# Electronic filing options

Electronic data interchange (EDI)/
electronic remittance advice (ERA)

# 837 health care claim transactions

**Question: How do I submit 837 health care claim (professional and institutional) transactions?**
**Answer:** All claim submissions must be through a clearinghouse.

**Here are the clearinghouses we work with:**

| Clearinghouse | Payer ID | Phone number |
|---|---|---|
| Emdeon | 27514 | 1-866-858-8938 |
| Capario | 28804 | 1-800-586-6938 |
| Availity | 26375 | 1- 800-282-4548 |
| Smart Data Solutions | 81237 | 1-855-650-6590 |

**Question: Who should I contact if I have additional questions or need to escalate an issue?**
**Answer:** Please contact our EDI hotline:

**Amerigroup Iowa, Inc. EDI hotline contact information**
Hours available: 8 a.m.-8 p.m., Monday through Friday Central time
Telephone: 1-800-470-9630
Website: click here and select the correct state
Email address: edi.ent.support@anthem.com

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# 835 health care claim payment advice transactions

**Question: How do I enroll for 835 health care claim payment advice transactions?**

**Answer:** Providers, billing services and clearinghouses can register to receive 835 (ERA*) X12 transactions directly for 835 health plan claim payments. To become a trading partner, submit a Trading Partner Agreement form and an EDI Registration form. An E-Solutions representative will provide outreach to complete the trading partner ID assignment and establish connectivity with our Enterprise clearinghouse.

*A trading partner ID is required to enroll for ERA. It is not required if only enrolling for electronic funds transfer (EFT).

- Click here for the EDI Registration form.
- Click here for the Trading Partner Agreement.

**Combined ERA/EFT or EFT-only enrollment**

To enroll or manage account changes for EFT only or EFT and ERA combined, use the EnrollHub™ enrollment tool, a secure ERA/EFT registration platform. This tool eliminates the need for paper registration, reduces administrative time and costs, and allows you to register with multiple payers at one time.

If you were previously registered to receive combined ERA/EFT or EFT only, you must register using EnrollHub to manage account changes. No other action is needed.

**ERA-only enrollment**

Providers or their third-party billing agents (e.g., billing vendors or clearinghouses) will use the ERA Registration e-form to register and manage account changes for ERA only. Providers enrolling for EFT or ERA/EFT combined must use EnrollHub. Providers who previously registered for EFT using EnrollHub should add ERA to their profile by using EnrollHub. Please do not submit duplicate requests using multiple form submission methods.

Clearinghouses may opt to submit registration requests on behalf of their clients at Clearinghouse ERA registration. If a clearinghouse wishes to provide this service to their clients, a user ID and password will be required. Clearinghouses should contact E-Solutions for additional information on requirements and information needed.

**Note:** Only registrations submitted by clearinghouses with login credentials can be checked using the status tool at Clearinghouse ERA registration status.

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# 835 health care claim payment advice transactions (cont.)

**Question: Do you have companion guides?**
**Answer:** Our companion guide is available on our website. Click the correct state. Use this companion document in conjunction with the transaction set implementation guide *835 Health Care Claim Payment Advice Transactions* (005010X221A1), April 2006, and the subsequent addendum dated June 2010, published by the Washington Publishing Company.

**Question: What will my connectivity options be?**
**Answer:** Both HTTPS Post and Secure File Transfer Protocol (SFTP) connectivity are supported.

**Question: I am a direct submitter/clearinghouse. Will the partner sender ID remain the same?**
**Answer:** No. There are currently various Direct Submitters sender ID configurations. Therefore, the following sender ID was established for Amerigroup file submission. **ISA06: ANTHEM**, **GS02: ANTHEMFCS**

**Question: I am a direct submitter/clearinghouse. Will the partner receiver remain the same?**
**Answer:** No. There are currently various Direct Submitters receiver ID configurations. Therefore, the following receiver ID was established for Amerigroup file submission. **ISA08/GS03:** Assigned by EDI Enterprise

**Question: Who should I contact if I have additional questions or need to escalate an issue?**
**Answer:** Please contact EDI Enterprise helpdesk:

