Topics Covered

Click a topic to see frequently asked questions.

Enrollment

1. **I completed CEDI enrollment forms online. Do I have to also fax them to CEDI?**

   No. Once you complete and submit the CEDI enrollment packet online, the forms are submitted to CEDI for processing.

2. **Is there a standardized EDI enrollment form for use with CEDI?**

   Yes. CEDI maintains the EDI enrollment forms for all four DME MAC Jurisdictions. To enroll with CEDI for electronic DME transactions, you only need to submit one instance of the required CEDI form or forms. All required forms will be submitted to CEDI in a packet and

the packet will be processed the same way in all four DME MAC Jurisdictions. The CEDI enrollment packet is located on the CEDI Web site at https://www.ngscedi.com.

Note: The enrollment packet is completed and submitted online. It will ***NOT*** be faxed to CEDI for processing.

3. **I signed up with CEDI and registered my NPI. My claims are accepted by CEDI but are now being rejected on my remittance advice notice with Reason/Remark Codes indicating "Claim service lacks information which is needed for adjudication" and/or "Electronic interchange agreement not on file for provider/submitter."**

    If you are a DME Supplier who has received a new PTAN/Supplier number, you must notify CEDI Enrollment of the new PTAN and its associated NPI. The new PTAN must also be linked to the NPI on the NPI crosswalk.

    If you do not enroll the new PTAN with CEDI, claims associated with this new PTAN will be rejected.

    ▪ Claims submitted without a valid PTAN match on the NPI crosswalk, will be rejected with CEDI edit A7:562:85. **Note:** Your enrollment in PECOS can affect your crosswalk. PECOS is the system used by the National Provider Enrollment Eastern Region (NPEAST) and Western Region (NPWEST) for DME suppliers to enroll in Medicare. Suppliers can log in to PECOS at https://pecos.cms.hhs.gov/pecos/login.do and verify their NPI is listed correctly. For assistance with PECOS, call 866-484-8049.

    ▪ Claims submitted with an NPI linked to a PTAN not enrolled with CEDI will be returned on the supplier's Electronic Remittance Advice or Standard Paper Remittance with the Reason/Remark Codes to indicate the "Claim service lacks information which is needed for adjudication" and/or "Electronic interchange agreement not on file for provider/submitter."

    To resolve Remittance Reason/Remark Codes, suppliers must:
    Complete a new CEDI enrollment packet for the submission of ASC X12 837 and/or NCPDP claims transactions with CEDI. The guided enrollment process can be accessed through the CEDI Web site (https://www.ngscedi.com) under CEDI Enrollment.

4. **How do I link my PTAN/Supplier number to my NPI?**

    If you are having difficulties establishing the crosswalk between your NPI (National Provider Identifier) and PTAN numbers, the following information needs to be verified with both the National Provider Enrollment Eastern Region (NPEAST) or Western Region (NPWEST) and the NPPES Web site.

    For Individuals:

    ▪ The Social Security number (SSN) and PTAN entered with NPPES must match the SSN and PTAN on file with the National Provider Enrollment Eastern Region (NPEAST) or Western Region (NPWEST).

    ▪ If a match cannot be found, the SSN and Practice Address ZIP Code at NPPES must match the SSN and Practice Address ZIP Code at the NPEAST or NPWEST.

    ▪ If the second match cannot be found, an active crosswalk record will not be created.

For Organizations:

- The Tax ID number (EIN), PTAN, and Practice Address ZIP Code at NPPES must match the EIN, PTAN, and Practice Address ZIP Code at the NPEAST or NPWEST.
- If the match cannot be found, an active crosswalk record will not be created.

Please visit the NPPES Web site at https://nppes.cms.hhs.gov/ to verify the supplier's information.

**If you need assistance logging in to NPPES, please call 800-465-3203.

PECOS can also affect your crosswalk. PECOS is the system used by the NPEAST or NPWEST for DME suppliers to enroll in Medicare. Suppliers can log in to PECOS at https://pecos.cms.hhs.gov/pecos/login.do and verify their NPI is listed correctly. For assistance with PECOS, call 866-484-8049.

5. **I updated my information on the NPPES Web site. How long will it take before it's effective?**

Updates to the NPPES can take up to 10 days to establish an effective match for the NPI and PTAN.

6. **What is the turnaround time for CEDI to process enrollment requests?**

CEDI will process new CEDI enrollment requests within 5 business days of receipt. Some requests may take longer depending on the size of the request.

7. **Do I have to use the online CEDI enrollment process or can I use a form I used previously?**

Only the CEDI online enrollment forms located on the CEDI Web site (https://www.ngscedi.com) are accepted.

Note: This does not apply to Claim Status Inquiry (CSI) and Electronic Funds Transfer (EFT) setups. CSI and EFT setups are accepted and processed by the DME MAC Jurisdictions. All other EDI setup requests go to CEDI.

8. **My enrollment packet was rejected. Why?**

CEDI Enrollment has guidelines to which your completed enrollment packet must conform. An email will be sent to the supplier's email address provided on the enrollment packet with the reasons for rejection. The top reason why we return paperwork is:

- The supplier contact information must belong to the supplier. Billing service/clearinghouse information can not be submitted as the supplier's information.

Clearinghouses, Billing Services and/or other Third Party Entities are NOT PERMITTED to submit enrollment forms on behalf of the supplier. The supplier section of the enrollment process is to be completed by the supplier with the supplier's information.

