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 **HIPAA Transaction**

**Standard Companion Guide**

**Health Care Claim: Dental (837D)**

**ASC X12N/005010X224A2**

**October 2018**

**Disclosure Statement**

Disclosure, distribution and copying of this guide is permitted, however, changes to items found in this guide may occur at any time without notice.

The intended purpose and use of this guide is to provide information in reference to the Health Care Claim: Dental (837D).

Due to the copyright protection of the 5010 Implementation Guides (TR3), Utah Medicaid will not publish items found on the ASC X12 Implementation Guides (TR3), other than to convey Utah Medicaid’s system limitations and usage iterations.

**Preface**

This Companion Guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronic health data with Utah Medicaid. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides.

The Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. It is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

This Companion Guide will provide information regarding the exchange of Electronic Data Interchange (EDI) transaction with Utah Medicaid regarding Dental claims and its acknowledgements (999 & 277CA). It also includes information about EDI enrollment, testing, and customer support.

Utah Medicaid is publishing this Companion Guide to clarify, supplement, and further define specific data content requirements to be used in conjunction with, and not in place of the ASCX12N TR3s for all transactions mandated by HIPAA. The Companion Guide can be accessed at <https://health.utah.gov/hipaa/guides.htm>.

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1. **INTRODUCTION**

The Health Insurance Portability and Accountability Act (HIPAA) require all entities exchanging health data to comply with the Electronic Data Interchange (EDI) standards for healthcare as established by the Secretary of Health and Human Services. The Accredited Standards Committees (ASC) X12 Standards for Electronic Data Interchange Technical Report Type 3 (TR3) are the standard of compliance. The TR3s are published by the Washington Publishing Company (WPC) and are available at <https://wpc-edi.com/>.

This section describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of a table. The tables contain a row for each segment that due to Utah Medicaid’s system limitation and business needs may require in addition to, over and above the information in the IGs. That information can:

1. Limit the repeat of loops, or segments
2. Limit the length of a simple data element
3. Specify a sub-set of the IGs internal code listings
4. Clarify the use of loops, segments, composite and simple data elements.
5. Any other information tied directly to a loop, segment, and composite or simple data element pertinent to trading electronically with Utah Medicaid.

In addition to the row for each segment, one or more additional rows are used to describe Utah Medicaid’s usage for composite and simple data elements and for any other information. Notes and comments should be placed at the deepest level of detail.

The following table specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Page #** | **Loop ID** | **Reference** | **Name** | **Codes** | **Length** | **Notes/Comments** |
| C.5 |  | ISA13 | Interchange Control Number |  | 9 | Set of 9 numbers. Must be unique and may not be reused for three years. |
| C.5 |  | ISA14 | Acknowledgment Requested | 1 | 1 | Always use number “1” for Interchange Acknowledgment Requested (TA1). Without this indicator, acknowledgement will not be returned for the submitted transaction if an error on the ISA segment is detected. And the submitted EDI file will not be processed. |
| C.6 |  | ISA15 | Interchange Usage Indicator  | P | 1 | Always use “P” for Production Data. EDI files marked with a “T” for Test on this segment will not be acknowledged or processed. |
| C.7 |  | GS06 | Group Control Number |  | 1-9 | Set of 9 number matching the ISA13. |
| 83 | 2010AA | NM103 | Name Last or Organization Name |  | 1/60 | Billing Provider Last or Organization Name (for dental group practice) |
| 84 | 2010AA | NM108 | Identification Code Qualifier | XX |  | Qualifier used to report an NPI |
| 85 | 2010AA | NM109 | Identification Code  |  | 10 | Group NPI |
| 197 | 2310B | NM103 | Rendering Provider Last Name |  | 1/60 | Name of the Rendering or Servicing Dentist |
| 198 | 2310B | NM108 | Identification Code Qualifier | XX |  | Qualifier used to report an NPI |
| 199 | 2310B | NM109 | Identification Code  |  | 10 | Rendering or Servicing Dentist NPI |
| 86 | 2010AA | N301 | Billing Provider Address |  |  | Use Street Address only. No PO Box or Lock Box addresses are allowed. |

 **Scope**

 The Companion Guide addresses Utah Medicaid’s technical and connectivity specifications for the Health Care Claim: Dental transactions and its acknowledgements, (Interchange Acknowledgment (TA1), 999 - Implementation Acknowledgement for Health Care Insurance & 277CA – Health Care Claim Acknowledgement).

|  |  |
| --- | --- |
| **Transactions** | **Versions** |
| Health Care Claim: Dental (837D)  | 005010X224A2  |
| Implementation Acknowledgment for Health Care Insurance (999)Interchange Acknowledgment (TA1) | 005010X231A1  |
| Health Care Claim Acknowledgement (277CA) | 005010X214  |
| Health Care Claim Payment/Advice (835)  | 005010X221A1 |

 **Overview**

 The Companion Guide was written to assist providers in designing and implementing transaction standards to meet Utah Medicaid’s processing methodology. The guide is organized in the sections listed below:

* Getting Started: Section includes information on enrolling as a Utah Medicaid Provider, EDI enrollment, and testing process.
* Testing With The Payer: Section includes detailed transaction instruction on how to test with Utah Medicaid.
* Connectivity With The Payer/Communications: Section includes information on Utah Medicaid’s transmission procedures, as well as communication and security protocols.
* Contact Information: Section includes Utah Medicaid’s telephone numbers, mailing and email addresses, and other contact information.
* Control Segments/Envelopes: Section contains information needed to create the ISA/IEA, GS/GE, and ST/SE control segments to be submitted to Utah Medicaid.
* Payer Specific Business Rules and Limitation: Section includes detailed transaction testing information. Web services connection is needed to send transactions.
* Acknowledgements and/or Reports: Sections contain information on all EDI reports such as electronic claims (837D), 999/TA1 and 277CA.
* Trading Partner Agreements: Section contains information regarding Trading Partner EDI Enrollment requirements for the electronic Dental claims (837D) transactions.
* Transaction Specific Information: Section contains specific information regarding electronic claims (837D) transactions, system limitations, scheduled and non-scheduled system downtime notification, holiday hours and other information that would be helpful to Trading Partners.
* Appendices: This section will lay out transmission examples, frequently asked questions, implementation checklist, business scenarios and change summary.

 **References**

**5010 ASC X12 Technical Report Type 3 (TR3) Guides**

Due to system limitation and business needs, Utah Medicaid will identify loops, segments and data elements to convey additional information in order to process electronic requests successfully.

The TR3s may be purchased through Washington Publishing Company (WPC) at <http://www.wpc-edi.com>.

**Utah Health Information Network (UHIN) Standards and Specifications**

All payers in Utah, including Utah Medicaid, have adopted the UHIN Standards and Specifications set forth by the Utah Health Insurance Commission. UHIN is an independent, not-for-profit, value added network serving providers and payers in Utah.

