

# EDI Support Services

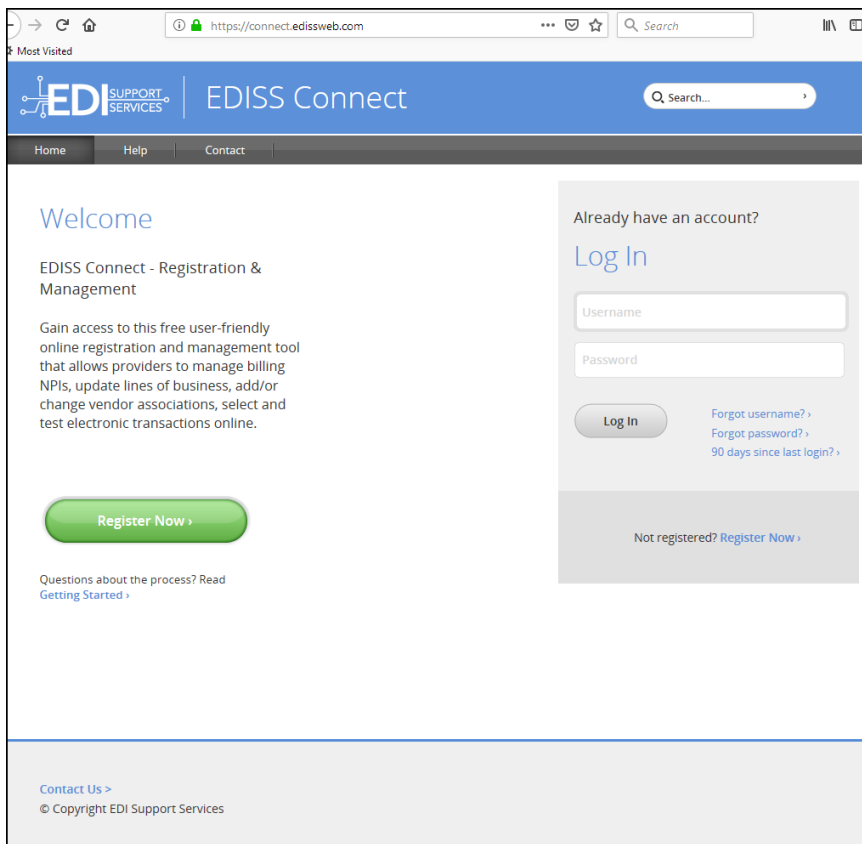
## *User Documentation: EDISS Connect User Manual for Vendors*

EDISS Connect is a user-friendly, online registration and electronic claim testing system. Vendors use it to register with EDISS, add users, manage providers and to manage a transaction catalog. The system also allows Vendors to test claim files for electronic submission for Non-Medicare lines of business or to be granted blanket approval for all transactions.

### *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.



The screenshot shows the EDISS Connect website. The browser address bar displays 'https://connect.edissweb.com'. The website header includes the 'EDI SUPPORT SERVICES' logo and the text 'EDISS Connect'. A navigation bar contains links for 'Home', 'Help', and 'Contact'. The main content area is titled 'Welcome' and describes the system as a 'free user-friendly online registration and management tool'. It lists capabilities such as managing billing NPIs, updating lines of business, and testing electronic transactions. A prominent green 'Register Now >' button is visible. To the right, there is a 'Log In' section for users who already have an account, featuring 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, a link for 'Not registered? Register Now >' is provided. At the bottom left, there is a 'Contact Us >' link and a copyright notice for '© Copyright EDI Support Services'.

### **In this document:**

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## *EDISS Connect User Manual for Vendors*

### *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 **Register Now** to create an online account for accessing online profile information and adding and managing transactions.

The screenshot displays the EDISS Connect website. The 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 divided into two columns. The left column, titled 'Welcome', contains the text 'EDISS Connect - Registration & Management' and a description of the tool's capabilities. A prominent green 'Register Now >' button is located below this text. The right column, titled 'Already have an account?', contains 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?'. At the bottom of the right column is a link for 'Not registered? Register Now >'. The footer includes a 'Contact Us >' link and a copyright notice for EDI Support Services.

### *Create Account*

1. First select **Vendor**. 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.

## EDISS Connect User Manual for Vendors

**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.

2. 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 may be found at: <https://www.caqh.org/core/operating-rules>.

3. Click **Continue**.

EDI SUPPORT SERVICES | EDISS Connect

Home Help Contact

Create Account

1 Create Account 2 Account Security 3 Account Settings 4 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.

1 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.

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

3 Continue >

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

[Detailed Contact Information >](#)


[Contact Us >](#)

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4. 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.

5. Click **Continue**.

## EDISS Connect User Manual for Vendors

 EDISS Connect

Search...

Home Help Contact

Create Account

1 Create Account

2 Account Security

3 Account Settings

4 Finish

Back

\* = Required

4

Company Information

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?

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[See Training Closure Schedule](#)

[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 \*:

5

Continue >

### Account Security

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

## EDISS Connect User Manual for Vendors

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 SUPPORT SERVICES | EDISS Connect

Home | Help | Contact

Search...

### 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 \*: ☐ I agree to the EDISS Terms and Conditions

4 HIPAA Terms and Conditions \*: ☐ 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

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[See Training Closure Schedule](#)

[Detailed Contact Information](#)

## EDISS Connect User Manual for Vendors

### Account Settings – Type of Vendor

1. For Account Settings, you must choose what type of vendor you are. A Billing Service or Clearinghouse processes or administers transactions on a provider's behalf. If you choose **Billing Service or Clearinghouse**, you will continue on with additional steps of registration. If you choose **Software Vendor**, you will be asked the name of your software and your registration will be complete.

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 vendor are you?

- Billing Service
- 1 Clearing House
- Software Vendor

#### Frequently Asked Questions

- What if I choose administrator?

