

## EDI Frequently Asked Questions (FAQ)

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### **How can I enroll as a Trading Partner with Georgia Medicaid?**

Complete the "[EDI Trading Partner Enrollment Agreement](#)" form as provided on the EDI >> [Registrations Forms](#) page and send in as directed in the agreement for processing. Once your EDI enrollment has been received and processed, the EDI Services Team will reach out to you regarding testing requirements before logon credentials can be provided. For additional information, refer to the pages available from the EDI menu.

### **After I submit my EDI Trading Partner Agreement Form, when should I expect to receive my Trading Partner ID?**

Once we receive your EDI enrollment in the mail and process it, which takes 1-5 days, you should receive your trading partner Web Portal logon credentials by e-mail immediately. You will also receive your EDI Welcome Letter by mail within 5-7 business days of your application being approved. If your trading partner logon credentials were not received, contact EDI Services Team. We are available Monday-Friday from 8a.m.-5p.m. EST at 877-261-8785 or locally at 770-325-9590. You can also submit a [Contact Us Inquiry](#) on the Web Portal. For authentication purposes, please be prepared with your Trading Partner Name, Trading Partner ID assigned, and Mailing Address.

### **I am a provider. How do I enroll to receive my Remittance Advices electronically (835-ERA)?**

The Payee ID account associated with your Provider ID is automatically configured to receive 835-ERAs (Electronic Remittance Advice) at the time of enrollment. However, if you wish to delegate access to these 835 ERAs in order for your clearinghouse, software vendor, or billing agent to access these on your behalf, you must provide them access to your file downloads. Contact your clearinghouse, software vendor, or billing agent to get the e-mail address and username that you should grant access to. Follow the instructions in the "[Web Portal User Account Management Guide](#)" on the Provider Information >> [Provider Manuals](#) page. Refer to Section 3.2, titled "Providers or Trading Partners Delegating Access to a Billing Agent or Trading Partner Account" for detailed instructions. You will need to grant the "Trade Files Download" role for a user to have access to your 835 ERA file.

**Note:** The Trading Partner can begin receiving your 835 in the next payment cycle moving forward. 835 files created prior to granting access to the Trading Partner cannot be posted.

### **How do I request and submit EDI files through the Web Portal Direct Data Entry (DDE)?**

Establish an internet connection to the provider secure Web Portal (DDE) using your trading partner account logon credentials. Select the Trade Files menu in order to download and/or upload EDI files.

- **File Upload**

The Trade Files Upload page allows the user to select a file from a local hard drive and upload it to the GAMMIS. The file extension should end in .txt. Users of the feature include clearinghouses, software vendors, third party agents, and providers that wish to upload batch EDI transactions directly, including claim and encounter submissions. To use the batch upload option, providers must use HIPAA compliant software or vendors that can create required data in HIPAA compliant format.

- **File Download**

The Trade Files Download page allows the user to select a file from the secure Web Portal and download it to their system. The download process begins when the download option is checked and the user selects the download button.

### **When should I submit claims through the Web Portal (DDE) claim form versus Batch upload?**

If you wish to enter and/or submit one claim at a time and receive real-time responses, entering and submitting on the secure Web Portal Direct Data Entry (DDE) Claims pages is recommended. If multiple claims need to be sent at once without the need of a real-time response, submitting these claims in a HIPAA compliant batch file is recommended. Please refer to the EDI >> [Submitter Information](#) page for details regarding these submission methods.

### **What methods are available for EDI claims transmission with Gainwell Technologies?**

The methods available for EDI transmission include SFTP, Batch File Upload (using your own compatible software), and Web Portal (DDE). Please refer to the EDI >> [Submitter Information](#) page for details regarding these submission methods.

### **How long are ERA835, 277U, 824, and 999s available for download on the Web Portal (DDE)?**

All outbound EDI transactions will be made available for download on the provider portal for six weeks from the date of creation. Providers and trading partners are encouraged to download the documents as soon as they are available.

### **What types of acknowledgment reports will Gainwell Technologies return following EDI submissions?**

- An 824 Acknowledgment Report is returned to the trading partner for all 837P, 837I, and 837D claim transaction types.

