

Electronic Data Interchange (EDI)

PRISM frequently asked questions for providers

Why do I need a Trading Partner Number (TPN) to send claims to Utah Medicaid (837: P, D, I), eligibility inquiries (270), claim inquiries (276), prior authorization request /inquiries (278) and receive my Electronic Remittance (835)?

A Trading Partner Number (TPN) is the electronic address by which a provider is known to Utah Health Information Network (UHIN) and to Utah Medicaid. A TPN is formatted as follows: HTxxxxxx-xxx.

For example, HT000004-001 is a TPN owned by Utah Medicaid. Fee for service providers send their HIPAA transactions from their Billing Agent/Clearinghouses TPN to the Utah Medicaid TPN. All Billing Agents/Clearinghouses sending electronic HIPAA transactions through UHIN to Utah Medicaid must have an assigned TPN. To have an assigned TPN, the Billing Agent/Clearinghouse or provider must contact UHIN.

Providers using a Billing Agent/Clearinghouse must contact their Billing Agent/Clearinghouse to identify what TPN(s) is assigned for each transaction they have contracted to send to Utah Medicaid. This information is required to fill out the **Associate Billing Agent** step in the Business Process Wizard (BPW).

Providers may have multiple TPN's per HIPAA transaction at any given time, however; the Electronic Remittance transaction, known as the 835, may only have one active Billing Agent/Clearinghouse at any given time due to the fact that only one 835 may be created for each weekly adjudication. It is best practice to end-date TPN's no longer in use.

How do I view the Trading Partner Number (TPN) that I am enrolled with currently?

In the Business Process Wizard (BPW), choose the **Associate Billing Agent** step.

Click on the blue hyperlink found under the Billing Agent ID column. If there are more than one, choose the Billing Agent with an open-ended End Date of 12/31/2999.

Billing Agent List			
Filter By		And	Filter By
Billing Agent ID	Billing Agent Name	Start Date	End Date
<input type="checkbox"/> 3003535	Utah Health Information Network Inc	10/02/2007	12/31/2999

The next screen, under the EDI Transaction Authorization section, will display the EDI Transactions you are currently enrolled for and the associated Trading Partner Number (TPN).

EDI Transaction Authorization

Filter By And Filter By
 And Operational Status

EDI Transaction Type	Start Date	End Date	Trading Partner ID	Status	Operational Status
<input type="checkbox"/> 837P-Professional(FFS)	03/06/2023	12/31/2999	HT001234-001	Approved	Active
<input type="checkbox"/> 835-Health Care Claim Payment/Advice	04/25/2023	12/31/2999	HT001234-001	In Review	Active
<input type="checkbox"/> 270/271-Eligibility Inquiry/Response	04/25/2023	12/31/2999	HT001234-001	In Review	Active

How do I enroll to submit claims and/or other HIPAA Transactions?

In the Business Process Wizard (BPW), choose the **Mode of Claim Submission/EDI Exchange** step.

Select the submission method by clicking on the **(+) Add** button.

Mode of Claims Submission/EDI Exchange List

Filter By And Filter By

Mode of Claims Submission/EDI Exchange Method	Start Date	End Date
<input type="checkbox"/>		

No Records Found!

Select one or more of the following modes of submission:

- **Electronic Batch**
- **Billing Agent/Clearinghouse/UHIN**
- **Direct Data Entry (DDE)**

Associate the transactions needed for the mode of submission Electronic Batch and/or Billing Agent/Clearinghouse/UHIN. If the Billing Agent/Clearinghouse/UHIN option was selected, then you will need to complete the Associate Billing Agent step. Please refer to the directions for “How do I add a Billing Agent/Clearinghouse and associate the Trading Partner Number (TPN)?” Once all modes have been selected, click **Save** and then **Close**. **Note:** Paper Claims are no longer accepted for Utah Medicaid.