#### Questions?

Jurisdiction E (JE) Part A and B:  
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[See Training Closure Schedule](#)

[Detailed Contact Information](#)

### Account Settings – Administration

1. You will need to answer *if you will be the administrator on behalf of one or more providers*. Administrating vendors assume the responsibility to manage all account information on a provider's behalf. This may include demographic, transaction and user-related information.
2. The ***I want blanket approval*** option is already checked by default. EDISS has specific blanket approval requirements that can be found at [http://www.edissweb.com/docs/shared/blanket\\_approval\\_criteria.pdf](http://www.edissweb.com/docs/shared/blanket_approval_criteria.pdf). Once you achieve blanket approval, submission of test files can be bypassed.

## EDISS Connect User Manual for Vendors

**Note:** If this box is un-checked, you will be required to submit test file(s) prior to production status being granted.

- To view the Network Service Agreement, click the **Network Service Agreement** link.
- To accept the Network Service Agreement, check the **I accept the Network Service Agreement** box.
- Click **Continue**.

EDI SUPPORT SERVICES | EDISS Connect

Home | Help | Contact

### Account Settings

1 Create Account 2 Account Security 3 Account Settings 4 Finish

Back \* = Required

Will you be the administrator on behalf of one or more providers? \*: ☐ Yes ☒ No **1**

By default you will receive blanket approval after the successful transmission and receipt of each claim/transaction type. This means you are not required to submit test files for each provider you manage.

**2** ☒ I want blanket approval  
(by unchecking this box you will be required to submit test files for each provider you manage)

Network Service Agreement \*: **4** ☐ I accept the Network Service Agreement **3**

**5** Continue >

**Frequently Asked Questions**

- Can I change account settings?
- What if I choose administrator?

**Questions?**  
Jurisdiction E (JE) Part A and B:  
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Jurisdiction F (JF) Part A and B:  
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[See Training Closure Schedule](#)  
[Detailed Contact Information](#)

### Account Settings - Software

- You are required to choose what software you will use to process transactions.

## *EDISS Connect User Manual for Vendors*

2. If you use ABILITY|PC-ACE, the free software supported by EDISS, you will need to accept the associated software licensing agreement.
3. Once complete, click **Continue**.

The screenshot shows the 'Account Settings' page in the EDISS Connect system. 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 for Home, Help, and Contact. 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 (current step), and 4. Finish. A 'Back' button is located below the progress bar. The main question is 'What software will you use for transactions? \*'. There are two radio button options: 'ABILITY|PC-ACE (Free software provided by EDISS)' (selected) and 'Other'. Below this is a section for the 'Software Licensing Agreement (ABILITY|PC-ACE) \*' with a scrollable text area containing the terms and conditions. At the bottom, there is a checkbox for 'I accept the Software Licensing Agreement' and a green 'Continue >' button. On the right side, there are two sections: 'Frequently Asked Questions' with three links and 'Questions?' with contact information for Jurisdiction E (JE) Part A and B, Jurisdiction F (JF) Part A and B, and All Other Lines of Business, including a fax number and hours of operation.

EDI SUPPORT SERVICES | EDISS Connect

Home | Help | Contact

### Account Settings

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

Back

\* = Required

What software will you use for transactions? \*:

1 ☒ 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

2 ☐ I accept the Software Licensing Agreement

3 [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 (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
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**All Other Lines of Business:**  
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[See Training Closure Schedule](#)

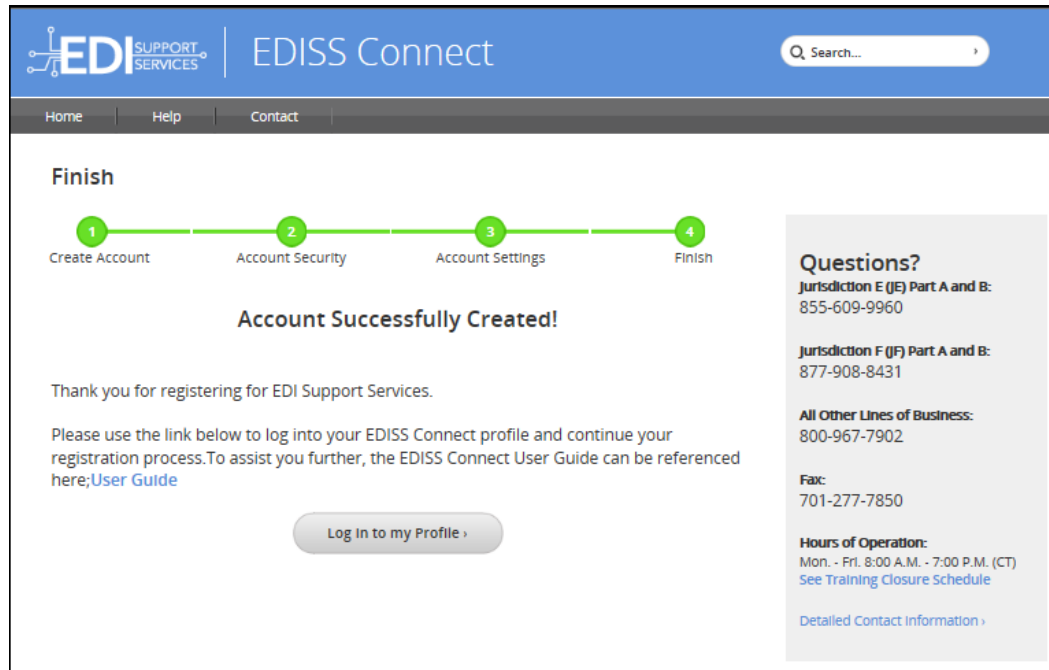
[Detailed Contact Information >](#)

### *Finish*

Your EDISS Connect account has been created, but you will need to click **Log In to my Profile** to finish the registration process by completing the security questions and adding transactions.