- A TA1 will be sent back to submitters if there is something wrong with the Interchange information (i.e. ISA or IEA segments of the incoming EDI file). The most common reason for the TA1 to be sent back would be if the sender (trading partner ID) or receiver ID is missing/invalid or the file is an unrecognized (non-X12 format) file.
- A 999 acknowledgement report will be returned on all batch 270 (Eligibility Request) and 276 (Claim Status Inquiry) transactions, failed Interactive 270 and 276 transactions.
- For those interactive 270 and 276 transactions that pass compliance, the respective 271 and 277 transactions will be generated.
- The 835 (ERA) will be returned to the payee provider or trading partner delegated by the provider if the claims were accepted electronically and forwarded for claims adjudication.
- There are two types of 277U (Unsolicited Claim Status Report) transactions.
  - The daily 277U (Unsolicited Claim Status Report) is returned if there was a problem with the claims that prevented the claims adjudication system from processing the claims (for example, Invalid NPI or Provider Not on File).
  - The weekly 277U (Unsolicited Claim Status Report) is returned for claims that have processed within the claims adjudication system; however they are in a pended status.

**Will electronic remittances (835) be returned in one file for all providers or a separate file for each provider?**

The file composition is determined by the Payee account assignments. If multiple provider IDs are associated with a single Payee account, all providers will be listed within a single 835. If there is only one provider account associated with a single payee account, only that provider will be returned within that 835.

**Will our trading partner number or submitter ID, as shown in the ISA-06, be returned in the remittance advice 835 file?**

Yes, the trading partner ID (also referred to as a submitter IDs) will be returned in the ISA08 and GS03 of the 835 file.

**What filename will be used for the 835 files?**

As documented in the 835 companion guides, the filename will be in this format: FileID\_TransactionType\_PayeeID\_Sequence Number\_ProcessDate.out.dat\*

EX: (123456789\_ERA835\_123456789C\_001\_20140908.zip)

**Note:** Within the zip file, the file name extension will be *'out.dat'*

### **Where can we find the Georgia Medicaid/PeachCare for Kids® HIPAA Companion Guides?**

The companion guides are available on the Web Portal on the EDI >> [Companion Guides](#) page.

### **Where can I find a copy of the HIPAA TR3 documents?**

The TR3 documents must be purchased from the Washington Publishing Company at [www.wpc-edi.com](http://www.wpc-edi.com).

### **What are the steps that Providers need to take to begin sending EDI Transactions and testing with Gainwell Technologies?**

All providers must already be actively enrolled with Georgia Medicaid to apply for EDI Enrollment, even if they are using a clearinghouse, software vendor, or billing agent. However, providers may also enroll as direct electronic submitters using the EDI Trading Partner Agreement. A copy of the EDI Agreement can be downloaded from the Web Portal on the EDI >> [Registration Forms](#) page. Once approved to send EDI transactions, all providers/submitters (except those using an enrolled clearinghouse, software vendor, or billing agent) will be required to go through testing using their chosen EDI software, clearinghouse, or vendor. Providers can contact EDI Services Team toll-free at 877-261-8785 or locally at 770-325-9590 for additional details regarding EDI transactions and testing training. Providers can begin testing files in Ramp Manager immediately. Providers should submit the necessary EDI trading partner agreement (if enrolling for the first time) or the EDI Update form (if making a change to their existing transactions). Once testing is complete, Providers must contact the EDI Services Team in order to have their Submitter/Trading Partner ID activated.

### **How do I access Ramp Manager to test my transactions?**

You can access Ramp Manager online by visiting the Georgia Health Partnership Ramp Management System at <https://sites.edifecs.com/index.jsp?gamedicaid>

### **Are there a certain number of test files that need to be sent through Ramp Manager?**

No; however, Gainwell Technologies requires a test file to pass compliance for each transaction type and trading partner that will be sending files. The status of each transaction should show "PASS" in Ramp Manager to show that you have successfully passed compliance before Gainwell Technologies can make you active.

**As a trading partner or clearinghouse, who should I contact if I have questions about testing or specifications?**

EDI Services Team is available Monday through Friday 8 a.m.-5 p.m. by calling toll-free at 877-261-8785 or locally at 770- 325-9590.

**Who should I contact if I have questions pertaining to trading partner enrollment or if I need technical assistance with electronic submission?**

EDI Services Team is available Monday through Friday 8 a.m.-5 p.m. by calling toll-free at 877-261-8785 or locally at 770-325-9590. For authentication purposes, please be prepared with your Trading Partner Name, Trading Partner ID assigned, and Mailing Address.

**Who should I contact if I have questions pertaining to billing or to check on the status of a submitted claim?**

Providers should contact the Provider Contact Center for any **non-EDI** related questions by calling the Interactive Voice Response System (IVRS) toll-free at 800-766-4456 or locally at 770-325-9600.