



## CEDI Claims Portal Frequently Asked Questions (FAQ)

The CEDI Claims Portal (CCP) provides a web based claim entry option for Medicare Durable Medical Equipment (DME) suppliers to submit HIPAA compliant ANSI X12 837 claims and download the X12 835 electronic remittance advice (ERA) without the use of a Network Service Vendor (NSV) and without purchasing DME claim submission software.

### 1. Who can use the CEDI Claims Portal?

Any suppliers who submit a small volume of claims can use the CEDI Claims Portal. The CEDI Claims Portal allows for direct data entry to submit individual claims, retrieval of front end reports, and retrieval of their ERA without the use of a Network Service Vendor (NSV).

### 2. How do I enroll to use the CEDI Claims Portal?

Enrollment for the CEDI Claims Portal is completed using the CEDI Enrollment forms located on the CEDI Website [www.ngscedi.com](http://www.ngscedi.com).

Select "Direct Claim Entry User (CEDI Claims Portal)" when starting the enrollment process. The person requesting to use the CEDI Claims Portal should enter their name for the User Name. Login IDs for the CEDI Claims Portal are assigned per individual logging into the Portal and are not shared.

NOTE: If you would like to receive the X12 835 electronic remittance advice (ERA) through the CEDI claims Portal, select the Payment Remittance Advice option.

Additional information about the enrollment process can be found on the CEDI Website [www.ngscedi.com](http://www.ngscedi.com) under Self-Service Tools on the CEDI Claims Portal page.

### 3. Do I have to have a Trading Partner ID to use the CEDI Claims Portal?

Yes. Suppliers using the CEDI Claims Portal will need to have a direct billing Trading Partner ID.

If you do not already have a direct billing Trading Partner ID, one can be assigned when applying for a CEDI Claims Portal Username.

If you already have a direct billing Trading Partner ID, enter it on your CEDI Claims Portal enrollment forms. An individual CEDI Claims Portal User ID will be setup under your Trading Partner ID.

NOTE: You **cannot** use a Trading Partner ID assigned to a third party billing service or clearinghouse to enroll for the CEDI Claims Portal.

### 4. Can I use my clearinghouse's Trading Partner ID to enroll for the CEDI Claims Portal?

No, you **cannot** use a Trading Partner ID assigned to a third party billing service or clearinghouse to enroll for the CEDI Claims Portal.



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### 5. Can CEDI Claims Portal User IDs be shared?

No. User IDs for the CEDI Claims Portal are unique for each individual logging in. These IDs should not be shared with anyone.

### 6. Can more than one person setup a CEDI Claims Portal User IDs under the same Trading Partner ID?

Yes. User IDs for the CEDI Claims Portal are unique for each individual logging in. These IDs should not be shared with anyone. Each individual who would like to submit claims using the CEDI Claims Portal should request their own User ID. Enrollment can be completed on the CEDI Web site [www.ngscedi.com](http://www.ngscedi.com) under CEDI Enrollment.

### 7. Can more than one claim be sent at a time?

No. The CEDI Claims Portal is a direct data entry system and submits each claim in its own file. Claims are assigned a Claim ID for tracking within the CEDI Claims Portal.

### 8. How long will the CEDI Claims Portal retain my "Submitted" claims?

At this time, claims submitted via the CEDI Claims Portal are retained for your reference indefinitely.

### 9. How long will the CEDI Claims Portal retain my "Pended" claims?

Claims which have been entered, but not yet been submitted on the CEDI Claims Portal, are retained for your reference in the Pended Claims Listing until you delete them.

### 10. How long will my DDE Reports and Claim Acknowledgement Report (CAR) be available to download after sending my file?

The DDE Reports and Claim Acknowledgement Report (CAR) is available for download for 45 days after submission of the claim file.

### 11. Can I get my Health Care Claim Payment/Advice (X12 835 v5010A1) file through the CEDI Claims Portal?

Yes, Electronic Remittance Advices (ERAs) can be downloaded via the CEDI Claims Portal.

The Trading Partner ID with which the CEDI Claims Portal (CCP) User is associated must be enrolled and setup to receive the Payment Remittance Advice (X12 835 ERA) transaction in order for the CCP User to download the ERA.

The X12 835 ERA provided through the CCP will require software to translate, read, and print the file. CMS offers the free Medicare Remit Easy Print program available for download through the link on the CEDI Web site at [www.ngscedi.com/mrep](http://www.ngscedi.com/mrep).



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### 12. How long will my 835 ERA file be available to download?

The 835 ERA file is available for download for 45 days after being posted to your Trading Partner ID.

### 13. Can I use the CEDI Claims Portal to send Medicare as the Secondary Payer (MSP) claims?

Yes. Medicare as Secondary Payer claims can be sent using the CEDI Claims Portal by entering the required information from the primary insurance Explanation of Benefits (EOB) on the claim.

### 14. Can I use the CEDI Claims Portal to send claims with a national drug code (NDC)?

Yes. The CEDI Claims Portal will allow national drug code (NDC) information to be entered.

### 15. Can I print my claims on a 1500 Claim Form?

Yes. The CEDI Claims Portal provides an option to print the claim information on a 1500 Claim Form.

### 16. How will I know if my claim has been accepted or rejected?

The CEDI Claims Portal includes two methods for verifying whether your claim accepted or rejected. The method chosen is a matter of preference and the same status information is conveyed via both methods. You can obtain the accept/reject information either directly within the Professional Claims DDE module, or you can exit and go to the File Status and Reports module to view and download reports. For accepted claims, if you need the Claim Control Number (CCN) assigned to the claim for processing by the DME MAC Jurisdiction, you must view or download the Claim Acknowledgment Report (CAR). Refer to the CEDI Claims Portal User Guide for more information regarding reports.