## EDISS Connect User Manual for Vendors

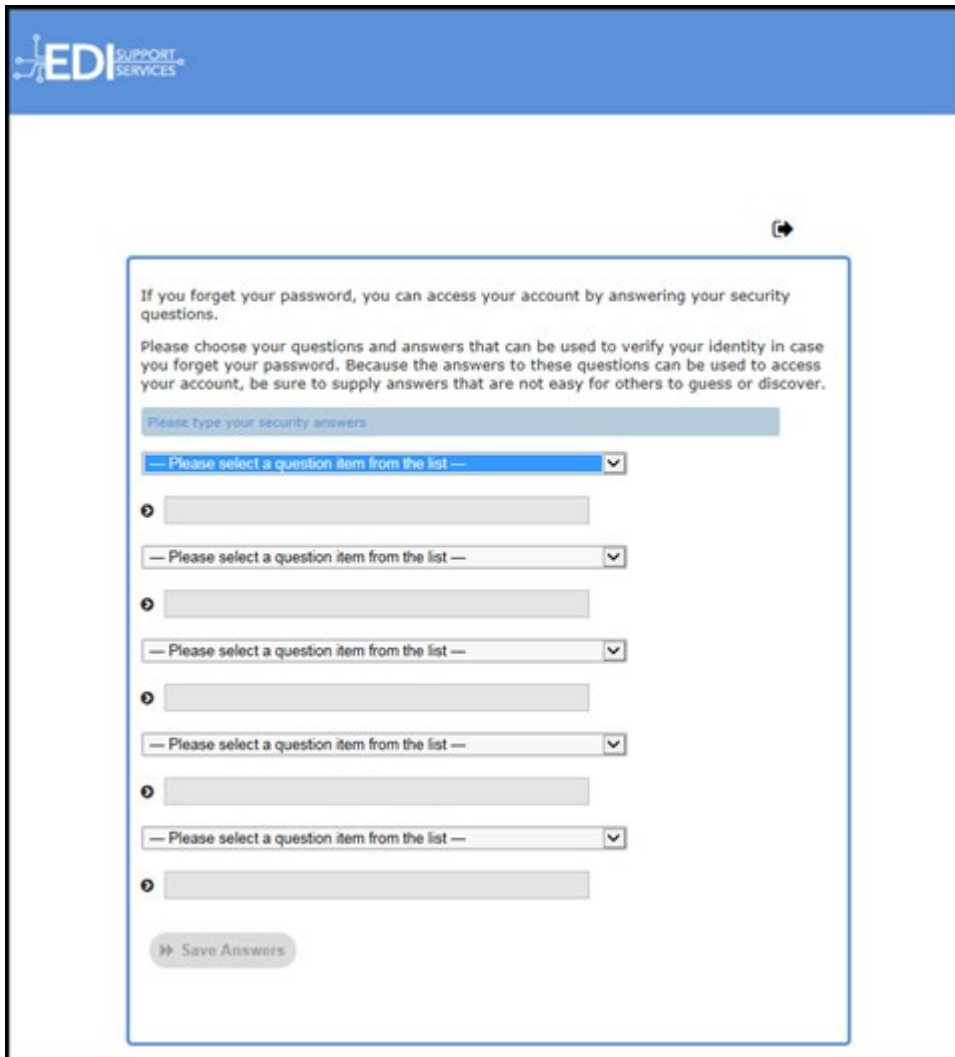


### Answer Security Questions

To complete the user registration, 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.
  - 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 Vendors



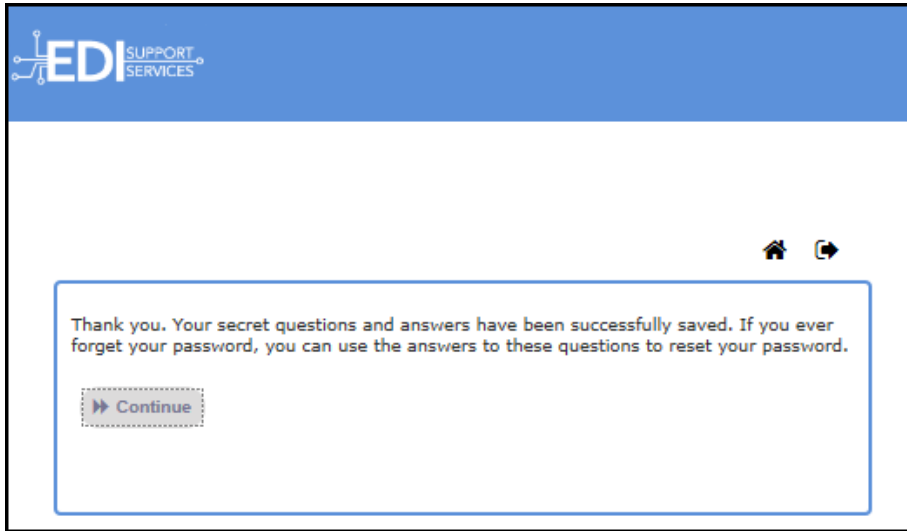
The screenshot shows a web interface for setting up security questions. At the top left is the 'EDI SUPPORT SERVICES' logo. The main content area has a blue header bar. Below the header, there is a small icon of a person with a question mark. The text reads: 'If you forget your password, you can access 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 box with the prompt 'Please type your security answers'. This is followed by five identical sets of controls: 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 **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 Vendor Dashboard.

