

# EDI Support Services

## ***User Documentation: EDISS Connect User Manual for Providers***

EDISS Connect is a user-friendly, online registration and electronic claim testing system. Providers use it to register with EDISS, to add users and to add or manage transaction types. The system also allows Providers to test claim files for electronic submission for Non-Medicare lines of business.

### *Web Site Address/URL*

<https://connect.edissweb.com>

**Note:** *Internet Explorer and Fire Fox are the recommended browsers. The use of other browsers may cause issues.*

### **In this document:**

- Web Site Address/URL
- Self-Registration
- Create Account
- Account Security
- Account Settings
- Account Validation
- Answer Security Questions
- Provider Dashboard and Managing Transactions
- Manage Users
- Forgot Username
- Forgot Password
- 90 Days Since Last Login

The screenshot shows the EDISS Connect website homepage. The browser address bar displays <https://connect.edissweb.com>. The website header features the EDI SUPPORT SERVICES logo and the text "EDISS Connect" with a search bar. Below the header is a navigation bar with links for Home, Help, and Contact. The main content area is titled "Welcome" and includes a description of the system: "EDISS Connect - Registration & Management. Gain access to this free user-friendly online registration and management tool that allows providers to manage billing NPIs, update lines of business, add/or change vendor associations, select and test electronic transactions online." A prominent green "Register Now" button is displayed. To the right, there is a "Log In" section for users who already have an account, with fields for Username and Password, a "Log In" button, and links for "Forgot username?" and "Forgot password?". Below the login section is a link for "Not registered?? Register Now". At the bottom, there is a link for "Contact Us" and a copyright notice for EDI Support Services.

# ***EDISS Connect User Manual for Providers***

## ***Self-Registration***

Information made accessible through EDISS Connect is available to users once the registration process is complete. User registration for EDISS Connect will need to be completed online.

**Note:** *On each page within EDISS Connect, there are FAQs in the right column to aid in answering questions related to the online registration process.*

1. Click on the green **Register Now** button to create an online account for accessing online profile information and adding and managing transactions.

The screenshot displays the EDISS Connect web application. At the top, there is a blue header with the EDI Support Services logo on the left, the text 'EDISS Connect' in the center, and a search bar on the right. Below the header is a dark navigation bar with links for 'Home', 'Help', 'Contact', and 'test'. The main content area is divided into two columns. The left column, titled 'Welcome', contains the text 'EDISS Connect - Registration & Management' and a paragraph describing the tool's capabilities. A prominent green 'Register Now >' button is located below this text. At the bottom of the left column, there is a link to 'Questions about the process? Read Getting Started >'. The right column, titled 'Already have an account?', features a 'Log In' section with input fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot username? >', 'Forgot password? >', and '90 days since last login? >'. Below the login section is a link for 'Not registered? Register Now >'. The footer of the page includes a 'Contact Us >' link and a copyright notice for EDI Support Services.

## ***Create Account***

1. First, select Provider. At any time in the process, you can use the back button to return to a previous step. The numbered progress bar on top of each page will help keep track of where you are in the process.

**Note:** *Vendors cannot register a provider on their behalf. If the account will be administered by a vendor, it is a provider's responsibility to first establish the account by registering.*

## EDISS Connect User Manual for Providers

EDI SUPPORT SERVICES | EDISS Connect

Home Help Contact test

### Create Account

1 Create Account 2 Account Security 3 Account Settings 4 Finish

I'm a: **1** **Provider** > This is the primary provider with a billing NPI associated to set-up the account. You'll be able to add additional users and NPI's following setup of the account.

**Vendor** > This is a billing service, clearinghouse or software vendor that is working with a provider or group of provider accounts to process or manage electronic transactions.

#### Questions?

**Jurisdiction E (E) Part A and B:**  
855-609-9960

**Jurisdiction F (F) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information >](#)


[Contact Us >](#)  
© Copyright EDI Support Services

2. If you are registering as a Provider, you must provide your 10-digit billing/group NPI (National Provider Identification) number. You can choose any billing NPI to register at this point. If you have others, you will be allowed to enter additional NPI numbers for transactions once the initial registration is complete.

**Note:** Rendering NPIs are not required to be registered and will be removed.

3. Add your 9-digit tax ID or Social Security Number associated with the NPI.
4. The HTTPS Connectivity option should only be selected by Trading Partners planning to use SOAP or MIME protocols to submit transactions to EDISS. Trading partners should consult with their EDI application vendors to see if their solution supports HTTPS connectivity. Medicare Trading Partners are not allowed to use this option for electronic claims submission. Additional information can be found at <https://www.cagh.org/core/operating-rules>.
5. Click **Continue**.

## EDISS Connect User Manual for Providers

 EDISS Connect

Q Search...

Home | Help | Contact

### Create Account

1

2

3

4

Create Account | Account Security | Account Settings | Finish

I'm a:

Provider >

This is the primary provider with a billing NPI associated to set-up the account. You'll be able to add additional users and NPI's following setup of the account.

Please enter a 10-digit NPI \*:

2

You can choose any billing NPI if you have many.

Tax ID or SSN (9 digits) \*:

3

4

☐ This account will be used for HTTPS Connectivity related transactions defined by CORE Operating Rules.

5

[Continue >](#)

Vendor >

This is a billing service, clearinghouse or software vendor that is working with a provider or group of provider accounts to process or manage electronic transactions.

### Questions?

**Jurisdiction E (IE) Part A and B:**  
855-609-9960

**Jurisdiction F (IF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
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701-277-7850

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[Detailed Contact Information >](#)

6. Enter your company information. All information on this page is required. The personal contact information on the bottom portion of this form is the primary contact for this account. You will be able to add additional users to access the account upon successful account creation.
7. Click **Continue**.

## EDISS Connect User Manual for Providers

 EDISS Connect

[Home](#) [Help](#) [Contact](#)

### Create Account

1

2

3

4

Create Account Account Security Account Settings Finish

Back

\* - Required

6

#### Company Information

Provider's Company Name #:

Phone #:

Fax #:

Address 1 #:

Address 2:

City #:

State #:

ZIP #:

#### Frequently Asked Questions

- What information will I need?
- Who should be contact name?
- Will my information be shared?
- What kind of certificates allowed?
- Acceptable certificate issuers?
- What are valid cert extensions?

#### Questions?

**Jurisdiction E (E) Part A and B:**  
855-609-9960

**Jurisdiction F (F) Part A and B:**  
877-900-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information](#)

#### Contact Information

This is the primary contact for this account. You will be able to enter additional users after your account is created.

First Name #:

Last Name #:

Email #:

Email Confirm #:

7

Continue >

### Account Security

1. Choose a username for your account. This username must be unique, between 8-20 characters and contain no spaces or special characters.
2. Choose a password for your account. Your password must be 8-16 characters consisting of at least one upper-case letter, at least one lower-case letter,

## ***EDISS Connect User Manual for Providers***

one numeric value and one of these special characters: \$, #, \*, - or \_ and contain no spaces. Do not use '&' or '+'. Then confirm your password.

3. Complete the Text Verification by entering the characters from the image.
4. Additionally, you will need to agree to EDISS Terms and Conditions as well as HIPAA Terms and Conditions before you will be allowed to continue with your registration.
5. Click **Continue**.

**Note:** *Connect username accounts that do not stay active will be de-activated or removed.*

- *Users are de-activated after 60 days of inactivity*
- *Users are removed after 90 days of inactivity*

## EDISS Connect User Manual for Providers

**Account Security**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

Back \* = Required

1 Username \*:

Your username must be 8-20 characters and contain no spaces

2 Password \*:

Confirm password \*:

Your password must be at least 8 characters, must contain one upper case letter, one lowercase letter, one digit and one special character.

3 Text Verification (Required)

EDISS Terms and Conditions \*:   
 READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER MUST ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE USER DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE EDISS CONNECT. IT IS SUGGESTED THAT THE USER CHECK THESE TERMS PERIODICALLY FOR CHANGES. BY CLICKING THE "I

☐ I agree to the [EDISS Terms and Conditions](#)

4

HIPAA Terms and Conditions \*:   
 BY CLICKING THE "I AGREE" CHECKBOX DISPLAYED AS PART OF THE EDISS REGISTRATION IMPLEMENTATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") REGARDING PROTECTED HEALTH INFORMATION UNDER THIS HIPAA BUSINESS ASSOCIATE AGREEMENT, AS AMENDED OR SUPPLEMENTED BY THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH

☐ I agree to the [HIPAA Terms and Conditions](#)

5 [Continue](#)

**Frequently Asked Questions**

Can we share passwords?

**Questions?**

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

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Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information](#)

### Account Settings – Select State(s)

- At any time during the registration process, you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page, your information will be lost.
- The left column will show all states that EDISS conducts business with. To select your state(s), highlight the state and click **Add**.

## ***EDISS Connect User Manual for Providers***

3. The states you have selected will show up in the right column.
4. The **Remove** button can be used to move a state from the right column back to the left, if selected in error.

**Note:** *The states can also be dragged from one column to the other.*

5. Once all states have been selected, click **Continue**.

**Account Settings**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

1 Back

State(s) performing transactions in: \*

2 States Available

Alaska  
Arizona  
California  
Hawaii  
Iowa  
Idaho

☐ Select all available states

Simply drag and drop or use the add/remove buttons below

4 Add Remove

3 State(s) Selected

5 Continue >

\* = Required

**Questions?**

Jurisdiction E (IE) Part A and B:  
855-609-9960

Jurisdiction F (IF) Part A and B:  
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All Other Lines of Business:  
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[Detailed Contact Information >](#)

### ***Account Settings – Line(s) of Business***

1. Check all options (Professional, Institutional and/or Dental) that apply.
2. Check all the specific transactions that apply to your NPI(s). The states will display from the previous step.
3. When all lines of business have been selected, click **Continue**.



## EDISS Connect User Manual for Providers

EDI SUPPORT SERVICES | EDISS Connect

Home | Help | Contact

Search...

### Account Settings

1 Create Account | 2 Account Security | 3 Account Settings | 4 Finish

Back

\* = Required

What type of transactions will you be submitting? Check all that apply.

1 ☒ Professional (1500 form) ☐ Institutional (UB92 or UB04 form)

Select your line(s) of business: Check all that apply.

2 **Arizona**  
☒ Medicare Part B

3 **Continue**

### Questions?

Jurisdiction E (IE) Part A and B:  
855-609-9960

Jurisdiction F (IF) Part A and B:  
877-908-8431

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800-967-7902

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[Detailed Contact Information](#)

### Account Settings – Account Management

For **Account Settings**, you must choose who will administer your account.

1. If you choose **I will**, you will maintain control of all your account information and will setup all the transactions that you will be submitting.
  - a. If you will be administering your own account, you are required to choose what software you will use to process transactions.
  - b. If you use ABILITY|PC-ACE, the free software provided by EDISS, you will need to accept the associated Software Licensing Agreement.
  - c. Once complete, click **Continue**.