UHIN Home Page: <https://uhin.org>

The UHIN Standards can be found at: https://standards.uhin.org/

UHIN UTRANSEND Technical Reference Manual (TRM)

[https://standards.uhin.org/technical-reference-manual-trm](https://standards.uhin.org/technical-reference-manual-trm/)

UHIN’s EDI Enrollment Specification:

[https://standards.uhin.org/edi-enrollment-specification-v1-1](https://standards.uhin.org/edi-enrollment-specification-v1-1/)

**Council For Affordable Quality Healthcare (CAQH) Committee On Operating Rules for Information Exchange (CORE)**

For information regarding CORE Rules which governs additional requirements with the Health Care Claim: Dental (837D), see the Committee On Operating Rules for Information Exchange (CORE) website at: <http:///www.caqh.org>

**Washington Publishing Company (WPC):** <https://wpc-edi.com/>

WPC Code List: <http://www.wpc-edi.com/codes>

WPC complete product list: <http://www.wpc-edi.com/content/view/661/393/>

**CMS transaction and Code Sets Standards:** <https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/HIPAA-ACA/AdoptedStandardsandOperatingRules.html>

**CMS Electronic Billing & EDI Transactions Help Lines (Part A and B)**

<http://www.cms.gov/ElectronicBillingEDITrans>

**Accredited Standards Committee (ASC):** <http://www.x12.org>

 **Additional Information**

Utah Medicaid does not offer EDI software. Most software vendors charge fees for each electronic transaction type (claims, eligibility, reports, and remittance advice). There is no regulation as to what software vendors can charge for the software license or their services. It is the responsibility of the provider to procure software that best fit their business needs.

Things to consider when looking for an EDI software:

1. Fees and Function – what EDI transactions are included with the software license? (i.e., Claims: Dental 837D, Institutional 837I, and Dental 837D).
	1. Health Care Benefit Eligibility Inquiries/Response (270/271).
	2. Health Care Claim Status Request and Response (276/277).
	3. Health Care Claims: 837P (Professional), 837I (Institutional), 837D (Dental)
	4. Acknowledgment Reports (999 and 277CA).
	5. Health Care Claim Payment/Advice (835).
	6. Health Care Service Review (278)
	7. 820 Premium Payment (HMO only)
	8. Benefits Enrollment and Maintenance (HMO only)
2. Software License – will the license include free federally mandated regulatory updates?
3. Technical Support – is the installation, set-up and subsequent technical assistance included with the subscription?
4. System Requirements – will the software function with your current Operating System and/or Practice Management software or will new hardware be needed?
5. Reports – are data elements on received transactions viewable, i.e., Claims Adjustment Reason Codes, Remittance Remark Codes, PLB segments on the 835, etc.
6. UHIN provides a UHINt software for their members. Members of UHIN can download the UHINt software from [www.uhin.org](http://www.uhin.org) or contact UHIN for user name and password.
7. Providers using a billing company or clearinghouse, contact the billing company or clearinghouse for software.
8. Proprietary software can be used provided it meets HIPAA 5010 standards and CORE requirements.
9. **GETTING STARTED**

**Working with Utah Medicaid**

Providers must enroll as a Utah Medicaid provider. Utah Medicaid Provider Enrollment team may be reached at (801) 538-6155 or (800) 662-9651, option 3 and option 4, for questions regarding provider enrollment. Provider Enrollment forms, instructions and contact information are available on the Utah Medicaid website: <https://medicaid.utah.gov/become-medicaid-provider>.

A provider who enrolled on-line will receive a Welcome Letter with a domain name and other Utah Medicaid system security information to access provider enrollment information.

Existing providers who have not validated in our system may contact the Provider Enrollment team to acquire a Validation Letter. The validation letter will list the domain name and other Utah Medicaid system security information to access provider enrollment information and validate the enrollment with Utah Medicaid.

Once enrolled as a Utah Medicaid provider, contact UHIN for membership information and to obtain an Electronic Data Interchange (EDI) Trading Partner Number (TPN), in order to submit and/or receive electronic transactions to/from Utah Medicaid. Providers must become a member of the UHIN Network by signing the current Electronic Commerce Agreement and obtain a Trading Partner Number (TPN) from UHIN. Contact UHIN at [www.uhin.org](http://www.uhin.org) or call (801) 716-5901 for membership enrollment information and web services connection.

Providers who wish to employ UHIN and use their tools and services to submit EDI claims, Client Eligibility and Response, Claim Status Inquiry and Response or receive Electronic Remittance Advice may contact UHIN at (801) 716-5901 or see UHIN’s EDI Enrollment Specification at:

[https://standards.uhin.org/edi-enrollment-specification-v1-1](https://standards.uhin.org/edi-enrollment-specification-v1-1/)

Providers who elect to transmit/receive electronic transactions using a third party, such as a billing agent, clearinghouse or network service, do not need to contact UHIN or acquire a TPN if the billing agent, clearinghouse or network service is a member of UHIN. In this case, providers must obtain the billing company’s TPN to complete Utah Medicaid’s EDI enrollment on line.

**Trading Partner Registration**

Whether providers are currently sending EDI transactions or wish to start sending transactions, an EDI account must be activated with UHIN and Utah Medicaid.

Utah Medicaid requires all trading partners to complete the Utah Medicaid EDI Enrollment Form on line. Any other form of EDI Enrollment is not accepted. To become a trading partner with Utah Medicaid, visit our website at <https://medicaid.utah.gov/become-medicaid-provider>.

Using the domain and other security access information provided on the Welcome Letter (when you first enrolled to become a Utah Medicaid provider) or from the Validation Letter (existing providers), you may access and complete or modify the EDI Enrollment. If a Validation Letter was not received, contact Medicaid Provider Enrollment at (801) 538-6155 or (800) 662-9651, option 3 and option 4 to request for one.

 **For Brand New Providers – Never Validated:**

* Acquire a Utah Identification (ID) fromlogin.utah.gov if you don’t have one yet.
	+ Create an Account
	+ Complete all the required fields
	+ Set the password interval to 90 days, and using the following State of Utah password requirements:
		- Minimum of 8 characters
		- Upper case letters
		- Lower case letters
		- At least 1 number
		- Special characters
* Visit our website at <https://medicaid.utah.gov/become-medicaid-provider> to complete the EDI Enrollment Forms
* Click on the Health Care Providers tab.
* Select on the Provider Portal Access.
* Click on the Converted Providers Accessing the New PRISM System for the First Time.
* Enter your Utah ID and password to log in.
* Enter the Domain information from the Welcome Letter or the Validation Letter.
* Enter the Temporary ID from the Welcome Letter or the Validation Letter.
* Enter the Temporary Key from theWelcome Letter or the Validation Letter.
* Enter the SSN or Tax ID, then click on Login.
* Complete all the validation requirements in Steps 1-3.
* Complete all the steps for EDI Enrollment to add or modify the EDI enrollment information. Fill out the form completely and associate the Trading Partner Number (TPN) to each EDI transaction based on business needs. Different TPN may be used for each EDI transaction.
* Click on the Submit button in the last step to submit the form for processing.