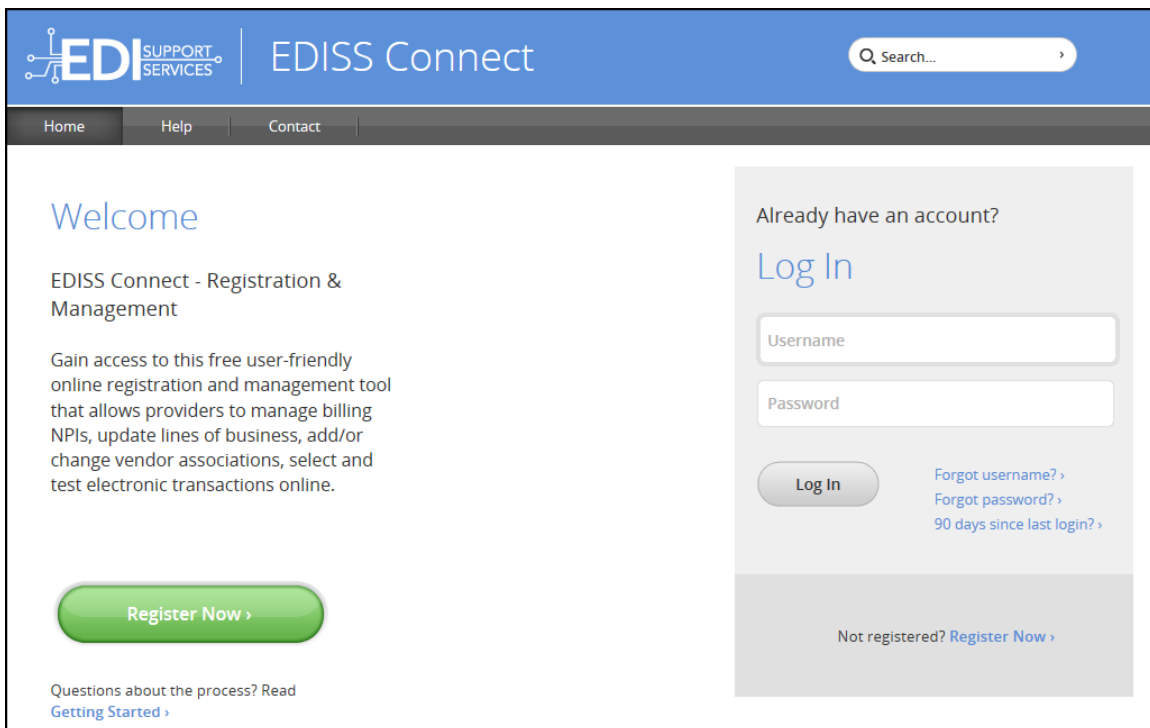
## EDISS Connect User Manual for Vendors



### Vendor Dashboard and Transaction Catalog

Once you have successfully registered for EDISS Connect, you will be able to log into your account and manage your profile, begin managing users, set up transactions available in your catalog and test claim files.

To log in, go to <https://connect.edissweb.com>, enter your username and password and click **Log In**.



## *EDISS Connect User Manual for Vendors*

### *Vendor Dashboard*

1. Upon successful log in, you will see your **Account Home** or dashboard.
2. The **Manage Providers** table shows a snapshot of providers linked to the vendor with outstanding tasks. You will also be able to see your role for the provider and the status.
3. To edit your demographic and security information, click **Edit Profile** to be taken to your account details.
4. At any point you can add, edit or remove users that have access to your account by clicking **Manage Users**.
5. Transactions may be added by clicking **Add Transaction**.
6. To logout of EDISS Connect, click the **Logout** link on any page.

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

## EDISS Connect User Manual for Vendors

The screenshot displays the EDISS Connect user interface for vendors. The top navigation bar includes the EDI SUPPORT SERVICES logo, the text 'EDISS Connect', and a search bar. Below the navigation bar, the main content area is divided into several sections:

- 1 Welcome Sample Vendor**: A red box with the number 1 and the text 'Welcome Sample Vendor'.
- 2 Manage Providers**: A section with a search bar and a table of providers. The table has columns: Provider Name, NPI #, State, Your Role, Create Date, and Status. The status column includes links for 'Forms Required', 'Testing Required', and 'Forms Complete'.
- 3 Account Profile**: A section with a red box with the number 3 and the text 'Sample Vendor'. It includes fields for '1000 Vendor Blvd.', 'Phone: (555)555-4444', and 'Email:'. Below these are 'Account Created: 11/05/2018', 'Software: Other', 'Date Accepted: 11/05/2018', and 'Submitter ID: BS100147'.
- 4 Manage Users**: A button with a red box with the number 4 and the text 'Manage Users'.
- 5 Add Transaction**: A green button with a red box with the number 5 and the text 'Add Transaction'.
- 6 Logout**: A red box with the number 6 and the text 'Logout'.

The 'Manage Providers' table contains the following data:

Provider Name	NPI #	State	Your Role	Create Date	Status
Sample Provider2	1011111112	AZ	Processor	12/04/2018	Forms Required   Testing Required
Sample Provider	1011111111	AZ	Processor	12/10/2018	Forms Complete   Testing Required
John Doe View Profile >	1011111117	AZ	Administrator	12/14/2018	Forms Complete   Testing Required
Example Provider View Profile >	1011111113	IA	Administrator	12/10/2018	Forms Complete   Testing Required

Below the table are links for 'Manage Providers >' and 'Manage Processing Providers >'.

### Transaction Catalog

1. The Transaction Catalog is a listing of all transactions associated with your vendor account. To process any electronic transaction for a provider, you must register for that specific state, line of business and transaction combination.
2. You can add transactions to the catalog at any time by registering them in a simple step-by-step process.
3. The transactions shown to the right can be filtered by status or state by clicking on the arrow next to the header title.
4. To view the transactions tied to the lines of business, click on the links in this table.
5. The status of each Line of Business is listed to notify you if testing is required.

## EDISS Connect User Manual for Vendors

The screenshot shows the EDISS Connect web application. The top navigation bar includes 'Account Home', 'Manage Providers', 'Manage Processing Providers', 'Transaction Catalog' (highlighted with a red '1'), 'Contact', and 'Help'. A search bar is on the right. The main heading is 'Transaction Catalog'. On the right, there is a 'Sample Vendor' link with 'Edit' and 'Logout' options. On the left, under 'Manage Transactions', there is a red '2' next to 'Add Transactions to Catalog' and a 'Search All Testing History' link. Below that is a 'Search by Name' field. A red '3' is next to the 'Filter Results by:' section, which includes checkboxes for 'Status' (Testing Required, Pending Approval, Blanket Approved, No Testing Required) and 'State' (AZ, CA, IA). The main table has three columns: 'Line Of Business', 'State', and 'Status'. A red '4' is next to the first row, 'Medicaid Professional of Iowa', which has 'IA' in the State column and 'Pending Approval (837P)' in the Status column. A red '5' is next to the 'Status' column header. The table lists several other Line Of Business items with their respective States and Statuses.

Line Of Business	State	Status
Medicaid Professional of Iowa	IA	Pending Approval (837P)
Medicare Part A	AZ	Pending Approval (837I)
Medicare Part B	AZ	Pending Approval (837P)
Medicare Professional of Northern California	CA	Pending Approval (837P)
Medicare Professional of Southern California	CA	Pending Approval (837P)

### Register Transaction – Select State(s)

Once you register a transaction, it will be available in your **Transaction Catalog** for providers to select.

