EDI Support Services

EDISS Connect Q&A

EDISS Connect Q&A Session 4/20/2023

Q: *In my account it says testing required. How do I go about doing that?*
A: Medicare providers will work with either their clearinghouse, billing service or Network Service Vendor (NSV) to transmit their test file. Medicaid providers will upload their test file in Connect.
For more information on Testing visit:
Medicare: https://www.edissweb.com/cgp/registration
Medicaid: https://www.edissweb.com/med/registration

Q: *If I have multiple accounts and have not accessed them in 90 days, would I be able to merge accounts for a single sign on access for each account?*
A: Accounts for the same company can be merged, but once merged, they cannot be unmerged. To discuss this option, you will need to contact the EDI Contact Center. Please reach out to your corresponding jurisdictional number and say “EDI” or press “2”, then say “No” to the question that follows.

Q: *Where do I obtain the testing file?*
A: A test file is created using the software that was either provided by the vendor or using PC-ACE, which is the software EDI offers. To use PC-ACE as a direct submitter does require the submitter to also utilize a Network Service Vendor (NSV) for the transmission of data.

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Q: *What's my next step after seeing "Forms Complete | Testing Complete" on EDI Connect?*
A: Select Manage Transactions, click on the NPI, and confirm that there is a date next to each transaction that was selected. That date means the transaction is now in production and active.

Q: *I have already submitted claims through our system electronically to Medicare. Should I have submitted them here?*
A: No, EDISS Connect is a registration tool only. Active claims cannot be transmitted to Medicare through Connect.

Q: *Is there an option to enroll as a third-party billing company and connect all practices/groups to one account under the billing company?*
A: Yes, Third Party Vendors can enroll as vendors in Connect. Once they are enrolled, they can have their providers list them as the Administrator on their account which will allow the vendor to have access to the account. This allows the vendor to access those provider accounts, via the one vendor login.

Q: *After checking under 'Manage Transactions' it looks like it's all completed for 276, 835 and 837P. What's my next step?*
A: The next step would be to begin sending claims through either your third-party Vendor or directly using the Network Service Vendor (NSV).

Q: *Will there be any notifications in EDISS of a claim receipt or status?*
A: EDISS Connect will not provide verification of claims receipt or status. When a file is sent to EDI, a 999 and 277CA report are generated and sent back to the vendor/submitter. These reports indicate if the file has passed EDI edits and was sent on to the payer for adjudication. If not, it indicates why it was not sent on.

Q: *Where can we review these reports?*
A: They are sent back the same way the file was sent to Medicare. For assistance on locating these, please reach out to your software vendor.

Q: *Is there a way to merge the Noridian Medicare accounts like you spoke about merging the EDISS accounts?*
A: The registration and functions of the Noridian Medicare Portal is not information that EDISS can answer. We ask that you please reach out to User Security at your corresponding jurisdictional number. Please say "Security" or press "5", then say "No" to the question that follows.

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Q: *Is the last form option (276) in EDISS needed? Can you explain what it is and what it's used for?*
A: This 276 form/transaction is for batch claim status. Some vendors do provide this service. This allows a provider/vendor to send a list of claims to check the status of them with the payer. The response comes back the following day.
For providers that do not submit claims or receive remits electronically but want to have Noridian Medicare Portal (NMP) access, they will need to register for this transaction so that they can complete their registration for NMP.

Q: *If I don't have a way to electronically submit, and I would like to do that manually, how can I do that?*
A: First we would ask that you contact EDI Support at your corresponding jurisdictional number, say "EDI" or press "2", then say "No" to verify that you are not required to send electronically. If you are not, you can then reach out to the Provider Contact Center at your corresponding jurisdictional number for directions on sending paper claims. Please say "General" or Press "1", provide your NPI, PTAN and last 5 of your TIN, then say "Agent".

Q: *Do you know the PC-ACE software install password?*
A: Yes, however verifications will need to be done prior to our EDI Call Center Representatives providing it. Please reach out on your corresponding jurisdictional number and say "EDI" or press "2", then say "No" to the question that follows.

Q: *If I use a clearinghouse, is it necessary to use PC-ACE?*
A: No, it is not required to use PC-ACE. Typically, clearinghouses provide a software to their clients.