**EDI Enterprise helpdesk contact information**
Hours available: 8 a.m.-4:30 p.m., Monday through Friday Central time
Telephone: 1-800-470-9630
Email address: edi.ent.support@anthem.com

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# 270/271 eligibility benefit inquiry/response and 276/277 health care claim status request/response transactions

**Question: How do I submit a 270/271 eligibility benefit inquiry/response or a 276/277 health care claim status request/response transaction?**

**Answer:** Existing trading partners may leverage their existing connection with us to send these transactions without the need to execute a separate Trading Partner Agreement (TPA). New trading partners will need to go through our 27X enrollment process and sign an Amerigroup TPA.

- Click here for the enrollment form for new submitters
- Click here for the Trading Partner Agreement

**Question: Do you have companion guides?**

**Answer:** Our companion guides are available on our website. To locate them, click here and select the state. Use these companion documents in conjunction with the transaction set implementation guide, "270/271 Eligibility Benefit Inquiry/ Response (005010X279A1)," and/or the "276/277 Health Care Claim Status Request/Response Transactions, (005010X212)," April 2006, and the subsequent addendum dated June 2010, published by the Washington Publishing Company.

**Question: What will my connectivity options be?**

**Answer:** Both HTTPS Post and Simple Object Access Protocol (SOAP) connectivity is supported for new real-time 27X.

**Question: Will my partner sender ID remain the same?**

**Answer:** Yes. Anthem Trading 27X Real-Time Partners can use their existing Anthem sender IDs. New trading partners will need to go through our 27X enrollment process and sign an Amerigroup TPA.

**ISA06/GS02:** Assigned by EDI Enterprise

# 270/271 eligibility benefit inquiry/response and 276/277 health care claim status request/response transactions (cont.)

**Question: Will the receiver ID remain the same?**
**Answer:** No. There are currently various receiver ID configurations. The appropriate receiver ID will be established as appropriate for Amerigroup file submission.

**ISA08/GS03:** **AGPMD**
**Loop 2100B: NM108** **'PI'** **NM109** = **AGPMD**

**Question: What is the testing process?**
**Answer:** Only first-time submitters are required to send test files. If you are currently sending 270 and 276 transactions, testing is at your discretion.

**Question: Who should I contact if I have additional questions or need to escalate an issue?**
**Answer:** Please contact EDI Enterprise helpdesk:

**EDI Enterprise Helpdesk contact information**
Hours available: 8 a.m.-4:30 p.m., Monday through Friday Central time
Telephone: 1-800-470-9630
Email Address: edi.realtime.support@anthem.com

# Frequently asked questions

**Question: What is a clearinghouse?**
**Answer:** An entity that receives provider claim data, translates the data to the American National Standards Institute (ANSI) format and then forwards the data on behalf of the provider.

**Question: What is a payer ID?**
**Answer:** A payer ID is defined as the intended entity that is responsible for one or more of the following:

- Final processing of the claim in order to return the remittance advice
- Final processing of the inquiry (eligibility, services review or claim status) in order to return the response (eligibility, services review or claim status)
- Final processing of the (member) enrollment or premium payment

**Question: What is a trading partner ID?**
**Answer:** A trading partner ID is a confidential number assigned to an entity to send/receive electronic transactions.

**Question: What is an entity?**
**Answer:** An entity is a health plan, health care clearinghouse or health care provider who transmits health information in electronic form in connection with a HIPAA transaction.

**Question: What is the difference between a trading partner ID and a payer ID?**
**Answer:** The trading partner ID is used in the IS06 or ISA08 to identify the entity for which you are sending/receiving electronic transactions. The payer ID is used by clearinghouses to identify the organizations you want your X12 transactions to be sent/delivered to.

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# Frequently asked questions (cont.)

**Question: What information do I need to register for ERA/EFT?**
**Answer:** You need your National Provider Identifier (NPI) and tax ID.

**Question: If a provider is using a clearinghouse, does the provider need to sign an Amerigroup Trading Partner Agreement?**
**Answer:** No, providers using a clearinghouse do not need to sign an Amerigroup Trading Partner Agreement.

