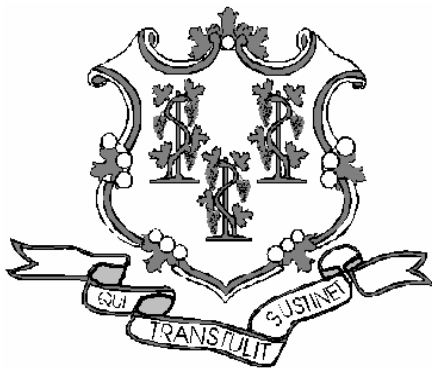




Connecticut Department of Social Services

Caring for Connecticut



CT Provider Electronic Solutions

Presented by

The Department of Social Services
& EDS for Billing Providers



EXPERTISE. ANSWERS. RESULTS.

Provider Electronic Solutions New User Agenda

- *Provider Electronic Solutions Software*
 - *System Requirements*
 - *How to Obtain the Software*
- *Steps to Become an Electronic Submitter*
 - *Trading Partner Agreement*
 - *Instructions*
 - *Information*
 - *Transaction Sets*
 - *Covered Providers*
 - *Electronic Signature*
 - *Summary*
 - *Confirmation*
- *Setting up Web Account*
 - *Logging in via the Secure Site Link*
 - *Enter Initial Logon ID and PIN*
 - *Account Setup page*
- *Trading Partner Web Account Home Page*
 - *Testing Then Production*
 - *Setting up the Software – Getting Started*
 - *Being Prepared*

Provider Electronic Solutions New User Agenda Cont'd

- *Provider Electronic Solutions*
 - *Creating Lists*
 - *Setting Up Database Lists*
 - *Creating a Claim*
 - *Identification & Correction of Errors Prior to Submission*
 - *Transmitting/Verifying Claim Files*
 - *Confirming Receipt/Acceptance of Claim File*
 - *Functional Acknowledgement – 997*
 - *Claim Adjustments*
 - *Claim Copy/Resubmission*
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 - *Archiving Claims*
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 - *Claim Status Inquiry*
 - *Claim Status Inquiry Response*
- *Eligibility Verification*
 - *Confirmation of File Receipt to EDS*
- *Web Resources*
- *Session Closing Comments*
- *Questions & Answers*
- *Provider Electronic Solutions Software Demo*

Provider Electronic Solutions Software


- *System Requirements*

Minimum	Recommended
Pentium II	Pentium II
Windows 98, 2000, XP	Windows 2000, NT, XP
Microsoft Internet Explorer 5.5 or greater	Microsoft Internet Explorer 5.5 or greater
64 MB RAM	128 MB RAM
800 X 600 resolution	1024 X 768 resolution
100 MB free hard drive space	100 MB free hard drive space
Printer with 8 pt MS sans serif is preferred	Printer with 8 pt MS sans serif

Provider Electronic Solutions Software

- How to Obtain the Software
 - Download from Web site www.ctdssmap.com
 - Go to Trading Partner >EDI > EDI software
 - Obtain a CD of the software by contacting the EDI Assistance Center:
 - 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)