## EDISS Connect User Manual for Providers

**Account Settings**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

Back

\* = Required

Who will manage your account and transactions?

**1** I will

A vendor

**Questions?**

**Jurisdiction E (IE) Part A and B:**  
855-609-9960

**Jurisdiction F (IF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Account Settings**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

Back

\* = Required

What software will you use for transactions? \*

**a** ☒ ABILITY | PC-ACE (Free software provided by EDISS)

☐ Other

Software Licensing Agreement (ABILITY | PC-ACE) \*:

BY CLICKING THE "I AGREE" BUTTON DISPLAYED AS PART OF THE ONLINE REGISTRATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") GOVERNING YOUR USE OF THE EDISS REGISTRATION & MANAGEMENT SERVICE, INCLUDING OFFLINE COMPONENTS (COLLECTIVELY, THE "SERVICE"). IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS. IN WHICH CASE THE

**b** ☐ I accept the Software Licensing Agreement

**c** Continue

**Frequently Asked Questions**

- What does ABILITY | PC-ACE cost?
- How do I install ABILITY | PC-ACE?
- How do I request a CD copy?

**Questions?**

**Jurisdiction E (IE) Part A and B:**  
855-609-9960

**Jurisdiction F (IF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information](#)

- If you choose **A vendor**, control of your account will be released to a managing vendor (once the vendor approves the assignment) and you will not be able to change any information, add or manage transactions as it relates to your account.

## EDISS Connect User Manual for Providers


**Note:** At any time, a Provider can switch their control back to themselves in Account Settings.

a. If you chose **A vendor** in the Account Settings question to administer your account, you can choose a vendor by searching here. Only vendors that accept managing vendor responsibilities are available in the search results.

b. Once you have chosen a vendor, click **Continue**.

The screenshot shows the EDISS Connect web application interface. At the top is a blue header with the EDI SUPPORT SERVICES logo on the left, the text "EDISS Connect" in the center, and a search bar on the right. Below the header is a dark grey navigation bar with links for Home, Help, Contact, and test. The main content area is titled "Account Settings" and features a progress bar with four steps: 1. Create Account, 2. Account Security, 3. Account Settings (currently active), and 4. Finish. A "Back" button is located to the left of the progress bar. Below the progress bar, the question "Who will manage your account and transactions?" is displayed. There are two buttons: "I will" and "A vendor". The "A vendor" button is highlighted with a red square containing the number "2". A legend indicates that a red asterisk (\*) denotes a required field. On the right side of the page, there is a "Questions?" section with contact information for Jurisdiction E (JE) Part A and B (855-609-9960), Jurisdiction F (JF) Part A and B (877-908-8431), All Other Lines of Business (800-967-7902), and a Fax number (701-277-7850).

## EDISS Connect User Manual for Providers

 EDISS Connect

[Home](#) | [Help](#) | [Contact](#)

### Account Settings

1

2

3

4

Create Account | Account Security | Account Settings | Finish

[Back](#) \* = Required

What vendor will you use to manage your account?

Search for vendor name or trading partner ID (TPID):

Select vendor from results \*:

a

1 REX INC (CH00178)

1ST CHOICE MEDICAL BILLING (BS00170)

1st Choice IT (CH00695)

1st Priority Billing Solutions (BS02760)

4 Kings Medical Billing, Inc.

Vendors that appear in gray do not allow account management. If you do not see the vendor you are looking for, or you feel an error has been made, contact EDISS for help.

b

[Continue >](#)

#### Frequently Asked Questions

- What is a software vendor?

#### Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information >](#)

**Important Note:** Once the Vendor Administrator has added transactions to the provider account, the provider must accept the required form(s) by logging into their Connect profile. Transactions will not be moved into production until the provider has accepted the required form(s).

### Finish – Please Wait

Your EDISS Connect account has been created. Please wait while your provider information is verified. When done, you will receive an email from admin\_noreply@noridian.com within 3-5 business days with your next steps.

## EDISS Connect User Manual for Providers

The screenshot displays the EDISS Connect web application. At the top, there is a blue header with the EDI SUPPORT SERVICES logo on the left, the text 'EDISS Connect' in the center, and a search bar on the right. Below the header is a dark grey navigation bar with links for 'Home', 'Help', and 'Contact'. The main content area has a white background. On the left, a progress bar with four green circles indicates the steps: 1. Create Account, 2. Account Security, 3. Account Settings, and 4. Finish. The first three steps are connected by a green line, and the fourth step is also connected, indicating completion. Below the progress bar, the text 'Account Successfully Created!' is displayed in bold. Underneath, a message reads: 'Thank you for registering for EDI Support Services. We are in the process of validating your information. You will receive an email from admin\_noreply@noridian.com within 3-5 business days providing your next steps.' On the right side of the main content area, there is a grey box titled 'Questions?'. It contains contact information: 'Jurisdiction E (JE) Part A and B: 855-609-9960', 'Jurisdiction F (JF) Part A and B: 877-908-8431', 'All Other Lines of Business: 800-967-7902', and 'Fax: 701-277-7850'.

**Finish**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

**Account Successfully Created!**

Thank you for registering for EDI Support Services.

We are in the process of validating your information. You will receive an email from admin\_noreply@noridian.com within 3-5 business days providing your next steps.

**Questions?**

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

All Other Lines of Business:  
800-967-7902


Fax:  
701-277-7850

### *Account Validation*

If your provider information has been verified by EDISS, you will receive an email from admin\_noreply@noridian.com within 3-5 business days with a link to log into your EDISS Connect account. Click this Login link to complete your account registration.

**Note:** If your information was not able to be verified, the email will contain the reason and possible suggestions on your next steps.

## EDISS Connect User Manual for Providers

 | Registration & Management

**Account validation successfully completed.**

Account Name: **Sample Provider**

NPI: **1011111118**

You may now log in by clicking the link below and complete the account registration.

[Login](#)

If you have any problems with the log in process, please contact EDISS at the appropriate phone number below:

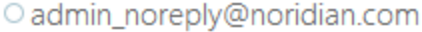

Jurisdiction E (JE) Medicare A and B: CA, NV, HI, Guam, American Samoa, Northern Mariana Islands:  
855-609-9960

Jurisdiction F (JF) Medicare A and B: AK, AZ, ID, MT, ND, OR, SD, UT, WA, WY:  
877-908-8431


All Other Lines of Business: 800-967-7902


©EDISS Registration & Management

**Note:** If you are unable to view the Login image, click the message within the email to view it in a web browser.

 | 

**Account Verification Status Success**

 If there are problems with how this message is displayed, click here to view it in a web browser.

 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

**Account validation successfully completed.**

Account Name: **Sample Provider**

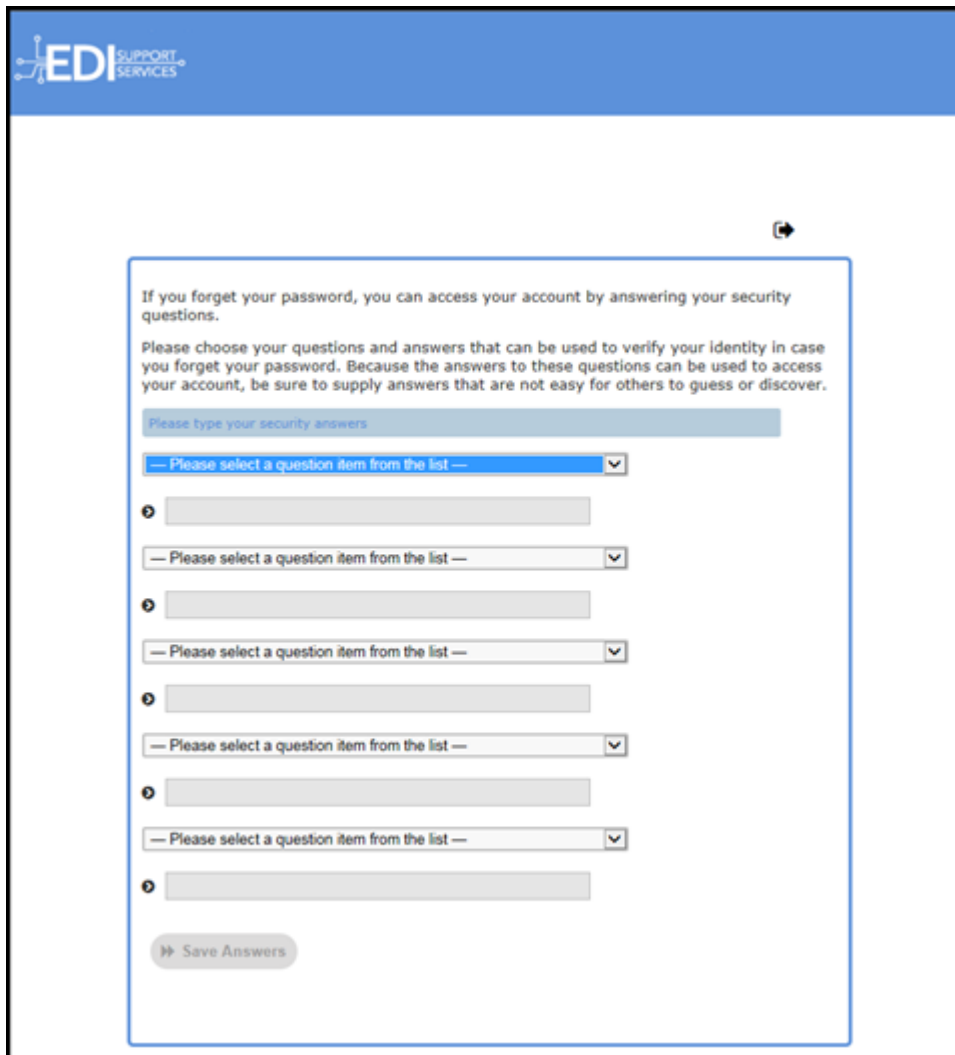
## ***EDISS Connect User Manual for Providers***

### ***Answer Security Questions***

To complete the user registration once logged into your EDISS Connect account, five security questions must be selected and answered.

1. Select the questions and provide the answers. Answers must follow the below guidelines:
  - For security purposes, sessions are timed and all questions must be completed within three minutes.
  - Security questions are not case sensitive.
  - Each security question can be used only once.
  - Answers to security questions can be used only once.
  - The same answer cannot be used for multiple security questions.
  - Answers to security questions must be at least four characters long.
  - When answering security questions, you cannot use any of the words in the security question within your answer. (Example: Q: What city/town were you born in?, A: Panama City)
2. Once all five security questions have been answered, click **Save Answers**.