**For Existing Providers - Validated:**

* Visit our website at <https://medicaid.utah.gov/become-medicaid-provider> to complete the EDI Enrollment Forms
* Click on the Health Care Providers tab.
* Select on the Provider Portal Access.
* Enter your Utah ID and password to log in.
* Enter the Domain information from the Welcome Letter or the Validation Letter.
* Select a Role.
* Click on the Manage Provider Information.
* Complete all the steps that pertain to the EDI Enrollment to add or modify the EDI enrollment information. Fill out the form completely and associate the TPN to each EDI transaction based on business needs. Different TPNs may be used for each EDI transaction.
* Click on the Submit button in the last step to submit the form for processing.

A clearinghouse or billing agency may complete the EDI enrollment for the provider using the established TPN owned by the clearinghouse or billing agency.

Training is available by clicking on the link for the Provider Enrollment and EDI Enrollment tutorial: https://medicaid.utah.gov/pe-training

 **Certification and Testing Overview**

All payers in Utah, including Utah Medicaid, have adopted the UHIN Standards and Specifications set forth by the Utah Health Insurance Commission. UHIN is an independent, not-for-profit, value added network serving providers and payers in Utah.

Medicaid requires all providers to test with UHIN prior to submission of electronic 5010 transactions. Contact UHIN at (877) 693-3071 to coordinate 5010 acceptance testing.

1. **TESTING WITH UTAH MEDICAID**

Contact UHIN Help Desk at (801) 716-5901 for security access to their Test environment. Coordinate Acceptance Testing with UHIN first. UHIN will validate your EDI transactions and notify Utah Medicaid when Acceptance Testing is completed.

Ensure your TPN is registered with Utah Medicaid prior to testing. Associate the TPN, obtained through UHIN to each transaction based on business needs. Registration can be done through the EDI Enrollment at Utah Medicaid’s website: <https://medicaid.utah.gov/become-medicaid-provider>. See detailed instructions under the Trading Partner Registration section.

Providers should coordinate testing with Utah Medicaid after completion of the Acceptance Testing with UHIN, by calling the EDI Customer Support at (801) 538-6155, option 3, then option 5. Utah Medicaid EDI Customer Support will assist with testing issues and errors.

Providers using the UHINt software are not required to test. Contact UHIN Member Relations Team at (801) 716-5901 for technical support.

Providers using a third party software or a practice management software need to work directly with their software vendor for software upgrade and technical support.

1. **CONNECTIVITY WITH THE PAYER/COMMUNICATIONS**

Web Services connection is required to send electronic 5010 837D transactions. For more information, see UHIN standards at [http://www.uhin.org/](http://www.uhin.org/pages/standards-specifications/web-services-network-connection-specification/php), under Standards & Specifications.

To initiate a Trading Partner relation with UHIN, contact UHIN at (801) 716-5901 or (877) 693-3071 for more information, or email at: customerservice@uhin.com.

UHIN membership is required to access the Security Specification, Hardware Requirements and Connectivity Companion Guides through the UHIN website.

For complete information on the Connectivity requirements, click on UHIN’s website at the link below:

[https://standards.uhin.org/edi-enrollment-specification-v1-1](https://standards.uhin.org/edi-enrollment-specification-v1-1/)

UHIN’s Technical Specifications are available in the UHIN UTRANSEND Technical Reference Manual. UHIN UTRANSEND Technical Reference Manual can be found at: [https://standards.uhin.org/technical-reference-manual-trm](https://standards.uhin.org/technical-reference-manual-trm/)

For information pertaining to the Hardware requirements, click on the link below: [https://standards.uhin.org/edi-enrollment-specification-v1-1](https://standards.uhin.org/edi-enrollment-specification-v1-1/)

1. **CONTACT INFORMATION**

**EDI Customer Service**

Trading Partners may call Utah Medicaid for assistance in researching problems with submitted EDI transactions. Utah Medicaid will not edit Trading Partner data and/or resubmit transactions for processing on behalf of a Trading Partner. The Trading Partner must correct any transmission or data errors found and resubmit.

Utah Medicaid EDI Customer Support team may be reached by calling the Medicaid Information Line at (801) 538-6155 or (800) 662-9651, option 3, option 5. You may also email the EDI Customer Support team at: HCF\_OSD@utah.gov

Note: Do not send PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third party during transmission.

This may be a reportable incident under the HIPAA Privacy and Security Rules. Please follow your organization’s incident reporting procedure and notify your compliance officer.

If you need to send PHI or other sensitive information to us electronically, we strongly encourage you to use a secure method.

<https://medicaid.utah.gov/Documents/manuals/pdfs/Medicaid%20Information%20Bulletins/Traditional%20Medicaid%20Program/2014/October2014-MIB.pdf>

EDI Customer Support hours are Monday through Friday from 8 A.M. to 5 P.M. On Thursday, EDI Customer Support phone lines are open from 11 A.M. to 5 P.M. Utah Medicaid is closed during Federal and State Holidays.

Utah Medicaid will broadcast messages through the Medicaid Information Line, the ListServe and through UHIN alerts for unexpected system down time, delay in generation and transmission of EDI reports, delay in the release of provider payments, and to announce the release of new or interim Medicaid Information Bulletin (MIB), etc.

To sign up for the Utah Medicaid ListServe, click on the URL below: <https://medicaid.utah.gov/utah-medicaid-official-publications>

Trading partners may also sign up to receive UHIN alerts for urgent broadcast and notification sent by various Utah Payers including Utah Medicaid at: http://www.uhin.org

Utah Medicaid’s mailing address is:

 Bureau of Medicaid Operations

 PO Box 143106

 Salt Lake City, UT. 84114-3106

**EDI Technical Assistance**

Contact the EDI Customer Support team for error resolutions and questions regarding EDI errors. EDI Customer Support team may be reached by calling the Medicaid Information Line at (801) 538-6155 or (800) 662-9651, option 3, option 5. You may also email the EDI Customer Support team at: HCF\_OSD@utah.gov

Note: Do not send PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third party during transmission.

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EDI Customer Support hours are Monday through Friday from 8 A.M. to 5 P.M. On Thursday, EDI Customer Service phone lines are open from 11 A.M. to 5 P.M. Utah Medicaid is closed during Federal and State Holidays.

**Applicable Websites/E-mail**

Utah Medicaid EDI’s email address is: HCF\_OSD@utah.gov. (there is an underscore between HCF and OSD).