Additional information about the rejection reason returned on your enrollment packet can be found by using the CEDI Online Enrollment Status Tool located on the CEDI Web site (https://www.ngscedi.com).

If the enrollment packet is rejected, a new enrollment packet must be submitted electronically through the CEDI Web site for processing.

9. **My enrollment packet won't submit. I get validation errors stating Supplier Name is not valid and/or Authorized Signer is not valid?**

CEDI performs validations during the data entry process of enrollment forms. The validations will not allow submission of enrollment forms with invalid or incomplete information related to the Supplier's Name and the DME Supplier Signature.

- The supplier's authorized or delegated official's name entered in the DME Supplier Signature field will be verified against PECOS and **must match** the authorized or delegated official's name. Access PECOS at https://pecos.cms.hhs.gov/pecos/login.do to verify how the authorized or delegated official's name is listed.

  Important: The full name is required including punctuation. Please do not use initials or nicknames.

- The Supplier Name on the enrollment form **must match** the Legal Business Name as it is in PECOS to be accepted. To verify the Supplier/Provider name please contact the NPEAST at 1-866-520-5193 or NPWEST at 1-866-238-9652 or access PECOS at https://pecos.cms.hhs.gov/pecos/login.do .

  Important: Please include punctuation as it appears in PECOS. An exact match is required.

10. **I need to enroll a large list of suppliers. Can I email this information to you?**

No. The suppliers will need to complete the online enrollment process. The online enrollment process can be found on the CEDI Web site at https://www.ngscedi.com under CEDI Enrollment.

11. **How long will my Trading Partner ID be active at CEDI?**

If a Trading Partner has not logged into CEDI in the past 60 days, their account will be locked and they must contact the CEDI Help Desk via telephone at 1-866-311-9184 to have their account unlocked.

Trading Partners who have not accessed CEDI within the past 13 months will have their access removed. Trading Partners whose access is removed will need to visit the CEDI Web site at https://www.ngscedi.com, complete and submit a new enrollment packet to reapply for a new Trading Partner/Submitter ID or to have your previous Trading Partner/Submitter ID reinstated.

CEDI Claims Portal

1. **What is the CEDI Claims Portal (CCP)?**

The CEDI Claims Portal (CCP) is a web based claim entry option for Medicare Durable Medical Equipment (DME) suppliers to submit electronic claims in the X12 837 format, retrieve front end reports, and download their ERA without the use of a Network Service Vendor (NSV) and without purchasing DME claim submission software.

2. **Who can use the CEDI Claims Portal (CCP)?**

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

Enrollment forms are required to access the CEDI Claims Portal.

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

Yes, Electronic Remittance Advices (ERAs) are available 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 X12 835 ERA in order for the CCP User to download the ERA.

The X12 835 ERA provided through the CCP requires 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.

4. **Where can I get more information about the CEDI Claims Portal (CCP)?**

More information about the CEDI Claims Portal can be found on the CEDI Web site https://www.ngscedi.com under Self-Service Tools on the CEDI Claims Portal page or at the following link https://www.ngscedi.com/cedi-claims-portal.

If there are additional questions, please contact the CEDI Help Desk at ngs.cedihelpdesk@anthem.com or at 866-311-9184.

DME MAC Portal Third Party Access Authorization

1. **When would I select the DME MAC Portal Options?**

Suppliers who want to grant a third party access to eligibility, claims information, appeals, prior authorization, Advance Determination of Medicare Coverage (ADMC), financial information and/or the supplier's mailbox on one or more DME MAC internet portals will need to complete an enrollment packet with CEDI. The information submitted to CEDI will be provided to the DME MAC(s) to fulfill the access request.

2. **If I am not using a billing service or clearinghouse, do I still need to request access to the DME MAC(s) by completing CEDI enrollment forms?**

No. The DME MAC Portal Third Party Access Authorization Form is only used by a supplier to grant access to a third party biller or clearinghouse acting on their behalf.

3. **How do I select the DME MAC Portal Options?**

When completing the CEDI enrollment packet online, you will need to select you are using a billing service or clearinghouse. This will give you the option to select "I want to enroll for DME MAC Portal Access" and bring up the access options available in each DME MAC Jurisdiction's internet portal.

4. **What DME MAC Portal Options are available?**

You can select access to eligibility, claims information, appeals, prior authorization, ADMC, financial information, or the supplier's mailbox for each DME MAC.

5. **What should I do once the enrollment packet is processed and I receive confirmation from CEDI the DME MAC Portal Third Party Access Form setup is complete?**

CEDI will provide the information you submitted to the selected DME MAC(s) to complete your request for third party access to their internet portal(s). The DME MAC(s) should be contacted for additional information on how to utilize their various portal functions.

> Jurisdiction A
> Contact Center: 1-866-419-9458
> https://med.noridianmedicare.com/web/jadme

> Jurisdiction B
> Contact Center: 1-866-590-6727
> https://www.cgsmedicare.com/jb/mycgs/index.html

> Jurisdiction C
> Contact Center: 1-866-270-4909
> https://www.cgsmedicare.com/jc/mycgs/index.html

> Jurisdiction D
> Contact Center: 1-877-320-0390
> https://med.noridianmedicare.com/web/jddme

6. **Can I add additional access for my billing service or clearinghouse at a later time?**

Yes, however each new request will need to include the full selection of all access you want the billing service or clearinghouse to have.