Provider Electronic Solutions Software Cont'd




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

Help
Saturday, May 10, 2008

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

home trading partner enrollment/profile **edi**



Trading Partner

EDI Software

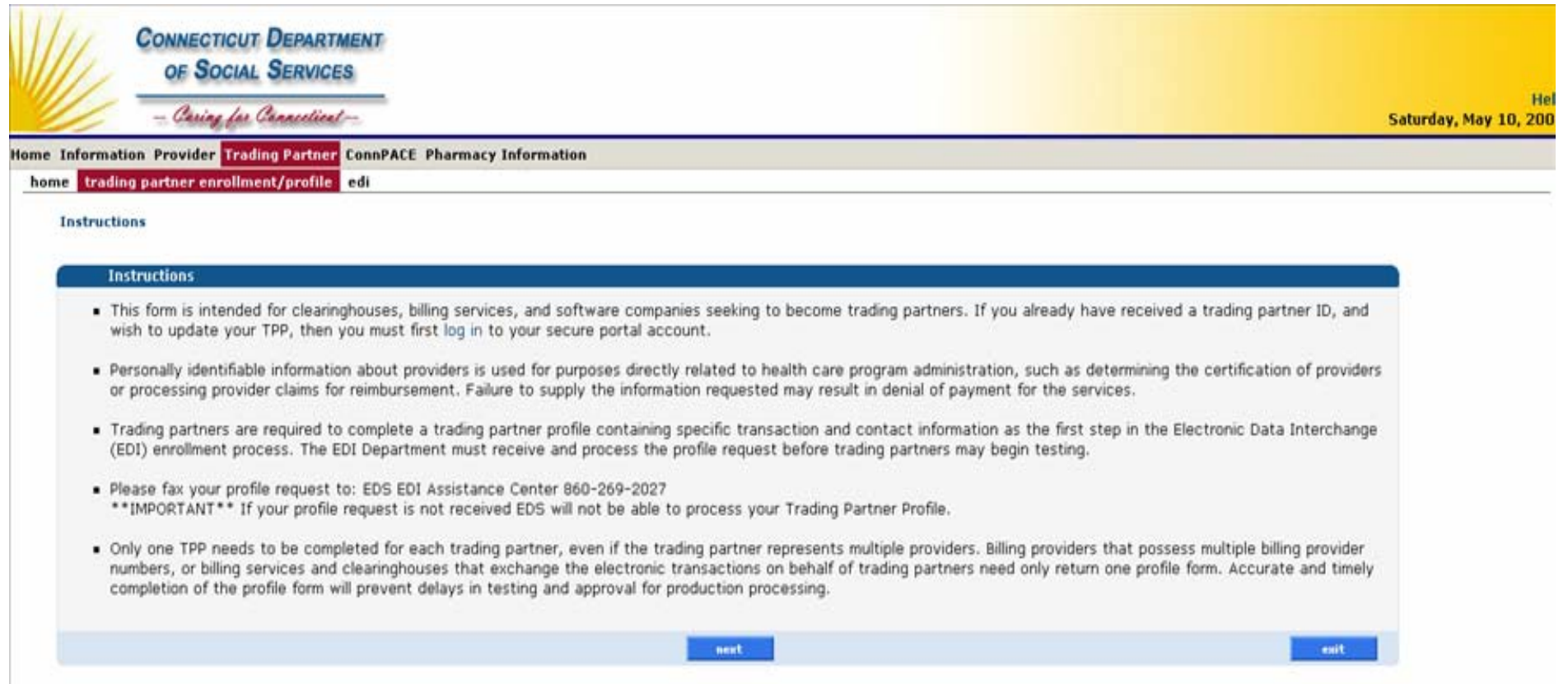
EDS provides free software called Provider Electronic Solutions (PES) for the submission of eligibility verification and claim transactions. This software is HIPAA compliant and is available to all providers who would like to submit electronically. The software provides the ability to create databases, such as provider and client information to expedite the process. The latest version is available in the table below. Please review the download instructions as well as the installation instructions prior to proceeding.

Provider Type	Provider Electronic Solutions Full Install	Provider Electronic Solutions Upgrade
All Providers	Instructions for downloading Full Version of Provider Electronic Solutions 3.74 Download version 3.74 for initial installation. Download version 3.73 for initial installation. Download version 3.72 for initial installation. Download version 3.70 for initial installation.	Download 3.74 upgrade (Newest upgrade) Note: You must be running version 3.73 prior to applying this upgrade. Upgrade instructions via the Web. OR Upgrade Instructions via the Provider Electronic Solutions. Provider Electronic Solutions 3.74 Upgrade <ul style="list-style-type: none">▪ 3.73 Upgrade▪ 3.72 Upgrade▪ 3.71 Upgrade▪ 3.70 Upgrade
Provider Electronic Software Material	PES Handbook How to set up options tab: Acceptance Production	How to read a 997 Instructions for PES User Claim Update

Steps to Become an Electronic Submitter

- ***Must*** have completed, signed and returned a Trading Partner Agreement to EDS
- ***Must*** have internet access and have your Web account set up
- ***Must*** successfully test before being able to submit claims for payment

Trading Partner Agreement - Instructions



The screenshot displays the Connecticut Department of Social Services website. The header includes the state seal and the text "CONNECTICUT DEPARTMENT OF SOCIAL SERVICES" and "Caring for Connecticut". The date "Saturday, May 10, 2008" is shown in the top right. A navigation bar contains links: Home, Information, Provider, Trading Partner (highlighted), ConnPACE, and Pharmacy Information. Below this, a sub-navigation bar shows "home", "trading partner enrollment/profile" (highlighted), and "edi". The main content area is titled "Instructions" and contains a list of five bullet points regarding the trading partner enrollment process. At the bottom of the instructions box are "next" and "exit" buttons.