Note: Do not send PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third party during transmission.

This may be a reportable incident under the HIPAA Privacy and Security Rules. Please follow your organization’s incident reporting procedure and notify your compliance officer.

If you need to send PHI or other sensitive information to us electronically, we strongly encourage you to use a secure method.

<https://medicaid.utah.gov/Documents/manuals/pdfs/Medicaid%20Information%20Bulletins/Traditional%20Medicaid%20Program/2014/October2014-MIB.pdf>

Utah Medicaid Web Page: <http://health.utah.gov/medicaid>

Utah Medicaid 5010 Companion Guide: [http://health.utah.gov/hipaa/](http://health.utah.gov/hipaa/guides.htm)

Utah Medicaid EDI Enrollment:

<https://medicaid.utah.gov/become-medicaid-provider>

Utah Medicaid Registration and EDI Enrollment Tutorial:

<https://medicaid.utah.gov/pe-training>

Sign up for the Utah Medicaid ListServe:

<https://medicaid.utah.gov/utah-medicaid-official-publications>

UHIN: <http://www.uhin.org>

UHIN Help Desk: customerservice@uhin.com

UHIN Standards and Specifications:

[https://standards.uhin.org/](http://www.uhin.org/standards-and-specifications)

Connectivity requirements, click on UHIN’s website at the link below:

[https://standards.uhin.org/technical-reference-manual-trm](https://standards.uhin.org/technical-reference-manual-trm/)

Sign up to receive UHIN alerts: <https://uhin.org>

UHIN’s Hardware Requirements, click on the link below: [https://standards.uhin.org/technical-reference-manual-trm](https://standards.uhin.org/technical-reference-manual-trm/)

All documentation submitted for review through Fax, E-mail or paper, must be submitted with a completed Utah Medicaid Documentation Submission Form. The form must be the first page of the documentation and must be filled out completely. The form is available at: <http://health.utah.gov/medicaid/provhtml/forms.htm>

1. **CONTROL SEGMENT/ENVELOPES**

In all transactions except the 999 acknowledgment and other fast batch response transactions, the ISA06 and ISA08 hold the designated Trading Partner Number (TPN) of the submitter and receiver, respectively. The trading partner defines the value carried in the GS02 and GS03. If there is not an agreement between trading partners as to the value carried in these segments, then the default will be TPN of the submitter and receiver (i.e., the same numbers that are in ISA06 and ISA08, respectively).

For security purposes, neither the ISA04 nor the GS02 will be used to carry the Trading Partner Password or User ID. The Password and Use ID values will be transmitted in outside wrapping of the transaction for authentication. For this reason the ISA01 and ISA03 values are ‘00’ and the ISA02 and ISA04 are space filled.

**Interchange Control Number**

To facilitate tracking and debugging the Interchange Control number used in the ISA13 must be unique for each transaction. The numbers may not be reused for three years.

**Interchange Sender ID**

The information that is sent in the XML Header (SOAP wrapper) sender\_id must be consistent with that sent in the Interchange Sender ID – ISA06. Failure may result in the receiver rejecting the file with an “ND” XML error code.

**Group Control Number**

To facilitate tracking and debugging the Group Control number used in the GS06 must be unique. The numbers may not be reused for three years.

In a 999 Acknowledgement or interactive response transaction, the GS03 carries the value sent in the GS02 of the electronic claims (837I) transaction that is being acknowledged. The table below identifies the values to be carried in the ISA and GS of the transaction acknowledgment.

For more information regarding the use of ISA/IEA and GS/GE control segments, see the Utah Standards available on the UHIN website at: https://standards.uhin.org/

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Page #** | **Reference** | **Name** | **Value** | **Notes/Comments** |
| C.3 | ISA05 | Interchange ID Qualifier | ZZ | Utah Medicaid accepts ‘ZZ’ qualifier only. |
| C.3 | ISA06 | Interchange Sender ID | HTxxxxxx-xxx | Sender’s Trading Partner Number. Use the same value for GS02. |
| C.3 | ISA07 | Interchange ID Qualifier | ZZ | Utah Medicaid accepts ‘ZZ’ qualifier only. |
| C.3 | ISA08 | Interchange Receiver ID | HT000004-001 | Utah Medicaid’s Trading Partner Number. Use the same value for GS03. |
| C.3 | ISA13 | Interchange Control Number | Nine numeric value | Set of 9 numbers. Must be unique. The same value cannot be reused for three years. |
| C.3 | ISA14 | Acknowledgment Requested | 1 | Always use number “1” for Interchange Acknowledgment Requested (TA1). Without this indicator, Acknowledgment will be NOT be returned for the submitted transaction if an error on the ISA segment is detected. And the submitted EDI file will not be processed. |
| C.3 | ISA15 | Interchange Usage Indicator | P | Always use “P” for Production Data. EDI files marked with a “T” for Test on this segment will not be acknowledged or processed.  |
| C.7 | GS06 | Group Control Number | Nine numeric value | Set of 9 numbers matching the ISA13. Must be unique and the same value cannot be reused for three years. |

1. **PAYER SPECIFIC BUSINESS RULES & LIMITATIONS**

Utah Medicaid supports the Batch submission of Dental Health Care Claim, (837D) transactions. At this time, only 837D transactions submitted through UHINet will be accepted.

Utah Medicaid requires a unique value in the ISA13 and GS06 for all X12 transactions. Previously used number (data) in the ISA13 or GS06 cannot be repeated within a three year period otherwise, the transaction will be rejected as a duplicate.

You may transmit electronic claim transactions anytime 24 hours a day, 7 days a week.

Utah Medicaid’s cut-off for electronic claims submission is the end of business day every Thursday. Clean claims received before the cut-off day and time shall be included in the week’s adjudication. Clean claims received after the cut off will miss the current week’s adjudication cycle and will process the following weekend.

Utah Medicaid Customer Service staff cannot access claims until after the adjudication cycle. However, you may contact the EDI unit at 801-538-6155, option 3, option 5 for assistance in EDI transmission errors reported on the 997 Acknowledgement and 277CA Acknowledgement.

You may submit up to fifty (50) service lines in a Dental claim. Utah Medicaid recommends submitting six (6) or fewer lines for each Dental claim. Claims with more than six (6) service lines will be split. Various Transaction Control Numbers (TCN) will be returned in the 277CA for each split claim.

See provider manuals for specific billing instructions. Manuals are available at <http://health.utah.gov/medicaid/accept.php>.

**Utah Medicaid Trading Partner Numbers (TPN)**

Providers, billers, and clearinghouses must separate batches by receiving TPN (HT000004‑001, HT000004-005 and HT000004‑801). If submitted as one batch, claims will be applied to the first receiver TPN on the submission.

**HT000004-001 – Fee for Service**

This is Utah Medicaid’s main Trading Partner ID. Unless listed below, EDI transactions should be submitted to this TPN.

