

# EDI Support Services

## *Understanding Blanket Approval Criteria*

EDI Support Services (EDISS) defines a vendor as a Software Vendor, Billing Service or Clearinghouse. EDISS only grants Blanket Approval to applicable Billing Services and Clearinghouses.

Submitters wishing to submit production claims electronically to EDISS must first pass a testing process. EDISS defines a Submitter as an entity that exchanges electronic health care information with EDISS. During the testing process, EDISS works closely with the Submitter to ensure the claim file meets the structure and format required, and that claim data contains specific requirements for claims processing. To alleviate the testing process, Billing Services and Clearinghouses have the option of obtaining Blanket Approval.

Blanket Approval status indicates a Billing Service or Clearinghouse is no longer required to test each individual provider within a particular Line of Business (LOB) when the Billing Service or Clearinghouse has the required number of providers in production for that state.

### *Criteria for Blanket Approval Consideration*

The following criteria must be met for Billing Services or Clearinghouses to be considered for Blanket Approval:

- A vendor profile must exist within EDISS 'Connect'.
- A vendor will automatically be defaulted to indicate Blanket Approval in Connect. If Blanket Approval is not needed, it must be unchecked.
- At least three active providers submitting claims with the approved vendor must be in production with EDISS for each LOB and state.

**Note:** Once this requirement has been met, please contact EDISS so that we may grant the Blanket Approval.

- A completed profile must exist within Connect for each provider who will submit claims under the approved vendor.

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## ***Understanding Blanket Approval Criteria Continued...***

### ***Process for Achieving Blanket Approval***

To achieve Blanket Approval status, Billing Services and Clearinghouses must:

- Submit a minimum of 10 error-free claims for three providers for each state in which they are wanting Blanket Approval;
- Ensure claim files conform to Electronic Media Claims (EMC) format requirements for syntax and structure;
- Submit test files with valid claim data including valid billing National Provider Identifiers (NPI) and rendering NPIs.

### **Granting Blanket Approval**

After Blanket Approval has been granted:

The Billing Service or Clearinghouse may only submit production claims electronically for those providers that have selected them as their vendor, have been assigned a Submitter ID and have been approved for production. If this procedure is not followed, claim data will be rejected by the EDISS collection system.

### ***Revocation of Blanket Approval***

Blanket Approval does not eliminate the need for Billing Services and Clearinghouses to obtain Submitter IDs for their new providers, nor does it eliminate the need for retesting when changes or problems occur. Blanket Approval can be revoked, temporarily or permanently, for Billing Services and Clearinghouses when any one of the following situations occur:

- Ongoing electronic submission problems exist, resulting in file or claim rejects.
- Production claims are submitted electronically resulting in frequent, ongoing claim processing and/or payment errors for EDISS and the provider.
- Failure to regularly monitor the receipt and success of EDI transmissions for their providers.
- System changes or distribution of software program updates adversely affect the quality of claim data and/or the structure of the data per American National Standards Institute (ANSI) 837 guidelines.
- Production claims are submitted electronically for providers who have not been assigned an EDI Submitter ID.
- Production claims are submitted electronically for billing NPIs that do not belong to the EDI Submitter ID.

## ***Understanding Blanket Approval Criteria Continued...***

- Production claims are submitted electronically containing invalid billing NPIs.
- Assignment indicators in claims are sent that do not accurately reflect the billing intentions of the provider.

When Blanket Approval status is revoked, testing is again required and the requirements for Blanket Approval must again be met for each LOB and state. The Billing Service or Clearinghouse must comply with EDISS' requests to correct or modify their EDI system on a timely basis. Until demonstration proves the documented errors are corrected and new errors are not occurring, required testing continues for any new provider.

The criteria established for Blanket Approval was developed to assist vendors and providers with an efficient transition to electronic claim submission. Blanket Approval is not available as a means to circumvent the testing process. EDISS conducts ongoing monitoring of production data to ensure the submitted files are received successfully and the provider and vendor continue to meet billing requirements.

Blanket Approval places substantial responsibility on the Billing Services, Clearinghouses and providers to ensure electronic claim data is submitted accurately at all times. If difficulties are encountered, EDISS will notify those affected by telephone, fax or email. It is the responsibility of the Billing Service or Clearinghouse to communicate to providers any necessary system or programming changes that are required to be completed by the provider.