**Question: A clearinghouse informed the provider that they need to contact Payspan for their 835 enrollment. Is this true?**
**Answer:** That is not a true statement. Iowa providers can use the clearinghouse Anthem Receiver ID to receive their 835.

# Frequently asked questions (cont.)

**Question: Who should I contact if I have additional questions or need to escalate an issue?**

| EDI transaction | If you submit Direct EDI contact | If you use a clearinghouse |
|---|---|---|
| **270/271 eligibility benefit inquiry/response**<br><br>**276/277 health care claim status** | **EDI Enterprise helpdesk contact information**<br><br>**Hours available:** 8 a.m.-4:30 p.m., Monday-Friday Central time<br>**Telephone**: 1-800-470-9630<br>**Email address:** edi.realtime.support@anthem.com | Contact your clearinghouse |
| **835 health care claim payment advice** | **EDI Enterprise helpdesk contact information**<br><br>**Hours available:** 8 a.m.-4:30 p.m., Monday-Friday, Central time<br>**Telephone:** 1-800-470-9630<br>**Email address:** edi.ent.support@anthem.com | Contact your clearinghouse |
| **837 health care claims (professional/institutional)** | **EDI hotline information**<br><br>**Hours available:** 8 a.m.-4:30 p.m., Monday-Friday, Central time<br>**Telephone:** 1-800-590-5745<br>**Email address:** edi.ent.support@anthem.com | Contact your clearinghouse |

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# Helpful links

| Documents links |
|---|
| Electronic Data Interchange (EDI) Registration form |
| Amerigroup Trading Partner Agreement |
| Clearinghouse ERA Registration |
| ERA Only Enrollment |
| Enroll HUB Registration for ERA and EFT |
| 270/271 Eligibility Benefit Inquiry/Response companion guide |
| 276/277 Health Care Claim Status companion guide |
| 835 Health Care Claim Payment Advice companion guide |
| 837 Health Care Claims Overview (Professional/Institutional) |

# Self-service e-channel offerings

## Direct EDI

- Primarily chosen by large-volume providers who have invested in practice management software which enables translation of administrative data into X12 transaction formats.
- Batch and real-time submission available.

## EDI clearinghouse

- Primarily chosen by small- and large-volume providers who may or may not have practice management software but wish to leverage the value-added capabilities of EDI clearinghouses (transmission, editing, etc.).
- Batch and real-time submission available.

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# Direct EDI (direct submit)

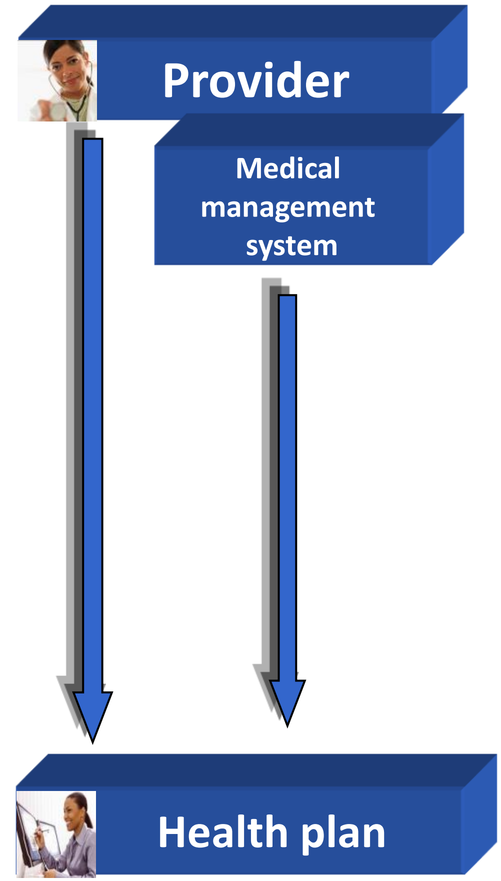
**How to connect:** A provider submits transactions to Amerigroup using software designed and supported by Amerigroup or a software vendor.