**HT000004-005 - Medicaid/Medicare Crossover**

Submit all Medicaid/Medicare COB crossover claims to this Trading Partner ID. Services not covered by Medicare should be billed to Medicaid Fee for Service using the policy and procedures of Medicaid (See Section 10 – Transaction Specific Information, Coordination of Benefits for additional information).

**Regular Scheduled System Downtime**

Utah Medicaid’s systems are available to process batch Dental claims (837D) transactions 24/7 except for our regularly scheduled system downtime, which is stated below.

**Routine downtime**

Regularly scheduled system downtime is Sundays, from 1 A.M. to 2 A.M.

No real-time transactions will be processed between these hours. No response and/or acknowledgement will be returned during scheduled and non-scheduled downtime.

 **Non-routine downtime**

Utah Medicaid will notify providers through the email list serve, UHIN alerts or message broadcast through the phone system for unscheduled and/or emergency downtime within one hour of discovery.

No response and/or acknowledgement will be returned during scheduled or non-scheduled downtime.

**System Holiday Schedule**

Utah Medicaid’s systems are available to process Real Time and Batch transactions 24 hrs a day, 7 days a week except for our regularly scheduled system downtime, as stated above.

**Business Rules & Limitations:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Page #** | **Loop ID** | **Reference** | **Name** | **Codes** | **Length** | **Notes/Comments** |
| 350 | 2400 | LX | Service Line Number | LX | 50 | Maximum number of service lines for Dental Claims. Utah Medicaid will split claims over 10 lines |

**EDI file Enveloping Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Page #** | **Reference** | **Name** | **Value** | **Notes/Comments** |
| C.3 | ISA13 | Interchange Control Number | Nine numeric value | Set of 9 numbers must be unique. The same value cannot be reused for three years. |
| C.3 | ISA14 | Acknowledgment Requested | 1 | Always use number “1” for Interchange Acknowledgment Requested (TA1). Without this indicator, Acknowledgment will be NOT be returned for the submitted transaction if an error on the ISA segment is detected. And the submitted EDI file will not be processed.  |
| C.3 | ISA15 | Interchange Usage Indicator | P | Always use “P” for Production Data. EDI files marked with a “T” for Test will not be acknowledged or processed.  |
| C.7 | GS06 | Group Control Number | Nine numeric value | Set of 9 numbers must be unique. The same value cannot be reused for three years. |

**Billing for Dental Group Practice Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Page #** | **Loop ID** | **Reference** | **Name** | **Codes** | **Length** | **Notes/Comments** |
| 83 | 2010AA | NM103 | Name Last or Organization Name |  | 1/60 | Billing Provider Last or Organization Name (for dental group practice) |
| 84 | 2010AA | NM108 | Identification Code Qualifier | XX |  |  |
| 85 | 2010AA | NM109 | Identification Code  |  | 10 | Group NPI |
| 197 | 2310B | NM103 | Rendering Provider Last Name |  | 1/60 | Name of the Rendering or Servicing Dentist |
| 198 | 2310B | NM108 | Identification Code Qualifier | XX |  |  |
| 199 | 2310B | NM109 | Identification Code  |  | 10 | Rendering or Servicing Dentist NPI |

**Billing Address Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Page #** | **Loop ID** | **Reference** | **Name** | **Codes** | **Length** | **Notes/Comments** |
| 86 | 2010AA | N301 | Billing Provider Address |  |  | Use Street Address only. No PO Box or Lock Box addresses are allowed. |

**Taxonomy Code Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Page #** | **Loop ID** | **Reference** | **Name** | **Codes** | **Length** | **Notes/Comments** |
| 76 | 2000A | PRV01 | Provider Code | BI |  | Billing |
| 76 | 2000A | PRV02 | Reference Identification Qualifier | PXC |  | Health Care Provider Taxonomy Code |
| 76 | 2000A | PRV03 | Reference Identification |  |  | Always submit your Provider Taxonomy Code |

1. **ACKNOWLEDGEMENTS AND/OR REPORTS**

**Implementation Acknowledgement For Health Care Insurance (999) - ASC X12N/005010X231**

A 999 Implementation Acknowledgement edits for syntactical quality of the functional group and the implementation guide compliance. The 999 acknowledgement is returned for each electronic claims transmission.

The 999 Acknowledgement is available for download within two (2) hours after receipt of electronic Institutional claims (837I) transmission.

1. An Accepted 999 acknowledgement means the transaction file was accepted and will be responded to by the next business day with a 277CA Health Care Claim Acknowledgment.
2. A Rejected 999 acknowledgement means the file transmitted does not comply with the HIPAA standards identified by the syntactical analysis or implementation guide compliance.

Errors in the 999 acknowledgement will identify the segment name, segment location and data element in error. Error(s) must be corrected before resubmitting the 837D transaction.

All claims within the transmission must be re-billed.

**Interchange Acknowledgment (TA1)** – This report provides the capability for Utah Medicaid to notify the trading partner (sender of the EDI transaction) that a valid envelope was received or that problems were encountered with the interchange control structure. The TA1 verifies the envelopes only. It is unique in that it is a single segment transmitted without the GS/GE envelope structure.

The TA1 Acknowledgment encompasses the interchange control number, interchange date and time, interchange acknowledgment code, and the interchange note code. The interchange control number, interchange date and time are identical to those that were present in the transmitted interchange from the trading partner. This provides the capability to associate the TA1 with the transmitted interchange.

TA104, Interchange Acknowledgment Code indicates the status of the interchange control structure. This data element stipulates whether the transmitted interchange was accepted with no errors, accepted with errors, or rejected because of errors.

TA105, Interchange Note Code is a numerical code that indicates the error found while processing the interchange control structure. Values for this data element indicate whether the error occurred at the interchange or functional group envelope.

EDI submitters wishing to receive a TA1 Acknowledgment must request it through data elements ISA14 using data element “1” in the transmitted interchange. If a TA1 Acknowledgment is not requested and the submitted EDI file has an enveloping error, Medicaid will not generate or send an acknowledgment for the Rejected file.

**Health Care Claim Acknowledgements 277CA - ASC X12N/005010X214**

A 277CA Health Care Claim Acknowledgment reports status of all claims submitted the day before that were Accepted on the 999 Acknowledgement.

The 277CA is available for download the next business day after the transmission of the 837I transaction.

1. An Accepted claim on the 277CA Acknowledgement is assigned a TCN and sent to the adjudication system.
2. A Rejected claim on this report is being returned as unprocessed Institutional claim, therefore, the claim must be corrected and resubmitted. The 277CA Acknowledgement report will list the reason(s) for rejection. Rejected claims must be corrected and rebilled.

Claims returned as unprocessed will not be in our system for future calls and claims status inquiry.