## EDISS Connect User Manual for Providers



The screenshot shows a web interface for setting up security questions. At the top left is the 'EDI SUPPORT SERVICES' logo. A blue header bar is at the top. Below it, a small icon of a person with an arrow points to the right. The main content area is a white box with a blue border. Inside, the text reads: 'If you forget your password, you can access your account by answering your security questions. Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.' Below this text is a light blue bar with the text 'Please type your security answers'. This is followed by five rows, each consisting of a dropdown menu with the text '— Please select a question item from the list —', a small circular icon with a question mark, and a text input field. At the bottom of the form is a button labeled 'Save Answers'.

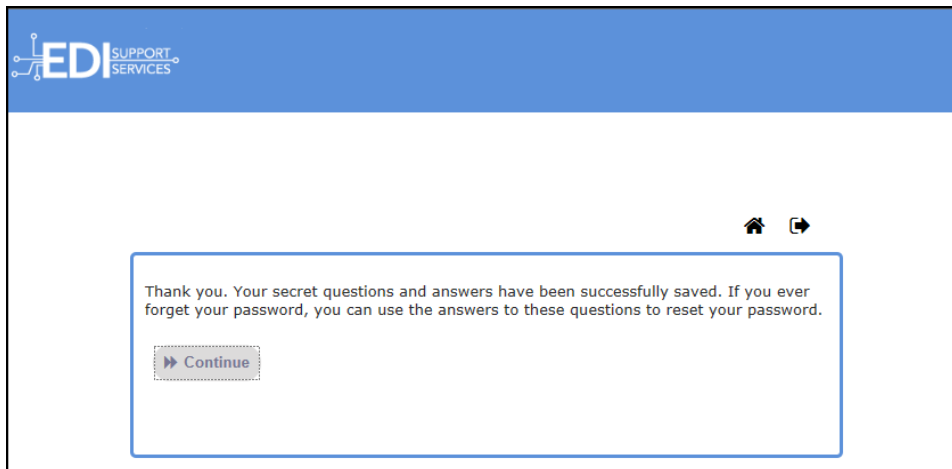
3. After clicking **Save Answers**, you will be taken to a screen where all five security questions, along with answers, are displayed. EDISS strongly recommends that you print this page for future reference and distribute to any staff who will be accessing the account.

**Note:** When viewing security questions and answers, if there are any corrections that need to be made, click on **Go Back** to access the previous screen and modify answers or questions.

4. Click **Confirm Security Answers**.
5. Click **Continue** and you will be directed to your Provider Dashboard.



## ***EDISS Connect User Manual for Providers***



### ***Provider Dashboard and Managing Transactions***

#### ***Provider Dashboard***

1. Upon successful log in, you will see your Account Home or dashboard.
2. To edit your demographic and security information click **Edit Profile** to be taken to your account details.
3. At any point you can add, edit or remove users that have access to your account by clicking **Manage Users**.
4. To add a transaction, click **Add Transaction**. EDISS Connect will take you through an easy-to-follow four-step process.
5. The Transaction Status-At-A-Glance module allows you to see which transactions you have setup that require the most actions by status. It will let you know what actions are required to complete each NPI (such as forms or testing). To make it easier, you are able to search by NPI in this window to quickly filter results to the top of this module.
6. To logout of EDISS Connect, click the **Logout** link on any page.

**Note:** *The above sections of the Provider Dashboard are also discussed further on in the User Guide.*

## EDISS Connect User Manual for Providers

**1** Account Home   Add Transaction   Manage Transactions   Help

**6** Logout >

Welcome Sample Provider

**2** Account Profile | Edit Profile >

**Sample Provider**

123 Main Street

Phone: (555)555-5555  
Email: justjoan58103@hotmail.com

Account Created: 12/10/2018  
Software: Other  
Date Accepted: 12/10/2018

Registration NPI: 1011111111

Account Settings: Self-Administered

**3** Manage Users >

**Testing**

View Testing History >

**4** Add Transaction >

How to Add a Transaction:

- 1** Add a new NPI
- 2** Select state(s)
- 3** Select line(s) of business
- 4** Forms
- 5** Transactions

**5** Transaction Status At-A-Glance

Search by NPI >

NPI	SubmitterId	State	Status
No data available in table			

**Manage Transactions >**

### Edit Profile

1. Clicking **Security Settings** will allow you to change your password.
2. Account Settings can be set to either Self-Administered if you want full control of your account or Vendor-Administered if a vendor will manage all aspects of your account for you.
3. The Software section shows if the software you have selected to use is ABILITY|PC-ACE or Other.
4. My Vendors displays a list of vendors you are using for processing transactions. This page will display all vendors and respective lines of business you have selected for each vendor to submit on your behalf.
5. Manage Users allows you to manage the users that have access to the account, their email addresses and security settings.

## ***EDISS Connect User Manual for Providers***

- At any time you can update your company information and save it to your profile.

The screenshot displays the EDISS Connect user interface. At the top, there is a blue header with the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. Below the header is a navigation bar with links: Account Home, Add Transaction, Manage Transactions, and Help. A search bar is located on the right side of the header.

The main content area is titled 'Profile' and features a sidebar on the left with the following links: sampleprovider Logout, Edit Profile, Security Settings (marked with a red '1'), User Role Admin, Account Settings Self-Administered Edit (marked with a red '2'), Software Other Edit (marked with a red '3'), My Vendors View Vendors (marked with a red '4'), Account Created 12/10/2018, Last Updated, and Manage Users (marked with a red '5').

The main content area is titled 'Account Settings Self-Administered Edit'. It contains a section for 'Company Information' (marked with a red '6') which includes the following fields: Provider's Company Name (Sample Provider), Phone (555 555 5555), Fax (555 555 5556), Address 1 (123 Main Street), Address 2, City (Any Town), State (AZ), and ZIP (85000). Below this is a section for 'Contact Information' which includes First Name (Sample) and Last Name (Provider).

### ***Adding a Transaction***

#### ***Add Transactions – Add NPI and Tax ID***

- This bar will track your progress through the four steps while you are setting up a transaction.
- By selecting **Add Transaction** on the main navigation bar, or in your main account page, you can add transactions to your EDISS Connect account.

## EDISS Connect User Manual for Providers

EDI SUPPORT SERVICES | EDISS Connect

Account Home | **Add Transaction** | Manage Transactions | Help

Search...

Welcome Sample Provider [Logout](#)

**Account Profile** | [Edit Profile](#)

**Sample Provider**

1200 Main Avenue

Phone: (555)555-5555  
Email: joan.dodds@noridian.com

Account Created: 06/12/2019  
Software: Other  
Date Accepted: 06/12/2019

Registration NPI: 1011111118

Account Settings: Self-Administered

[Manage Users](#)

**Testing**

[View Testing History](#)

**How to Add a Transaction:**

- 1 Add a new NPI
- 2 Select state(s)
- 3 Select line(s) of business
- 4 Forms
- 5 Transactions

[Add Transaction](#) [Manage Transactions](#)

**Transaction Status At-A-Glance** [Search by NPI](#)

NPI	SubmitterId	State	Status
No data available in table			

[Manage Transactions](#)

3. Enter a 10-digit billing or group NPI number.
4. Enter the associated Tax ID, EIN or SSN.
5. You can click on the (+) next to Add additional NPIs, but they must be for the same states, lines of business and transaction types.
6. Once the NPI and Tax ID or SSN are complete, you will be allowed to click Continue.
7. **Frequently Asked Questions** are a quick reference that answer questions specific to the step/page you are on.

**Note:** For all other NPIs that need to be added to the account, you will select **Add Transaction**.

## EDISS Connect User Manual for Providers

**Note:** If multiple NPIs are added to a single account profile, a billing group number will be assigned to that account. This billing group number would be utilized by direct submitters for transmitting/receiving electronic data.

### Add Transactions – Select State(s)

1. At any time during the Add Transaction process, you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page, your information will be lost.
2. The left column will show all states that EDISS conducts business with. To select your state(s), highlight the state and click **Add**.
3. The states you have selected will show up in the right column.
4. The **Remove** button can be used to move a state from the right column back to the left, if selected in error.

**Note:** The states can also be dragged from one column to the other.

5. Once all states have been selected, click **Continue**.

## EDISS Connect User Manual for Providers

**Account Settings**

1 Create Account 2 Account Security 3 Account Settings 4 Finish

1 Back

2 States Available

State(s) performing transactions in: \*

Alaska  
Arizona  
California  
Hawaii  
Iowa  
Idaho

☐ Select all available states

Simply drag and drop or use the add/remove buttons below

4 Add Remove

3 State(s) Selected

5 Continue >

\* = Required

**Questions?**

**Jurisdiction E (IE) Part A and B:**  
855-609-9960

**Jurisdiction F (IF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information >](#)

### Add Transactions – Line(s) of Business

1. Check all options (Professional, Institutional and/or Dental) that apply.
2. Check all the specific transactions that apply to your NPI(s). The states will display from the previous step.
3. When all lines of business have been selected, click **Continue**.

## EDISS Connect User Manual for Providers

**EDI SUPPORT SERVICES** | EDISS Connect

Home | Help | Contact

Q Search...

### Account Settings

1 Create Account | 2 Account Security | 3 Account Settings | 4 Finish

Back \* = Required

What type of transactions will you be submitting? Check all that apply.

1 ☒ Professional (1500 form) ☐ Institutional (UB92 or UB04 form)

Select your line(s) of business: Check all that apply.

2 **Arizona**  
☒ Medicare Part B

3 **Continue**

#### Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information](#)

### Add Transactions – Enrollment Forms

1. The EDI Enrollment Form will be agreed to electronically.
2. To view the EDI Enrollment Form, click the **EDI Enrollment Terms and Conditions** link.
3. To accept the EDI Enrollment Form, check the **I agree to the EDI Enrollment Terms and Conditions** box.
4. Click **Continue**.

## EDISS Connect User Manual for Providers

EDISS Connect

Q Search...

Account Home

Add Transaction

Manage Transactions

Help

Add Transaction

Sample Provider

Edit > | Logout >

1 Add NPI

2 Select State(s)

3 Line(s) of Business

4 Forms

5 Transactions

Back

\* = Required

NPI# 1011111111

[Medicare Part B]: Fields must be completed and form accepted below

I am authorized to sign this EDI Enrollment form on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge same by signing below.

Provider Name \*

NPI(s) \*

Address 1 \*

Address 2 :

City \*

State \*

Zip \*

Phone \*

Fax \*

Sample Provider

1011111111

123 Main Street

Any Town

AZ

85000

555

555

5555

555

555

5556

1

Type Name: Registered EDISS Connect admin

Signature: Agreed Electronically

Title: Sample Provider

Date: 12/10/2018

CMS EDI Enrollment Terms and Conditions \*:

READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER MUST ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE USER DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE EDISS CONNECT. IT IS SUGGESTED THAT THE USER CHECK THESE TERMS PERIODICALLY FOR CHANGES. BY CLICKING THE "I

3

I agree to the EDI Enrollment Terms and Conditions

2

4

Continue >

Frequently Asked Questions

Where do I find my NPI?