Trading Partner & CEDI Claims Portal User Recertification

1. **What is the Trading Partner & CEDI Claims Portal User Recertification?**

CEDI recertifies all Trading Partners and CEDI Claims Portal Users annually to verify the information for the owner of the CEDI Trading Partner ID and CEDI Claims Portal Users and they are continuing to exchange transactions with CEDI.

2. Who needs to recertify?

All entities who are the owners of a CEDI Trading Partner ID need to recertify. This includes suppliers who exchange transactions directly with CEDI. Suppliers who use a third party (billing service or clearinghouse) to exchange transactions will not complete the recertification form. Billing Services and Clearinghouses are required to recertify their own CEDI Trading Partner IDs.

CEDI Claims Portal users will need to recertify their User ID once the Trading Partner ID has been recertified. An email will be sent to the CEDI Claims Portal user with a link to complete the CEDI Claims Portal User Recertification Form.

3. How do I recertify?

The Trading Partner & CEDI Claims Portal User Recertification Process begins July 1st and concludes December 31st. Trading Partners will need to complete the CEDI Recertification Form located on the CEDI Web site at https://www.ngscedi.com.

CEDI Claims Portal users will receive an email with a link to complete the CEDI Claims Portal User Recertification Form.

4. Do I need to fax or email the CEDI Recertification Form?

No. The CEDI Trading Partner Recertification and CEDI Claims Portal User Recertification forms are completed and submitted electronically on the CEDI Web site. You may print a copy of the form for your records, but the form is not faxed or emailed to CEDI for processing.

5. What is the deadline to submit the CEDI Recertification Form?

The CEDI Trading Partner Recertification and CEDI Claims Portal User Recertification process concludes on December 31st. If any contact information changes, a new recertification form can be completed and submitted to CEDI at any time to keep your information current.

6. What will happen if I don't submit the CEDI Recertification Form?

Any Trading Partners or CEDI Claims Portal Users who do not submit their CEDI Recertification Form by December 31st will have their access to CEDI suspended during the first week of January.

To reactivate the Trading Partner ID or CEDI Claims Portal User ID, a recertification form is required.

7. How do I check the status of my recertification form?

CEDI provides an online self-service status tool to check the status of your submitted Recertification Forms. The tool is available on the CEDI Web site https://www.ngscedi.com. Under the Self-Service Tools section, select Recertification Status Check Tool.

Testing Process

1. **Who must test with CEDI? The Trading Partner/Submitter or the software vendor?**

   The software vendor or in-house programmer must test with CEDI. Once a vendor or in-house programmer has successfully connected to CEDI, sent in a claims file and received an accepted 277CA front-end acknowledgement, they will be approved by CEDI.

   Vendors and in-house programmers may continue to send test files after they are approved to verify changes to their software product.

   Once a vendor or in-house programmer has passed testing with CEDI, their customers can submit the CEDI enrollment forms to send X12 837 claims, NCPDP claims and/or X12 276 claims status response transactions; and/or receive X12 835 remits, X12 277 claim status response and/or reports.

2. **Where do I get information to start the testing process?**

   Software vendors and in-house programmers should send their contact information in advance by email to the CEDI Help Desk at ngs.cedihelpdesk@anthem.com. Please include the name of the software company, a contact name, phone number, fax number, and email address. One of the CEDI Vendor Testing Coordinators will send the software vendor/in-house programmer additional information about the testing process.

3. **Will vendors and in-house programmers get a specific Trading Partner/Submitter ID to use when testing?**

   Yes, vendors and in-house programmers are assigned a specific Trading Partner/Submitter ID to be used for testing. This ID is in the format "V089#####."

   ** This V089 ID cannot be used to submit production claims.

4. **I am a software vendor or in-house programmer, where can I get information on the CEDI communications options?**

   Communication information is available on the CEDI Web site (https://www.ngscedi.com) under Telecommunications.

5. **Where do I find a list of approved CEDI vendors, clearinghouses and billing services?**

   The CEDI Approved Entities list is posted on the CEDI Web site at https://www.ngscedi.com/web/ngscedi/approved-entities-list.

6. **Where can I obtain a copy of the ASC X12 5010 Implementation Guide?**

   The ASC X12 version 5010 / 5010A1 Technical Reports Type 3 (TR3s) are available at https://www.x12.org.

7. **Where can I obtain a copy of the NCPDP D.0 guide?**

NCPDP guides are available for purchase from the NCPDP organization at
https://www.ncpdp.org.

8. **Where can I review the ASC X12 5010A1 and NCPDP D.0 Companion Guides?**

   The Companion Guides for the X12 5010A1 and NCPDP D.0 transactions are available on the CEDI Web site under Technical Specifications (https://www.ngscedi.com/web/ngscedi/technical-specifications).

9. **Can I submit test X12 837 5010A1 and/or NCPDP D.0 claims and receive back a test X12 835 Electronic Remittance Advice (ERA)?**

   No. The testing of claims is separate from the testing of the ERA. Test claims will only pass through the CEDI front end edits and return the front end transactions. Test claims will not be sent to the DME MACs for processing.

10. **If I am using the CEDI software, PC-ACE, will I need to complete any testing?**

    No, the CEDI software PC-ACE has already been tested by the developers and CEDI. Be sure you are using the current version of the PC-ACE software by checking the CEDI Web site (https://www.ngscedi.com) for upgrades.

    Note: While testing is not required, CEDI does recommend all new users submit a test file to familiarize themselves with the software.