Use the Claim Status Codes from the HIPAA Code Listing at:

<https://wpc-edi.com/> to determine why the claim was rejected.

The provider is notified through the 277CA Acknowledgement when Utah Medicaid splits health care claims.

If an accepted 999 Acknowledgement is sent and a 277CA Acknowledgement transaction is not generated the next day, contact Utah Medicaid EDI Customer Support at (801) 538-6155, Option 3, Option 5.

**Health Care Claim Payment/Advice (835) - ASC X12N/005010X221**

The 835 Remittance reports Paid and Denied claims only. The 835 is used to report the final financial statement of adjudicated claims/encounters.

The 835 is available for download on Monday morning and will remain available for pickup for one month.

If an 835 transaction is not generated, contact Utah Medicaid EDI Customer Support at (801) 538-6155, Option 3, Option 5.

Denial reasons can be found using the Claim Adjustment Reason Codes and the Remittance Advice Remark Codes from the HIPAA Code Listing. The HIPAA Code List can be accessed through Washington Publishing Company website at: <https://wpc-edi.com/>

1. **TRADING PARTNER AGREEMENTS**

Contact UHIN at [www.uhin.org](http://www.uhin.org) or call (801) 716-5901 for membership enrollment information and Web Services connection. UHIN will assign a Trading Partner Number (TPN) for EDI.

Providers who elect to submit/receive electronic transactions using a third party such as a billing agent, clearinghouse or network service do not need to contact UHIN or acquire a TPN if the billing agent, clearinghouse or network service is a member of UHIN. Clearinghouse or billing agency cannot complete the EDI enrollment for the provider or obtain the billing company’s TPN if you elect to complete the EDI enrollment on our website.

Providers who wish to exchange electronic transaction with Utah Medicaid must submit an Electronic Data Interchange (EDI) Enrollment through the Utah Medicaid’s website: <https://medicaid.utah.gov/become-medicaid-provider>. See the Trading Partner Registration section for detailed instruction for EDI Enrollment.

Associate the TPN to each transaction (based on business needs). Different TPN’s may be used for each transaction.

Utah Medicaid does not offer an EDI software for billing claims and other EDI transactions. It is the responsibility of the provider to procure software capable of generating a 5010 X12 transaction, and is compatible with the practice management system to meet business needs.

Some software vendors charge for each transaction type (claims, eligibility, reports, and remittance advice). There is no federal regulation as to how much a software vendor can charge for the software license or their services.

UHIN provides the UHINt software for UHIN members, and can be downloaded from <https://uhin.org>. For assistance with the download, contact UHIN at (801) 716-5901 or (877) 693-3071.

Providers using a billing company or clearing house, contact the billing company or clearing house for software. Proprietary software can be used provided it meets HIPAA 5010 standards and the CAQH CORE Operating Rules requirements.

1. **TRANSACTION SPECIFIC INFORMATION**

The information, when applicable under this section is intended to help the trading partner understand the business context of the Health Care Claim: Dental (837D) transaction.

See provider manuals for specific billing instructions. Provider Manuals are available on line at: <http://health.utah.gov/medicaid/accept.php>

Provider NPI and Tax ID must match to a single Utah Medicaid contract for a claim to successfully adjudicate. If a provider affiliates their NPI to more than one Utah Medicaid contract, a unique Taxonomy Code and unique service address must be affiliated to their contract. A Taxonomy Code is required for claims adjudication.

When provider’s NPI and Tax ID are used for multiple provider payment contracts, include the service location in the billing address loop and/or taxonomy code as entered in the provider contract.

The 9-digit zip code associated with the service location is required in the billing loop.

When billing as a Group Practice, include the servicing/rendering provider NPI in the service line level.

With Utah Medicaid, the subscriber is always the patient. There are no dependents in the Utah Medicaid program.

The Patient Control Number in the 837 transaction needs to be unique to each claim/encounter. This number is returned in the 277CA Health Care Claim Acknowledgment for matching to the claim/encounter.

Utah Medicaid does not accept a line with a negative submitted charge (method used by Medicare for adjusting claims). A negative amount will generate the 484 error code (Business Application Currently Not Available) on the 277CA Acknowledgment.

You may send up to fifty (50) service lines in a Dental claim. Utah Medicaid recommends submitting ten (10) or fewer service lines. Claims submitted with more than ten (10) service lines will be split.

When Utah Medicaid splits health care claims, the provider is notified through the 277CA Health Care Claim by returning a Transaction Control Number (TCN) for each split claim that is accepted.

Diagnosis code is situational. If reporting diagnosis codes, be sure to report twelve (12) or less diagnosis codes per claim, and report to the furthest detail.

Report the National Drug Code (NDC) in addition to HCPCS/CPT code if billing physician administered drugs.

When submitting a National Drug Code (NDC), enter all 11 digits. Zero fill if not 5-4-2 format (example: 186-868-44 report as 00186086844). Do not submit hyphens, spaces or special characters when reporting the NDC.

When billing for anesthesia charges, the use of local anesthesia is considered an inherent component of any surgical procedure, and is not billable separately. The use of CDT coding does not distinguish between operator administered anesthesia and that provided by another practitioner. Use the following CDT 2018 codes:

|  |  |  |
| --- | --- | --- |
| **CDT Code** | **Description** | **Time** |
| D9223 | General anesthesia each 15 minutes | First 15 minutes |
| D9243 | IV sedation each 15 minutes |  |
| D9248 | Non-intravenous conscious sedation |  |

Unit or basis of measure should be reported in full minutes. Utah Medicaid’s policy is to round to the nearest unit.

Utah Medicaid Customer Service agents are unable to see claims that have not processed through a weekend adjudication cycle.

The 835 Health Care Claim Payment/Advice will report each portion of the split claim as it adjudicates.

Providers, billers, and clearinghouses must separate batches by the receiving TPN, (HT000004-001).

**Utah Medicaid Trading Partner Numbers (TPN)**

Dental providers should submit electronic dental claim (837D) transactions to the following Trading Partner ID:

**HT000004-001 – Fee for Service**

This is Utah Medicaid’s main Trading Partner ID. Providers using NPI to bill must submit electronic dental claims (837D) transactions to this TPN.

**Coordination of Benefits**

Before submitting a claim to Utah Medicaid, a provider must submit and secure payment from all other liable parties such as commercial payers or Medicare Part D. For more information, refer to the Utah Medicaid Manual, General Information Section, 11-4).

Fee-for-Service claim uses claim level third party payment information for adjudication.

Report all Reason Codes as reported by other payer(s) and amounts (contractual obligation or write-offs). If no reason codes given by other payer, report all contractual obligations using “CO:45”. If no reason code is available from other payer(s) to identify the patient responsibility use “PR:01” reason code. Report the total payments and the final patient responsibility. Utah Medicaid calculates payment based on Patient Responsibility.

