the service line. The list of available attachments appears. By selecting an attachment from the list, a separate tab appears and allows the user to bill specific information for the specialty type.

Note: The attachment tab will not appear unless the user enters the claim diagnosis code, service dates, and procedure code into the appropriate fields.

How can I use PC-ACE Pro32 to read my Remittance Advice?

PC-ACE Pro32 has the capability to translate a HIPAA-compliant 835 remittance advice. EDISS provides instructions titled Importing and translating ANSI 835 Remits Using PC-ACE Pro32 on the PC-ACE Pro32 section of the Software and Vendors page of our website. If a provider has not completed and sent a 835 Remittance Request to EDISS, they will be not able to receive this transaction.

When will PC-ACE Pro32 updates be available?

PC-ACE Pro32 makes quarterly updates to ensure users always have the most up-to-date code tables and edits. Providers should do their best to schedule updates on a quarterly basis to ensure they do not fall behind. Providers can install the latest version of PC-ACE Pro32 by visiting the PC-ACE Pro32 section of the Software and Vendors page of our website. The update password will be the same as the password used on your initial installation.