

# EDI Support Services

## *Frequently Asked Questions*

The following page of frequently asked questions is broken down into sections related to topic for your convenience.

### **Getting Started**

*How do I get started with Electronic Data Interchange (EDI)?*

By visiting the EDISS [Getting Started](#) page providers can receive an overview of the entire getting started process. This page can be accessed via the homepage of [www.edissweb.com](http://www.edissweb.com). EDI Support Services (EDISS) also offers monthly online workshops, which provide a more interactive experience to “Getting Started”. To register for a Getting Started with EDI workshop, please visit [edissweb.webex.com](http://edissweb.webex.com) and register for a time and date that fits your schedule.

*What is required for enrollment with EDISS?*

Providers are required to create an online profile in Total OnBoarding (TOB) as the first step in enrollment with EDISS. Creating a profile in TOB provides EDISS the necessary information for setup completion in our system. All demographic, facility, line of business, electronic transaction, and method of submission information is captured immediately during online registration.

*What is Total OnBoarding (TOB)?*

The Total OnBoarding (TOB) System is a web-based application that allows providers to update basic facility information, add billing NPI and lines of business, add or change vendor associations, and manage their electronic transactions online.

TOB replaces the previous EDISS paper registration and claim testing process.

*What are the advantages of TOB?*

With the inception of Total OnBoarding (TOB), enrollment with EDISS is much more efficient.

The following is a list of additional advantages of TOB:

#### **In this document:**

Answers to the most common EDI questions:

- Getting Started
- Testing Process
- Connectivity
- Understanding Reports
- Claim Payment
- General Claim Questions
- PC-ACE Pro32

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- Easy control/management of user profiles
- Administrative and operational cost savings
- Real-time registration, testing, and validation of EDI status
- Email driven notifications
- Military grade encryption and security
- 5010 HIPAA certification

### *Is there any paperwork required for registration?*

Total OnBoarding (TOB) eliminates 90% of the previous EDISS paper registration process. Providers new to EDISS are only required to submit the appropriate enrollment form to register for electronic transactions. Depending on the line of business and location of practice, the form(s) may be different. During registration through TOB, users are prompted to download the appropriate form(s). Any form(s) that EDISS requires can be faxed to 1-877-269-1472.

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

EDISS strives to process all provider setups processed within 4-7 business days. Depending on how a provider has chosen to submit claims to EDISS, they may have to complete the testing process before they can send production claims. See below for more information about the testing process.

For answers to additional Total OnBoarding questions visit the Frequently Asked Questions (FAQ) please, [click here](#).

## ***Testing Process***

### *Am I required to test?*

EDISS requires all providers to test claim submission. Testing ensures providers submit claim transactions in the HIPAA compliant format and meet the syntax and structure billing requirements defined in the Implementation Guide and the Companion Documents.

All testing with EDISS is completed through Total OnBoarding. Providers who use a Billing Service or Clearinghouse to submit claim transactions will have that Billing Service or Clearinghouse test on their behalf.

Billing Services and Clearinghouses have the option of applying for Blanket Approval. Blanket Approval status indicates the Billing Service or Clearinghouse is no longer required to test each individual provider. For more information on

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Blanket Approval, review the [4010A1 Blanket Approval Criteria](#) document listed under the Blanket Approval link on the Forms page of [www.edissweb.com](http://www.edissweb.com).

### *How do I submit a test file?*

Test files are submitted over the internet through Total OnBoarding (TOB). Directions for submitting a test file are included in the TOB User Guide found on the Total OnBoarding tab of [www.edissweb.com](http://www.edissweb.com). We recommend reviewing these instructions prior to contacting our EDI Help Desk with any additional questions.

### *How do I know when I can begin testing in Total OnBoarding?*

Testing can begin in Total OnBoarding (TOB) when the following statements are true:

- All appropriate enrollment forms have been received by EDISS – An email notification is sent when forms have been received and accepted.
- A Submitter ID and Trading Partner ID have been assigned to your profile.
- A completed Identity Verification Form (IVF) has been submitted to VisionShare – Once an IVF has been accepted your 'Form Status' will change in your TOB profile to show an accepted status.
- The digital certificate has been installed on your computer.

### *Did EDISS get my test file?*

All test file results are processed and stored in Total OnBoarding (TOB) for review. Testing is real-time so after you send your files you should immediately see testing results in your scorecard in TOB. Directions for reviewing test file results are included in the TOB User Guide found on the Total OnBoarding tab of [www.edissweb.com](http://www.edissweb.com). If you have further questions on your results, contact our EDI Help Desk for assistance.

### *My test file passed; does that mean I am in production?*

EDISS is notified via email once a test file achieves 100% accuracy. Upon notification, EDISS reviews the file and completes the steps to move the associated NPI into a production status. Once set up in production, your transaction is approved in Total OnBoarding and an email is sent that outlines the steps to production claim submission through EDISS.

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**Note:** Submission of production claims is a different process from submitting test claims. Production submission requires a direct connection to EDISS through the Bulletin Board System (BBS). Production claim submission also generates reports that providers and vendors are responsible to retrieve and review. For more clarification on using the BBS, submitting production claims, and reviewing reports, please visit the Training and Help page of [www.edissweb.com](http://www.edissweb.com).