☰ EDI exchange - Electronic Batch

Mode of Submission: Electronic Batch

Description: To upload/download HIPAA transactions from screens (Maximum file upload size is 50MB)

Available Transactions:

Associated Transactions*

270/271-Eligibility Inquiry/Response
276/277-Claim Status Inquire/Response
278/278-Prior Authorization Request/Response
835-Health Care Claim Payment/Advice
837D-Dental(FFS)
837I-Institutional(FFS)
837P-Professional(FFS)



☰ EDI Exchange - Billing Agent / Clearinghouse / UHIN

Mode of Submission: Billing Agent/Clearing house/UHIN

Description: To submit/receive HIPAA transactions through UHIN

Available Transactions:

Associated Transactions*

270/271-Eligibility Inquiry/Response
276/277-Claim Status Inquire/Response
278/278-Prior Authorization Request/Response
835-Health Care Claim Payment/Advice
837D-Dental(FFS)
837I-Institutional(FFS)
837P-Professional(FFS)



☰ Other Claims Submission

	Method	Description
<input type="checkbox"/>	Paper Claims	To Submit FFS Paper Claims
<input type="checkbox"/>	Direct Data Entry(DDE)	To Submit FFS claims via online screens

How do I add a Billing Agent/Clearinghouse and associate the Trading Partner Number (TPN)?

In the Business Process Wizard (BPW), choose the **Associate Billing Agent** step.

Add the Billing Agent/Clearinghouse by clicking on the **(+) Add** button on the Billing Agent List page.

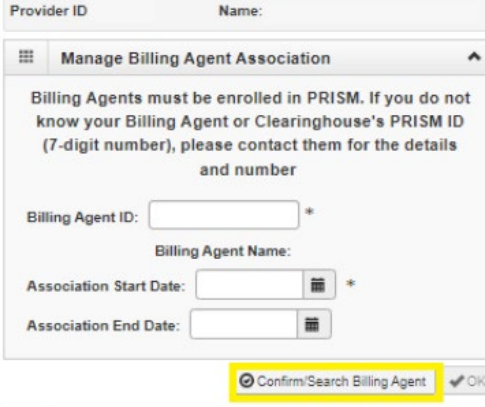
☰ Billing Agent List

Filter By And Filter By

Billing Agent ID	Billing Agent Name	Start Date	End Date
<input type="checkbox"/> ▲▼	▲▼	▲▼	▲▼

No Records Found!

Click on the **Confirm/Search Billing Agent** button.



Provider ID: _____ Name: _____

Manage Billing Agent Association

Billing Agents must be enrolled in PRISM. If you do not know your Billing Agent or Clearinghouse's PRISM ID (7-digit number), please contact them for the details and number

Billing Agent ID: *

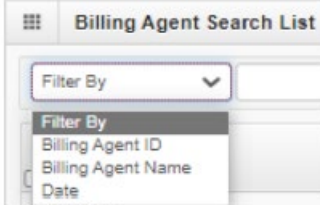
Billing Agent Name:

Association Start Date: *

Association End Date:

Confirm/Search Billing Agent OK

The Billing Agent Search List page will display. Choose a filter to search for your Billing Agent/Clearinghouse such as **Billing Agent ID** (your Billing Agent/Clearinghouse may have provided this number to you along with the Trading Partner Number(s) (TPN) required to complete the Associate Billing Agent step). If searching by **Billing Agent Name**, enter a % followed by the full or partial name and then % (%Health%). Click on the **Go** button. The Billing Agent Search List will contain only those Billing Agents who have chosen to independently enroll, as well as Utah Health Information Network (UHIN). If the Billing Agent/Clearinghouse is not found, the provider must choose Utah Health Information Network (UHIN) as their Billing Agent/Clearinghouse representative.



Billing Agent Search List

Filter By

- Billing Agent ID
- Billing Agent Name
- Date

Select the appropriate Billing Agent/Clearinghouse by checking the box to the left of the Billing Agent ID and click **Select**.

