

Network Service Vendor Migration

Frequently Asked Questions

Note: This document was last updated May 2011.

1. Why is National Government Services CEDI requiring me to connect with a Network Service Vendor (NSV)?

National Government Services CEDI is implementing the requirement that all Trading Partners connect to the CEDI Gateway through a National Government Services approved Network Service Vendor to meet Center for Medicare & Medicaid Services (CMS) security guidelines for connections coming into a Medicare contractor.

NSV connectivity provides additional layers of security between external sources (the CEDI Trading Partner) and the Medicare systems and applications. This proven secure method is being implemented for all National Government Services EDI front end gateway connections including CEDI to protect provider, supplier and beneficiary data housed by Medicare contractors.

2. What is a “Network Service Vendor”?

A NSV provides connectivity to Medicare contractors systems through a CMS approved reseller. These connections include the Medicare Front End Gateways and to the Medicare online applications at the Enterprise Data Centers (EDCs).

3. What is a CMS approved reseller?

A reseller is an entity who has been approved by CMS to offer connectivity for Network Service Vendors over the AT&T Global Network Service (AGNS) to Medicare contractors.

There are two CMS approved resellers: IVANS and McKesson.

4. What is the difference between a reseller and a NSV?

A reseller is an entity who has been approved by CMS to offer connectivity for Network Service Vendors over the AT&T Global Network Service (AGNS) to Medicare contractors.

A Network Service Vendor contracts with a reseller to provide connectivity to Medicare contractors over the reseller’s AGNS.

A NSV submits paperwork to a contractor to become approved showing they are using IVANS or McKesson as their reseller.

CMS does not approve a NSVs connectivity to a Medicare contractor.

5. Who are the National Government Services approved NSVs?

There are nine NSVs who have connectivity to National Government Services:

- Ability (VisionShare)
Web site: www.abilitynetwork.com
Phone: 888-895-2649
E-mail: sales@abilitynetwork.com
- Claim Shuttle
Web site: www.claimshuttle.com
Phone: 602-439-2525
E-mail: info@claimshuttle.com
- Cortex EDI, Inc.
Web site: www.CortexEDI.com
Phone: 800-485-5977
- ECC Technologies
Web site: www.ecctec.com
Phone: 585-377-1850
- Episode Alert
Web site: www.episodealert.com
Phone: 800-905-0698
E-mail: savemoney@episodealert.com
- IVANS
Web site: www.ivans.com
Phone: 800-548-2690
E-mail: health.services@ivans.com
- McKesson CareBridge
Web site: www.carebridge.net
Phone: 888-663-6250
- MedXpress
Web site: www.icssoftware.net/MedXpress
Phone: 877-624-3250
E-mail: MedXpress@ICSSoftware.net
- Nebo Systems, Inc.
Web site: www.nebo.com
Phone: 630-916-8818

6. What do NSVs connect to?

NSVs provide connections to the Medicare Front End Gateways and to the Medicare online applications at the Enterprise Data Centers (EDCs). Medicare online applications include the Part A Direct Data Entry (DDE), Part B Professional Provider Telecommunications Network (PPTN) and Durable Medical Equipment Claim Status Inquiry (CSI).

7. I already use a NSV to connect to a DME MAC for CSI/VPIQ/PINQ. Can I use the same NSV to connect to CEDI?

Yes, if you are using an approved NSV listed on the CEDI Web site. All NSVs on our Web site have connectivity to the CEDI Gateway. Contact your NSV to find out what you need to do to begin exchanging electronic transactions with CEDI through their service.

8. I am a provider and send my claims to a clearinghouse who in turn sends the claims to CEDI. What do I need to do?

The clearinghouse will need to connect through a NSV to CEDI. The connection you have to your clearinghouse will not change. You will need to verify that your clearinghouse is using a NSV.

9. I am a provider and connect to a clearinghouse who in turn connects to CEDI. Will this change?

The clearinghouse will need to connect through a NSV to CEDI. The connection you have to your clearinghouse will not change. You will need to verify that your clearinghouse is using a NSV.

