interChange Provider Important Message

ATTENTION ELECTRONIC BILLERS AND TRADING PARTNERS:

Change to Electronic Data Interchange Requirements

IMPORTANT NOTE: Providers, please verify that your clearinghouses/vendors that send your electronic files to CMAP are aware of this upcoming change and that the vendors have updated their contact information for their CMAP EDI trading partner Secure Portal ID.

On **March 31, 2025**, Gainwell Technologies in support of the Connecticut Medical Assistance Program (CMAP) will implement a new component of the system. CMAP uses EDI standards to verify the format of healthcare related information (for example, claims, payments, and eligibility) when it is shared between Trading Partners and CMAP.

After implementation, the new EDIaaS Translator will reject files for X12 non-compliance errors that were previously skipped. While the vast majority of submissions are compliant **the following are samples of common data errors for those that are not compliant and will result in rejection of transactions submitted to CMAP**, based on the ASC X12N EDI Implementation Guides for version 005010 and WEDI/SNIP Level 2. SNIP is the short name for WEDI SNIP (Workgroup for Electronic Data Interchange Strategic National Implementation Process). SNIP Validation refers to a series of constraints that can be applied to Electronic Data Interchange (EDI) documents to ensure the EDI data is HIPAA-compliant.

- Leading zeros appear in the Functional Group Control Number (GS-06).
- The transaction control number (ST-02 and SE-02) is not unique within a Functional Group.
- A "P.O. Box" reference appears in the billing provider address field. This includes addresses submitted with a street address followed by a P.O. Box (Loop 2010AA, Element N3-02).
- Spaces or dashes (-) appear in the N4-03 element when sending a nine-digit zip code.
- The Group Name (SBR-04) is included when Group or Policy Number (SBR-03) is sent in Loop 2320, Other Subscriber Information (SBR) segment.
- The Adjustment Amount (CAS-03) equals zero when submitting an Adjustment Segment (CAS) at the Claim (Loop 2320) or Service Line (Loop 2430) level.
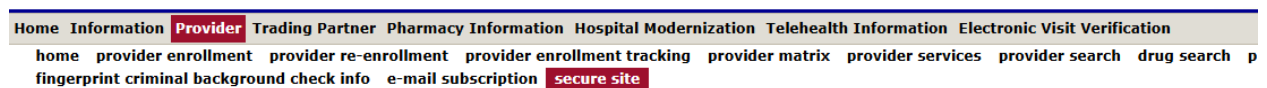
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interChange Provider Important Message

Gainwell Technologies' EDI team will outreach to Trading Partners that are currently sending files that are experiencing identified compliance errors but not rejecting. **However, that outreach is only successful if your Trading Partner contact information is current.**

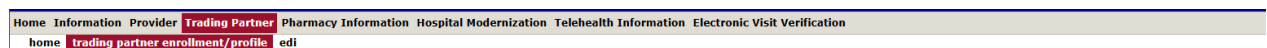**Updating Trading Partner contact information:**

Step 1: Open the Public Web site: www.ctdssmap.com

Step 2: Log into Secure Web Account using your Trading Partner Secure Web ID and password that was created after your organization submitted your Trading Partner Profile form (not your AVRS/Medicaid ID Account).

Home	Information	**Provider**	Trading Partner	Pharmacy Information	Hospital Modernization	Telehealth Information	Electronic Visit Verification

home   provider enrollment   provider re-enrollment   provider enrollment tracking   provider matrix   provider services   provider search   drug search   p
fingerprint criminal background check info   e-mail subscription   **secure site**

Please note: Not all providers will have a Trading Partner ID account, if you have a vendor that sends your electronic files the vendor would have this access.

Step 3: From the Trading Partner menu, click Trading Partner Enrollment/Profile.

Home	Information	Provider	**Trading Partner**	Pharmacy Information	Hospital Modernization	Telehealth Information	Electronic Visit Verification

home   **trading partner enrollment/profile**   edi

The Instruction panel, shown below must state that you have already submitted a TPP form as the portal recognizes that you have already enrolled. If you do not see the panel below –STOP you may have used the wrong User ID and Password to log in **or** you may not be enrolled as a Trading Partner.

Instructions

- Our records indicate that you have already submitted a TPP form. Select "next" below to review the information in your TPP and update it if necessary.