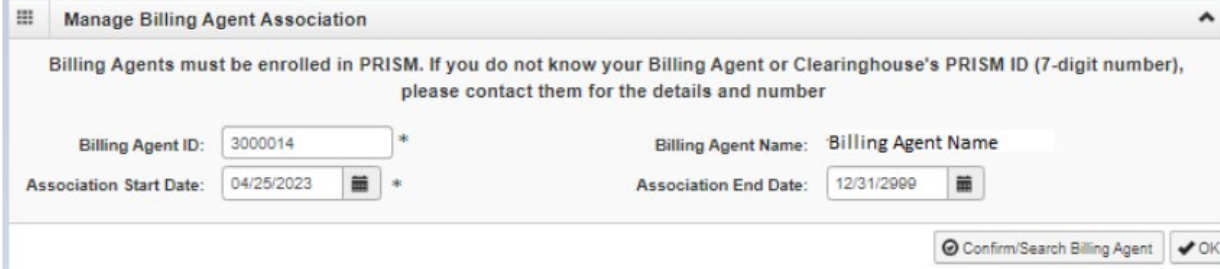


Billing Agent Search List

Filter By

Billing Agent ID	Billing Agent Name	Start Date	End Date
<input checked="" type="checkbox"/> 3000014	Billing Agent Name	07/01/2016	12/31/2099

The Billing Agent/Clearinghouse information will now be populated. Enter in the Association Start Date and leave the Association End Date blank (the end date will populate automatically).



Manage Billing Agent Association

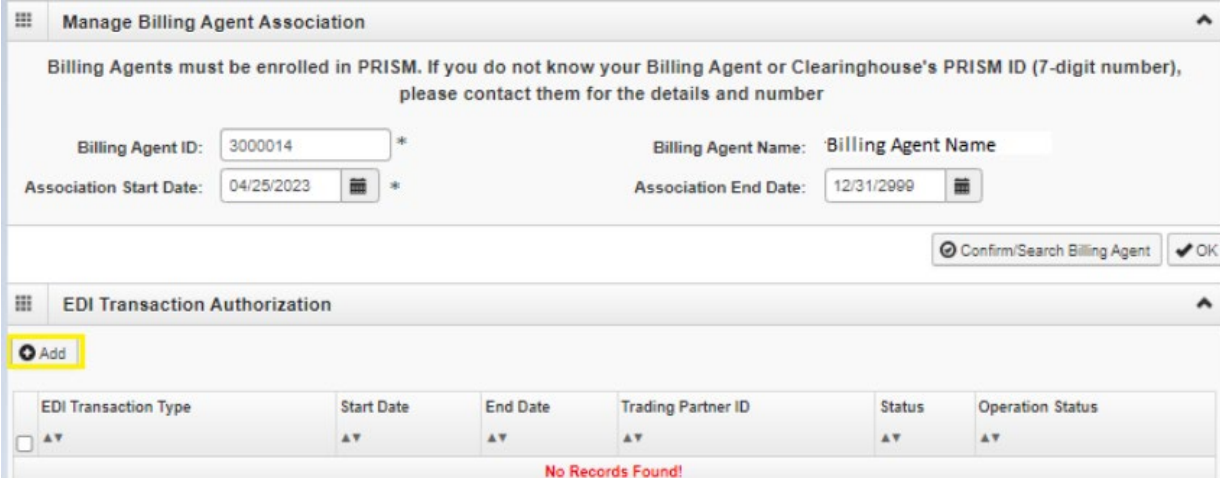
Billing Agents must be enrolled in PRISM. If you do not know your Billing Agent or Clearinghouse's PRISM ID (7-digit number), please contact them for the details and number

Billing Agent ID: 3000014 * Billing Agent Name: Billing Agent Name

Association Start Date: 04/25/2023 * Association End Date: 12/31/2999

Confirm/Search Billing Agent OK

Click the **(+) Add** button, under the EDI Transaction Authorization section, to associate each of the HIPAA Transactions that were selected for the mode of submission Billing Agent/Clearinghouse/UHIN in the Mode of Claim Submission/EDI Exchange step.