CONNECTICUT DEPARTMENT
OF SOCIAL SERVICES
Caring for Connecticut

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

home **trading partner enrollment/profile** edi


Instructions

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.
- Please fax your profile request to: EDS EDI Assistance Center 860-269-2027
IMPORTANT If your profile request is not received EDS 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.

next exit

Trading Partner Agreement - Information



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

Help
Thursday, May 15, 2008

Home Information Provider **Trading Partner** ConnPACE Pharmacy Information Trade Files Messages Account

home **trading partner enrollment/profile** edi

Instructions » Trading Partner Information

Trading Partner Information

Trading Partner Name*

EDI Support Team

Address Line 1*

Scott Swamp Rd

Address Line 2

City*

Farmington

State/Zip*

CT

06032

-

Contact Name*

Donna Canady

Contact Phone Number*

(860)269-2023

Ext.

Authorized Representative Name*

Kat McCalsky

Authorized Representative Phone Number*

(860)269-2026

Ext.

previous

next

exit

clear

Trading Partner Agreement - Transaction Sets

Instructions » Trading Partner Information » Transaction Sets

Transaction Sets

Check each transaction that you will be exchanging:

- 270 / 271 Healthcare Eligibility Benefit Inquiry / Response
- 276 / 277 Healthcare Claim Status Request / Response
- 278 Healthcare Services Review - Request for Review and Response
- 837 Healthcare Claim: - Institutional
- 837 Healthcare Claim: - Dental
- 837 Healthcare Claim: - Professional
- 820 Payroll Deducted and Other Group Premium Payment for Insurance Products
- 834 Benefit Enrollment and Maintenance
- 835 Healthcare Claim Payment/Remittance Advice
- National Council for Prescription Drug Programs (NCPDP) Batch Standard Version 1 Release 1
- 997 Functional Acknowledgment

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☒

previous

next

exit

clear

Trading Partner Agreement-Covered Providers

Instructions » Trading Partner Information » Transaction Sets » Covered Providers

The following messages were generated:

Message Description	Panel	Field	Row
AVRS ID contains an invalid value.	Covered Providers	AVRS ID	

Covered Providers

Provider ID	AVRS ID	Provider Name	Effective Date	End Date
A				

Type data below for new record.

AVRS ID Provider ID

Effective Date* Provider Name

End Date*

Trading Partner Agreement-Electronic Signature

Signature

Please read and indicate your acceptance of the legally required agreements below.

Electronic Signature Agreement

You have elected to submit the Trading Partner Enrollment application electronically. Accordingly, your signature on this application is electronic. By submitting this application electronically, you acknowledge that you understand that your electronic signature is binding to the same extent as your written signature, and that it is your intent to sign this record. See Conn. Gen. Stat. 1-266 to 1-286, inclusive.

☐ I have read, understand and accept the terms of this agreement.

☐ I do not accept the terms of this agreement.

Entering your name in the box below will constitute your electronic signature

Your Signature*

Signed Date*

[previous](#) [next](#) [exit](#)

