

5010 FREQUENTLY ASKED QUESTIONS

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After testing, will I submit with the same process as 4010?

If you submit through a vendor, you should check with them on any process changes. Submitting to EDISS will remain the same from 4010. There will be a new Bulletin Board phone line to dial into for 5010. This number will be communicated to you on the production fax you receive from EDISS.

When should I test so I am ready by the drop dead date?

EDISS recommends all providers complete their testing by December 1, 2011. This will allow adequate time for set-up and transaction transition.

If we submit through another contractor, do we need to enroll in TOB?

No, only trading partners who submit claims to Noridian Administrative Services should register in TOB.

Can we register for additional 5010 transactions at any point in TOB?

Yes, you should log into your TOB profile and add in the desired 5010 transactions.

Do we have to complete the IVF again if we already have one for 4010?

No, your IVF stays with your TOB account regardless of the HIPAA version.

Will you accept both 4010A1 and 5010 Errata through 2011?

Yes, both versions will be supported through December 31, 2011.

If we send 5010 claims, can we get a 4010 ERA?

Yes, you can continue to receive the 4010 ERA's until January 1, 2012. However, EDISS recommends that you transition your ERA's as soon as possible.

How will the 835 parallel testing work?

Medicare providers will receive both a 4010 version and 5010 version of the electronic remittance for a 30 day period, this time frame will start the day your 5010 remittance is approved for production. Once the 30 period is up the provider would receive only the 5010 remittance version.

Note: For Iowa Medicaid providers there will be no parallel 835, once the Iowa Medicaid provider is approved for production in the 5010 remittance version only that version will be available, and the 4010 remittance version would be turned off immediately.

It was stated that the 30 day window of dual remits would not apply to Iowa Medicaid providers, is this true.

Yes, Iowa Medicaid providers can get either a 4010 or 5010 remit. No dual period exists.

Will you allow providers to send the REF with a G2 value when the NPI is sent?

Yes, REF G2 can be sent in 5010.

Will you reject claims that include a Billing PO Box?

Yes, A PO Box is not allowed in the Billing Provider Loop in HIPAA 5010.

Can I submit a 5 digit zip code in the billing provider loop?

No, the zip code sent in the billing provider loop must be 9 digits in length.