Manage Billing Agent Association

Billing Agents must be enrolled in PRISM. If you do not know your Billing Agent or Clearinghouse's PRISM ID (7-digit number), please contact them for the details and number

Billing Agent ID: 3000014 * Billing Agent Name: Billing Agent Name

Association Start Date: 04/25/2023 * Association End Date: 12/31/2999

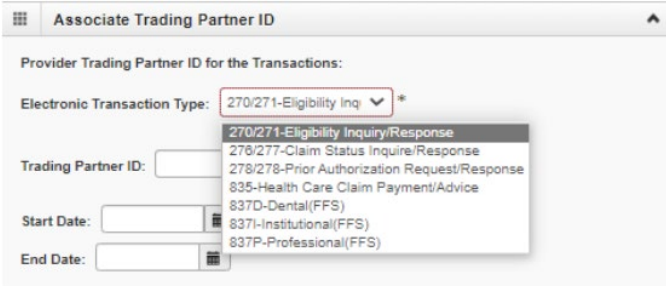
Confirm/Search Billing Agent OK

EDI Transaction Authorization

(+) Add

EDI Transaction Type	Start Date	End Date	Trading Partner ID	Status	Operation Status
No Records Found!					

Each HIPAA Transaction must be added with the specific Trading Partner Number (TPN) that was provided by the Billing Agent/Clearinghouse. Enter in the current date as the Start Date, leave the End Date blank (the end date will populate automatically) and click **OK**.



Associate Trading Partner ID

Provider Trading Partner ID for the Transactions:

Electronic Transaction Type: 270/271-Eligibility Inq *

Trading Partner ID:

Start Date:

End Date:

- 270/271-Eligibility Inquiry/Response
- 278/277-Claim Status Inquire/Response
- 278/278-Prior Authorization Request/Response
- 835-Health Care Claim Payment/Advice
- 837D-Dental(FFS)
- 837I-Institutional(FFS)
- 837P-Professional(FFS)

OK Cancel

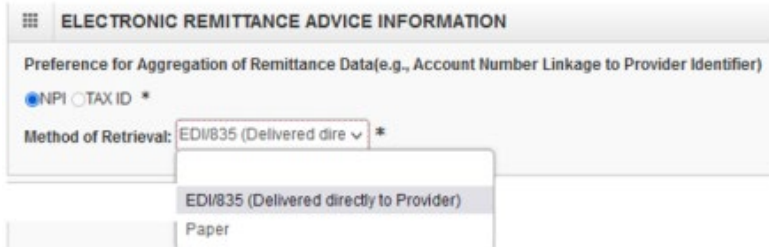
Repeat the above steps until all Transaction types have been added with their associated Trading Partner Number. Click on **Save** and then **Close**.

How do I select the method in which I receive the remittance advice from Utah Medicaid?

In the Business Process Wizard (BPW), choose the **835/ERA Enrollment Form** step.

Scroll down to the heading Electronic Remittance Advice Information and click on **Method of Retrieval**. There are two options: EDI/835 (Delivered directly to Provider) and Paper.

Note: The preference for aggregation may only be NPI due to system restrictions.



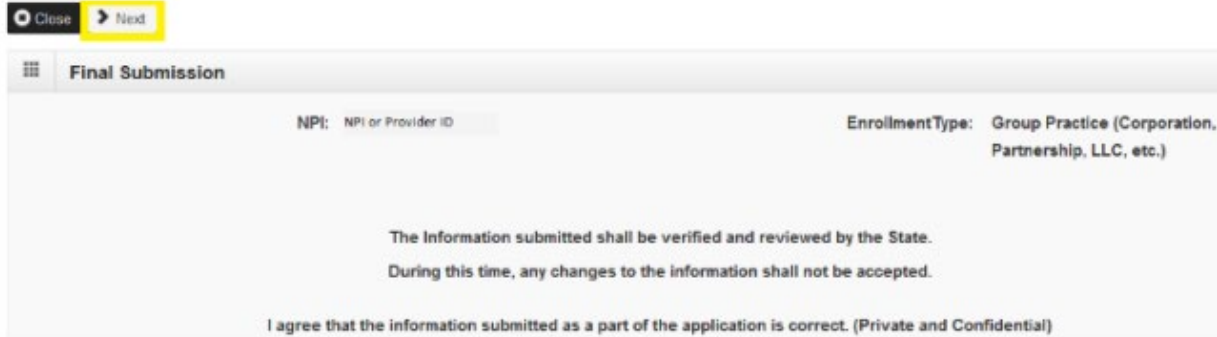
Click on the preferred method of delivery. If selecting the EDI/835 option, then the remittance will be sent to the Trading Partner Number (TPN) listed for the 835 on the **Associate Billing Agent** step. If selecting Paper, then the remittance will be made available as a PDF file which is found in the **Archived Documents** folder located under **My Inbox**. When finished, return to the top of the page and click the **Submit** button.