Communications

1. **What communications methods can I use to connect to CEDI?**

   CEDI offers three (3) communication methods; the CEDI SFTP Gateway, the CEDI Claims Portal, and the CEDI Internet Gateway.

   The CEDI SFTP Gateway can be used to exchange electronic X12 837 claims, NCPDP claims, X12 276/277 Claims Status Request/Response, and X12 835 Electronic Remittance Advice transactions. CEDI requires the use of a Network Service Vendor (NSV) for connectivity to the CEDI SFTP Gateway. NSVs provide fast and reliable connections in a secure environment.

   The CEDI Claims Portal is a web based claim entry option for suppliers and does not require the use of a NSV for connectivity.

   The CEDI Internet Gateway supports the CAQH CORE Phase I, II and III Operating Rules and provides an internet connection with CEDI to submit X12 276 Claim Status Request files and retrieve X12 835 Electronic Remittance Advice (ERA) and X12 277 Claim Status Responses without the use of a Network Service Vendor (NSV).

   More information is available on the CEDI Web site (https://www.ngscedi.com) under Telecommunications.

2. **Can zipped files be sent to CEDI?**

Yes. Zipped files can be sent to CEDI. Trading Partners do not need to send notification to CEDI prior to sending a zipped file.

Note: All zipped files must be submitted in Binary mode.

3. **Will CEDI send zipped outbound files to the Trading Partners/Submitters?**

Yes. When requested, zipped files can be received by Trading Partners/Submitters from CEDI. The default setup for all Trading Partners/Submitters is for their outbound files to be returned unzipped. To request outbound files be delivered in a zipped format, submit an email request to the CEDI Enrollment Team as follows:

- The email address is: cedienrollment@anthem.com
- The email subject must be: CEDI Request for Zipped Files
- Include the following information
    - Trading Partner/Submitter ID
    - Trading Partner/Submitter Name
    - Contact Name
    - Contact Phone Number
    - Contact Email Address

You will be notified via email when your request has been completed.

4. **Is there a limit to the length of a filename sent to CEDI?**

Yes. Filenames sent to CEDI cannot be longer than 30 characters.

Logging In and Passwords

1. **How do I reset my CEDI password?**

Passwords can be reset on the CEDI Gateway Self-Service Password portal located at https://www.ngscedi.com.

Trading partners can also call the CEDI Help Desk and select option 2 or send an email request to ngs.cedihelpdesk@anthem.com. To complete the request, the CEDI Help Desk will need the Trading Partner/Submitter ID, NPI, and PTAN. The person making the request will also need to be an authorized contact person as indicated on the CEDI Trading Partner Recertification Form.

2. **What are the guidelines/requirements to follow when changing a password with CEDI?**

Passwords are case sensitive and will expire every 60 days. The system will alert you when your password has expired. Follow the guidelines below when changing your password with CEDI:

- ✓ Passwords must be eight (8) characters in length; no more and no less.
- ✓ Passwords must contain a combination of numeric and alpha characters.

✓ Passwords must include at least 1 uppercase and 1 lowercase letter.

✓ Password must contain a special character; for example @, #, $

✓ Passwords cannot contain dictionary words.

✓ Passwords must contain a minimum of four (4) characters different than the previous password.

✓ Passwords must be different than the last nine (9) passwords.

✓ The CEDI Gateway is case sensitive. How you enter your password in the portal is how you must enter your password at the gateway.

✓ After three (3) incorrect login attempts, the account will be locked. Please contact the CEDI Help Desk at 866-311-9184 to have your password Reset.

✓ Passwords cannot be changed more than once within a rolling 24 hour period. If a password needs to be reset more than once in a rolling 24 hour period, please contact the CEDI Help Desk at 866-311-9184 to have your password reset.

✓ Passwords must not be stored in scripts, files, or applications unless compensating controls are in place

Note: Trading Partner (Submitter) IDs and CEDI Claims Portal User IDs will automatically be suspended after 60 days of inactivity and be removed after 13 months of inactivity.

Note: CMS' information security policy strictly prohibits the sharing or loaning of Medicare assigned IDs and passwords. Users should take appropriate measures to prevent unauthorized disclosure or modification of assigned IDs and passwords. Violation of this policy will result in revocation of all methods of system access, including but not limited to EDI front-end access or RACF user access. The Medicare contractor shall notify all affected providers as well as reporting the system revocation to CMS.

3. **Can I change my password before the system prompts me?**

   Yes. You can use the CEDI Gateway Self-Service Password portal by selecting Gateway Self-Service Password Portal on the CEDI Web site located at https://www.ngscedi.com to change your password before it expires. Or go directly to the Gateway Self-Service Password Portal at https://pwr.ngscedi.com/authentication.

4. **What should I do if I suspect an unauthorized person is attempting to log into my account?**

   If you feel your ID has been compromised, please contact the CEDI Help Desk at 866-311-9184 immediately so we can assist you in taking proper measures to secure a new Trading Partner ID and password.

Exchanging Electronic Transactions with CEDI

1. **Can I submit with one Trading Partner/Submitter ID but have my Electronic Remittance Advice (ERA) returned to another ID?**

Yes. Please indicate the appropriate transaction options you wish to use with your Trading Partner ID when completing the online enrollment process on the CEDI Web site (https://www.ngscedi.com). By selecting the appropriate transaction options, our CEDI Enrollment team will know how to setup your supplier numbers for Electronic Remittance Advices (ERAs).

