

1. What does HETS do?

HETS allows users to exchange HIPAA compliant X12 270/271 transactions for the purpose of checking Medicare eligibility. For additional information regarding HETS, visit <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp>.

For questions regarding HETS, including enrolling to exchange the 270/271 Beneficiary Eligibility transaction, please contact HETS at MCARE@cms.hhs.gov or at 1-866-324-7315.

2. Why would I submit a HETS CEDI Enrollment Form?

The HETS CEDI Enrollment Form allows providers to attest their relationship with one (1) or more 3rd party entities to exchange X12 270/271 Beneficiary Eligibility transactions on their behalf.

3. Can my 3rd Party submit the form on my behalf?

No, the HETS CEDI Enrollment Form must be submitted by the provider.

4. Who should submit the HETS CEDI Enrollment Form?

Providers who want to allow a 3rd party to exchange X12 270/271 Beneficiary Eligibility transactions on their behalf should submit this form.

Only the authorized or delegated official on file with Provider Enrollment, Chain and Ownership System (PECOS) may submit the HETS CEDI Enrollment Form for the NPIs (and PTANs) entered on the form.

5. Can I submit requests for more than one (1) NPI on the same form?

Yes, up to 25 entries can be submitted on one (1) form.

An entry can have the same Unique ID linked to different NPIs, different Unique IDs linked to the same NPI, or different Unique IDs linked to different NPIs.

To add an entry to the form with another NPI, return to the Provider Information section on the form and enter the NPI and associated PTAN in the designated fields.

6. Can I submit requests for more than one (1) Unique ID on the same form?

Yes, up to 25 entries can be submitted on one (1) form.

An entry can have the same Unique ID linked to different NPIs, different Unique IDs linked to the same NPI, or different Unique IDs linked to different NPIs.

To add an entry to the form with another Unique ID, either select the button "Add Another Unique ID" or return to the 3rd Party Entity section on the form and enter the Unique ID in the designated field.

7. Can I submit a spreadsheet with all my NPI(s)?

Providers identified as a large supplier by HETS will be offered a Batch option allowing for a spreadsheet with the needed information to be uploaded and submitted.

8. What is a Unique ID?

A Unique ID is assigned by HETS to a 3rd party. The 3rd party will provide you with the Unique ID to be entered on the Attestation. If you are unsure as to what the Unique ID is, please contact your 3rd party entity to request the information.

9. Can I change the effective dates after I have submitted my Enrollment Form?

Yes. A new HETS CEDI Enrollment Form can be submitted at any time to adjust the effective dates for the relationship between your NPI and the 3rd party's Unique ID.

10. Can I delete a relationship established between my NPI and a 3rd Party Unique ID?

Yes. By selecting the "Delete Existing Relationship" on a new HETS CEDI Enrollment Form, you can delete a relationship previously established between your NPI and a 3rd party's Unique ID.

11. I have entered the Effective and End dates, but I cannot select "Save or Add More"?

If you cannot select "Save or Add More", check the Effective Date entered is a current or future date. Verify the End Date is greater than or equal to the Effective Date.

12. I corrected the error "End Date should be greater than or equal to the Effective Date" but still cannot select "Save or Add More"?

Click the calendar icon next to the date field and select the corrected date.

13. How do I check the status of my Enrollment Form?

Once the HETS CEDI Enrollment Form is submitted, the form will be automatically submitted to HETS. CEDI will send a confirmation to the e-mail address provided on the Enrollment form. No further action with CEDI is required.

CEDI offers the HETS Enrollment and Recertification Status Tool used to check the status of your HETS 3rd Party Enrollment or Recertification forms. Enter your email address, Transaction ID, and NPI to view your results.

14. How long does it take to process my Enrollment Form?

Once the HETS CEDI Enrollment Form is submitted, the form will be automatically submitted to HETS. CEDI will send a confirmation to the e-mail address provided on the Enrollment form. No further action with CEDI is required.

15. What is the HETS CEDI Recertification Form?

The HETS 3rd Party Recertification Form allows Medicare Durable Medical Equipment (DME) suppliers to recertify their relationship with a 3rd party entity – attesting the 3rd party entity may continue conducting the X12 270/271 Beneficiary Eligibility transaction on their behalf.

16. What happens if I do not complete the HETS CEDI Recertification Form?

The HETS CEDI Recertification Form is an annual form. The form must be submitted before December 31st. Relationships without a HETS CEDI Recertification Form will be terminated. To reactivate the relationship, a new HETS CEDI Enrollment Form must be completed.

17. What if I have a lot of relationships that need to be recertified?

Suppliers who have more than 50 relationships on file with HETS will be able to download them in a spreadsheet to review and submit.

18. Who should I contact if I have questions?

For questions regarding submission of the HETS CEDI Enrollment Form, please contact the CEDI Help Desk at ngs.cedihelpdesk@anthem.com or at 866-311-9184.

For all other questions regarding HETS or your enrollment with HETS, please contact HETS at MCARE@cms.hhs.gov or at 1-866-324-7315.

To obtain the 3rd Party Unique ID for the entity you want to authorize, please contact the 3rd party entity directly.