1. The left column will show all states that EDISS conducts business with. To select your state(s) that you will be doing business with, highlight the state and click **Add**.
2. The states you have selected will show up in the right column.
3. 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.

4. Once all applicable states have been selected, click **Continue**.

## EDISS Connect User Manual for Vendors

**Register Transaction**

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

1 2 3  
Select State(s) Line(s) of Business Transactions

1  
State(s) performing transactions In: \*

States Available

- Alaska
- Arizona
- California
- Hawaii
- Iowa
- Idaho

☐ Select all available states

2  
State(s) Selected

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


3  
Add  
Remove

4  
Continue >

### Register Transaction – Line(s) of Business

1. Check what types of transactions you will be performing.
2. Check all applicable lines of business. The lines of business will display based on the type of transactions you indicated in the previous question. The states will display from the previous step.
3. Click **Continue** when all applicable lines of business have been selected.

## EDISS Connect User Manual for Vendors

 EDISS Connect

Q Search... >

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

### Register Transaction

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

1

2

3

Select State(s) | Line(s) of Business | Transactions

Back

\* = Required

1

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

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

2

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

Montana

☒ Medicare Part B

Idaho

☒ Medicare Part B

3


Continue >

### Register Transaction – Add Transactions

1. Click on the small box under **Enroll** to add a checkmark to the specific transaction type that will be registered with EDISS.
2. Once applicable transactions are added, click **Submit** to finish registering the transaction(s).



## EDISS Connect User Manual for Vendors

 EDISS Connect

Q Search... >

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

### Register Transaction

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

1

2

3

Select State(s) | Line(s) of Business | Transactions

Back

\* = Required

**Medicare Part B - Idaho** Check all transactions you will be processing:

Enroll	Claim Type (version)	Description
<div>1</div> <input checked="" type="checkbox"/>	837P (5010X222)	Health Care Claim: Professional
<input checked="" type="checkbox"/>	835 (5010X221)	Health Care Claim Payment/Advice
<input type="checkbox"/>	276 (5010X212)	Claim Status Request

**Medicare Part B - Montana** Check all transactions you will be processing:

Enroll	Claim Type (version)	Description
<input checked="" type="checkbox"/>	837P (5010X222)	Health Care Claim: Professional
<input checked="" type="checkbox"/>	835 (5010X221)	Health Care Claim Payment/Advice
<input checked="" type="checkbox"/>	276 (5010X212)	Claim Status Request

2

Submit >


### Register Transaction – Setup Complete

1. The transactions will now appear in your Transaction Catalog. A summary of the transactions you've setup will display with the ability to print this page for your records.

**Note:** Providers will not be able to select you as a processing vendor until transaction registration is complete.

2. Once you are finished, you can go to **Manage Transactions** or **Add Transactions**.


## EDISS Connect User Manual for Vendors

 EDISS Connect

Q Search... >

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

Register Transaction

Sample Vendor  
[Edit >](#) | [Logout >](#)  
 [Print this page](#)

**1 Setup Complete!**

Thank you for setting up a transaction. Below you'll find the information you will need to submit to EDISS in order for the transaction(s) to be complete and ready to submit claims. You will be able to see all of the items that require action in the manage transactions link.

Summary

**Medicare Part B - Idaho**  
837P (5010X222) - Health Care Claim: Professional  
835 (5010X221) - Health Care Claim Payment/Advice

**Medicare Part B - Montana**  
837P (5010X222) - Health Care Claim: Professional  
835 (5010X221) - Health Care Claim Payment/Advice  
276 (5010X212) - Claim Status Request

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

**2** [Manage Transactions >](#) Or [Add Transactions >](#)

### Edit Profile

1. Under **Account Home**, by clicking **Security Settings**, you are able to change your password.
2. **Account Settings** can be set to either Blanket Approved (default) or Testing Required.
3. The **Software** section indicates if the software you have selected to use is ABILITY|PC-ACE or Other.
4. **Manage Users** allows you to manage the users that have access to the account, their email addresses and security settings.
5. At any time, you can update your company information and save it to your profile.

## EDISS Connect User Manual for Vendors

6. To logout of EDISS Connect, click the **Logout** link on any page.

The screenshot displays the EDISS Connect user interface. At the top, there is a navigation bar with the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. Below this is a secondary navigation bar with links: Account Home, Manage Providers, Manage Processing Providers, Transaction Catalog, Contact, and Help. The main content area is titled 'Profile' and includes a sidebar on the left and a main section on the right. The sidebar contains links for 'samplevendor' (Logout), 'Edit Profile', 'Security Settings' (1), 'Account Settings' (2), 'Software' (3), and a 'Manage Users' button (4). The main section shows 'Account Settings' with a 'Blanket Approved' status and an 'Edit' link. Below this is the 'Company Information' section (5), which includes fields for Company Name, Phone, Fax, Address 1, Address 2, City, State, and ZIP. A 'Logout' link (6) is located in the top right corner of the main section.

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

Profile

samplevendor | Logout >

Edit Profile

1 Security Settings

Account Type  
Administrator | Edit >

User Role  
Admin

Submitter ID  
BS100147

2 Account Settings  
Blanket Approved | Edit >

3 Software  
Other | Edit >

Account Created 11/05/2018

Last Updated

4 Manage Users >

Account Settings Blanket Approved Edit >

5 Company Information  
\* = Required

Company Name \*: Sample Vendor

Phone \*: 555 555 4444

Fax \*: 555 555 4445

Address 1 \*: 1000 Vendor Blvd.