2. **Do I have to submit separate files to CEDI for claims going to each DME MAC Jurisdiction?**

   Trading Partners/Submitters sending X12 837 and/or NCPDP claim files can send one file to CEDI with claims for multiple Jurisdictions. CEDI will route all 837 and NCPDP claims to the appropriate DME MAC Jurisdiction based on the beneficiary address on each claim.

   The X12 276/277 Claim Status Request/Response transactions must be submitted in separate files by contractor code for each DME MAC Jurisdiction where the claim was submitted. The X12 276 format does not provide the beneficiary address so CEDI cannot perform the same routing as is done for claims transactions.

3. **What contractor code do I use when submitting my claim file to CEDI?**

   All incoming X12 837 and/or NCPDP claim files to CEDI can be submitted with any one of the four DME MAC Jurisdiction's contractor code. The DME MAC Contractor Codes are:

   - Jurisdiction A – 16013
   - Jurisdiction B – 17013
   - Jurisdiction C – 18003
   - Jurisdiction D – 19003

4. **I connect to CEDI multiple times because I have so many files to download. Do I have to connect and download only one front-end report or ERA at a time?**

   Trading Partners/Submitters can connect to CEDI and download all reports and ERAs at one time without disconnecting. If your system only allows you to download one file at a time, it would be a limitation within your software. Contact your software vendor to determine if they can update your system to allow downloading of all files from CEDI at one time.

5. **When do I need to send my claims to receive a receipt date on my electronic claims for the same day?**

   Claims received at CEDI before 5:00 p.m. Eastern Time (ET) on a business day will get the receipt date of that business day.

   Claims received at CEDI after 5:00 p.m. ET will get the next business day's date of receipt:

   - If the next day is a Saturday or Sunday, claims will have Monday's date of receipt.
   - If the next day is a DME MAC holiday, or the Monday following the weekend is a DME MAC holiday, the next DME MACs business day is used as the receipt date.

   Claims can be submitted to CEDI 24 hours a day/ 7 days a week. CEDI has designated Sundays from 12:00 a.m. ET through 11:59 p.m. ET to perform maintenance during which

time, Trading Partners and CEDI Claims Portal Users may be unable to connect during this timeframe.

6. **How do I send claims with no ordering physician?**

For claims with no ordering physician and the HCPCS submitted with an EY modifier (no physician or other licensed health care provider order for this item of service), enter the rendering supplier's name and NPI as the ordering physician.

- The electronic claims format will only allow a person's name to be submitted for the ordering provider. If a supplier needs to submit their own name in an electronic claim in accordance with the general instructions for the EY modifier, and the name of the supplier is a business name instead of the name of a person, the CMS advises entering an "X" in both the first and last name fields for the ordering provider (X12 837 NM103 and NM104 elements in Loop 2420E).

- If the supplier has obtained a physician's order for some, but not all, of the items provided to a particular beneficiary, the supplier must submit a separate claim for the items dispensed without a physician's order.

- Claims submitted with an EY modifier on one charge line but not on all charge lines will be rejected by CEDI.

Electronic Front End Reports/Acknowledgements

1. **How many reports will I receive from CEDI for each electronic claim file submitted?**

CEDI will provide the following reports for each X12 version 5010A1 claim file submitted:

- TA1 (NOTE: Some systems may generate a TA1 report for accepted and rejected files, others will only generate a TA1 if the file rejects. Check with your software vendor to determine if your system generates both accepted and rejected TA1 reports)
- TRN Report
- 999 Acknowledgement
- 277CA (Claim Acknowledgement) - All claim front-end rejections are reported on the CEDI 277CA

Note: Information concerning the above acknowledgements and reports is included in the *5010A1 CEDI Front-End Acknowledgements and Reports Manual* and is available on the CEDI Web site at: https://www.ngscedi.com/frontend.

CEDI will provide the following reports for each NCPDP version D.0 claim file submitted:

- TRN
- NCPDP Transmission Response Report

Note: The CEDI NCPDP D.0 Front End Edits are available on the CEDI Web site at https://www.ngscedi.com/frontend.

2. **What do the X12 999 and 277CA transaction acknowledgements look like?**

   These acknowledgement files are sent in the X12 format and software vendors are responsible for producing a readable report for their customers.

3. **Where can I get more information about the acknowledgement files and edits?**

   CEDI has posted a 5010A1 CEDI Front-End Acknowledgements and Reports Manual to the CEDI Web site (https://www.ngscedi.com) under Front End Edits & Reports.

   Front-end edits received on the 277CA Acknowledgement file can be searched for additional information causing the edit using the 277CA Edit Lookup Tool located under Self-Service tools on the CEDI Web site (https://www.ngscedi.com).

4. **I submit claims through a billing service and I don't understand my electronic report from CEDI, who should I call?**

   Trading Partners/Submitters using a third party (e.g. clearinghouse or billing service) to send claims to CEDI should work directly with their clearinghouse or billing service concerning the following items:

   - **Assistance with an Electronic Report** – Electronic reports are returned to the submitter of the electronic file (clearinghouse or billing service). As the submitter, the clearinghouse or billing service will contact the CEDI Help Desk to resolve any issues with the electronic reports.

   - **Electronic Remittance Advices (ERA)** – If the DME supplier elects to have a clearinghouse or billing service retrieve their Electronic Remittance Advice (ERA), the clearinghouse or billing service will contact the CEDI Help Desk for ERA support (i.e., to recreate an ERA).

