Frequently Asked Questions from the Electronic Data Interchange (EDI) Webinars

Questions will be added from additional webinar dates; please check back.

I no longer see AEVCS transaction fees on my RA statement page. Is this an error?

There are no AEVCS transaction fees so these are no longer listed on your RA.

How can I see the effective date of coverage for a beneficiary when verifying eligibility?

The new system does not allow you to search a date range. You can only enter one date in the required *Effective Date* field. If you want to check multiple dates, you must enter each date separately. There is no way to view the effective date. You will only see the date that you entered in the *Effective Date* field.

Covered providers are listed on the training portal. When I apply for the trading partner on the HealthCare Provider Portal, covered providers are not an option. Is this correct?

Yes, the covered providers section is *not* included on the HealthCare Provider Portal. The training portal will be updated to reflect that in the future. We apologize for the confusion.

Other insurance information such as Medicare and Third-Party Liability (TPL) isn't listed. If a patient is eligible for ARWorks, will the eligibility strip or HealthCare Provider Portal tell us who the commercial payer is?

Please look for Third Party Liability (commercial insurance and Medicare) information in Managed Care located in the "Other Insurance" section of the eligibility strip. ARWorks is now a benefit plan that can be found in the beneficiary's details information.

I don't see an option to link to my Trading Partner. How can I create the link?

Providers should call the DXC EDI Support Center (800-457-4454) to request and consent to be linked to a given Trading Partner ID. DXC Technology must have a provider's authorization to create a link between their Medicaid ID and their Trading Partners' IDs.

You also have the option to email us the Trading Partner ID and Provider ID you want linked. Emailing may take longer, however. Calling is faster and easier to verify.

If I am a provider, do I need to enroll for a Trading Partner ID?

Medicaid providers who answer YES to any of the following must enroll for a Trading Partner ID to view details of their managed care fees (known as capitated fee information in the new MMIS):

- Will use PES after Go-live
- Will use EDI direct submission
- Will upload information into the new HealthCare Provider Portal

- Will receive capitated fee information (known as managed care fees in the legacy MMIS) related to any of the following programs:
    - Arkansas Works (formerly called Private Option)
    - Assisted Living
    - Comprehensive Primary Care (CPC)
    - IndependentChoices
    - Long-Term Care Adjusted Service Fee Claims
    - Non-Emergency Transportation (NET) Service Fee Claims
    - Programs for All-Inclusive Care for the Elderly (PACE)
    - Patient-Centered Medical Home (PCMH)
    - Primary Care Physicians (PCP)

Should I enroll as a Trading Partner?

Clearinghouses, billing services and software companies are now referred to as "Trading Partners." If you are a clearinghouse, billing service or software company, you **MUST** enroll to obtain your Trading Partner ID in order to submit claims in the new MMIS.

Do I need to register for the HealthCare Provider Portal?

Both Providers and Trading Partners are required to register on the HealthCare Provider Portal. It is possible that you must register as both a provider AND a Trading Partner.

Can we still get our RAs through WebRA?

WebRA is temporarily available to retrieve your 10/26/2017 RA. You will soon access your RAs on the new HealthCare Provider Portal, which replaces WebRA.

When doing a CLAIM SEARCH based on the PAID DATE, we only get 11 records returned. There should be over 300 records. Why can't I see the other records?

Please call DXC Technology and provide an example of this issue for help.

When billing with Provider Electronic Solutions (PES) for five different NPIs, will we have to change the TP ID for each facility when we try to submit our claims?

No. When billing with PES, you only need one TP ID. Once you upgrade to PES 2.25, you will simply replace your MC ID with your new TP ID.

How do we submit a 276 file if we don't use PES?

If you don't use PES, then there is no need to submit a 276 transaction. 276s are simply a claim status request. A 276 transaction can be sent by clearinghouses, as well. The clearinghouse would send the file much like any other batch submission to DXC. The WebBBS document can provide further instruction to clearinghouses.

If a claim file returns an "R" from the clearinghouse, will all files reject?

Yes, the return responses on the 999 response are:

- **R** - Reject completely,
- **E** - Partial Acceptance and
- **A** - Accepted.

When the system stops upload in PES, the R status will not change to F. Why?

There has been an issue where the server is not returning the accepted response fast enough for PES to know its upload succeeded before timing out. We are seeing many cases where PES states “Submission Failed” and keeps the status as “R” but DXC did successfully receive the submitted batch and processed it.

Why is Treatment History inaccurate for some patients when checking for their last EPSDT?

Please call DXC Technology and provide an example of this issue for help.

How can I select an additional transaction set?

Please contact the DXC EDI Support Center (800-457-4454) for assistance selecting additional transaction sets.

Can you explain how a provider should link to a Trading Partner for their 835 transactions?

Providers should call the DXC EDI Support Center (800-457-4454) to request and consent to be linked to a given Trading Partner ID. DXC Technology must have a provider’s authorization to create a link between their Medicaid ID and their Trading Partners’ IDs.