Address 2 :

City \*: Any Town

State \*: AZ

ZIP \*: 85000

6 Logout >

## Manage Users

1. **Manage Users** displays the users associated with the account.
2. The account name is shown in the first column. To view details about a specific 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 Vendors

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

### Manage Users

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

**1** Account Name:  
Sample Vendor

[View Users](#)  
[Add User](#)

<b>2</b> Name (Click to Edit) ↕	Username ↕	Security Role ↕	Last Login ↕ <b>3</b>
Jane Doe	janedoe32	Admin	Incomplete   <a href="#">Resend Notification</a>
John Doe	johndoe44	Admin	12/18/2018
Sample Vendor	samplevendor	Admin	12/18/2018   <a href="#">Delete</a>


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

### Manage Users – New Users

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

**Note:** If you are unable to view the Complete Online Registration image within the email, 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 Vendors

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

### Manage Processing Providers

1. To view a list of providers that have selected you to process one or more electronic transactions, on the **Account Home** page, click **Manage Processing Providers** in the toolbar or the **Manage Processing Providers** link.

## EDISS Connect User Manual for Vendors

WELCOME Sample Vendor [Logout >](#)

**Manage Providers** [Search Providers](#)

Provider Name	NPI #	State	Your Role	Create Date	Status
<a href="#">Sample Provider2</a> <a href="#">View Profile &gt;</a>	1011111112	AZ	Administrator	12/04/2018	Forms CompleteTesting Required
<a href="#">Sample Provider 5</a> <a href="#">View Profile &gt;</a>	1011111115	AZ	Administrator	12/12/2018	Forms CompleteTesting Required
<a href="#">John Doe</a> <a href="#">View Profile &gt;</a>	1011111117	AZ	Administrator	12/14/2018	Forms CompleteTesting Required
<a href="#">Example Provider</a> <a href="#">View Profile &gt;</a>	1011111113	AZ	Administrator	12/18/2018	Forms CompleteTesting Required
<a href="#">Sample Provider</a>	1011111111	AZ	Processor	12/10/2018	Forms CompleteTesting Complete

[Manage Providers >](#)  
**1** [Manage Processing Providers >](#)

- The provider's name will show in the list along with their NPI, role and date added. To view the transactions associated with the provider, click on the provider's name.
- You can search for the provider's NPI or name that have selected you to process transactions.

**Manage Processing Providers** [Sample Vendor](#)  
[Edit >](#) | [Logout >](#)

[Manage My Providers](#)

Search by :  [Search](#)

Provider Name	Registration NPI	Role	Date Added
<a href="#">Sample Provider2</a>	1011111112	Processor	12/04/2018
<a href="#">Sample Provider</a>	1011111111	Processor	12/10/2018

Showing 2 results.

## EDISS Connect User Manual for Vendors

### Manage Processing Providers cont.

1. The detailed transactions page for a specific provider shows the provider's name, NPI, Submitter ID and Tax ID/SSN.
2. The **Status** shows forms required or testing required at a glance for the NPI. If **Forms Required** is displayed, the provider must accept the required form(s) by logging into their Connect profile.
3. The line of business and transaction types the provider selected you to perform are listed below. On the far right, once required forms are accepted and processed for this specific line of business, a date will appear as well as a statement indicating *COMPLETED - Auto Approved*.
4. If a Testing Required link is shown, you can click on the link to upload test files into the EIDSS Connect system. Once testing has been completed and approved, *Testing Completed – Approved* will be shown with a production date.

**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.

5. For transactions not needing testing or when they have been moved into production, the production date and statement *Completed* will be displayed.

The screenshot displays the EDISS Connect interface. At the top, there's a navigation bar with the EDI logo and 'SUPPORT SERVICES' text. Below this is a search bar and a menu with options like 'Account Home', 'Manage Providers', 'Manage Processing Providers', 'Transaction Catalog', 'Contact', and 'Help'. The main section is titled 'Manage Transactions' and includes a sidebar with links for 'View Testing History', 'View Forms', and 'View FAQs'. The main content area shows a table of transactions for a 'Sample Vendor'. The table has columns for 'Provider Name', 'NPI# (Click to manage)', 'Submitter ID', 'State', and 'Status'. The first row shows 'Sample Provider' with NPI# 1011111111, Submitter ID AZ100161, State AZ, and Status 'Forms Complete | Testing Required'. Below this, there are two transaction entries. The first transaction is for 'Medicare Part B' with a status of 'COMPLETED - Auto Approved - 12/10/2018 02:04 PM'. The second transaction is for 'Health Care Claim: Professional' with a status of 'Testing Required'. The third transaction is for 'Health Care Claim Payment/Advice' with a status of 'Completed - 01/03/2019 02:17 PM'.

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
Sample Provider	1011111111	AZ100161	AZ	Forms Complete   Testing Required
Tax ID or SSN: 999999999				
Billing Group:				
Medicare Part B		Transaction Manager/ID		Status
837P (5010X222) Health Care Claim: Professional	<input type="checkbox"/> I will and/or	Sample Vendor/BS100147		Testing Required
835 (5010X221) Health Care Claim Payment/Advice	<input type="checkbox"/> I will and/or	Sample Vendor/BS100147		Completed - 01/03/2019 02:17 PM

## *EDISS Connect User Manual for Vendors*

### *Managing Providers*

EDISS Connect allows you to manage processing providers that have selected you to perform specific transaction types. In addition, it allows a Vendor to administer a provider profile on their behalf. Vendors can choose this role during their registration process. Being an Administering Vendor means that your facility assumes responsibility and control of a provider profile and are tasked with state, line of business and transaction registration, as well as any user or demographic information.

