

**RESOURCES HANDOUT**

*for*

**PROVIDER**

**ELECTRONIC SOLUTIONS**

**SOFTWARE**

*and*

***EDS Connecticut Medicaid***



## Contents

Contacts	Page 3
Web site Information	Page 4-5
Functional Acknowledgement - 997	Page 6-8

**EDS Contact information**

- EDS responds to questions on client and provider eligibility, claim submission procedures, prior authorization, claims processing issues and provider enrollment. Questions on these topics should be directed to the EDS Provider Assistance Center. The Provider Assistance Center is the provider’s source for information not provided on the Web portal or from the Automated Voice Response System (AVRS).

EDS EDI Assistance Monday through Friday, 8 a.m. to 5 p.m. (EST), excluding holidays

- (860) 269-2026 (local to Farmington, CT)
- 1-800-688-0503 (in-state toll free)

FAX Trading Partner Agreements to

- (860) 269-2027

Provider Assistance Center Customer service representatives are available from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. Providers in Farmington, CT area may dial (860) 269-2028 to reach EDS. All other in-state providers may dial 1-800-842-8440 (in-state toll free).

The toll free telephone number, 1-800-842-8440, cannot be used if you are calling from any one of the following cities that are considered part of the Hartford/Farmington area:

Bristol	Canton	Farmington
Hartford	Harwinton	New Britain
Plainville	Simsbury	Torrington

Provider Representatives are available to assist providers that are referred by the Provider Assistance Center for assistance with complex claim processing issues. The Provider Representative provides training, and coordinates with DSS to resolve claim submission issues.

**Web site: [www.ctdssmap.com](http://www.ctdssmap.com)**

**CONNECTICUT DEPARTMENT OF SOCIAL SERVICES**  
*Caring for Connecticut*

Home Information Provider Trading Partner ConnPACE Pharmacy Information

home site map about us

**Retired Legacy Web Site**

- Legacy Eligibility Verification Application
- Medicaid Eligibility and Billing Manual
- Medicaid Eligibility and Billing Manual
- Medicaid Eligibility and Billing Manual

**Information**

- Publications
- FAQs
- 24 Hour Assistance
- Webinars
- Regional Office Locations

**Provider**

- Provider Services
- Provider Manual
- Provider Manual
- Provider Manual

**Trading Partner**

- Trading Partner Enrollment
- Trading Partner Enrollment
- Trading Partner Enrollment
- Trading Partner Enrollment

**ConnPACE**

- ConnPACE Information
- ConnPACE Information
- ConnPACE Information

**Pharmacy**

- Pharmacy Information

**WELCOME**

**TO THE CONNECTICUT MEDICAL ASSISTANCE PROGRAM**

WELCOME TO THE CONNECTICUT MEDICAL ASSISTANCE PROGRAM Web site, PROVIDED BY EDS ON BEHALF OF THE CONNECTICUT DEPARTMENT OF SOCIAL SERVICES. THIS SITE PROVIDES IMPORTANT INFORMATION TO HEALTH CARE PROVIDERS ABOUT THE CONNECTICUT MEDICAL ASSISTANCE PROGRAM. THIS SITE CONTAINS A WEALTH OF RESOURCES FOR PROVIDERS INCLUDING ENROLLMENT, BILLING MANUALS, BULLETINS, PROGRAM REGULATIONS, PLUS INFORMATION ON ELECTRONIC DATA INTERCHANGE AND THE AUTOMATED ELIGIBILITY VERIFICATION SYSTEM. THE SITE ALSO PROVIDES MEDICAL ASSISTANCE PROGRAM CLIENTS THE ABILITY TO SEARCH FOR ENROLLED HEALTHCARE PROVIDERS IN THEIR AREA. CONNPACE CLIENTS CAN ACCESS ENROLLMENT AND REENROLLMENT INFORMATION AT THIS SITE ALSO.

**Information** **Provider** **Trading Partner** **ConnPACE** **Pharmacy**

**Important Messages**

[UPDATE May 23, 2008 Financial Cycle - Mass Adjustment](#)

[Prior Authorization Search is Here!](#)

[Updated: Extended Hours for Interchange Implementation](#)

[Provider Electronic Solutions Software Training](#)

[Training on the Provider Electronic Solutions Billing Software for Behavioral Health Providers](#)

[Attention Hospital Providers](#)

**From the Home Page ◊Trading Partner ◊EDI to access:**

**EDI software**

- Software full install and upgrades
- PES Handbook
  - Tool/Option/Carrier indicator = X12 Production Indicator should T for testing, P for Production
- How to read 997

**EDI Documents**

- Trading Partner Agreement
- Companion Guide

**From the Home Page ◊Information ◊Publications**

- Publication Search
- Provider manuals
- Forms
- Provider Newsletters
- Claims Processing Information

