

Thank you for joining the CEDI Webinar, “Using the New Self-Service Tools from the CEDI Web site”. The slides in this presentation are available on the CEDI Web site <http://www.ngscedi.com> under the Webinar link.

My name is Tonya Lewis and I am the CEDI Team Lead.

Today we will be discussing the new self-service tools for checking the NPI Crosswalk and the 277CA Edits available on the CEDI Web site. CEDI will also be going over 2 of the top edits received on the 277CA. At the end of the presentation, we will have a question and answer session so please hold all questions until then.

Before we begin our presentation, we would like to review some of the webinar tool bar features. We do encourage you to use the telephone option to listen to the webinar instead of using your computer’s microphone and speakers. Be sure to select the telephone audio button and use the dial in number, access code, and audio pin to complete the connection. This will allow us to hear you if you would like to ask a question during the question and answer session.

Once you have connected successfully, it should read “You are connected to audio”.

Questions can be typed in the Questions section of the webinar tool bar. We will try to answer questions entered here at the end of the call.

When we get to the question and answer session, you will be able to raise your hand by clicking on the hand icon to let us know you have a question. The hand with a red arrow will indicate that your hand is raised and the hand icon with a green arrow will indicate that your hand is not raised to ask a question. We will review this again before we begin the question and answer session.

The new self-service tools are located on the CEDI Web site <http://www.ngscedi.com>. The NPI crosswalk tool is located under Enrollment Information and the 277CA Edit Tool is located under the Front End Report Documentation link.

These tools are available 24 hours a day 7 days a week for your convenience.

To use the NPI Crosswalk tool, you can go to <http://www.ngscedi.com> and select Enrollment Information, or use the link from this slide.

You will then need to scroll down to the Checking the Crosswalk section and select the NPI Crosswalk Tool button. This will redirect you to the tool to verify that the billing provider NPI is linked to the DME PTAN for billing Medicare claims.

To use the tool, you will need to enter both the NPI and the DME PTAN to return a “Yes” or “No” result. If you receive a “Yes” result, then the NPI and DME PTAN are linked together. If you receive a “No”



Using the New Self-Service Tools from the CEDI Web site – Webinar Recording Transcript

result, you will want to follow the steps provided at the bottom of the page to establish this link before completing any enrollment forms or sending claims.

If this link is not established prior to completing enrollment forms or sending claims, you will receive a rejection.

If you receive a message that the NPI and/or PTAN is not valid, you will want to verify that you are entering the NPI and DME PTAN correctly. The DME PTAN should be 10 digits and typically end with 0001, 0002, 0003, or something similar.

If you have any issues using the NPI Crosswalk Tool, please contact the CEDI Help Desk at 866-311-9184 or at ngs.cedihelpdesk@wellpoint.com.

The other new self-service tool is the 277CA Edit Tool located on the CEDI Web site under Front End Report Documentation. To be able to use this tool, you will first need to identify the edit codes.

If you are looking at the raw data returned on the 277CA, each STC starts a new edit combination. However, one STC may have more than one (1) edit set of edits. Make sure you have all of the edit information in order for the tool to return accurate information.

In the examples shown on the right, the first STC has 1 edit combination while the second STC shows 2 edit sets that will create one 1 edit combination. Later in the presentation we will show you how to enter these edit combinations into the edit tool.

Edit combinations can have up to 3 different types of codes; the Claim Status Category Code (CSCC), Claim Status Code (CSC), and the Entity Identifier Code (EIC). Not all of these code types will appear in each edit combination and the Claim Status Code may appear more than once.

In Example 1, you will see that there is 1 of each code type. However, in Example 2, there are 2 CSCs or Claim Status Codes. Since the A8 and 85 codes are the same in both edit sets for 1 STC, the edit combination reads only the unique codes. The edit combination of unique codes is what we will enter into the edit tool.

This is a list of the valid Claim Status Category Codes or CSCCs on the left and a list of the valid Entity Identifier Codes or EICs on the right. The CSCs or Claim Status Codes has many more possibilities but will always be numeric.

Now we are going to walk through entering some code combinations into the 277CA Edit Tool. To access the 277CA Edit Tool, you can go to the CEDI Web site <http://www.ngscedi.com> and select Front End Report Documentation from the navigation tool bar or use the link above. CEDI has also provided a help document located below the tool for more information.

This tool should only be used for codes related to durable medical equipment (DME) claims as the edit explanations are specific for DME claims to Medicare only.





Using the New Self-Service Tools from the CEDI Web site – Webinar Recording Transcript

To use the tool you will want to enter the edit combinations from your 277CA or report. We will be using the edit combinations provided on the previous slides for our examples today.

The first edit combination was A7:562:85. So the A7 will be placed in the box for CSCC, the 562 will be placed in the first box for CSC, and the 85 will be placed in the EIC field. Note that the second and third CSC fields will be left blank in this example as this edit combination only contained 1 CSC edit.

Then you will select Search. The results will be returned below the Search box.

You can see that more than 1 possibility can cause this edit combination to be returned on the 277CA. You will need to read each explanation and decide which might have caused your edit combination to be returned.

If you have additional edits to check, you can then select the Reset button to clear all the fields and enter your next combination.

Now we are going to check our second example. The edit had 2 sets or edits returned on 1 STC segment, A8:562:85 and A8:128:85.

The edit combination that will be entered into the tool will only show the unique edits, so we are going to enter the A8 in the CSCC field, the 562 in the first CSC field, the 128 in the second CSC field, and the 85 in the EIC field. In this example only the third CSC field will be blank. Then select Search.

This edit combination only has 1 explanation.

Some edit combination will not have an EIC code. Our last example is A7:507. The A7 would be entered into the CSCC field and the 507 will be entered into the first CSC field. All the other fields will be left blank.

If your edit combination does not return any results, the edit may not be in the system yet or the codes may not be in the correct fields. Please verify the edit combination first, then contact the CEDI Help Desk at 866-311-9184 for additional assistance.

CEDI receives a lot of inquiries about the edit codes A3:247 and A7:507. The A3:247 – Line Information edit is a generic edit that is returned on claims to indicate that a charge line contained an error which caused the entire claim to reject. CEDI is unable to reject only a charge line so the entire claim must be resubmitted once the error is corrected.

With the A3:247 – Line Information edit, additional edit codes should be provided. This edit is never received by itself. This edit is also not in the 277CA Edit Tool, so it will not return any results if it is searched. If you receive this edit, check your report for additional edit combinations or STC combinations that can be entered into the 277CA Edit Tool that may explain your rejection in more detail.



Using the New Self-Service Tools from the CEDI Web site – Webinar Recording Transcript

One of the most common edit codes to be received with the A3:247 edit is the A7:507 – HCPCS edit. This edit is caused by either the HCPCS or procedure code being invalid for the date of service or the HCPCS and modifier combination is invalid for the date of service.

CEDI recommends verifying the HCPCS is valid and that all required modifiers, if modifiers are required, are sent with the charge.

CEDI is not able to verify billing information and it is recommended that you use the available resources provided by the Jurisdictions to obtain that information. You can also contact your Jurisdiction for clarification on coding issues.

Here is an example of the 277CA data that is returned for a claim that received the A7:507 edit. You will see that the A3:247 edit is indicated first, then the HCPCS and modifiers that were received, then the A7:507 edit. The date of service for the claim is also provided with the rejection information in the DTP segment above the HCPCS information.

If you have any questions about this webinar or the information provided, please contact the CEDI Help Desk at 866-311-9184 or at ngs.cedihelpdesk@wellpoint.com. Thank you for joining us and have a great day.