

Frequently Asked Questions

1. What is EDI?

EDI (electronic data interchange) is the direct, application-to-application transmission of business documents between business partners. EDI can significantly reduce the timeline required from initial claim submission to final payment by sending actionable information without the need for re-keying at any step along the way.

2. Why Use EDI?

By using EDI, your company can send business documents directly from your internal computer applications to your trading partner's computer system, without human intervention. EDI minimizes staff involvement and reduces the delays and errors that accompany the manual processing of business documents. By simplifying and streamlining business procedures, EDI can help your organization control costs, increase efficiency and improve customer service levels.

3. How does EDI work?

EDI extracts information from your applications and transmits paperless, computer-readable business documents via telephone lines and other telecommunications devices. At the receiving end, the data can be fed directly into the trading partner's computer system where it can be automatically processed by the receiver's internal applications. All of this is accomplished in minutes.

Your company's computer system may already serve as a repository for the health care data needed to support the required EDI transactions. EDI extends the value of the investment you've made in business application software. Creating, sending, receiving and processing EDI business documents can be automated and integrated with your existing internal computer applications.

4. What are the benefits of EDI?

The most general benefits of EDI are improved speed, economy and accuracy in handling business documents. More specifically, EDI offers:

- ⌚ Convenient exchange of business documents during business or non-business hours
- ⌚ Reduced business transaction costs
- ⌚ Reduced information float
- ⌚ Improved customer service
- ⌚ Quick, accurate and automatic reconciliation of documents
- ⌚ More efficient data flow at both intra- and inter-company levels
- ⌚ More productive trading partner relationships

5. What are the EDI Standards?

An EDI standard establishes the guidelines for the series of uniform message formats used to create electronic, computer-readable versions of traditional paper documents. Many of the earliest standard message formats were first created and adopted by specific industries for the exchange of documents within that particular industry or by specific companies for the exchange of documents with their many suppliers. As EDI has evolved, the use of industry-specific or company-specific standards (also known as proprietary standards) has lessened in favor of public standards. HIPAA specifies the standards that covered entities must use.

6. What computer hardware works best with EDI?

A wide range of mainframe, midrange or microcomputer (PC) systems can be used. Many companies find they are able to exchange EDI documents using their existing computer hardware. To determine which platform best serves your company's EDI needs, you should consider such things as: the volume of anticipated transactions, the kind of data expected and the number of EDI trading partners.

7. What is EDI Management Software?

EDI management software extracts outgoing data from and inserts incoming data into your internal computer applications. Translation software enables your computer to "speak the language of EDI." When coupled with the appropriate communications software, EDI translation software allows sending and receiving computers to communicate EDI transactions accurately and efficiently. The best EDI translation software accommodates many EDI standards and includes features and functions that help manage your company's overall EDI activity. Some companies choose to develop their own EDI translation software, but many find their needs are best met with an "off the shelf" software package.

8. Where can I obtain EDI Management software?

There are several software companies that create EDI Management software. They may be found by searching on the internet.

9. What paperwork do I need to submit claims for my clients?

A production trading partner can submit claims on behalf of any provider with a valid Ohio Medicaid provider id.

10. What do I need to do in order to receive the 835 on behalf of a client?

Submit a completed JFS 06306 form. This form can be found on the trading partner website:

<http://www.medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners/RequiredFormsandTechnicalLetters.aspx>

11. How long will the old JFS 06306 form be accepted?

Only the new form located on the trading partner website will be accepted after 04/30/2014.

<http://www.medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners/RequiredFormsandTechnicalLetters.aspx>

12. With the new 06306 form, will I have to complete for my existing providers that I currently receive the 835 for?

No, you will only need to use the current form for future 835 Designations.

13. Will every claim that I submit appear on the 835?

No, only those accepted for adjudication AND only if the provider is enrolled with you for the 835 remittance advice.

