

ELECTRONIC REMITTANCE ADVICE (ERA) 835

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How do we register for Electronic Remittance Advice?

Registration for Electronic Remittance Advice (ERA) is completed through Total OnBoarding (TOB).

Can my vendor pick up my ERA's for me?

Contact your vendor and ask them if they can pick up ERA's on your behalf. If they can, ask them how they will translate and distribute it to you.

How do we download the remittance advice if we don't use a vendor?

Trading Partners that register to receive the remittance advice direct from EDISS will download their remittance from the Bulletin Board System (BBS) or Iowa Medicaid Web Portal. For more information on the BBS or Web Portal, please visit www.edissweb.com and click on Training and Help.

Note: If a Trading Partner is using HyperTerminal, the files are saved in the HyperTerminal folder unless otherwise configured.

Is it possible to have the remittance sent to more than one location (e.g., one to the facility and one to the vendor)?

No, it is not possible to have remittances sent to more than one Trading Partner.

Is there a free software to translate the ANSI 835 file?

Yes, there are three different free software programs offered: Medicare Remit Easy Print for Medicare Part B, PC Print for Medicare Part A, and PC-ACE Pro32 can be used for either, as well as Iowa Medicaid and Blue Cross and Blue Shield. You can download the Software from www.edissweb.com by clicking on the Software and Vendors tab. If you will be using the PC-ACE Pro32 you must have a Software Licensing Agreement on file with EDISS prior to downloading the Software. The other two do not require a special form prior to download.

When posting payments in PC-ACE Pro32, where does the file or information for payment come from?

When you get your Explanation of Benefits (EOB) back and your claims are in Transmitted Only (TR) you should have another button that says Show Payment History. That is where you can show what your EOB has paid on the claim. PC-ACE Pro32 translates the EOB (or 835s); it does not automatically post the payment. Posting the payment must be done manually.

How do you know the remittance is ready to be downloaded?

Remittances are typically delivered around the time you receive your payment. For example, if you typically receive checks on Tuesdays, check Monday or Wednesday for the electronic remittance in the Bulletin Board System. For Iowa Medicaid providers, the remittance file is typically delivered on Wednesdays.

If I have questions on why a claim denied can I contact your office for help since I sent it electronically and we are receiving electronic remittance?

No, the EDISS help desk is not trained, nor do they have access to the reason why the claims are denied. Providers need to contact the appropriate Provider Contact Center. Their phone number should be listed on your Electronic Remittance Advice.

How do I import Electronic Remittance Advice into PC-ACE Pro32?

Please visit our website at www.edissweb.com and click on the Training and Help tab, Under the heading Remit Quick Start Guide you will find a User Guide for the PC-ACE Pro32, Medicare Remit Easy Print and PC Print.

Is there a listing of all the Denial Codes?

Yes, Washington Publishing Company (WPC) has a listing of EOB error codes on their website, www.wpc-edi.com, go to Codes Lists, and select the Remittance Advice Remarks Codes link.

How long after I send a file successfully should I expect to receive payment for my Medicare Part B claims?

Generally the claims are on the payment floor for a minimum of 14 days, but may take up to 30 days to pay.

I do both Medicare Part A and Medicare Part B claims, and get electronic remittances for both, can I only use one program either the Medicare Remit Easy Print (MREP) or PC Print, or do I need to use both?

You need to use both of them as MREP is only for Part B and PC Print is only for part A and there are different codes for each of those. PC-ACE Pro32 is able to support both.

I do Iowa Medicaid claims and send them from my office, where do I get my remits from?

Iowa Medicaid providers can choose to either pick up there remittance's directly from the Bulletin Board System or the Iowa Medicaid Web portal. From there, they can be imported into PC-ACE Pro32 (or any software capable of translating an 835). For instructions on how to import remittance into PC-ACE Pro32, go to www.edissweb.com and click on Training and Help.

Sometimes I can call and have a remittance advice reposted and sometimes they say it is too old and is no longer on the system.

EDISS receives a high volume of Electronic Remittance Advice, and, as a result, are only able to hold the remittance on our system for 40 days, at which point they are no longer viewable by EDISS support staff. Providers are to retain all original source documentation and medical records pertaining to any such particular Medicare claim for a period of at least 6 years, 3 months after the bill is paid. If you need a copy of a remittance advice older than that, contact the Medicare Part B Call Center at 1-800-933-0614 to retain a paper copy.

Why doesn't the date of the remittance advice file coincide with my bank deposit date?

The electronic remittance files are usually delivered within a day or two of the bank deposit or issue of the check. This can vary, but you should be able to match up the information from the check once you download it into your system such as dollar amount, and check number.

What information is needed if I needed assistance with locating a remittance advice when I contact your help desk?

EDI support staff needs to know the total dollar amount of the remittance advice, the date it was issued, the check number or EFT number, if possible, and the NPI it was issued to. Will the Center for Medicare & Medicaid Services (CMS) mandate providers to receive the remittance advice electronically?

Although it is not currently required, EDISS anticipates CMS will require providers to receive the remittance advice electronically in the future.