***Note:** The provider must accept the required form(s) by logging into their Connect profile. As a Vendor Administrator, you **must** add the transactions, but they will not be moved into production until the provider has accepted the required form(s).*

### *Manage Providers - Accepting/Rejecting Administration of Provider's Profile*

To accept or reject the managing of specific providers:

1. On the **Account Home** page, click **Manage Providers** in the toolbar or the **Manage Providers** link.



## EDISS Connect User Manual for Vendors

Account Home **Manage Providers** Manage Processing Providers Transaction Catalog Contact Help

Welcome Sample Vendor [Logout](#)

Manage Providers

Provider Name	NPI #	State	Your Role	Create Date	Status
John Doe <a href="#">View Profile</a>	1011111117	IA	Administrator	01/03/2019	Forms Required   Testing Required
Sample Provider2 <a href="#">View Profile</a>	1011111112	AZ	Administrator	12/04/2018	Forms Complete   Testing Required
Sample Provider 5 <a href="#">View Profile</a>	1011111115	AZ	Administrator	12/12/2018	Forms Complete   Testing Required
Sample Provider <a href="#">View Profile</a>	1011111111	IA	Processor	12/10/2018	Forms Complete   Testing Required
John Doe <a href="#">View Profile</a>	1011111117	AZ	Administrator	12/14/2018	Forms Complete   Testing Required
Example Provider <a href="#">View Profile</a>	1011111113	AZ	Administrator	12/18/2018	Forms Complete   Testing Required
Sample Provider <a href="#">View Profile</a>	1011111111	AZ	Processor	12/10/2018	Forms Complete   Testing Complete

1 [Manage Providers](#)  
[Manage Processing Providers](#)

2. You may search by the provider's NPI or name.

3. Click **Accept** or **Reject**.

Account Home Manage Providers **Manage Processing Providers** Transaction Catalog Contact Help

Manage Providers Sample Vendor [Edit](#) | [Logout](#)

Search by :

Provider Name	Registration NPI	Date Added	
Example Provider <a href="#">View Profile</a>	1011111113	01/03/2019	This user has 1 transactions (Click to add a new transaction)
John Doe <a href="#">View Profile</a>	1011111117	01/03/2019	This user has 2 transactions (Click to add a new transaction)
Sample Provider 5 <a href="#">View Profile</a>	1011111115		3 <a href="#">Accept</a>   <a href="#">Reject</a>

## EDISS Connect User Manual for Vendors

### Manage Providers – Manage Transactions

**Manage Providers** in the main navigation area allows you to view and manage all providers that have selected you as an administrating vendor.

1. Click on the appropriate provider's name.
2. You can search by NPI for providers in the display table to the right.

Search by :

2

Q Search

Provider Name	Registration NPI	Date Added	
Example Provider View Profile >	1011111113	01/03/2019	This user has 1 transactions (Click to add a new transaction)
John Doe View Profile >	1011111117	01/03/2019	This user has 2 transactions (Click to add a new transaction)

3. The following screen displays the provider's name, NPI, state, Submitter ID if generated, role (administrator or processor), forms status and testing status.

Manage Transactions

View Testing History

View Forms

Q Search by NPI

Provider Name	NPI	State	Submitter ID	Role	Status
Example Provider View Profile >	1011111113	AZ	AZ100178	ADMIN	Forms Complete   Testing Required

4. Click on the provider's name to access their EDISS Connect profile.

## EDISS Connect User Manual for Vendors

Manage Transactions

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

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

Search by NPI

Provider Name	NPI	State	Submitter ID	Role	Status
4 Example Provider <a href="#">View Profile</a>	1011111113	AZ	AZ100178	ADMIN	Forms Complete   Testing Required

### *Manage Transactions cont.*

This is the detailed transactions page for a specific provider.

1. Under the **Manage Transactions** section, you can view testing history, forms that are required for the provider and FAQs. You can view the profile of a specific provider, which includes their demographic, security and user information by clicking **Account Info**.
2. You can edit or add a 9-digit numeric Tax ID or SSN associated with an NPI.
3. The **Status** shows forms required or testing required at a glance for the NPI.

**Note:** If *Forms Required* is displayed, the provider must accept the required form(s) by logging into their Connect profile. As a Vendor Administrator, you **must** add the transactions, but they will not be moved into production until the provider has accepted the required form(s).

## EDISS Connect User Manual for Vendors

**Manage Transactions** Sample Vendor  
[Edit](#) | [Logout](#)

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

[Add Another State](#)

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
<b>Example Provider</b> <a href="#">View Profile</a>	1011111113   <a href="#">delete</a>	AZ100178	AZ	Forms Complete   Testing Required <b>3</b>

Tax ID or SSN: 999999999 | [edit](#) Billing Group:

[Add Another Line of Business](#) **2**

Medicare Part B   <a href="#">delete</a>	Transaction Manager/ID	Status
837P (5010X222) Health Care Claim: Professional   <a href="#">delete</a>	<input type="checkbox"/> I will and/or Sample Vendor/BS100147   <a href="#">delete</a> <a href="#">Testing Required</a> <a href="#">Add Vendor</a>	COMPLETED - Auto Approved - 12/18/2018 04:54 PM
835 (5010X221) Health Care Claim Payment/Advice   <a href="#">delete</a>	<input type="checkbox"/> I will and/or Sample Vendor/BS100147   <a href="#">delete</a> <a href="#">Completed - 01/03/2019 02:27 PM</a> <a href="#">Add Vendor</a>	

[+ Add Another Transaction](#) (within this line of business)

[Add Another State](#)

- 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 and processed for this specific line of business, a date will appear as well as a statement indicating *COMPLETED - Auto Approved*.
- Specific transaction types are listed below the line of business with the ability to delete. Removing and reselecting transactions can create delays in the production process.

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 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**.

## EDISS Connect User Manual for Vendors

**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.

6. If a **Testing Required** link is shown, you can click on the link to upload test files into the EDISS Connect system. Once testing has been completed and approved, *Testing Completed – Approved* will be shown with a production date.

**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.

Manage Transactions

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

Manage Transactions  
[View Testing History](#)  
[View Forms](#)  
[Account Info](#)  
[View FAQs](#)

[Add Another State >](#)

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
Example Provider <a href="#">View Profile &gt;</a>	1011111113   <a href="#">delete</a>	AZ100178	AZ	Forms Complete   <a href="#">Testing Required</a>
Tax ID or SSN: 999999999   <a href="#">edit</a>		Billing Group:		
<a href="#">Add Another Line of Business &gt;</a>				
4 Medicare Part B   <a href="#">delete</a>		Transaction Manager/ID		Status COMPLETED - Auto Approved - 12/18/2018 04:54 PM
5 837P (5010X222) Health Care Claim: Professional   <a href="#">delete</a>		<input type="checkbox"/> I will and/or		
		Sample Vendor/BS100147   <a href="#">delete</a> <a href="#">Testing Required</a> 6		
		<a href="#">Add Vendor &gt;</a>		
835 (5010X221) Health Care Claim Payment/Advice   <a href="#">delete</a>		<input type="checkbox"/> I will and/or		
		Sample Vendor/BS100147   <a href="#">delete</a> Completed - 01/03/2019 02:27 PM		
		<a href="#">Add Vendor &gt;</a>		
<a href="#">+ Add Another Transaction &gt;</a> (within this line of business)				

[Add Another State >](#)

7. For transactions not needing testing or when they have been moved into production, the production date and statement *Completed* will be displayed.