What is a Billing NPI?

What Tax ID or SSN should I use?

Why add additional NPI's here?

Questions?

Jurisdiction E (E) Part A and B:

855-609-9960

Jurisdiction F (F) Part A and B:

877-908-8431

All Other Lines of Business:

800-967-7902

Fax:

701-277-7850

Hours:

Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

See Training Closure Schedule

Detailed Contact Information >

### Add Transactions – Transactions

- Click on the small box under **Enroll** to add a check mark to the specific claim type that will be registered with EDISS.



## ***EDISS Connect User Manual for Providers***

2. You will also need to check who will perform the transaction. **I Will and/or** will be indicated if you will be submitting/receiving directly using a network service vendor.
3. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send or receive the electronic data. A window will appear allowing you to select a vendor, by either searching by name or Submitter ID. Once the correct vendor appears in the window, highlight the vendor by clicking on the name and click **Add**.

**Note:** *Only vendors that perform that type of transaction for that state and line of business will display within the list.*

4. Once all transactions are added, click **Submit** on the bottom of the page to finish adding the transaction(s).

**Note:** *The 837 transactions allow up to two submission methods, except for North Dakota Medicaid as they can only have one selected. All other transactions allow only one submission/retrieval method.*

# EDISS Connect User Manual for Providers

EDISS Connect

Q Search...

Account Home
Add Transaction
Manage Transactions
Help

## Add Transaction

1
2
3
4
5

Add NPI
Select State(s)
Line(s) of Business
Forms
Transactions

Back

\* = Required

**NPI# :** 101111111

**Medicare Part B - Arizona** Check all transactions you will be performing:

Enroll	Claim Type (version)	Description	Who Will Perform Transactions?
1 <input type="checkbox"/>	837P (5010X222)	Health Care Claim: Professional	2 <input type="checkbox"/> I will and/or 3 <input type="button" value="Add Vendor &gt;"/>
<input type="checkbox"/>	835 (5010X221)	Health Care Claim Payment/Advice	<input type="checkbox"/> I will and/or <input type="button" value="Add Vendor &gt;"/>
<input type="checkbox"/>	276 (5010X212)	Claim Status Request	<input type="checkbox"/> I will and/or <input type="button" value="Add Vendor &gt;"/>

Certain transaction types only allow for either a provider OR a vendor to perform a transaction (not both, so the Add Vendor button will be inactive). Only vendors capable of processing the specific transaction type appear in the list when you click the Add Vendor button..

4

Sample Provider  
[Edit >](#) | [Logout >](#)

### Frequently Asked Questions

- Where do I find my NPI?
- What is a Billing NPI?
- What Tax ID or SSN should I use?
- Why add additional NPI's here?

### Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850


**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
[See Training Closure Schedule](#)

[Detailed Contact Information >](#)

## Add Transactions – Setup Complete

- Once the transactions are complete, a summary of the transactions that have been setup will display with the ability to print this page for your records.
- From this page, you will have the ability to print any required forms.
- Once you are finished, you can go to **Manage Transactions** to view what is set up in the account profile or **Add Transactions** to add additional NPIs.

# EDISS Connect User Manual for Providers


 EDISS Connect

Q Search...

Account HomeAdd TransactionManage TransactionsHelp

Add Transaction

Sample Provider  
[Edit](#) | [Logout](#)

 [Print this page](#)

### Setup Complete!

Thank you for registering/updating your transaction(s). Processing time frame is 7-10 business days. You can monitor the progress by viewing Manage Transactions in your account profile. Once requested transaction(s) are moved to production, a date will be listed to the right of the transaction.

#### Frequently Asked Questions

- Where do I find my NPI?
- What is a Billing NPI?
- What Tax ID or SSN should I use?
- Why add additional NPI's here?

## 1 Summary

NPI#: 101111111Tax ID or SSN#: 999999999

### Medicare Part B - Arizona

837P (5010X222) - Health Care Claim: Professional

Who will be performing the transaction: ...

835 (5010X221) - Health Care Claim Payment/Advice

Who will be performing the transaction:

If any of this Information is Inaccurate, you will have the ability to edit using [manage transactions](#).

### Forms:

## 2

Download completed forms for your reference:  
[MEDB Form](#)

Fax forms to:  
701-277-7850

Or mail to:  
Or mail to:  
EDI Support Services  
PO Box 6729  
Fargo, ND 58108-6729

### Required Testing:

837P (5010X222) - Health Care Claim: Professional (requires enrollment form before testing allowed)

## 3

[Manage Transactions](#) Or [Add Transactions](#)

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

All Other Lines of Business:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
[See Training Closure Schedule](#)

[Detailed Contact Information](#)

## Manage Transactions

1. **Manage Transactions** in the main navigation area allows you to view and manage all transactions that have been setup.
2. The left navigation panel allows you to manage transactions, view testing history for test files already submitted and view forms that are required to submit.

Page 27 of 50

## ***EDISS Connect User Manual for Providers***

3. If you have multiple pages of NPIs in your account profile, you can search for a specific NPI.
4. You can filter the results of your search to display only transactions with a certain status or add specific states where you do business (if applicable).
5. If you click on an NPI, it will load the transactions detail page associated with that NPI.

**Note:** You can sort the transactions by any field in the header row by clicking on the arrow next to the header title.

6. The status shows forms required, testing required or if the transaction is complete and ready to submit claims.
7. Click on the NPI link in blue to go to the detailed transactions page.

The screenshot shows the 'Manage Transactions' page in the EDISS Connect system. The page has a blue header with the EDI SUPPORT SERVICES logo and a search bar. Below the header is a navigation bar with links: Account Home, Add Transaction, Manage Transactions (highlighted with a red '1'), and Help. The main content area is titled 'Manage Transactions' and includes a 'Sample Provider' section with 'Edit' and 'Logout' links. On the left, there is a sidebar with a 'Manage Transactions' section (highlighted with a red '2') containing 'View Testing History' and 'View Forms' links. Below this is a search bar (highlighted with a red '3') labeled 'Search by NPI'. Underneath the search bar are filter options for 'Status' (highlighted with a red '4') and 'State'. The 'Status' filter has checkboxes for 'Need Forms', 'Need Testing', 'Complete', 'Pending Approval for Production', 'Testing Pending Approval', and 'Submitter ID Needed'. The 'State' filter has a checkbox for 'AZ'. A 'Reset Filters' link is at the bottom of the sidebar. The main table (highlighted with a red '5') has columns: 'NPI# (Click to manage)', 'Submitter ID', 'State', and 'Status'. The first row (highlighted with a red '7') shows NPI# 1011111111, Submitter ID AZ100161, State AZ, and Status 'Forms Complete | Testing Required' (highlighted with a red '6').

NPI# (Click to manage)	Submitter ID	State	Status
1011111111	AZ100161	AZ	Forms Complete   Testing Required

## ***EDISS Connect User Manual for Providers***

### ***Manage Transactions – Detailed Transactions***

1. This is the Detailed Transactions page for a specific NPI. At any time, you can go back to the Manage Transactions overview page.
2. You can delete an NPI. All transactions associated with that NPI will also be deleted.
3. You can edit or add a 9-numeric digit Tax ID or SSN associated with an NPI.
4. The status shows either Forms Required or Testing Required at a glance for the NPI. If you click on **View Forms**, the required forms will be available for download as a PDF file.
5. The line of business is displayed below with the ability to delete it at any time. On the far right, once required forms are accepted electronically for this specific line of business, a date will appear as well as a statement indicating Forms Complete – Approved.
6. Specific claim types are listed below the line of business with the ability to delete. Removing and restarting transactions can create delays in the production process.
7. You can modify how each transaction will be transmitted, either directly (**I will and/or**) or through a vendor (**Add Vendor**). If selecting **Add Vendor**, a window will appear allowing you to select a vendor by searching by name or Submitter ID. Once the correct vendor appears in the window, highlight the vendor by clicking on the name and click **Add**.

**Note:** *If unable to click the **Add Vendor** button or select **I will and/or**, it means you have already selected the maximum number of submission options. You must remove an existing submission option, before you can add your new submission option.*

8. If a **Testing Required** link is shown, you can click on the link to upload test files into the system.

## EDISS Connect User Manual for Providers

EDISS Connect

Q Search...

Account Home
Add Transaction
Manage Transactions
Help

Manage Transactions

Sample Provider  
[Edit](#) | [Logout](#)

Back to result **1**

Manage Transactions  
View Testing History  
View Forms  
Account Info  
View FAQs

Add Another State >

NPI# (Click to manage)	Submitter ID	State	Status <b>4</b>
<b>2</b> 1011111111   <a href="#">delete</a>	AZ100161	AZ	Forms Complete   Testing Required
Tax ID or SSN: 999999999   <a href="#">edit</a> <b>3</b>		Billing Group:	
<a href="#">Add Another Line of Business</a>			

**5** Medicare Part B | [delete](#)

**6** 837P (5010X222)  
Health Care Claim: Professional | [delete](#)

Transaction Manager/ID

Status  
COMPLETED - Auto Approved - 12/10/2018 02:04 PM

☐ I will and/or

**7**

Sample Vendor/BS100147 | [delete](#)

Testing Required **8**

Add Vendor >

835 (5010X221)  
Health Care Claim Payment/Advice | [delete](#)

☐ I will and/or

Sample Vendor/BS100147 | [delete](#)

Testing Not Required

Add Vendor >

+ Add Another Transaction > (within this line of business)

### Submit Test File

- To submit a test file, click **Testing Required**.

## EDISS Connect User Manual for Providers

The screenshot displays the 'Manage Transactions' interface. The top navigation bar includes 'Account Home', 'Add Transaction', 'Manage Transactions', and 'Help'. The main content area features a sidebar with links like 'Manage Transactions', 'View Testing History', 'View Forms', 'Account Info', and 'View FAQs'. The main table lists transactions with columns for NPI#, Submitter ID, State, and Status. A transaction for 'Medicaid Professional of Iowa' is highlighted, showing a 'Testing Required' status with a red badge '1'.

