

EDI Frequently Asked Questions (FAQ)

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

This information is intended for all electronic claim submitters. Gainwell Technologies provides three free electronic batch claim submission options for providers. The first three options below are batch X12 transaction types requiring files to be HIPAA compliant. Option four is the Web Portal (Direct Data Entry), which is HIPAA data content compliant.

- **Option 1:** Secure File Transfer Protocol (SFTP) - This method will allow Batch EDI Submission of files 2K up to 50MB. Setup requires completing the SFTP Access Request Form and complying with the terms as outlined by Gainwell Technologies. For additional information, please download and review a copy of the SFTP Setup and Data Transfer Requirements Guide from the EDI >> [Software and Manuals](#) page.

- **Option 2:** Web Portal EDI Batch Upload Submission - This will allow batch submission of X12 files and processing to our secure Web Portal up to 20MB per submission. This method accepts the following transaction types: 837P (Professional Claims), 837I (Institutional Claims), 837D (Dental Claims), 270 (Eligibility Requests), 276 (Claim Status Requests), 834 (Benefit Enrollment Requests). Trading partners can simply log in using their secure trading partner ID that was assigned to them during EDI Enrollment and mailed within their EDI Welcome Letter. The trading partner user ID begins with "TPID" and is followed by the assigned trading partner ID.

- **Option 3:** Web Portal [*Direct Data Entry (DDE)*] is another alternative method to sending electronic transactions and is available to **all** actively enrolled providers. Web Portal DDE provides a great alternative to installing and learning a new software package since it allows providers to submit claims one-by-one through the secure Web Portal using the provider's secure Web Portal username and password. This method is similar to entering a paper claim on the Web, but instead processes within seconds and includes payment information and explanation of benefits for all adjudicated claims. Authorized users are also able to immediately correct and resubmit, adjust, void or upload electronic attachments against their claims. Providers can obtain a username for the secure Web Portal by activating their assigned Personal Identification Number (PIN) upon becoming actively enrolled. Letters containing the provider's Web Portal PIN are mailed to the provider's mailing address on file upon becoming actively enrolled. For assistance regarding PIN assignment or registration, please contact EDI Services Team at (877) 261-8785 (toll-free) or (770) 325-9590 (locally).

What are the SNIP Levels?

Gainwell Technologies processes all X12N data files using guidelines developed by the Strategic National Implementation Process (SNIP) levels 1 through 4 and one SNIP Level 7 which is performed if a dependent loop is received. Levels 1 and 2 validate transactions for integrity/syntax and adherence to the Technical Report Type 3 (TR3) documents version 5010. Levels 3 and 4 validate transactions for balancing and situational elements to assist in analyzing the errors in a file, trading partners can register with Ramp Manager, which is an interactive testing tool provided by Edifecs.

What applications are available to test EDI transactions with Georgia Medicaid?

Ramp Manager is a free interactive X12 testing website, configured to test Georgia Medicaid X12N transactions against the TR3 documents and Georgia-specific processing rules. Georgia processing rules are detailed in the companion guides. A copy of the revised Georgia companion guide for each transaction is available on the EDI >> [Companion Guides](#) page. To access Ramp Manager, visit the Georgia Health Partnership Ramp Management System Web site at <https://sites.edifecs.com/index.jsp?gamedicaid>. A set of instructions for using the Ramp Manager site and its tools are available in the Ramp Manager User Guide, located on the EDI >> [Software and Manuals](#) page. Please take a moment to review the information available and schedule time to perform this important validation.

What if I don't test?

Testing is required and failure to do so will prevent successful transmissions of electronic files to the Georgia Medicaid Management Information System (GAMMIS).

When do claim level X12N validations occur?

Gainwell Technologies will perform claim-level X12N validation for Fee for Service claims. This means that errors identified at the claim level will only cause the rejection of the individual claim where the error occurred. This relates specifically to the processing of a claim before it reaches the GAMMIS for adjudication. For Encounter claims Gainwell Technologies processes at the batch level.

What is the cut-off time for electronic claims adjudication?

The claims adjudication and financial cycle occurs every Monday. The cut-off to submit claims electronically for payment in the upcoming cycle is Friday at 12 p.m. noon (EST). Claims submitted after 12 p.m. noon (EST) on Fridays will be processed in the next claims and financial adjudication cycle.

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

The EDI Services & Web Portal Technical Support Team is available to answer any questions Monday-Friday between 8 a.m.-5 p.m. EST by calling (877) 261-8785 (toll-free) or (770) 325-9590 (locally). You can also reach EDI Services by submitting a Contact Us inquiry on the Web Portal and selecting your preferred method of response (phone or e-mail).