- Personally identifiable information about providers is used for purposes directly related to health care program administration, such as determining the certification of providers or processing provider claims for reimbursement. Failure to supply the information requested may result in denial of payment for the services.

- After completing the TPP, your organization's name will be listed for providers to see.

- Trading partners are required to complete a trading partner profile containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process. The EDI Department must receive and process the profile request before trading partners may begin testing.

- Please fax your profile request to: Gainwell Technologies EDI Assistance Center (877) 413-4421
  IMPORTANT If your profile request is not received Gainwell Technologies will not be able to process your Trading Partner Profile.

- Only one TPP needs to be completed for each trading partner, even if the trading partner represents multiple providers. Billing providers that possess multiple billing provider numbers, or billing services and clearinghouses that exchange the electronic transactions on behalf of trading partners need only return one profile form. Accurate and timely completion of the profile form will prevent delays in testing and approval for production processing.

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You should **not** see the screen below when making updates to an existing Trading Partner account. You may be logged in using your AVRS/Medicaid ID Secure Web Account <u>or</u> you are not a current Trading Partner. Your Trading Partner Login credentials are mailed in two letters upon completion of your Trading Partner Profile enrollment form. Those letters guide you to set up your Trading Partner Secure Web Account. If you need assistance with your Trading Partner login please contact the Provider Assistance Center at 1-800-842-8440.

Instructions

- This form is intended for clearinghouses, billing services, and software companies seeking to become trading partners. If you already have received a trading partner ID, and wish to update your TPP, then you must first log in to your secure portal account.

- Personally identifiable information about providers is used for purposes directly related to health care program administration, such as determining the certification of providers or processing provider claims for reimbursement. Failure to supply the information requested may result in denial of payment for the services.

- Trading partners are required to complete a trading partner profile containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process. The EDI Department must receive and process the profile request before trading partners may begin testing.

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`next`   `exit`

Step 4: Update the Trading Partner Information Panel with current contact information.

| Home | Information | Provider | **Trading Partner** | Pharmacy Information | Hospital Modernization | Telehealth Information | Electronic Visit Verification | Trade Files | Messages |

Account

| home | **trading partner enrollment/profile** | edi |

Instructions » **Trading Partner Information**

Trading Partner Information

Trading Partner Name*	CT MEDICAID TRADING PARTNER
Address Line 1*	123 MAIN ST
Address Line 2	
City*	HARTFORD
State/Zip*	CT ⌄ 06032 -
Contact Name*	JANE DOE
Contact Phone Number*	(555)123-4567 Ext.
Authorized Representative Name*	BOB SMITH
Authorized Representative Phone Number*	(555)123-4568 Ext.

`previous` `next`   `exit` `clear`

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interChange Provider Important Message

Step 5: The Trading Partner profile wizard will guide you to review all the pages of your Trading Partner profile including your Transaction Sets, Covered Providers, and Electronic Remittance Advice panels.

Step 6: The Electronic Signature Agreement. Add your signature and click next and you will receive a Summary like the one below.

Step 7: Click on Submit and you will receive confirmation that the profile has been updated successfully.

interChange Provider Important Message

Note: Updated information entered will NOT be saved until all enrollment panels are reviewed and changes are submitted. Do not Exit until you have clicked Save/Submit on the final panel of the Trading Partner Profile.

For further detailed instructions on the Trading Partner panels please refer to Chapter 10 Web Portal / AVRS of the CMAP Provider Manual on www.ctdssmap.com under Information> Publications> Provider Manuals panel details on Trading Partner panels are located on page 117, and enrollment panels 108 to 116.

Apart from rejections for common data errors, trading partners should **not** be impacted by the implementation. There will be no change to the current process of sending and receiving files. However, **Trading Partners are advised to verify proper transaction processing following the implementation.   If improper transactions are discovered, Trading Partners are encouraged to contact the EDI Help Desk using one of the methods listed in this email.**

No changes are being made to Provider Electronic Solutions (PES).

<u>Safe Harbor Connectivity</u>: **With the March 31, 2025 implementation, organizations that send eligibility and claim status transactions through ACA Safe Harbor will receive additional information in an upcoming Important Message.**

Questions may be directed to the Provider Assistance Center's EDI team at 1-800-842-8440, option 3.

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