NPI# (Click to manage)	Submitter ID	State	Status
1011111113   delete	IA100164	IA	Forms Complete   Testing Required
Tax ID or SSN: 999999999   edit			
Billing Group:			
Add Another Line of Business >			
Medicaid Professional of Iowa   delete		Transaction Manager/ID	Status
837P (5010X222)			COMPLETED - Auto Approved - 12/10/2018 02:46 PM
Health Care Claim: Professional   delete		<input checked="" type="checkbox"/> I will and/or	Testing Required <b>1</b>

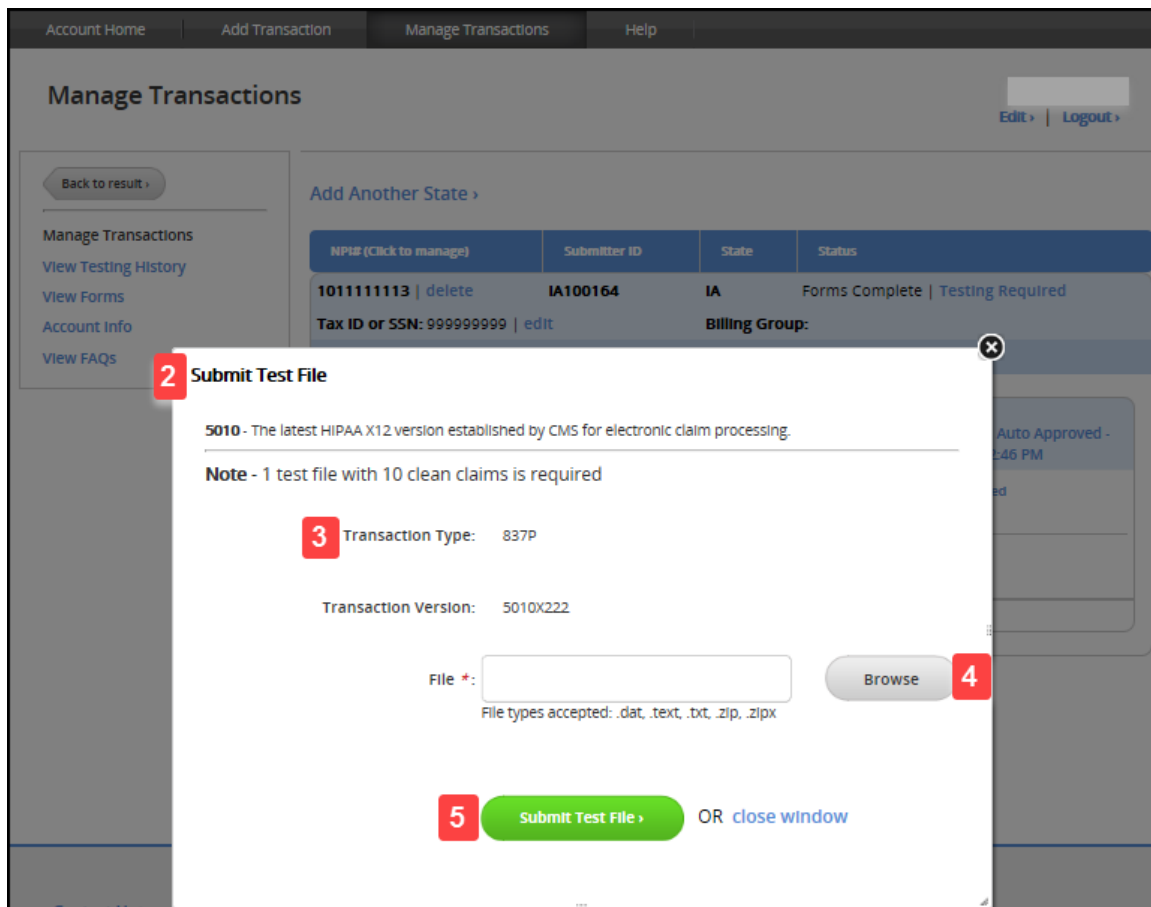
2. The following screen shows the Submit Test File window.

**Note:** Only Non-Medicare lines of business can be tested through EDISS Connect. Medicare lines of business will need to be tested through the EDI Gateway System.

3. The transaction type and version are shown as reference for what the system needs to test.
4. You can click **Browse** to locate a claim file from your desktop. Accepted file types include a .txt or .dat format.
5. Once you have selected a file click **Submit Test File** and the system will automatically upload the file.

**Note:** A thank you page will display upon successful submission. Test files may take up to 48 hours to indicate if they have passed or failed validation.

## EDISS Connect User Manual for Providers



### View Testing History

1. The View Testing History page displays all the test files submitted for your NPIs and overall EDISS Connect Account.
2. The line of business and transaction type will show in the first column with the associated NPIs displayed in the next column.
3. The status shows if the file is processing, passed or failed. If the file failed to pass validation, you can upload another test file by clicking **Upload another file** below the failed status.
4. Reports are created from the EDISS Connect testing workflow. Each file is a hyperlink that will open the actual report in X12 format. These files can be saved or translated in your software of choice for future reference.



## EDISS Connect User Manual for Providers

**Testing History** [Logout >](#)

[Manage Transactions](#)  
[Edit Profile](#)  
**1** [View Testing History](#)

[Back To Manage Transactions >](#)

Provider	NPI	State	Account Setting	Date Added	Status
<a href="#">View Profile &gt;</a>		ND	Vendor Administered:	07/25/2013 04:33:24 PM CDT	Forms Required , Testing Pending Approval
Tax ID or SSN:		Submitter ID:		Billing Group:	

[View Testing History For This Provider >](#)

Testing History For Above NPI/State

Transaction >	NPI >	Submitter >	Status >	Upload >	Reports
<b>2</b> 837P (5010X222) Medicaid Professional of North Dakota			<b>3</b> Processing	11/29/2018 10:40:00 AM CST	<a href="#">test.txt</a> <b>4</b>

### View Forms

1. The View Forms page provides a list of forms that are required by EDISS to have transactions setup properly and approved.
2. The forms are listed as required by each NPI.
3. The form name will show up as a link. Simply click the link to download the form as a PDF file.

**Note:** Once the Vendor Administrator has added transactions to the provider account, the **provider** must accept the required form(s). Forms can be viewed and accepted by the **provider** from this page. Transactions will not be moved into production until the provider has accepted the required form(s).

4. The status shows if the form is still required or if it is complete with an approved date.

## EDISS Connect User Manual for Providers

Manage Transactions

Sample Provider  
[Edit >](#) | [Logout >](#)

Manage Transactions  
[View Testing History](#)  
**1** [View Forms](#)

NPI <b>2</b>	Line of Business	Form <b>3</b>	Status <b>4</b>
1011111111	ND Dental	<a href="#">ND Dental Form</a>	Forms Required
1011111111	Medicaid Dental of Iowa	<a href="#">Download MDCDIA Form</a>	Complete - Approved 12/10/2018
1011111111	ND Vision	<a href="#">ND Vision Form</a>	Forms Required
1011111111	Medicare Part B	<a href="#">Download MEDB Form</a>	Complete - Approved 12/10/2018

### Manage Users

In order for Connect user accounts to stay active, users must login at least once every 60 days.

- Users are de-activated after 60 days of inactivity
- Users are removed after 90 days of inactivity

1. This window displays the users associated with the account.
2. The name is shown in the first column. To view details about that user, click the name in the list.
3. The Last Login column shows the date when that user last logged into the system. If the registration is incomplete, the status displays with the ability to resend a complete online registration notification. You can also delete a user from the system in this column.

## EDISS Connect User Manual for Providers

**1 Manage Users** Sample Provider [Edit >](#) | [Logout >](#)

Account Name: Sample Provider  
[View Users](#)  
[Add User](#)

Name (Click to Edit) ↑	Username ↑	Security Role ↑	Last Login ↑
<b>2</b> <a href="#">Sample Provider</a>	sampleprovider	Admin	12/10/2018 <b>3</b>

**Note:** If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.


[Contact Us >](#)  
© Copyright EDI Support Services

### Manage Users – New User

1. When a new user is setup in the system, the user will receive an email notification.
2. A temporary registration password is generated and required to finish registering as a user.
3. The user must click **Complete Online Registration** to finish their registration.

**Note:** If you are unable to view the Complete Online Registration image, it will be located directly under the temporary password, or you may also use the Show Image option in the email.

## EDISS Connect User Manual for Providers

Registration & Management

1

**You've been added as an EDISS Connect user, and you're almost finished...**  
  
To complete the EDISS registration process, please click on the link provided within the next **15 days**. You will be required to provide additional information including the username created by your administrator. You will also need to enter the system generated password as shown below. The password is case sensitive.

2

Registration password: S2X3yp(s

3

Complete Online Registration ›

**Hint:** To minimize the chances of mis-keying the password, copy (Ctrl + C) and paste (Ctrl + V) the password into the "Enter password from email" field during the next step of registration.

**If you are not the primary/administrative user for your EDISS Connect account, please have the appropriate individual in your facility contact the EDISS Help Desk to gain access.**

If you have any problems completing the registration process, please contact EDISS at **800-967-7902**.

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

All Other Lines of Business:  
800-967-7902

[Contact Us ›](#)

©EDISS Registration & Management

### Forgot Username

1. If the EDISS Connect username has been forgotten, click **Forgot username?** on the Log In screen.

## EDISS Connect User Manual for Providers

EDI SUPPORT SERVICES | EDISS Connect

Home Help Contact test

### Welcome

EDISS Connect - Registration & Management

Gain access to this free user-friendly online registration and management tool that allows providers to manage billing NPIs, update lines of business, add/or change vendor associations, select and test electronic transactions online.

[Register Now >](#)

Questions about the process? Read [Getting Started >](#)

Already have an account?

### Log In

Username

Password

[Log In](#) [1 Forgot username? >](#) [Forgot password? >](#) [90 days since last login? >](#)

Not registered? [Register Now >](#)

2. Enter the email address associated with the user's account.
3. Enter the user's last name.
4. Click **Search**.

EDI SUPPORT SERVICES

Please type in the following information. This information will be used to lookup your forgotten user name.

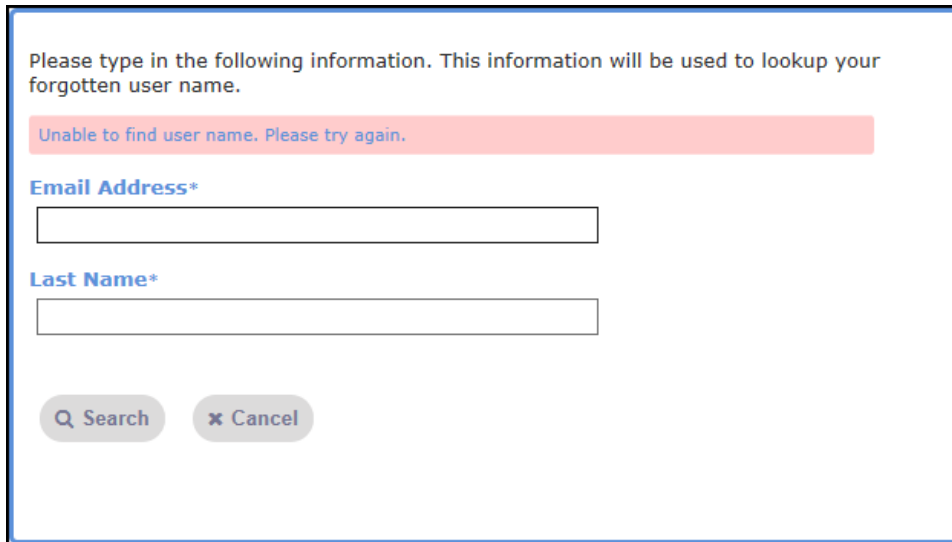
**2** [Email Address\\*](#)

**3** [Last Name\\*](#)

**4** [Search](#) [Cancel](#)

## ***EDISS Connect User Manual for Providers***

**Note:** If a username was not found with the email address and last name entered, you may try again or use the "90 days since last login?" option on the Log In screen.



