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. ODM does not recommend any specific software to be used for EDI management purposes.

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

There is no paperwork needed to submit claims on behalf of a new client if you are already a trading partner.

If you are not already a trading partner you will need to complete the process of becoming a trading partner before being able to submit the X12 EDI 837 Claims transaction. Please see the Trading Partner Information Guide for more information.
http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

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

In the CERT / testing region: An e-mail must be sent to the Ohio Medicaid EDI Helpdesk (OhioMCD-EDI-Support@dxc.com). The email should contain the trading partner number and the provider IDs for whom you are requesting the 835 transactions while testing.

In Production: Submit a completed ODM 06306 form for each pay-to/bill-to provider for whom you will be the 835 Designee. This form can be found on the trading partner website: http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners/RequiredFormsandTechnicalLetters.aspx

11. 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.

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

Call EDI Support 1-800-686-1516 Option 4 or send an e-mail to OhioMCD-EDI-Support@dxc.com

13. What do I do if I am unable to submit or retrieve my files?

If you are locked out of your account the person listed as the business, secondary, or technical contact will need to contact the EDI Support Unit via e-mail (OhioMCD-EDI-Support@dxc.com) or phone at 844-324-7089 for assistance.

14. Am I allowed to use HTTPS and SFTP for the same region?

No. Only one method of transmission/retrieval can be applied for each account. You can contact the EDI Support Unit to switch at any time.

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

Check for an HTML report to see if your file may have failed HIPAA Compliance or contact the EDI support team for assistance.

16. 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://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

17. How do I become a Trading Partner?

Read the Information Guide on the TP Website :
http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

18. How often is the 835 returned in production?

The 835 remittance advice is returned weekly. See EDI Processing Calendar on the Trading Partner website:
http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

19. How often is the 835 returned in CERT?

Currently the schedule for the 835 in CERT is every Tuesday and Thursday. However, you must send a list of the provider numbers being used for testing for the 835 to be generated. Please limit your testing NPIs to 5 – 7 providers.

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

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

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

No, a provider may only authorize one trading partner to receive the 835 on their behalf. Providers may elect a new trading partner by completing the ODM06306 form at any time.

22. 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.

23. 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. Changes for the Primary, Secondary and Technical contacts should be sent as an attachment on company letterhead to avoid delays.

24. How can I adjust a claim?

See the bullet 'EDI Adjustment Instructions' on the trading partner website:
http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

25. Are files accepted on the weekend?

If you submit a file over the weekend, a 999 and/or HTML response will be returned but no additional processing will take place until the next business day.

26. How do I contact the Consumer Hotline?

800-324-8680

27. How do I contact Provider Assistance?

1-800-686-1516. Please listen to the entire message before making your selections as the selections may change at any time.

28. How do I contact Provider Enrollment?

If you have questions about enrollment call 1-800-686-1516 or visit this webpage: http://medicaid.ohio.gov/PROVIDERS/EnrollmentandSupport/ProviderEnrollment.aspx .

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

No. ODM or its vendor(s) cannot delete, alter or change a file on your behalf. All submitted files will be processed as appropriate. When both files process typically one set of claims will be rejected as duplicates.

30. Does Ohio Medicaid offer Real Time 270/271, 276/277 transactions?

Yes, however, trading partners must test and be authorized.

31. Does Ohio Medicaid accept tertiary claims?

Yes. All prior payers should be billed before Medicaid. Medicaid is the payer of last resort. Please include all prior payer information in your claims. For additional information see the OAC Rules for COB / TPL under Production on the TP website: http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx

32. When will Trading Partners receive response files?

999, HTML (error file) and/or the TA1 are usually returned within an hour of submission. The U277 and 824 transactions are returned 24 – 48 business hours later. The 835 is returned weekly. See the EDI Processing Calendar.

If you are a MCP, the turnaround time to receive the response files could take longer compared to the other TPs depending on the number of claims/inquiries submitted in your file. It may take 5-7 days to receive a response files.

33. How to resolve the password reset error while using SOAP UI?

You should enable the TLS 1.2 in the SoapUI installation. In the SoapUI install bin directory, modify SoapUI-5.0.0.vmoptions to add the following line -Dsoapui.https.protocols=SSLv3,TLSv1.2

Restart SoapUI and try again.

34. How to resolve real-time connectivity issues?

Trading Partners who face issues using a .Net Application for real-time should contact the EDI support team for assistance. 1-844-324-7089 or OhioMCD-EDI-Support@dxc.com . A possible solution could be to save a local copy of the WSDL and update the service endpoint URL to https://api.oxi.arcaas.com/OXiACAServices/v1.0/OXiRealTimeInterface.