

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 for an overview of the entire getting started process. It can be accessed via the homepage of www.edissweb.com.

What is required for enrollment with EDISS?

To begin enrollment, EDISS requires providers create an online profile in EDISS 'Connect'. Creating a profile in EDI Connect 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.

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 are the advantages of Connect?

With the inception of Connect, enrollment with EDISS has become much more efficient.

The following is a list of additional advantages of Connect:

- Easy control/management of user profiles
- Administrative and operational cost savings
- Real-time registration and validation of EDI status

Is there any paperwork required for registration?

In this document:

Answers to the most common EDI questions:

- Getting Started
- Testing Process
- Connectivity
- Understanding Reports
- Claim Payment
- General Claim Questions

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Providers new to EDISS are only required to submit the appropriate enrollment form to register for electronic transactions. Depending on the line of business and location of practice, the form(s) may be different. During registration through Connect, users are prompted to download the appropriate form(s). Any form that EDISS requires needs to be faxed to the fax number listed on the needed form.

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.

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 Billing Service or Clearinghouse to submit claim transactions will have that Billing Service or Clearinghouse test on their behalf.

Billing Services and Clearinghouses will automatically be registered for the Blanket Approval option in EDISS Connect. Blanket Approval status indicates the Billing Service or Clearinghouse 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.

All lines of business other than Medicare will be able to test in Connect. For more information on Medicare testing, visit www.edissweb.com and select Registration at the top of the page.

How do I submit a test file?

Test files are submitted over the internet 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.

How do I know when I can begin testing?

Testing can begin in Connect when the following statements are true:

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- All appropriate enrollment forms have been received by EDISS.
- A Submitter ID has been assigned to your profile.
- 837 transactions indicate testing required.

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.

Connectivity Questions

Is there downtime for submitting claims to EDISS?

The EDISS Gateway system 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.

Why can't I log into the Bulletin Board System (BBS)?

The following are the most common reasons for the inability to log into the Bulletin Board System:

- The Submitter dialed the incorrect phone number. Verify the phone number by checking the number listed on the production fax (sent by EDISS).
- The 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 System option to assist Submitters with updating the password.
- The 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 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 testing and production faxes sent to the Submitter and in the Password Criteria section of this website. If the

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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 reset.
- 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 after EDISS has moved them into production in 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. Submitters without access to the Implementation Guides or to software that translates the report may call EDISS for assistance in reviewing the report.

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.

The Submitter submitted the claim file during a busy time of operation in EDISS and is experiencing slower processing times. Submitters can check the EDISS

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[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. The contact center representative should be able to state why the claim denied for payment. At that point, if the Submitter has questions or concerns with the data submitted in the claim file, EDISS would be the appropriate area to call. A representative with the EDISS Help Desk can review the submitted file for the data in question as long as the Submitter submitted the file within the past 30 days.