Please type in the following information. This information will be used to lookup your forgotten user name.

Unable to find user name. Please try again.

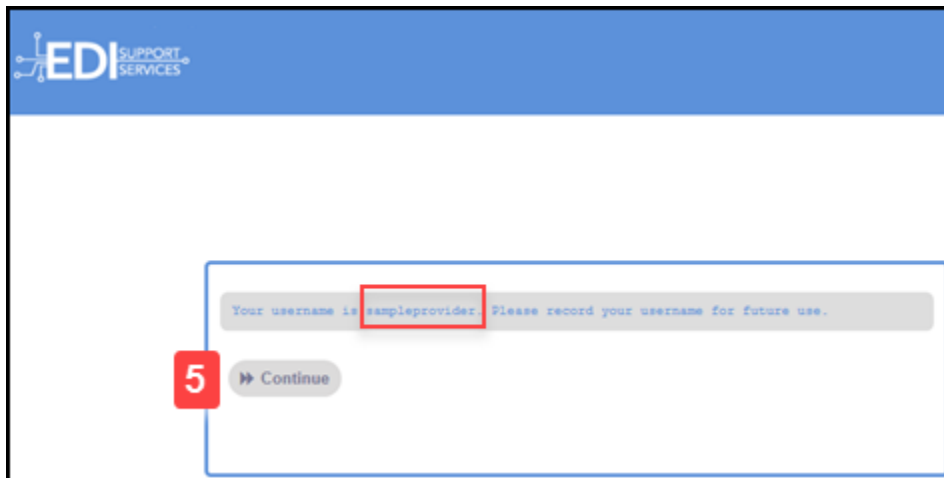
Email Address\*

Last Name\*

Q Search    ✕ Cancel

If a username was found linked to the email address and user's last name, it will appear in the following message.

5. Click **Continue** to go to the Log In screen.



EDI SUPPORT SERVICES

Your username is sampleprovider. Please record your username for future use.

5 Continue

### ***Forgot Password***

1. If the EDISS Connect password has been forgotten, click **Forgot password?** on the Log In screen.

## EDISS Connect User Manual for Providers

The screenshot shows the EDISS Connect homepage. The header includes the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. A search bar is located in the top right corner. The main content area is divided into two sections. The left section, titled 'Welcome', describes the 'EDISS Connect - Registration & Management' tool, which allows providers to manage billing NPIs, update lines of business, add/change vendor associations, and test electronic transactions online. A green 'Register Now >' button is prominently displayed. Below this, a link for 'Questions about the process? Read Getting Started >' is provided. The right section, titled 'Already have an account?', features a 'Log In' heading and two input fields for 'Username' and 'Password'. A 'Log In' button is positioned below these fields. To the right of the button, there are links for 'Forgot username? >' and 'Forgot password? >', with a red box highlighting the latter and a note '90 days since last login? >'. At the bottom of this section, a link for 'Not registered? Register Now >' is visible.

EDI SUPPORT SERVICES | EDISS Connect

Home Help Contact test

### Welcome

EDISS Connect - Registration & Management

Gain access to this free user-friendly online registration and management tool that allows providers to manage billing NPIs, update lines of business, add/or change vendor associations, select and test electronic transactions online.

[Register Now >](#)

Questions about the process? Read [Getting Started >](#)

Already have an account?

### Log In

Username

Password

[Log In](#)

[Forgot username? >](#)

[Forgot password? >](#)

90 days since last login? >

Not registered? [Register Now >](#)

2. Enter the Connect username.
3. Click **Search**.

The screenshot shows a modal window for password reset. The title bar reads 'If you have forgotten your password, follow the prompts to reset your password.' Below the title, there is a label 'Username\*' and an input field. A red box with the number '2' is placed to the left of the input field. Below the input field, there are two buttons: 'Search' and 'Cancel'. A red box with the number '3' is placed to the left of the 'Search' button.

If you have forgotten your password, follow the prompts to reset your password.

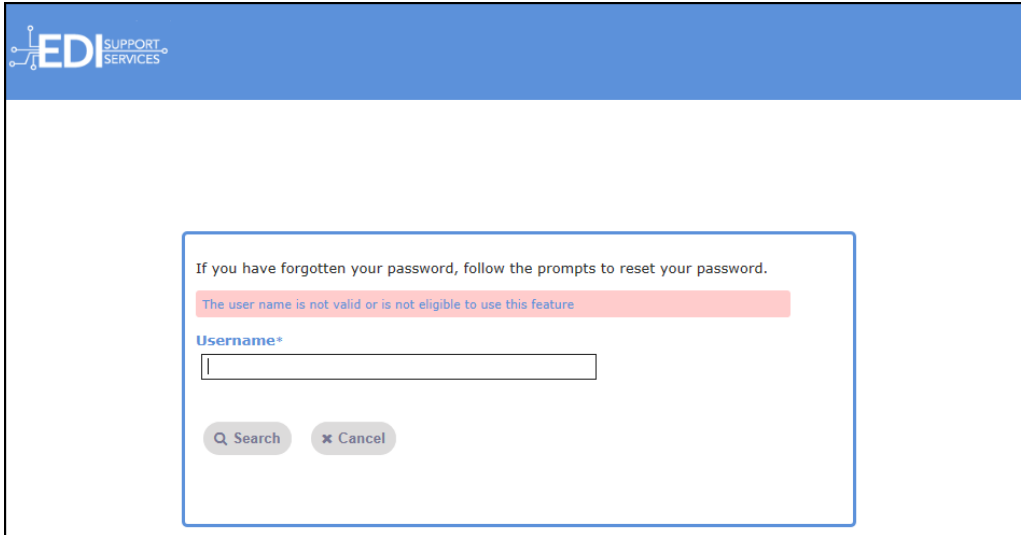
Username\*

[2](#)

[3](#) [Search](#) [Cancel](#)

## ***EDISS Connect User Manual for Providers***

**Note:** *If a username was not found, you may try again or use the "90 days since last login?" option on the Log In screen.*

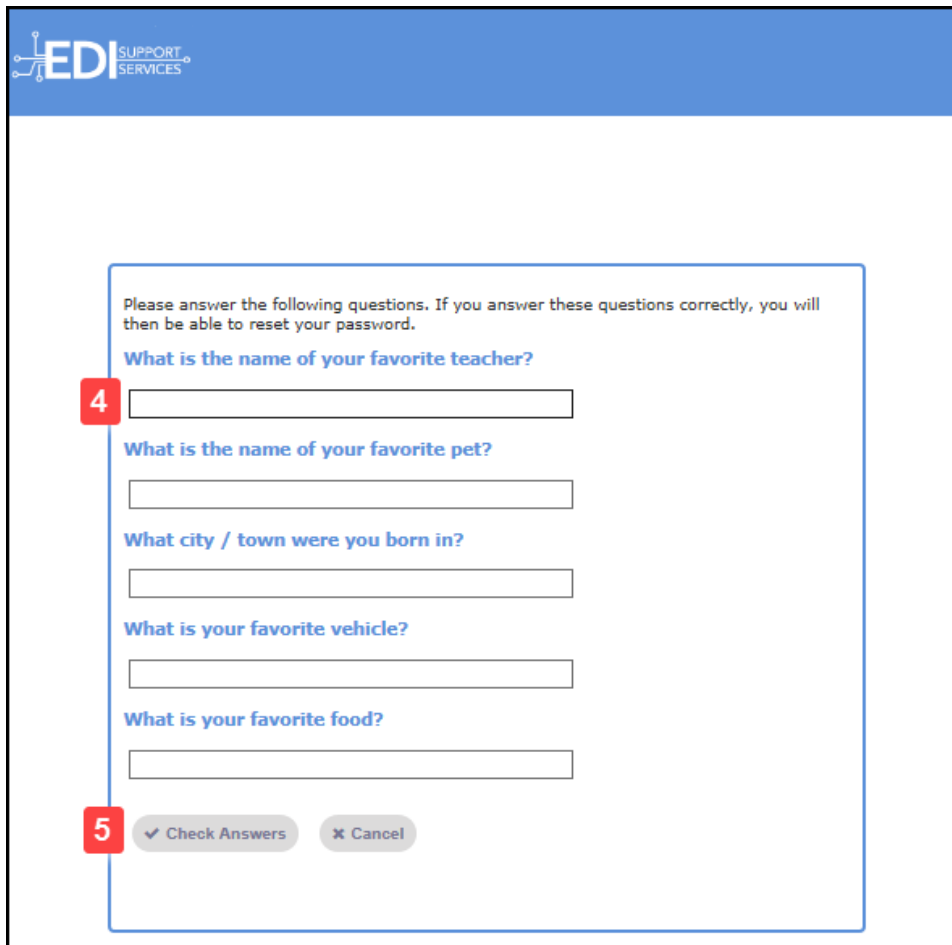


The screenshot shows the EDI Support Services logo in the top left corner. The main content area contains a password reset form. At the top of the form, it says "If you have forgotten your password, follow the prompts to reset your password." Below this is a red error message: "The user name is not valid or is not eligible to use this feature". Under the error message is a label "Username\*" followed by a text input field. At the bottom of the form are two buttons: "Search" and "Cancel".

4. If the username was found, answer the security questions that had previously been setup.
5. Click **Check Answers**.



## ***EDISS Connect User Manual for Providers***



The screenshot shows a web interface for EDI Support Services. At the top is a blue header with the logo and text "EDI SUPPORT SERVICES". Below the header is a white content area. In the center is a blue-bordered box containing a questionnaire. The text inside the box reads: "Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password." The questionnaire consists of five questions, each followed by a text input field. The questions are: "What is the name of your favorite teacher?", "What is the name of your favorite pet?", "What city / town were you born in?", "What is your favorite vehicle?", and "What is your favorite food?". To the left of the first question is a red square with the number "4". To the left of the "Check Answers" button is a red square with the number "5". At the bottom of the questionnaire box are two buttons: "✓ Check Answers" and "✕ Cancel".

EDI SUPPORT SERVICES

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is the name of your favorite teacher?

4

What is the name of your favorite pet?

What city / town were you born in?