   When the clearinghouse or billing service is exchanging electronic transactions on behalf of a DME supplier, the clearinghouse or billing service will contact the CEDI Help Desk directly for assistance with the items listed above. The CEDI Help Desk can be contacted by calling 866-311-9184 or via email at ngs.cedihelpdesk@anthem.com.

5. **What is the best way to track which acknowledgement transactions are related to the X12 837 file we sent?**

   CEDI recommends the use of unique enveloping control / reference numbers built into the ISA13, ST02, and BHT03 data elements on the inbound X12 837 Professional claims. This will allow CEDI Trading Partners to easily match submitted claims with the acknowledgement transactions.

   Examples of those pairing include:

   - 837 ISA13 is mapped to the TA1 response transaction and located in the TA101 data element
       o The implementation guide for the TA1 (ASC X12 TA1 TR3) states for TA101: "This is the value in ISA13 from the interchange to which this TA1 is responding."
   - 837 ST02 is mapped to the 999 response in the 2000.AK202 data element

- The implementation guide for the 999 (ASC X12 999 TR3) states for AK202: "Use the value in ST02 from the transaction set to which this 999 transaction set is responding."
- 837 BHT03 is mapped to the 277CA response in the 2200B.TRN02 data element
  - The implementation guide for the 277CA (ASC X12 277CA TR3) states for TRN02: "This element contains the value submitted in the BHT03 data element from the 837."

6. What does the NCPDP D.0 Transmission Response look like?

The NCPDP D.0 Companion Document available on the CEDI Web site under Technical Specifications (https://www.ngscedi.com/web/ngscedi/technical-specifications) has examples of the NCPDP Transmission Response. However, sample files for download are not available.

This Transmission Response is sent in the NCPDP D.0 format and software vendors are responsible for producing a readable report for their customers.

7. How long will Front-End Edit Reports and ERAs be available at CEDI for me to retrieve?

Front-End Edit Reports and ERAs are available for 45 days.

8. Can you explain the A8:496:85 error code?

CEDI validates the supplier's NPI on the claim file is linked to the Trading Partner/Submitter ID under which the claims were submitted. If the NPI is not linked to the Trading Partner/Submitter ID, the claims will reject at CEDI with the A8:496:85 edit.

If the A8:496:85 edit is received, the supplier must complete the online enrollment packet on the CEDI Web site (https://www.ngscedi.com) before resending claims.

9. I am receiving a 999 rejection indicating a DTP segment error. What should I check for?

If you are a supplier, contact your software vendor to verify the cause of the rejection. One cause for a 999 rejection relating to DTP segments is the adjudication date (DTP*573) on Medicare Secondary Payer (MSP) claims. The adjudication date (DTP*573) on MSP claims can only be sent at the claim or charge line level, not both.

10. I am receiving a rejection for the Rendering Provider's NPI not being on the crosswalk. What should I do?

The Rendering Provider Loop(s) 2310B or 2420A should not be submitted in Medicare DME claims.

- The rendering provider information is verified in the X12 837 5010A1 format and sending this information can cause a front-end rejection.
- The NPI of the rendering provider must be on the DME supplier crosswalk. Since the rendering provider is typically an individual provider and not listed on the DME supplier crosswalk, this can cause a front-end rejection if sent.

- The rendering provider information is a sub-set of the billing provider information which is only used in Medicare Part B claims to indicate the physician who saw the patient. Medicare DME does not use sub-sets and the rendering provider information identical to the billing provider.

11. **Which loops require the full 9 digit ZIP Code to be sent and which allow the 5 digit ZIP Code?**

    There are front end edits to validate there is a 9 digit ZIP Code (ZIP+4) in the following loops:

    - 2010AA Billing Provider
    - 2310C Lab/Facility
    - 2420C Lab/Facility

    The 4-digit extension cannot be filled with all zeros. Address information can be looked up on http://zip4.usps.com if you do not know the 4-digit extension.

    The other loops with a ZIP Code will allow the 5 digit ZIP.

12. **Can I send my P.O. Box for my billing provider's address?**

    No. The address in the Billing Provider 2010AA loop must be the physical street address and cannot be a P.O. Box.

13. **What coding is used in the SV101-1 and SV101-2 fields when submitting a National Drug Code (NDC) without an assigned HCPCS?**

    The 2400 SV101-1 should contain the value 'HC' and the 2400 SV101-2 should contain the value of 'S5000' or 'S5001'. The 'S5000' is used for generic NDCs and the 'S5001' is used for name brand NDCs. The NDC is then reported in the 2410 LIN segment.

NCPDP D.0 Claims

1. **What is NCPDP?**

   The National Council for Prescription Drug Programs (NCPDP) is the format used by retail pharmacies to electronically submit DME MAC drug claims. The NCPDP format can only be used for drug claims from retail pharmacies.

2. **What reports can I expect for NCPDP D.0 claims submitted to CEDI?**

   CEDI will return the following reports:

   - CEDI TRN Acknowledgement Report
   - CEDI NCPDP Transmission Response

   Note: The CEDI reports are returned in real time and are typically delivered to the Trading Partner within 30 minutes. However, the size of the claim files will determine how long it takes to produce the reports.

3. **Where can I get more information about the NCPDP front-end edits?**

   NCPDP error codes can be found in the CEDI NCPDP D.0 Front End Edits manual located on the CEDI Web site at https://www.ngscedi.com under Front End Edits & Reports.

PECOS

1. **What is PECOS?**

   PECOS is the Provider Enrollment, Chain and Ownership System implemented by the Centers for Medicare & Medicaid Services (CMS) for Internet-based provider enrollment.