For answers to additional TOB questions visit the Frequently Asked Questions (FAQ), [click here](#).

## **Connectivity Questions**

### *Is there downtime for submitting claims to EDISS?*

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

### *Why can't I log into the Bulletin Board System (BBS)?*

Following are the most common reasons for the inability to log in to the Bulletin Board System:

- The Trading Partner dialed the incorrect phone number. Verify the phone number by checking the number listed on the production email sent through Total OnBoarding.
- The log in password has expired. All passwords for the Bulletin Board System expire every 60 days. Documentation titled [Changing Passwords in EDISS' Bulletin Board System](#) is available on the Training and Help page of our website to assist providers with updating the password.
- The password is suspended. For security reasons, if the Trading Partner enters a login and password incorrectly three times, EDISS suspends the user. The Trading Partner needs to have the contact person listed with EDISS call to have the password reset.

### *Why can't I change my Bulletin Board System (BBS) password?*

Following are the most common reasons for the inability to change a password on the Bulletin Board System:

- The password does not meet the required criteria. EDISS lists password criteria on the bottom of the production emails sent to the Trading Partner.

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If the Trading Partner does not follow the criteria, the system does not allow them to change the password.

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

### ***How do I send electronic transactions through the Bulletin Board System (BBS)?***

Trading Partners can send transactions after EDISS sends them a production email. The Trading Partner dials the number listed on the email to access the Bulletin Board System. To log into the Bulletin Board System, the Trading Partner uses the login ID and password on the email. Upon the first login, the provider is prompted to change the password. Instructions on using the [Bulletin Board System](#) are available on the Training and Help page of our website, [www.edissweb.com](http://www.edissweb.com). For assistance in sending a file directly to EDISS, providers should reference the Bulletin Board System (BBS) documentation located on the Training and Help page of our website.

## **Understanding Reports**

### ***I submitted a claim file and do not understand an error on my report. What should I do?***

Depending on which report lists the error, Trading Partners have the ability to research the error on their own.

- For errors on the Transaction Acknowledgement report, Trading Partners can review the [Transaction Acknowledgement](#) documentation on the Training and Help page of our website. The documentation explains how to read and interpret the report.
- For errors on the TA1 Interchange Acknowledgement report, Trading Partners can review the [TA1 Interchange Acknowledgement](#) documentation on the Training and Help page of our website. The documentation explains how to read and interpret the report. Depending on your software vendor, you may not receive this report from EDISS.
- For errors on the 997 Functional Acknowledgement report (ACK), Trading Partners can review the [997 Functional Acknowledgement](#) documentation on the Training and Help page of our website. Trading Partners without

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access to the Implementation Guide or to software that translates the report may call EDISS for assistance in reviewing the report.

- For errors on the Claims Confirmation Report (CCR or GENRPT), Trading Partners can review the [Claims Confirmation Report](#) documentation on the Training and Help page of our website. The documentation explains how to read and interpret the report. EDISS also provides a list of all CCR error codes and report messages with a detailed error condition explanation. The [CCR Listing](#) is also available on the Training and Help page of our website.
- For errors on the Batch Detail Control Listing (BDCL, or MB001), Trading Partners can review the [Batch Detail Control Listing for Medicare Part B document](#) on the Training and Help page of our website. This document provides a list of all BDCL error codes and report messages with a detailed error condition explanation. The BDCL only generates for Medicare Part B claims.
- For errors on the Medicare Part A Inbound Reject Report (MA006), Trading Partners can review the [Med A Reject Report for Medicare Part A document](#) on the Training and Help page of our website. This report is only delivered to Medicare Part A Providers, and will only generate if there is an error in the claim file.

*I did not receive all reports regarding the status of my claim file. What should I do?*

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

- The submitted claim file had errors that stopped any further processing. Trading Partners should review all delivered reports. If errors are present, correct them and resubmit the corrected claim file.
- The Trading Partner submitted the claim file during a busy time of operation and EDISS is experiencing slower processing times. Trading Partners can check the EDISS homepage to see any noted delays in processing. Wait a few hours and try again to download reports, or call the EDI Help Desk at 1-800-967-7902 for further assistance.

## **Claim Payment**

*How long does it take to receive payment?*

Claims submitted electronically pay in 14 days while claims submitted on paper pay in 29 days. If additional adjudication occurs on the claim, payment may take longer than 14 days.

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### *Why did my claim deny for payment?*

EDISS cannot provide information to Trading Partners regarding the denial of claim payment. EDISS does not have the necessary information to research denial inquiries once the claim passes the editing performed by EDISS' front-end processing system. Trading Partners need to contact the appropriate call center for assistance. The call center representative should be able to state why the claim denied for payment. At that point, if the Trading Partner has questions or concerns with the data submitted in the claim file, EDISS would be the appropriate area to call. A representative with the EDI Help Desk can review the submitted file for the data in question as long as the Trading Partner submitted the file within the past 40 days.

<b>Call Center Name</b>	<b>Call Center Phone Number</b>
Medicare Part A Provider Call Center	1-877-908-8437
Medicare Part B Provider Call Center	1-800-933-0614