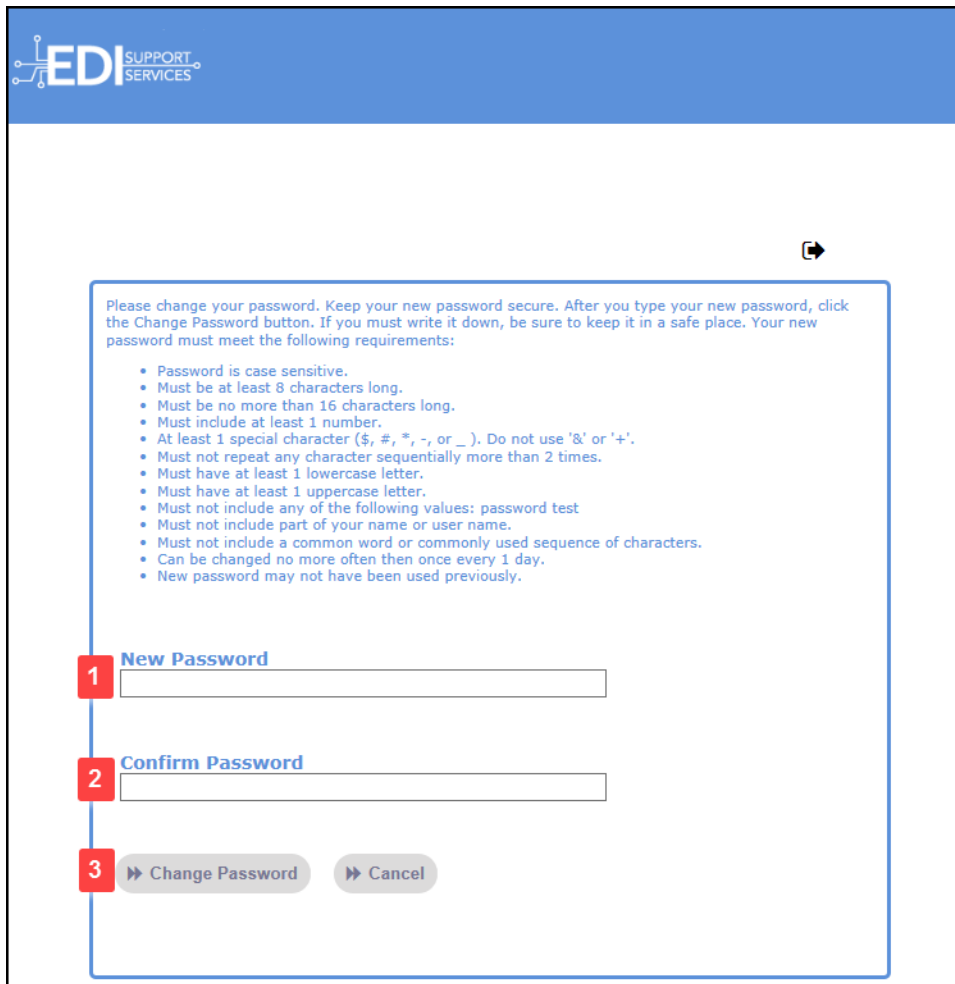
What is your favorite vehicle?

What is your favorite food?

5

6. Enter a new password using the password criteria listed on the screen.
7. Confirm the new password.
8. Click **Change Password**.

## EDISS Connect User Manual for Providers



The screenshot shows a web interface for changing a password. At the top left is the 'EDI SUPPORT SERVICES' logo. A blue header bar is at the top. Below it, a small icon of a document with an arrow points to a blue-bordered box containing the following text:

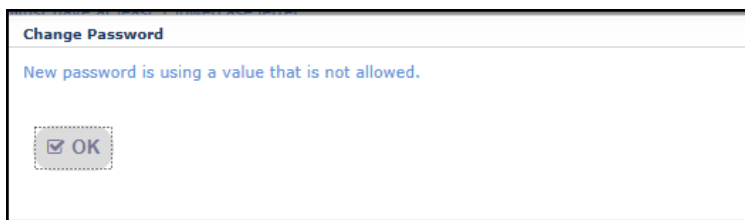
Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 16 characters long.
- Must include at least 1 number.
- At least 1 special character (\$, #, \*, ~, or \_). Do not use '&' or '+'.
- Must not repeat any character sequentially more than 2 times.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 1 day.
- New password may not have been used previously.

Below the requirements are three numbered steps:

- 1 New Password** followed by a text input field.
- 2 Confirm Password** followed by a text input field.
- 3** followed by two buttons: 'Change Password' and 'Cancel'.

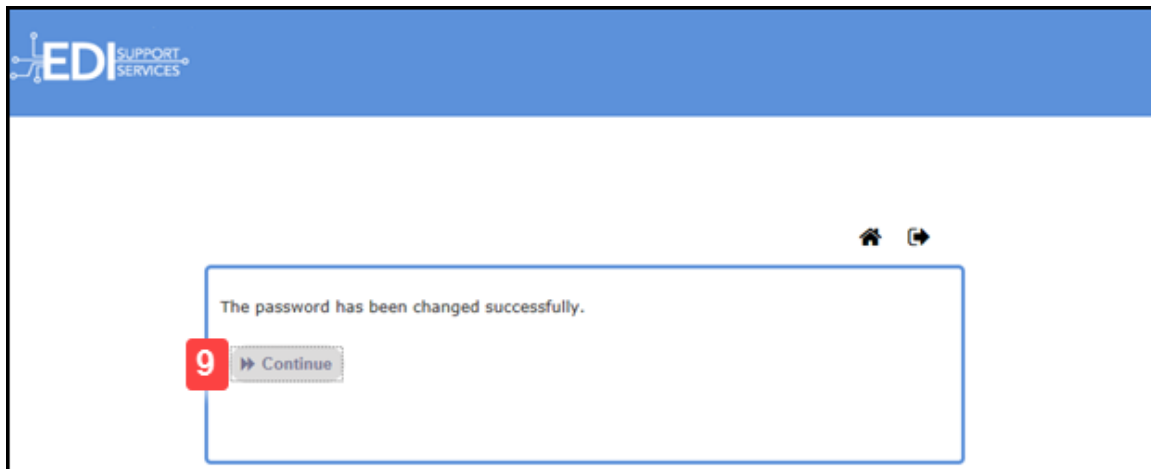
**Note:** If the password does not meet the required criteria, the following message will appear:



The screenshot shows a dialog box titled 'Change Password'. Inside, the text reads: 'New password is using a value that is not allowed.' At the bottom left is an 'OK' button with a checkmark icon.

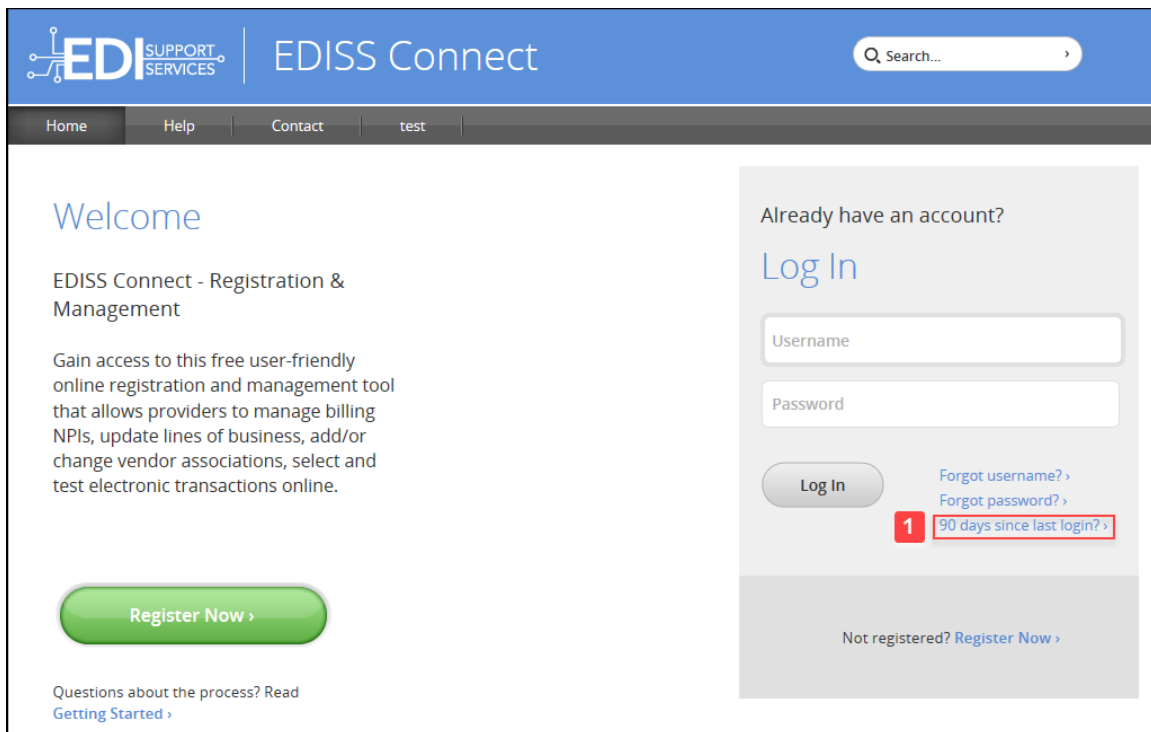
9. If the password was successfully changed, click **Continue** to go to the Log In screen.

## EDISS Connect User Manual for Providers



### 90 Days Since Last Login

1. If it has been 90 or more days from the last login, use **90 days since last login?** option to create a new user to the existing Connect account.



2. Add the appropriate NPI, Submitter ID and Tax ID/SSN combination for the profile you are trying to access, along with the user information.
3. Complete the Text Verification by entering the characters from the image.

## EDISS Connect User Manual for Providers

### 4. Click **Continue**.

The screenshot shows the 'Add new user to existing Provider account' page in the EDISS Connect system. The page has a blue header with the EDISS Support Services logo and a search bar. Below the header is a navigation bar with links for Home, Help, Contact, and test. The main content area is titled 'Add new user to existing Provider account' and includes two bullet points: 'By completing this information, you are certifying that you work directly for the Provider and are not a third-party biller or vendor.' and 'Please note that this process will only result in a new user being created for an existing EDISS Connect account and not the creation of a new EDISS Connect account.' Below this, a section titled 'Please enter the following details belonging to your account to add a new user:' lists three requirements: 'Any NPI number associated with the account', 'Submitter ID associated with the NPI entered', and 'Tax ID/SSN associated with the NPI entered'. A red box with the number '2' is next to the 'Account Information' section. This section contains three input fields: 'Please enter a 10-digit NPI \*:', 'Submitter ID \*:', and 'TAX ID (SSN) \*:'. Below this is the 'New User Details' section, which contains five input fields: 'First Name \*:', 'Last Name \*:', 'Username \*:', 'Email \*:', and 'Email Confirm \*:'. A red box with the number '3' is next to the 'Text Verification (Required)' section, which includes a CAPTCHA image and a text input field. A red box with the number '4' is next to the 'Continue >' button at the bottom right.