***From the Home Page ◊Provider ◊Provider Services to access:***

***Schedules***

- *Claim Submission Schedule*
- *Claim Cycle Payment Schedule*

***EDS Contacts***

- *Provider Relations*
- *EDI Helpdesk*

## Functional Acknowledgement - 997

### Sample file for Reject 997

#### HIPAA 837 Input file

```
ISA*00*      *00*      *ZZ*100000013  *ZZ*445498161
*080529*1551*U*00401*000000338*0*T*:~GS*HC*100000013*445498161*20080529*1551*338*X*0
04010X098A1~ST*837*000000001~BHT*0019*00*PES338*20080529*1551*CH~REF*87*004010X09
8DA1~NM1*41*1*CANADY*DONNA****46*T100000013~PER*IC*CANADY*TE*5128352017~NM
1*40*2*EDS/CTMAP*****46*445498161~HL*1**20*1~PRV*BI*ZZ*314000000X~NM1*85*1*DOC
TOR*FIRST****XX*8888888888~N3*123 THAT WAY*STE
A~N4*BERLIN*CT*06601~REF*SY*123456789~HL*2*1*22*0~SBR*P*18**CT MEDICAL
PROGRAM*****MC~NM1*IL*1*LAST NAME*FIRST****MI*321654987~N3*321 ANY
STREET~N4*AUSTIN*TX*78778 9~DMG*D8*19460310*M~NM1*PR*2*EDS/CTMAP*****PI*75-
2548221~CLM*SPACE*50.00***11::1*Y*C*Y*Y*B~HI*BK:7860~LX*1~SV1*HC:90000*50.00*UN*
1.0*11**1~DTP*472*RD8*20080528-
20080528~REF*6R*1~SE*26*000000001~GE*1*338~IEA*1*000000338~
```

997

HIPAA - Batch Response				
-----beginning-of-997-dump-----				
ISA*00*	*00*	*ZZ*445498161	*ZZ*100000013	*080529*155
5*U*00401*000000001*0*T*:~GS*FA*445498161*100000013*20080529*15550606*1*X*004010				
~ST*997*1001~AK1*HC*338~AK2*837*000000001~AK3*N4*17**8~AK4*3**6*78778 9~AK5*R*5~				
AK9*R*1*1*0~SE*8*1001~GE*1*1~IEA*1*000000001~				
-----end-of-997-dump-----				

### How to Read a 997 Functional Acknowledgment

Below is a Sample of a 997 Functional Acknowledgment and a description of the fields needed to read in order to determine if a submission was successful. Please note that the following record has been reformatted for the purpose of identifying the segments.

```
ISA*00* *00* *ZZ*745698161 *ZZ*501000011*030130*1454*U*00401*000000003*0*T*:~
GS*FA*745698161*501000011*20030130*145444*3*X*004010X098A1~
ST*997*3001~
AK1*HC*134~
AK2*837*000000001~
AK3*CLM*19**8~ The AK3 Segment reports any segment errors
```

'AK3' is the segment name

'CLM' (AK301) lists the segment in error

'19' (AK302) position of the error

'8' (AK304) segment error code (see Implementation Guide for all error codes)

```
AK4*5:1**7*01~ The AK4 Segment reports any element errors
```

AK4' is the segment name

'5:1' (AK401) position of the error in segment

'7' (AK403) data element error code (see the Implementation Guide for all error codes)

'01' (AK404) displays erroneous data element

AK3\*DTP\*20\*\*3~

AK3\*DTP\*21\*\*3~

AK3\*REF\*22\*\*8~

AK4\*1\*\*7\*EA~

AK3\*REF\*22\*\*8~

AK4\*2\*\*7\*EDIT117TC4~

AK3\*REF\*22\*\*7~

AK3\*REF\*22\*\*8~

AK4\*2\*\*2~

AK3\*HI\*23\*\*3~

AK3\*NM1\*24\*\*3~

AK3\*PRV\*25\*\*3~

**AK5\*R\*5~ The AK5 Segment is the Transaction Set Response**

'AK5' is the segment name

'R' (AK501) indicates Rejection or Acceptance of transaction.

'5' (AK502) syntax error code (see the Implementation Guide for all error codes.)

**AK9\*R\*1\*1~ The AK9 Segment is the Functional Group Response**

'AK9' is the segment name

'R' (AK901) indicates Acceptance or Rejection of functional group.

'1' (AK902) indicates the number of transaction sets in the group.

'1' (AK903) indicates the number of received transaction sets.

-' (AK904) indicates the number of accepted transaction sets.

SE\*20\*3001~

GE\*1\*3~

IEA\*1\*000000003~

## HIPAA - Batch Response

```
-----beginning-of-997-dump-----  
ISA*00*          *00*          *ZZ*445498161      *ZZ*100000013      *080529*155  
S*U*00401*000000001*O*T*:~GS*FA*445498161*100000013*20080529*1550606*1*X*004010  
~ST*997*1001~AK1*HC*338~AK2*837*000000001~AK3*N4*17**8~AK4*3**6*78778 9~AK5*R*5~  
AK9*R*1*1*Q~SE*8*1001~GE*1*1~IEA*1*000000001~  
-----end-of-997-dump-----
```

### Deciphering the above 997

AK301 indicates it has an error on the N4

N4 is the zip code

AK404 indicates the value that is not compliant is 78778 9.

Check companion guide and find that “All zip codes must be numeric, no hyphens, length is 5 or 9.” **Correcting the file to resubmit**

Search in the input file for the value, then locate the client in your list that has this incorrect zip code, correct the zip code, save the claim, putting it back in “R” status. Copy all other claims that were in the batch, and save them, putting them back in “R” status also. Now “submit” all claims in the batch again.