Why hasn't my modification been reviewed and approved by Utah Medicaid?

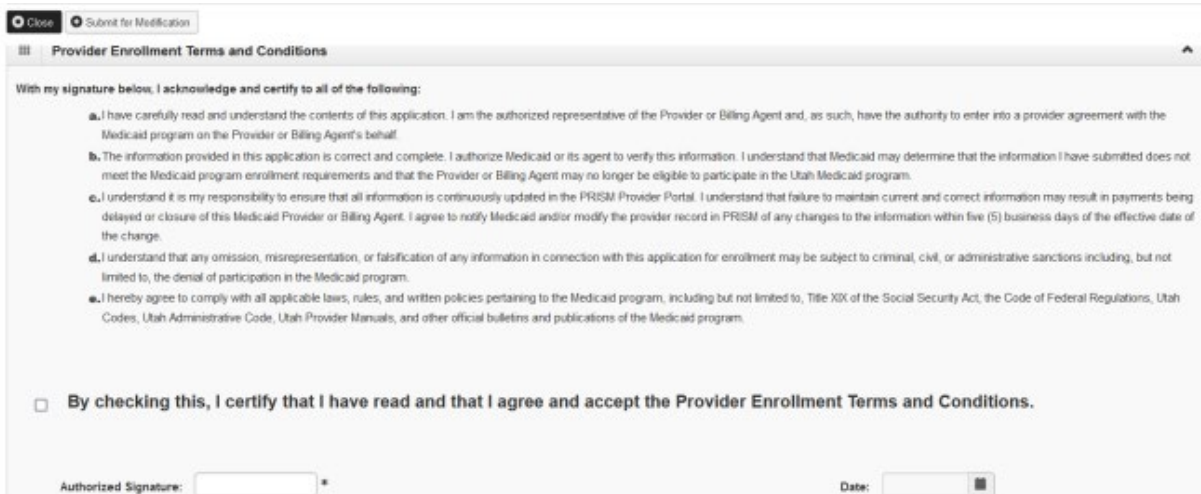
Log into the Business Process Wizard (BPW) and ensure that you have completed all steps that are Required and have a status of 'Incomplete'. Also, verify that the steps that have been updated/changed show a status of 'In Review' listed in the Modification Status column. If the Modification Status is still showing as 'Updated', then the modification has not yet been submitted. Please complete the **Submit Modification Request for Review** step.

: Submit Modification Request for Review	Required	04/04/2023	01/12/2023	Incomplete	Modification Request has not been Submitted.
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To complete, click the blue hyperlink for **Submit Modification Request for Review** and then click on the **Next** button located in the upper left corner.



Attest to the modifications that have been made by checking the box on the Provider Enrollment Terms and Conditions screen and then enter your name into the **Authorized Signature** field and the date. Click the **Submit for Modification** button. The modification has now been submitted to Utah Medicaid for processing.



How do I view my Electronic Remittance (835)?

Providers should access their Electronic Remittance Advice (835) from a portal that is supplied by their Billing Agent/Clearinghouse. If a provider was unable to receive the 835 directly from their Billing Agent/Clearinghouse, a copy of their 835 x12 file may be downloaded by logging into PRISM with one of the following profiles:

- Claims Submitter – Provider
- Claims Inquire – Provider
- Claims Processor – Provider

Click on **RA List** found under the Claims tab.