EDISS SUPPORT SERVICES | EDISS Connect

Home Help Contact test

Search...

### Add new user to existing Provider account

- By completing this information, you are certifying that you work directly for the Provider and are not a third-party biller or vendor.
- Please note that this process will only result in a new user being created for an existing EDISS Connect account and not the creation of a new EDISS Connect account.

Please enter the following details belonging to your account to add a new user:

- Any NPI number associated with the account
- Submitter ID associated with the NPI entered
- Tax ID/SSN associated with the NPI entered

#### Account Information 2

Please enter a 10-digit NPI \*:

Submitter ID \*:

TAX ID (SSN) \*:

#### New User Details

First Name \*:

Last Name \*:

Username \*:

Email \*:

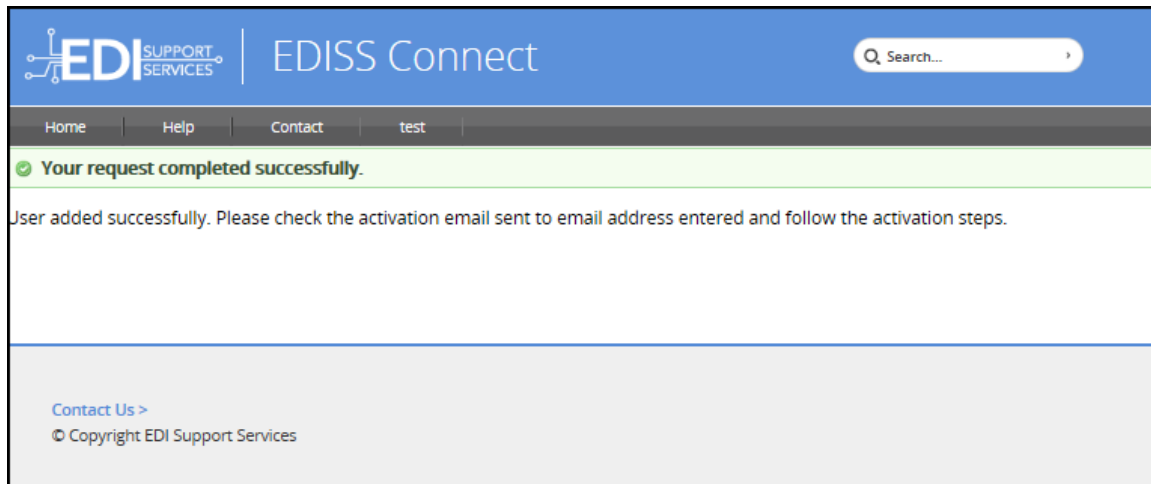
Email Confirm \*:

#### 3 Text Verification (Required)

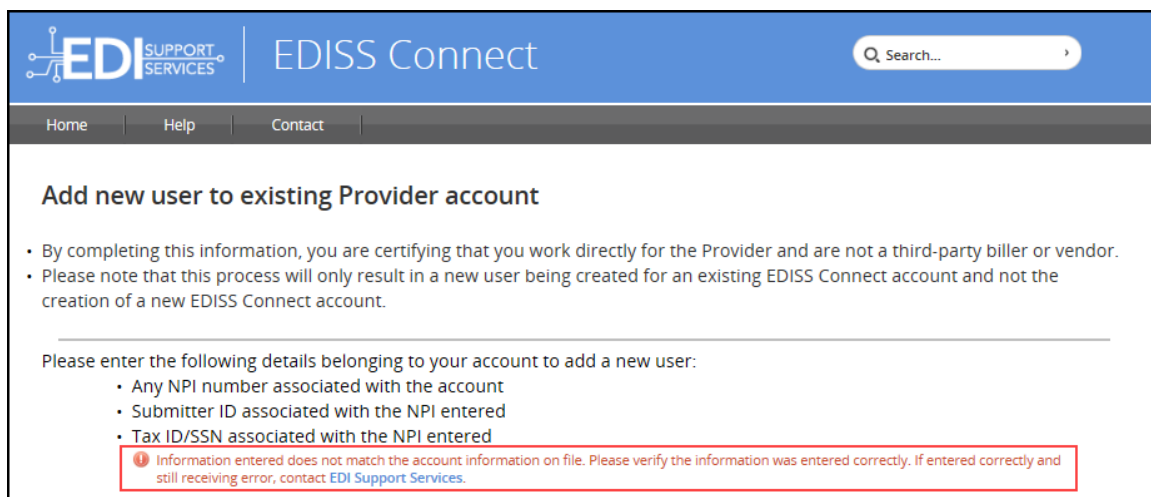
4 Continue >

The following message will appear if the new user was successfully added.

## EDISS Connect User Manual for Providers



**Note:** If the correct NPI, Submitter ID and Tax ID/SSN combination was not entered, the following message will appear:



### 60-90 Day User Reactivation

If the last login was between 60-90 days, you can reactivate the current user by logging in and completing the User Reactivation screen.

1. Add the appropriate NPI, Submitter ID and Tax ID/SSN combination for the profile you are trying to access.
2. Complete the Text Verification by entering the characters from the image.
3. Click **Activate**.

## EDISS Connect User Manual for Providers

**User Activation**

Your username was deactivated due to no login attempts within the past 60 days. Please use the following process to activate your username:

Please enter the following details belonging to your account to activate your username:

- Any NPI number associated with the account
- Submitter ID associated with the NPI entered
- Tax ID/SSN associated with the NPI entered

Please enter a 10-digit NPI \*:

Submitter ID \*:

TAX ID (SSN) \*:

digits only

Text Verification (Required)

Activate >

If the user was successfully reactivated, the following message will appear.

**Note:** Restarting your browser is strongly encouraged.

**Your request completed successfully.**

User activation is successful. Please restart the browser and try to login again.

[Contact Us >](#)

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**Note:** If the correct NPI, Submitter ID and Tax ID/SSN combination was not entered when attempting to reactivate an account, the following message will appear:

## ***EDISS Connect User Manual for Providers***

**EDI SUPPORT SERVICES** | EDISS Connect

Home | Help | Contact

### User Activation

Your username was deactivated due to no login attempts within the past 60 days. Please use the following process to activate your username:

---

Please enter the following details belonging to your account to activate your username:

- Any NPI number associated with the account
- Submitter ID associated with the NPI entered
- Tax ID/SSN associated with the NPI entered

❗ Information entered does not match the account information on file. Please verify the information was entered correctly. If entered correctly and still receiving error, contact [EDI Support Services](#).

## ***Help and Contact Information***

### ***Help***

1. A getting-started checklist and frequently asked questions (FAQs) are located in the Help section of the website.
2. A quick search is available that will load questions related to your search. You can clear your search results at any time and start a new search. Questions are listed by category with the respective answers.

## EDISS Connect User Manual for Providers

**EDI SUPPORT SERVICES** | EDISS Connect 2

Home **Help** Contact

### Need Help Registering?

**Providers**  
[Provider User Guide \(PDF\)](#)

**Video Tutorials**  
[New Provider Registration \(2:19\)](#)  
[Adding Transactions \(2:05\)](#)  
[Managing Transactions \(3:05\)](#)  
[Provider Account Management \(1:20\)](#)

**Vendors**  
[Vendor User Guide \(PDF\)](#)

**Video Tutorials**  
[Vendor Registration \(2:55\)](#)  
[Managing Transactions \(1:28\)](#)  
[Managing Providers \(3:01\)](#)  
[Vendor Account Management \(1:22\)](#)

**Getting Started Checklist** 1 [FAQs](#)

**1. Register**  
Before using the system, all providers must register. This is the initial account creation; where basic demographic and transaction related information is collected.

An initial billing NPI will be established for your profile during the registration process. Additional NPI's may be added after the account has been created.

### Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**All Other Lines of Business:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

[Detailed Contact Information >](#)

Ready to create an account?

[Register Now >](#)

### Contact Information

EDISS Contact information is available either the Contact tab in the toolbar or the Contact Us link at the bottom of each EDISS Connect screen.



# EDISS Connect User Manual for Providers

The screenshot displays the EDISS Connect website. At the top, there is a blue header with the EDI Support Services logo on the left, the text 'EDISS Connect' in the center, and a search bar on the right. Below the header is a dark navigation bar with links for 'Home', 'Help', and 'Contact', with a red square containing the number '1' next to 'Contact'. The main content area is white. On the left, under the heading 'Welcome', there is a section titled 'EDISS Connect - Registration & Management' which describes the tool's capabilities. Below this is a green 'Register Now >' button and a link to 'Getting Started >'. On the right, under the heading 'Already have an account?', there is a 'Log In' section with input fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot username?', 'Forgot password?', and '90 days since last login?'. Below the login section is a link for 'Not registered? Register Now >'. At the bottom of the page, there is a footer with a 'Contact Us >' link next to a red square containing the number '2', and the copyright notice '© Copyright EDI Support Services'.

## Contact Information

### Hours of Operation

Mon – Fri: 8:00 AM – 7:00 PM (CT)  
See Training Closure Schedule

### Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-609-9960  
CA, NV, HI, Guam, American Samoa, Northern Mariana Islands

Jurisdiction F (JF) Part A and B: 877-908-8431 AK, AZ, ID, MT, ND, OR, SD, UT, WA, WY

### All Other Lines of Business

Phone: 800-967-7902

### All Other Lines of Business

Phone: 800-967-7902

# ***EDISS Connect User Manual for Providers***

## **Fax (All Lines of Business)**


701-277-7850

## **Mailing Address**

EDI Support Services

PO Box 6729

Fargo, ND 58108-6729

 **EDISS Connect**

Account Home | Add Transaction | Manage Transactions | Help | **Contact**

**Contact** [Edit >](#) | [Logout >](#)

### EDISS Contact Information

#### Hours of Operation

Monday - Friday 8:00 A.M. - 7:00 P.M. (CT)  
[See Training Closure Schedule](#)

#### Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-009-9960  
Jurisdiction F (JF) Part A and B: 877-908-8431

#### All Other Lines of Business

Phone: 800-967-7902

#### Fax (All Lines of Business)

Fax: 701-277-7850

#### Mailing Address

EDI Support Services  
PO Box 6729  
Fargo, ND 58108-6729

#### Email

[support@edissweb.com](mailto:support@edissweb.com)  
Please note: When using e-mail to contact us, include the following information:

- Your name
- Business name and location
- Business telephone number and extension
- Complete description of your issue

To ensure delivery to your inbox (not bulk or junk mail folders), please add [support@edissweb.com](mailto:support@edissweb.com) and [edimgmt@noridian.com](mailto:edimgmt@noridian.com) to your address book or safe list.

To communicate any concerns, ideas or praise, please contact EDI Support Services management at: [edimgmt@noridian.com](mailto:edimgmt@noridian.com)

[Contact Us >](#)  
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