10. We currently connect through the McKesson AT&T Carebridge network to get to CEDI. Is this acceptable?

Yes, McKesson's CareBridge is an approved Network Service Vendor for CEDI.

11. I use Secure File Transfer Protocol (FTP). Do I still need to use a NSV?

If you use Secure FTP, you can become a NSV but you will still need to connect with either the IVANS or McKesson reseller for the AGNS connectivity. IVANS and McKesson are the only two CMS approved resellers for AGNS connectivity which is required for Secure FTP connections.

12. Will the NSVs be able to take on the additional workload for this change?

Yes, the NSVs are well prepared to take on this change.

13. Will the NSVs charge per claim?

No, neither CEDI, the DME MACs nor the NSVs charge per claim.

14. What are the approximate prices the NSVs will charge?

You will need to contact the NSVs for more information about their rates. You may be able to negotiate a rate that works for you depending if you have a very small or very high volume.

15. Do I have to do this?

Yes. As of May 1, 2011, the direct dial-up connections and protocols to the CEDI Gateway are no longer supported. The only method to connect to the CEDI Gateway is via a NSV connection.

16. If I use PC-ACE Pro32 or Medicare Remit Easy Print (MREP) software will I need to make the switch?
Yes, you will need to contact one of the listed NSVs in order to connect with CEDI to either send or receive files. This does not impact your ability to use any of the free Medicare software products to create claims files or translate remit files.
17. Will the NSV support my software?
No, the software used to create the files you are transmitting to Medicare will still be supported by your software vendor. The NSV will only support the connection for uploading and downloading the files.
18. Do I need to work with my software vendor to make the change?
Yes. You can contact your vendor to see if they have a NSV that is preferred among their customers. After you have been setup with a NSV, contact your software vendor to have any changes made to the communications piece of your software.
19. If I use NGSCComm, Hyperterminal/GPNet, do I have to switch?
Yes, you will need to make the switch to a NSV as NGSCComm, Hyperterminal/GPNet no longer work as connections to the CEDI Gateway as of May 1, 2011.
20. Who do I contact if I have problems sending and receiving files to CEDI once I am setup to use a NSV?
You should contact the NSV for further assistance if you are experiencing issues uploading or downloading files to CEDI.
21. Do we need to redo our EDI Enrollment forms?
No. The EDI Enrollment Form and the CEDI agreements are between the supplier and/or Trading Partner and CEDI. How you connect to CEDI is an agreement between the Trading Partner and the NSV.
22. When can I start using the NSV?
You need to get setup with a NSV before you can begin submitting claim files.
23. Will there be any delay in sending my claims through a NSV?
No. A NSV is only a communications method. The NSV will not handle, translate, re-format, or store your transactions.
24. Will there be any changes to my reports (TA1, 997, GenResponse, DME MAC report) when I begin using a NSV?
No. The NSV is only a communications method. They will not handle, translate, re-format, or store your transactions.

25. What happens when the NSV “accidentally” resends our claim(s) without our instruction?

A NSV is only a communications method. They will not handle, translate, re-format, or store your transactions. They are not a clearinghouse or billing service and they cannot resend a file for a Trading Partner.

26. What is the difference between a Supplier, Trading Partner, Billing Service, Clearinghouse, Self Biller, Software Vendor, and In-House Programmer?

Supplier – the entity who renders services to beneficiaries and submits Medicare DME claims to CEDI.

Trading Partner – the entity who owns the ID used to connect to the CEDI Gateway.

Billing Service – a third party who prepares and/or submits claims for a DME supplier.

Clearinghouse – a third party who submits exchanges electronic transactions (claims, electronic remittance advice, etc.) on behalf of a DME supplier.

Self Biller – a supplier who has their own Trading Partner ID and conducts their own DME electronic transactions. A “self-biller” does not use a third party.

Software Vendor – an entity who creates a program used by billing services, clearinghouses, and self-billers to conduct the exchange of electronic transactions with Medicare.

In-House Programmer – a Trading Partner who does their own programming of the electronic transactions.