Provider / Submitter Already Enrolled In EDI - FAQs

1. **Can providers submit corrected claims electronically?**
   Providers can submit corrected claims electronically using the 837 format, but there are very specific rules for doing so that are required by the 837 format, and outlined in the TR3s (formerly known as Implementation Guides) which can be purchased at: http://www.x12.org/.

2. **Can providers tell if EDI received a claim?**
   The 999 report is used to confirm that a file was received. However, the 999 includes additional information about whether the received transaction had errors. This includes whether the transaction is compliant with HIPAA requirements. The 999 Acknowledgement may produce three results: Accepted (A), Rejected (R) or Accepted with errors (E)

3. **How do I know my claim was accepted or rejected?**
   The 277CA tells the provider whether a claim has been rejected or accepted. If the claim was rejected, the 277CA will return a 5 or 8 alphanumeric value. If the claim was rejected, the claim needs to be corrected and resubmitted otherwise EDI will not keep any record of the transaction or of the claim. Claims may be rejected for a variety of reasons from something as simple as the incorrect Payer ID (NM Medicaid Payer ID is 77048) or something much more complex. To find out the accurate reason, please contact the HIPAA Helpdesk at HIPAA.DeskNM@state.nm.us and/or 800-299-7304.

4. **How can providers get Electronic Remittance Advices (835s)?**
   By completing an EDI Authorization Form from giving authorization for the provider to receive the 835s directly or via a clearinghouse that has been provided a NM Medicaid submitter ID. EDI Authorization forms can be found on the NM HCA HIPAA site - https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/

5. **If my clearinghouse receives my Remittance advices electronically (835s), will I still be able to view my remittance?**
   Remittance advices are available on the Web Portal.

6. **How do I authorize a clearinghouse or billing agent to act on my behalf?**
   Complete an EDI Provider Authorization Form found on the NM HCA HIPAA site - https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/. Be advised that the clearinghouse or billing agent must be enrolled with EDI.

7. **Who do I contact at EDI for questions or issues?**
   Contact the HIPAA Helpdesk with any EDI questions and issues at: HIPAA.DeskNM@state.nm.us and/or 800-299-7304.