2. **How can I check to see if my ordering physician is listed in PECOS?**

   CMS has made ordering physician information available on their Web site. Select the following link or copy and paste it into your web browser:
   https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/MedicareOrderingandReferring.html.

Electronic Remittance Advice

1. **How long will electronic remittance advice (ERA) files be available at CEDI for retrieval?**

   ERA files are available for download for 45 days. After 45 days, ERA files cannot be re-created by CEDI and the supplier must contact the appropriate DME MAC for the standard paper remittance (SPR). To obtain an SPR, contact the appropriate DME MAC IVR or Customer Service/Provider Contact Center:

   Jurisdiction A, Noridian Healthcare Solutions, LLC

   Customer Service and IVR: 866-419-9458

   Jurisdiction B, CGS Administrators, LLC

   Provider Contact Center: 866-590-6727

   Automated IVR Phone System: 877-299-7900

   Jurisdiction C, CGS Administrators, LLC

   Customer Service: 866-270-4909

   Automated IVR Phone System: 866-238-9650

   Jurisdiction D, Noridian Healthcare Solutions, LLC

   Supplier Contact Center and IVR: 877-320-0390

2. **When downloading my X12 835 Electronic Remittance Advice (ERA) files from CEDI, will I be able to determine which Jurisdiction created the ERA?**

   Yes, the ERA files delivered by CEDI will have a Jurisdiction indicator in the file name.

Example filename = 835X.JXRNKPROD.%d%t.%s

- o JX is variable and will equate to the DME MAC Jurisdiction (JA, JB, JC, JD)
- o %d is the system date the file was generated (in format CCYYMMDD)
- o %t is the system time the file was generated (in form HHMMSS)
- o %s is a CEDI generated sequence number

DME MAC	Payer ID	Jurisdiction letter code
Jurisdiction A	16013	JA
Jurisdiction B	17013	JB
Jurisdiction C	18003	JC
Jurisdiction D	19003	JD

3. **How can I resolve Reason/Remark Codes indicating "Claim service lacks information which is needed for adjudication" and/or "Electronic interchange agreement not on file for provider/submitter." received on my Electronic Remittance Advice or Standard Paper Remittance?**

Suppliers who receive this denial and do not have their PTAN on record with CEDI must complete an online enrollment packet which can be accessed through the CEDI Web site https://www.ngscedi.com under CEDI Enrollment.

4. **If I enroll for Electronic Remittance Advice (ERA), will I be able to return to receiving paper remittances?**

No. Once you are setup for ERA, you are required to obtain permission from CMS to return to paper remittances. For more information or further assistance, please contact your DME MAC.

CEDI does offer the free software Medicare Remit Easy Print which can be used to translate the X12 835 remittance file once it has been downloaded.

Claim Status Inquiry and Electronic Funds Transfer

1. **What is the difference between Claims Status Inquiry (CSI) and the 276/277 transactions?**

CSI is a method of directly interfacing with the DME MACs processing system to obtain status of your DME claims. CEDI does not support this function. Contact your DME MAC Jurisdiction for more information.

Another method of obtaining claim status information is by use of the X12 276/277 electronic transactions. The 276 request for claim status and the 277 response are exchanged through CEDI and the claim status information is pulled from the DME MAC system.

Questions regarding the X12 276/277 electronic claim status transaction should be directed to the CEDI Help Desk. Questions regarding the actual status of your claims should be directed to the DME MAC.

2. Who do I contact to enroll in Claim Status Inquiry (CSI) or Electronic Funds Transfer (EFT)?

For CSI or EFT enrollment, suppliers must contact the appropriate DME MAC Jurisdiction.

3. I have a question on the information in the CSI system, where do I call for support?

Questions on information within the CSI system should be addressed by the appropriate DME MAC Jurisdiction. CEDI does not handle CSI enrollment or support issues.

4. If I have connection problems with CSI, who do I call?

For CSI connection issues, suppliers should contact the appropriate DME MAC Jurisdiction. CEDI does not handle CSI enrollment or support issues.

PC-ACE Software

1. I use the PC-ACE software. What is needed to communicate with CEDI?

All Trading Partners must use a Network Service Vendor (NSV) to connect to the CEDI Gateway for exchanging transactions. More information about getting setup with a NSV can be found on the CEDI Web site under Telecommunications: https://www.ngscedi.com/nsv.

Note: PC-ACE users should use the current version of the software located on the CEDI Web site at https://www.ngscedi.com.

2. What version of PC-ACE should I be using?

The current version for PC-ACE can be downloaded from the CEDI Web site https://www.ngscedi.com/pcace.

The installation code to download PC-ACE will be emailed to the email address entered on the request form.

If you are experiencing problems with downloading PC-ACE, contact the CEDI Help Desk at ngs.cedihelpdesk@anthem.com.

3. Where can I get a manual for the PC-ACE software?

To obtain the PC-ACE User Guide, go to the CEDI Web site at https://www.ngscedi.com and select PC-ACE. The User Guide is located under the heading "Technical Documents", titled "Release Newsletters and User's Guides". Within the PC-ACE software, the F1 key can be used to display the manual built into the software.

Support

1. **What is the response time on emails sent to the CEDI Help Desk at ngs.cedihelpdesk@anthem.com?**

   The CEDI Help Desk will respond to email requests within 24-48 hours, Monday through Friday and excluding holidays. Some requests may take longer to resolve depending on the size and/or nature of the request.