Claims ▾ Referenc

- MANAGE CLAIMS
 - Resolve Claim
 - Adjust/Void Claim
- INQUIRE CLAIMS
 - Inquire Claim - Provider
 - Inquire Claims
- RA LIST
 - RA List

Select a search option from the **Filter By** dropdown field and enter in the appropriate information then click **Go**.

Close

Payment Summary

Filter By And Filter By Go

Click on the blue hyperlink under RA Number and then click on the **835** hyperlink located on the upper right of the RA List page. **Note:** Providers must have a text editor and understand how to read x12 to view this information.

RA Number: 7835200 Pay Cycle Date: 11/26/2022
 Tax ID: 111312899 Payment Method: NON
 Billing Agent Name/Tax ID Name: I/R TEST Warrant/EFT Number:
 Payment Approved Amount: \$0.00 Warrant/EFT Amount: \$0.00

835

Claims Summary

Filter By And Filter By And Filter By With Claim Status Go Save Filters My Filters

TCN	From Date	To Date	Beneficiary ID	Billing Provider NPI	Billing Provider ID	Rendering Provider NPI	Rendering Provider ID	Units	Submitted Charges	Payment Approved Amount	Patient Responsibility	Billed Amount	Status	Remark Codes	Reason Codes
3122341907129800	06/31/2021	06/31/2021		1801857511	1965276	1255589164	1007720	3	\$0.75	\$0.00		\$0.75	Denied	M06, N198	25, 96, B13

View Page: 1 Page Count Save To XLS Viewing Page: 1

Non Claims Summary

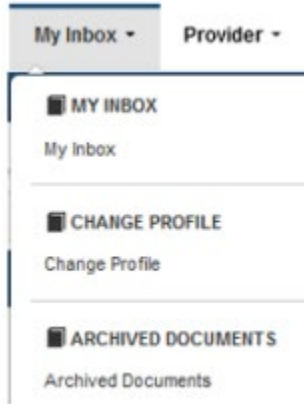
TCN	Billing Provider NPI	Billing Provider ID	Source	Adjust Reason	Description	Adjust Amount	Date Adjust

How do I view my Paper RA (Remittance Advice)?

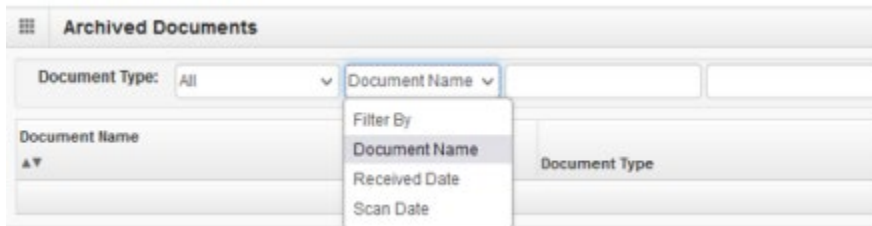
Providers may view the Paper RA by logging into PRISM and selecting one of the following profiles:

- Claims Submitter – Provider
- Claims Inquiry – Provider
- Claims Processor – Provider

Click on **Archived Documents** found under the My Inbox tab.



Select a search option from the **Filter By** dropdown field and enter in the appropriate information and click on **Go**. If using Document Name, enter Paper RA into the field and click Go.



Click on the blue hyperlink (Paper RA), under the Document Name column, to open the PDF in your default viewer.

Document Name ▲▼	Document Type ▲▼	Scanned Date
Paper RA	Claim Documents	02/13/2023 07:46:00

How to view claims grouped by Remittance Advice Number (Adjudication Cycle) in four easy steps?

Providers need to log into PRISM with one of the following profiles:

- Claims Submitter – Provider
- Claims Inquiry – Provider
- Claims Processor – Provider

Once logged in, click on **Claims** (1), located on the top navigation bar, and then click **RA List** (2).



(3) Select a search option from the **Filter By** dropdown field and enter in the appropriate information and click on **Go**. If searching by **Pay Cycle Date**, this date will be a Monday date, or you can enter in a date range. Click on the blue hyperlink under RA Number.



(4) All adjudicated claims will now be displayed for that remittance advice. Gross Adjustment payments will be found under the **Non Claims Summary** section.