## EDISS Connect User Manual for Vendors

**Note:** Production claims can be submitted starting at 8:00 AM (CST) the following business day.

8. To add another transaction for this same line of business, click **Add Another Transaction**.
9. To add another state for this same NPI, click **Add Another State**.

The screenshot displays the EDISS Connect interface. The top navigation bar includes the EDI SUPPORT SERVICES logo, the text 'EDISS Connect', and a search bar. Below this is a secondary navigation bar with links: Account Home, Manage Providers, Manage Processing Providers, Transaction Catalog, Contact, and Help. The main content area is titled 'Manage Transactions' and includes a 'Sample Vendor' link with 'Edit' and 'Logout' options. A sidebar on the left contains links: Manage Transactions, View Testing History, View Forms, Account Info, and View FAQs. The main content area features a table with columns: Provider Name, NPI# (Click to manage), Submitter ID, State, and Status. The table lists two transactions: 'Example Provider' and 'Medicare Part B'. Below the table, there are links for 'Add Another State' and 'Add Another Transaction'. A red box labeled '8' highlights the '+ Add Another Transaction' button. Another red box labeled '9' highlights the 'Add Another State' link at the bottom of the page.

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
Example Provider <a href="#">View Profile</a>	1011111113   <a href="#">delete</a>	AZ100178	AZ	Forms Complete   <a href="#">Testing Required</a>
Tax ID or SSN: 999999999   <a href="#">edit</a>		Billing Group:		
<a href="#">Add Another Line of Business</a>				
Medicare Part B   <a href="#">delete</a>		Transaction Manager/ID		Status
837P (5010X222) Health Care Claim: Professional   <a href="#">delete</a>		<input type="checkbox"/> I will and/or		COMPLETED - Auto Approved - 12/18/2018 04:54 PM
		Sample Vendor/BS100147   <a href="#">delete</a>		<a href="#">Testing Required</a>
		<a href="#">Add Vendor</a>		
835 (5010X221) Health Care Claim Payment/Advice   <a href="#">delete</a>		<input type="checkbox"/> I will and/or		Completed - 01/03/2019 02:27 PM
		Sample Vendor/BS100147   <a href="#">delete</a>		
		<a href="#">Add Vendor</a>		
<a href="#">+ Add Another Transaction</a> (within this line of business)				

[Add Another State](#)

**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.

### Help and Contact Information

Help topics and contact information are available under the **Help** or **Contact** tab on any screen within EDISS Connect.

## *EDISS Connect User Manual for Vendors*

EDI SUPPORT SERVICES | EDISS Connect

Q Search... >

Home Help Contact

### 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 >](#)

### *Help*

The following items are provided on the **Help** page for assistance in registering or managing EDISS accounts:

1. Provider and Vendor User Guides
2. Video Tutorials
3. Getting-Started Checklist
4. Frequently Asked Questions (FAQs)
  - a. 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 Vendors

The screenshot displays the EDISS Connect website interface. At the top, there is a blue header with the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. A search bar is located on the right side of the header. Below the header is a navigation bar with links for 'Home', 'Help', and 'Contact'. The main content area is divided into several sections. On the left, under the heading 'Need Help Registering?', there are two columns of links. The first column, labeled '1 Providers', includes 'Provider User Guide (PDF)' and 'Video Tutorials' with links for 'New Provider Registration (2:19)', 'Adding Transactions (2:05)', 'Managing Transactions (3:05)', and 'Provider Account Management (1:20)'. The second column, labeled '2 Vendors', includes 'Vendor User Guide (PDF)' and 'Video Tutorials' with links for 'Vendor Registration (2:55)', 'Managing Transactions (1:28)', 'Managing Providers (3:01)', and 'Vendor Account Management (1:22)'. Below these columns are two tabs labeled '3 Getting Started Checklist' and '4 FAQs'. A search bar for FAQs is located below the tabs. On the right side of the main content area, there is a 'Questions?' section with contact information for Jurisdiction E (JE) Part A and B, Jurisdiction F (JF) Part A and B, and All Other Lines of Business. It also includes a fax number and hours of operation. At the bottom right, there is a 'Ready to create an account?' section with a 'Register Now' button. A registration question is visible at the bottom left: 'Q: What information will I need to complete the provider registration process?'.

EDI SUPPORT SERVICES | EDISS Connect

Q Search...

Home Help Contact

Need Help Registering?

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

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

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

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

**3 Getting Started Checklist** **4 FAQs**

**a** Search FAQs:

Registration  
Q: What information will I need to complete the provider registration process?

**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 of Operation:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
[See Training Closure Schedule](#)  
[Detailed Contact Information](#)

Ready to create an account?

[Register Now](#)

### Contact Information

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



## EDISS Connect User Manual for Vendors

The screenshot displays the EDISS Connect website interface. 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 and divided into two columns. The left column features a 'Welcome' heading, followed by the text 'EDISS Connect - Registration & Management'. Below this, a paragraph describes the tool: '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 green 'Register Now >' button is prominently displayed. At the bottom of this column, a link reads 'Questions about the process? Read Getting Started >'. The right column is a light gray box titled 'Already have an account?'. It contains a 'Log In' heading, followed by input fields for 'Username' and 'Password'. A 'Log In' button is positioned below these fields. To the right of the button are links for 'Forgot username? >', 'Forgot password? >', and '90 days since last login? >'. At the bottom of this gray box, a link reads 'Not registered? Register Now >'. The footer is a light gray bar containing the text 'Contact Us >' with a red square containing the number '2' next to it, and '© 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 Vendors*

### **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: 855-609-9960  
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 >](#)  
© Copyright EDI Support Services