2. **My crossover claims are not getting to the secondary payer source. Has there been an issue forwarding these claims and if so can you advise?**

   CEDI is not involved in claims processing, forwarding claims to the Coordination of Benefits and Recovery (COB&R) Contractor, or any processing done by the COB&R. Issues with crossover and/or Medigap claims should be directed to the DME MACs.

   Following is the process for the DME MAC and the COB&R to determine which claims will go to the secondary payer.

   - The claim is entered into the DME MAC system and begins processing.
   - The beneficiary information is cross referenced against the records at the Common Working File (CWF).
   - If a match is found for the beneficiary with a COB&R payer, the claim is marked to go to that payer via the COB&R contractor.
   - When the claim finalizes, it is delivered to the COB&R contractor by the DME MAC.
   - COB&R then translates the file from the DME MAC to be delivered to the secondary payer.
   - The secondary payer has criteria for what claims they want delivered.
   - The claims criteria match occurs at CWF. Sometimes the COB&R performs maintenance for a specific Coordination of Benefits Agreement (COBA) (or secondary payer) ID. They may backdate the effective dates and/or termination dates and this will alter the claim selection criteria. During the time between claim adjudication and the receipt of the crossover claim, a file maintenance change results in the COB&R denying the crossed claim as not meeting criteria.
   - If a claim fails to meet those criteria, it is produced on a report and sent to the supplier by the DME MAC contractor. This report will state although it was indicated the claim was sent to the secondary payer, it was not sent.
   - Claims that pass the criteria are delivered to the secondary payer with the supplier's NPI.
   - If a supplier's NPI is not on file with the secondary payer or cannot be successfully matched, the claim will not be processed.

3. **When do I contact CEDI versus the DME MAC for EDI questions?**

   The CEDI Help Desk is available from 9:00 a.m. – 6:00 p.m. (ET) Monday through Friday (excluding holidays) and can be reached via email at ngs.cedihelpdesk@anthem.com or telephone at 1-866-311-9184.

The CEDI Help Desk answers questions and provides support for the following:

- CEDI Enrollment Status
    - X12 837 Claims
    - NCPDP Claims
    - X12 276 Claim Status Request
    - X12 835 Electronic Remittance Advice
    - X12 277 Claim Status Response
- CEDI Password Resets
- Free/Low Cost Software Support
    - PC-ACE
    - MREP
- Verification of the receipt of files
- Support for Electronic Formats
    - X12 837 Claims
    - NCPDP Claims
    - X12 276 Claim Status Request
    - X12 835 Electronic Remittance Advice
    - X12 277 Claim Status Response
- Support for CEDI TA1, TRN, 999 and 277CA transactions for X12 837 version 5010A1 claims (NOTE: Software vendors are responsible to provide these transactions in readable formats for their customers.)
- Support for NCPDP D.0 Transmission Response (NOTE: Software vendors are responsible to provide these transactions in readable formats for their customers.)
- Support for the CEDI Claims Portal
- Testing Support for Vendors and Trading Partners (Electronic Submitters)

The DME MAC Jurisdictions will continue to provide support for the following:

- Claim Status Inquiry (CSI)
    - Enrollment or setup status
    - Logon or User ID
    - Password resets
    - Education
- Electronic Funds Transfer (EFT)
    - Setup Status
    - Questions regarding payments or banking information
- Questions regarding ordering/referring provider (PECOS) edits
- Status of claims in the Jurisdiction A, B, C and/or D DME MAC processing system
- Questions regarding the adjudication of claims

- Questions regarding ICD-10 codes and processing with ICD-10 codes
- Questions regarding the content of an Electronic Remittance Advice
    - Amount paid on a claim
    - Deductible or co-pays applied
    - Denied claims
- Requests for copies of paper remittance advices
- Questions regarding enrollment or usage of the DME MACs web portals

Identification Numbers for CEDI

Name	Definition	Example
Trading Partner/ **Submitter ID**	Unique identifier used by the Trading Partner (Submitter/Sender) assigned by CEDI.	A08XXXXXX, B08XXXXXX, C08XXXXXX, D08XXXXXX
NPI	National Provider Identifier	1234567891
PTAN	Unique supplier number assigned by the National Provider Enrollment Eastern Region (NPEAST) or Western Region (NPWEST).	10 digits typically ending with 0001, 0002, 0003 or something similar
ICN/CCN	Number assigned to claims accepted by CEDI to be used to track claims processed by the DME MACs. In the 277CA, the CCN is preceded by the DME MAC contractor code.	ICN: 21057850011000 277CA ICN: 1800321057850011000

DME MAC Jurisdictions

Jurisdiction	Company	States Supported
A	Noridian Healthcare Solutions, LLC	Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
B	CGS Administrators, LLC	Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, Wisconsin,
C	CGS Administrators, LLC	Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, Virgin Islands, Virginia, West Virginia
D	Noridian Healthcare Solutions, LLC	Alaska, Arizona, California, Guam, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming, Mariana Islands, American Samoa

National Provider Enrollment Regions

National Provider Enrollment	Company	States Supported
Eastern Region (NPEAST)	Novitas Solutions	Alabama, Connecticut, Delaware, Florida, Georgia, Illinois, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, Wisconsin, District of Columbia, Puerto Rico, US Virgin Islands
Western Region (NPWEST)	Palmetto GBA	Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming, American Samoa, Guam, Northern Mariana Islands