Do not include co-payments received from the patient in the Third Party Liability (TPL) reporting.

A service paid by a primary payer may be billed under a different procedure code than what Utah Medicaid requires for adjudication. Providers must follow Utah Medicaid billing guidelines on their Fee-For-Service (FFS) secondary claims.

Third party payment information must be submitted for all prior payers. Ensure your software allows for reporting of multiple payer coordination of benefits information.

Utah Medicaid Trading Partner Number for COB dental claim submission:

|  |  |  |
| --- | --- | --- |
| **If primary payer** | **When primary payer is** | **Transmit electronic claim to TPN** |
| Pays, pays zeroDenies | Commercial | HT000004-001 |
| Commercial | HT000004-001 |

**Timely Filing**

Claims and adjustment for services must be received by Utah Medicaid within 365 days from the date of service. The timely filing period is determined by the “from” date of service.

Original claims received past the 365 day filing deadline will be denied.

Medicare/Medicaid Crossover Claims and adjustments must be received within 365 days or six months (180) days from notification of the Medicare decision. Medicare paid date must be submitted on the claim.

Replacement/Adjustment of a claim must also be processed within the same 365 day time frame.

Providers may request a change to correct a claim outside of the timely deadline. However, no additional reimbursement will be made. Example: Claim to be replaced was denied, the payment on the replacement claim will be zero.

**Replacement and Void Claims**

Providers should submit their own corrections by submitting either a replacement or void claim.

If the original claim was denied, it is necessary to submit a replacement claim. Make the necessary correction(s) and resubmit claim as an original claim.

Use “7” as the Claim Resubmission Code for Replacement claim and “8” for Void claims.

The provider NPI on the original dental claim must match the provider NPI being submitted on the Replacement or Void claim, otherwise the claim will reject.

The TCN of the claim to be replaced or voided must be reported. Do not submit hyphens or spaces when reporting the TCN.

If the TCN of the original claim cannot be identified in the Utah Medicaid system, or the claim has already been reprocessed, the replacement/void claim will be rejected.

Replacement claim voids the original claim. The replacement claim is then processed in the Utah Medicaid system as an original claim.

If there is a line item that did not pay on the original claim, it is not necessary to submit a replacement claim. You may submit a new claim with the services not paid on the original claim.

If additional units are being added to an already paid dental code, or you are changing dental codes, a replacement claim must be submitted.

If wanting to replace a total original claim that was split by Utah Medicaid for processing, it is necessary to submit a void claim for each of the split claims relating to the original claim. A new original claim could then be submitted for processing and split in the Utah Medicaid system.

If replacing only the information for a single portion or a split claim, you may replace just that specific claim portion, realizing the individual claim and charges will be voided and the new claim treated as an original.

If a claim is paid under the wrong provider, submit a Void claim with the provider NPI of the original paid claim, and the correct NPI on the new original claim.

Reprocessed or corrected claim will return the same TCN as on the original claim in the 835.

**Claim Attachments**

A HIPAA electronic standard has not been mandated for claim attachments. There are multiple methods of submitting supporting documentation to Utah Medicaid:

1. Electronic (Fax, Email or UHIN software. Contact UHIN for software options).

Electronic software submission must provide metadata matching the data on the document submission form.

1. Paper

All documentation submitted for review through Fax, E-mail or postal mail must be submitted with a completed Utah Medicaid Documentation Submission Form. The form must be the first page of the documentation and must be filled out completely. Any documents submitted without this form will be returned. The form is available at: <http://health.utah.gov/medicaid/provhtml/forms.htm>

Utah Medicaid’s mailing address:

Bureau of Medicaid Operation

PO Box 143106

Salt Lake City, Utah 84114-3106

Utah Medicaid’s Fax numbers:

GENERAL Fax……………………………801-538-6805

Manual Review……………………………801-536-0463

Emergency Only Program…………………801-536-0475

Timely Filing ………………….…………..801-536-0164

Crossovers…………….…………….……..801-323-1584

Sterilizations …………………………..…..801-237-0745

PPC (Provider Preventable Condition) .......801-536-0974

Custody Medical …………………………..801-538-9128

Baby Your Baby …………………………..801-538-9428

Provider Enrollment ………………………801-536-0471

Pharmacy ………………………….………801-536-0464

**APPENDICES**

 **Implementation Checklist**

1. Acquire a Utah ID at login.utah.gov

2. Create an account (username and password).

3. Enroll as a Utah Medicaid Provider.

4. Acquire a Trading Partner Number from UHIN.

5. Register Trading Partner Number on-line with Utah Medicaid.

6. Contact UHIN for Acceptance Testing and Connectivity testing.

7. Test with Utah Medicaid.

8. Go live with Utah Medicaid.

 **Business Scenarios**

A. Trading Partners are required to submit provider information. Utah Medicaid will validate the NPI and Tax ID for all providers sending electronic dental claim (837D) transactions.

B. Billing provider address must be a street address where service was rendered. Utah Medicaid uses this address to identify the appropriate payment contract in order to pay.

C. Use the group taxonomy code in the billing loop if billing as a Group or a Federally Qualified Health Center (FQHC).

D. Billing Replacement and Void Claims. Use Claim Resubmission Code “7” for Replacement claim, and “8” for Void Claims.

 **Transmission Examples**

1. NPI and Tax ID validation:

|  |
| --- |
| **Billing NPI Providers** |
| **Loop** | **Segment** | **Name** | **Code** | **Length** | **Notes/Comments** |
| 2010AA | NM101 | Entity ID Code | 85 | 2 | Billing Provider |
| 2010AA | NM108 | Identification Code Qualifier | XX |  | Qualifier for the National Provider ID (NPI) must be submitted  |
| 2010AA | NM109 | Billing Provider Identifier |  | 10 | The Billing NPI must be reported here. If billing with a Group NPI, use group NPI here and report the Rendering Provider NPI in the Rendering loop. |
| 2010AA | REF01 | Employer’s Identification Qualifier | EI | 2 | Tax ID qualifier |
| 2010AA | REF02 | Reference Identification |  | 9 | Billing Provider Tax ID Number without dash or special characters. |

1. Billing Provider Address

|  |
| --- |
| **Billing Provider Address** |
| **Loop** | **Segment** | **Name** | **Code** | **Length** | **Notes/Comments** |
| 2010AA | N301 | Billing Provider Address Line |  |  | Street address of the service location. (Post Office Box or Lock Box address is not allowed in this loop. |
| 2010AA | N302 | Billing Provider Address Line |  |  | Street address of the service location. (Post Office Box or Lock Box address is not allowed in this loop. |
| 2010AA | N401 | Billing Provider City Name |  |  | City name |
| 2010AA | N402 | Billing Provider State or Province Code |  |  | State |
| 2010AA | N403 | Billing Provider Postal Zone or ZIP Code |  | 9 | 9-digit Zip Code associated with the service location without a dash or special characters. |

