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 Support Services (EDISS)?

Visit our Registration page and select **EDISS 'Connect'** under the Online Registration section to begin the registration process.

What is Connect?

Connect is a web-based application that allows providers to update basic facility information, add billing NPIs and lines of business, add or change vendor associations and manage their electronic transactions online.

What is required for enrollment with EDISS?

To begin enrollment, EDISS requires providers create an online profile in EDISS Connect. Creating a profile provides EDISS with all 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.

Is there any paperwork required for registration?
All needed documentation is agreed to electronically during the registration process in EDISS Connect.

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

EDISS strives to have all provider setups processed within 7-10 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 to EDISS. See below for more information about the testing process.

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Testing Process

Am I required to test?

EDISS requires all direct 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.

Providers who use a vendor (billing service or clearinghouse) to submit claim transactions will have the vendor test on their behalf, if required.

Vendors will automatically be registered for the Blanket Approval option in EDISS Connect. Blanket Approval status indicates the vendor is no longer required to test each individual provider. For more information on Blanket Approval, review the Blanket Approval Criteria document listed under the Vendors page of www.edissweb.com.

How do I submit a test file?

For non-Medicare lines of business, test files are sent through Connect. Directions for submitting a test file are included in the Connect User Guide found on the Registration page of www.edissweb.com. We recommend reviewing these instructions prior to contacting our help desk with any additional questions.

For information on Medicare testing, visit www.edissweb.com and select Registration at the top of the page.

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

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 Connect and a date is indicated next to the transaction. Production files can be sent beginning the day after the date listed in Connect.

Connectivity Questions

Is there downtime for submitting claims to EDISS?

The EDISS Gateway is available for submission of production files 24/7, except for every Sunday from 6:00 a.m. to 12:00 p.m. (CT) when the lines are unavailable for scheduled maintenance.

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My Connectivity Vendor can't get connected to the EDISS Gateway to transmit my files. Why is that?

The following are the most common reasons for the inability to connect to the EDISS Gateway:

- The Submitter's login password has expired. All passwords for the EDISS Gateway expire every 60 days. Documentation titled *Changing Passwords in the EDISS Gateway SSPR* is available on the Software/Connectivity page of our website under the EDI Gateway option to assist Submitters with updating the password.
- The Submitter's password is suspended. For security reasons, if the Submitter enters a login and password incorrectly three times, EDISS suspends the user. The Submitter needs to call EDISS for help with their password.
- The Submitter's login is disabled. For security reasons, if the account is not accessed for 60 days the login is disabled. The Submitter needs to call EDISS for help with their password.

Why can't I change my EDISS Gateway password?

The following are the most common occurrences for the inability to change a password on the EDISS Gateway:

- The password does not meet the required criteria. EDISS lists password criteria on the bottom of the production faxes sent to the Submitter and in the Password Criteria section of this website. If the Submitter does not follow the criteria, the system does not allow them to change the password.
- The password is suspended. For security reasons, if a Submitter enters a login and password incorrectly three times, EDISS suspends the user. The Submitter must call EDISS to have the password unsuspended.
- The login is disabled. For security reasons, if the account is not accessed for 60 days the login is disabled. The Submitter needs to call EDISS for help with their password.

How do I send an electronic transaction through the EDISS Gateway?

The first step would be to ensure the password has been changed on the [Gateway Password Management](#) site after receiving the production fax. To log into the Gateway Password Management site, utilize the login ID and password located on the fax. Once the password has been changed, ensure this information is provided to your Network Service Vendor. Submitters can send production transactions the day after EDISS has moved them into production in

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Connect. Providers will need to log into Connect to determine their production status, as there is no notification sent out.

Understanding Reports

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

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

- For errors on any report (Transaction Acknowledgement report (TRN), TA1 Interchange Acknowledgement Report, 999 report and 277CA report, Submitters can review the report documentation on the Reports page of our website. These guides in conjunction with the 837I and 837P Edit Spreadsheets located on the Reports page will assist with reading report errors.

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

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

The submitted claim file had errors that stopped any further processing. Submitters should review all delivered reports. If errors are present, correct them and resubmit the corrected claim file.

If EDISS is experiencing slower processing times it could cause a delay in the reports. Submitters can check the EDISS homepage to see any noted delays in processing. The reports can take up to 2-4 hours to generate.

Claim Payment

How long does it take to receive payment?

Claims submitted electronically pay in 14 days, while claims submitted on paper pay in 27 days. If additional adjudication occurs on the claim, payment may take longer than 14 days.

Why did my claim deny for payment?

EDISS cannot provide information to Submitters 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. Submitters need to contact the appropriate contact center for assistance. Once the denial reason is determined, EDISS would be able to assist with questions or concerns with the data submitted in the claim file provided the file was sent within the past 30 days.