**Transactions:** Transactions available through EDI include claims submissions, ERA, EFT, real-time inquiries/responses for eligibility, benefits and claims status.

**Benefit:** There is no cost to submit claims electronically to us, beyond what is needed to prepare and maintain your environment. Can integrate with management systems.

**Items to consider:** In-house EDI capabilities are required; see appendix.

**Typical user:** Available to any provider, this option is typically chosen by operations that have large transaction volumes and a practice management system, can create X12 transactions and do not require assistance from a clearinghouse or value-added network (VAN).

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# EDI clearinghouse (approved clearinghouse)

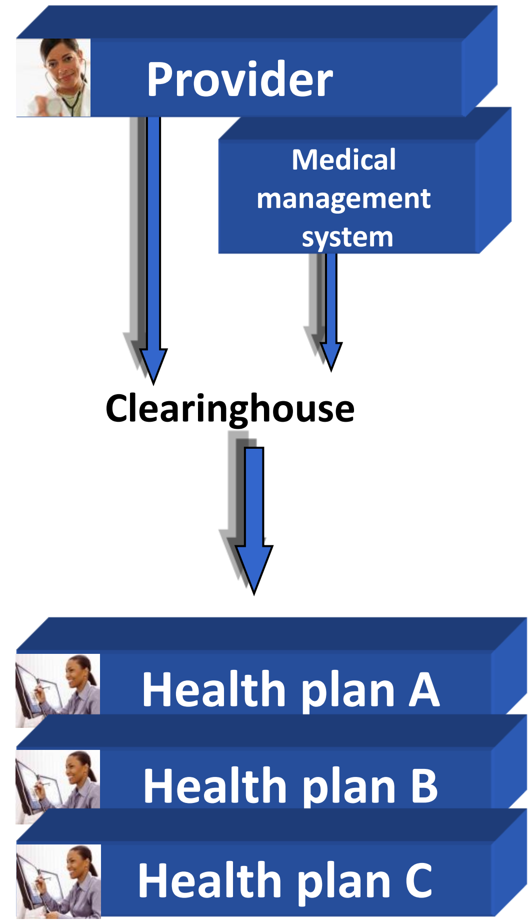
**How to connect:** Providers submit information to an EDI vendor or clearinghouse of their choice. The EDI vendor then submits transactions to Amerigroup.

**Transactions:** Transactions available through EDI include claims submissions, ERA, EFT, batch and real-time inquiries/responses for eligibility, benefits and claims status.

**Benefit:** EDI vendors and clearinghouses typically supply you with everything necessary to edit, format, file and reconcile transactions electronically. EDI vendors often offer solutions that adapt well to your current practice management systems with little or no changes to your internal office procedures.

**Items to consider:** The vendor may charge a fee for data formatting and routing services.

**Typical user:** Available to any provider, this option is typically chosen by providers with large transaction volumes or a practice management system, and/or providers who desire clearinghouse value-added services such as payer-specific editing or customized reporting.



# E-channel transaction options

| EDI transaction | DIRECT EDI | EDI clearinghouse |
|---|---|---|
| 270/271 eligibility benefit inquiry/response | Yes | Yes |
| 276/277 health care claim status | Yes | Yes |
| 835 health care claim payment advice | Yes | Yes |
| 837 health care claims (professional/institutional) | No **clearinghouse only** | Yes |

# Evaluating e-channel options for 270/271, 276/277 and 835

| Key questions | Provider answers to questions for 270/271, 276/277 and 835 to determine options for Direct EDI or EDI clearinghouse. | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Do you have large transaction volumes? | Yes | Yes | Yes | Yes | No | No | No | No |
| Is integration with a medical management system required? | No | No | Yes | Yes | No | No | Yes | Yes |
| Do you have in-house X12 capabilities? | Yes | No | Yes | No | Yes | No | Yes | No |
| | ⇊ | ⇊ | ⇊ | ⇊ | ⇊ | ⇊ | ⇊ | ⇊ |
| Direct EDI (Amerigroup) | ✓ | ✗ | ✓ | ✗ | ✓ | ✗ | ✓ | ✗ |
| EDI clearinghouse (approved clearinghouse) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

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