1. Billing Provider Specialty Information

|  |
| --- |
| **Billing Provider Specialty Information (Taxonomy)** |
| **Loop** | **Segment** | **Name** | **Code** | **Length** | **Notes/Comments** |
| 2000A | PRV01 | Provider Code | BI |  | Qualifier for billing provider |
| 2000A | PRV02 | Health Care Provider Taxonomy Code | PXC |  | Qualifier for the taxonomy code |
| 2000A | PRV03 | Provider Taxonomy Code |  | 10 | Billing provider taxonomy code |

1. Replacement and Void Claim

|  |
| --- |
| **Replacement Claim** |
| **Loop** | **Segment** | **Name** | **Code** | **Length** | **Notes/Comments** |
| 2300 | CLM05-3 | Claim Frequency Code | 7 |  | Replacement of Prior Claim(This is the third position of the Uniform Billing Claims Form Bill Type) |
| 2300 | REF01 | Reference Identification Qualifier | F8 |  | Original Reference Number qualifier |
| 2300 | REF02 | Reference Identification Qualifier |  | 17 | TCN of the claim being replaced |

|  |
| --- |
| **Void Claim** |
| **Loop** | **Segment** | **Name** | **Code** | **Length** | **Notes/Comments** |
| 2300 | CLM05-3 | Claim Frequency Code | 8 |  | Void/Cancel of Prior Claim(This is the third position of the Uniform Billing Claims Form Bill Type) |
| 2300 | REF01 | Reference Identification Qualifier | F8 |  | Original reference number qualifier |
| 2300 | REF02 | Reference Identification Qualifier |  | 17 | TCN of the claim being voided |

 **Frequently Asked Questions**

Here’s a compilation of Questions and Answers relative to Utah Medicaid and its providers.

1. Is there an enrollment requirement to utilize the electronic claims (837D)?

Yes. In order to successfully exchange electronic data like the electronic claims (837D) transaction, providers must be enrolled and currently open with Utah Medicaid for the service date.

* + 1. Successful utilization of the electronic claims (837D) transactions requires trading partners to register the TPN on-line with Utah Medicaid, by submitting an Electronic Data Interchange (EDI) enrollment form. Define usage of the electronic claims (837D) transactions on the EDI Enrollment.

Click on the link below to register.

<https://medicaid.utah.gov/become-medicaid-provider>

EDI Enrollment Tutorial:

<https://medicaid.utah.gov/pe-training>

2. Does Utah Medicaid return acknowledgements from 837D submission?

Utah Medicaid will return a 999 Implementation Acknowledgement for Health Care Insurance. This report will identify if the submitted 837D was Accepted or Rejected.

Rejection on this report entails rejection of the entire file.

This report is returned to the submitter within two hours of receipt of the 837D transaction.

277CA Health Care Claim Acknowledgement is returned the next day of receipt of the 837D transaction that has been accepted on the 999 Acknowledgement.

 An Accepted claim on the 277CA Acknowledgement is assigned a TCN and sent to the adjudication system.

 A Rejected claim on this report is being returned unprocessed, therefore, the claim must be corrected and resubmitted. Unprocessed claim will not be in our system for future calls and claims status inquiry.

Use the Claim Status Codes from the HIPAA Code Listing at: <https://wpc-edi.com/> to determine why the claim was rejected.

Utah Medicaid uses the 277CA Acknowledgement as notification when claims are split.

3. What is the Connectivity Requirements for Utah Medicaid?

UHIN serves as the front end to Utah Medicaid for electronic file submission. For information on connectivity requirements, see UHIN standards at [http://www.uhin.org/](http://www.uhin.org/pages/standards-specifications/web-services-network-connection-specification/php), under Standards & Specifications.

To initiate a Trading Partner relation with UHIN, contact UHIN at (801) 716-5901 or (877) 693-3071 for more information, or email at: customerservice@uhin.com.

UHIN membership is required to access the Security Specification, Hardware Requirements and Connectivity Companion Guides through UHIN.

For complete information on the Connectivity requirements, click on UHIN’s website at the link below:

[https://standards.uhin.org/technical-reference-manual-trm](https://standards.uhin.org/technical-reference-manual-trm/)

4. Do you support batch submission?

Yes, Utah Medicaid supports Batch electronic dental claims (837D) transactions.

5. What Trading Partner Number should provider use to send the electronic dental claims (837D) to?

Providers using NPI to bill Utah Medicaid should submit electronic claims (837D) transactions to the following TPN:

 HT000004-001 Fee-For-Service

6. Does Medicaid require testing?

Providers should complete Acceptance Testing with UHIN prior to submitting testing to Utah Medicaid. Call Medicaid’s EDI team to coordinate testing at (801) 538-6155, option 3, option 5.

7. Who do I call for EDI Customer Support?

Trading Partners may call Utah Medicaid for assistance in researching problems with submitted EDI transactions. Utah Medicaid will not edit Trading Partner data and/or resubmit transactions for processing on behalf of a Trading Partner. The Trading Partner must correct any transmission or data errors found and resubmit.

Utah Medicaid EDI Customer Support team may be reached by calling the Medicaid Information Line at (801) 538-6155 or (800) 662-9651, option 3, option 5. You may also email the EDI Customer Support team at: HCF\_OSD@utah.gov

Note: Do not send PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third party during transmission.

This may be a reportable incident under the HIPAA Privacy and Security Rules. Please follow your organization’s incident reporting procedure and notify your compliance officer.

If you need to send PHI or other sensitive information to us electronically, we strongly encourage you to use a secure method.

<https://medicaid.utah.gov/Documents/manuals/pdfs/Medicaid%20Information%20Bulletins/Traditional%20Medicaid%20Program/2014/October2014-MIB.pdf>

EDI Customer Support hours are Monday through Friday from 8 A.M. to 5 P.M. On Thursday, EDI Customer Support phone lines are open from 11 A.M. to 5 P.M. Utah Medicaid is closed during Federal and State Holidays.

Utah Medicaid will broadcast messages through the Medicaid Information Line, the ListServe and through UHIN alerts for unexpected system down time, delay in generation and/or transmission of EDI reports, delay in the release of provider payments, and to announce the release of new or interim Utah Medicaid Information Bulletin (MIB), etc.

To sign up for the Utah Medicaid ListServe, click on the URL below: <https://medicaid.utah.gov/utah-medicaid-official-publications>

 **Change Summary**

This section details the changes between the current Companion Guide and the previous guide(s).

1. Added new website for Provider Enrollment and EDI enrollment.
2. Instruction on PRISM system enrollment process.
3. Added more Payer Specific Business Rules & Limitations.
4. Added Attending and Referring Provider requirements.
5. Added the new EDI Enrollment processes and tutorial link.
6. Transmission Examples
7. Appendices