14. How can I have my response file(s) re-issued?

Call EDI Support 614-387-1212 Option 1, then Option 2, or send an e-mail to DAS-EDI-SUPPORT@DAS.OHIO.GOV

15. How can I change my password for the web file transfer system?

If your account has not been locked out, and your e-mail address is listed as the business or secondary contact in our system, you will be able to use the "Forgot Password" option to reset your password. If your account is locked out, either the (business, secondary, or technical) contact will need to contact the EDI Support Unit via e-mail (DAS-EDI-SUPPORT@DAS.OHIO.GOV) or phone (614-387-1212 Options 1, then option 1) to have your account unlocked.

16. Am I allowed to use web file transfer and FTP for the same region?

If you are testing using FTP, your response files will be returned via FTP only. If you are testing using web file transfer, your response files will only be returned via web file transfer. The same goes for production. If you are set up in production using FTP, your response files will only be returned via FTP. If you are set up in production using web file transfer, your response files will only be returned via web file transfer. You can contact the EDI Support Unit to switch at any time.

17. What do I do if I have uploaded my 837 file and not received a response file back?

Check the (XX Other) folder for a TRC.

18. What is the cutoff for claims submission each week?

The weekly cutoff for the payment cycle is Wednesday at noon. See the EDI Processing Calendar on the trading partner website:

<http://www.medicaid.ohio.gov/Portals/0/Providers/Billing/TradingPartners/Production/EDI-ProcessingCalendar-2014.pdf>

19. How do I become a Trading Partner?

Read the Information Guide on the TP Website :

<http://medicaid.ohio.gov/Portals/0/Providers/Billing/TradingPartners/EnrollmentTesting/EDI-Info-Guide-022513.pdf>

20. How often is the 835 returned in production?

See the EDI Processing Calendar:

<http://www.medicaid.ohio.gov/Portals/0/Providers/Billing/TradingPartners/Production/EDI-ProcessingCalendar-2014.pdf>

21. How often is the 835 returned in CERT?

Every Tuesday and Thursday.

22. Does Ohio Medicaid offer software to create the 837 files?

No, it is the responsibility of the provider/trading partner to find EDI software.

23. Can the 835 be returned to more than one trading partner?

No, a provider can only authorize one trading partner to receive the 835 on their behalf.

24. Can a provider submit claims through multiple trading partners?

Yes, a provider can submit claims through as many trading partners as they would like, but the 835 can only be returned to one.

25. What do I do if an employee is no longer with the company, but they are listed as a contact?

The trading partner should notify EDI Support as soon as possible, each time there is a change with the authorized contacts on file.

26. How can I adjust a claim?

See adjustments document on the trading partner website:

<http://www.medicaid.ohio.gov/Portals/0/Providers/Billing/TradingPartners/Latest/EDI-AdjustmentInformation-20131213.pdf>

27. Are files accepted on the weekend?

If you submit a file over the weekend, it will not be picked up until the next workday and processed that evening.

28. How do I contact the Consumer Hotline?

800-324-8680

29. How do I contact Provider Assistance/Enrollment?

800-686-1516

30. Who do I contact if I have questions about ICD10?

ICD10QUESTIONS@MEDICAID.OHIO.GOV

31. If I accidentally submit my file twice, can I call to have one of the files deleted?

No, your file cannot be deleted. Both files will process. You will see them both on your U277. One set of the claims will reject as duplicate.

32. Does Ohio Medicaid Offer Real Time 270/271, 276/277 transactions?

Yes, but currently this is only allowed for current production trading partners.

33. What is the URL for the CERT web file transfer system:

<HTTPS://WWW.CERT.OH.BUSINESS-EXCHANGE-EDS.COM>

34. What is the URL for the PROD web file transfer system:

<HTTPS://WWW.PROD.OH.BUSINESS-EXCHANGE-EDS.COM>

35. Does Ohio Medicaid accept tertiary claims?

Yes.