Trading Partner Agreement - Summary

Summary

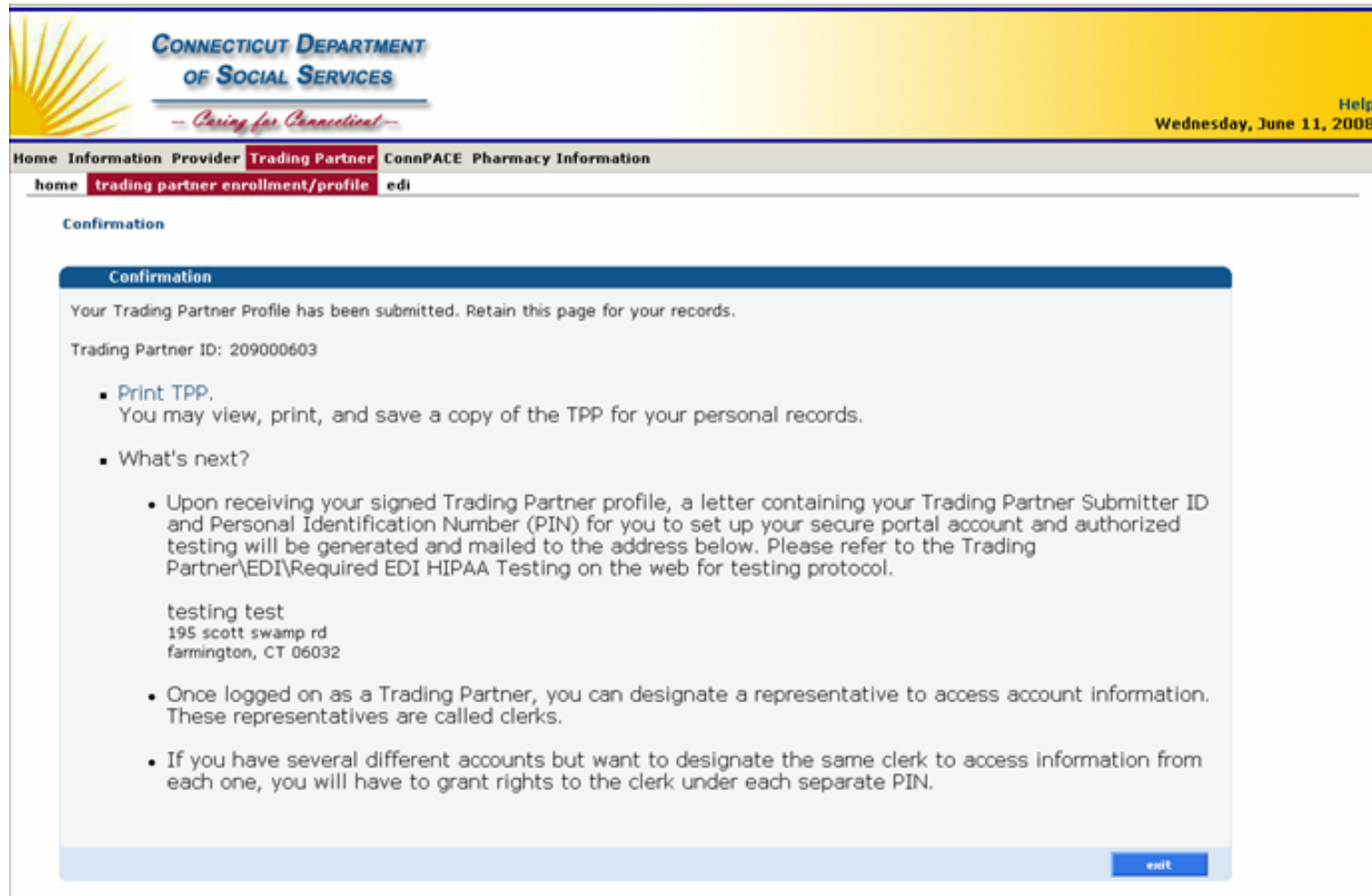
- The Trading Partner Profile has been completed and is ready to submit. If any changes need to be made, please make them now by using this web site's navigation links and command buttons (not the browser's navigation buttons).
- Once the TPP is submitted, a finalized, printable version of the TPP will be available for you to print.
- If you are ready to submit your TPP, then select "submit".

previous

submit

exit

Trading Partner Agreement - Confirmation



The screenshot shows the Connecticut Department of Social Services website. The header includes the state seal, the department name, the slogan "Caring for Connecticut", and the date "Wednesday, June 11, 2008". A navigation bar contains links for Home, Information, Provider, Trading Partner (highlighted), ConnPACE, and Pharmacy Information. Below this, a sub-navigation bar shows "home", "trading partner enrollment/profile" (highlighted), and "edi".

The main content area is titled "Confirmation" and contains the following text:

Confirmation

Your Trading Partner Profile has been submitted. Retain this page for your records.

Trading Partner ID: 209000603

- [Print TPP.](#)
You may view, print, and save a copy of the TPP for your personal records.
- What's next?
 - Upon receiving your signed Trading Partner profile, a letter containing your Trading Partner Submitter ID and Personal Identification Number (PIN) for you to set up your secure portal account and authorized testing will be generated and mailed to the address below. Please refer to the Trading Partner\EDI\Required EDI HIPAA Testing on the web for testing protocol.

testing test
195 scott swamp rd
farmington, CT 06032
 - Once logged on as a Trading Partner, you can designate a representative to access account information. These representatives are called clerks.
 - If you have several different accounts but want to designate the same clerk to access information from each one, you will have to grant rights to the clerk under each separate PIN.

An "exit" button is located at the bottom right of the confirmation box.

Setting Up Web Account

- After receiving the letter, set up Trading partner Web account:
 - Access the Web to set up your Administrator account(s)
 - Complete the account set-up information
 - ID criteria
 - Password Criteria
 - E-mail
 - Security Questions

Logging on via the Secure Site Link

The screenshot shows a web browser window titled "Secure Site - Microsoft Internet Explorer provided by EDS - Farmington, CT". The address bar displays the URL: <https://www.ctdssmap.com/CTPortal/Provider/SecureSite/tabid/54/Default.aspx>. The page header features the Connecticut Department of Social Services logo with the tagline "Caring for Connecticut" and the date "Wednesday, March 05, 2008". A navigation menu includes links for Home, Information, Provider (highlighted), Trading Partner, ConnPACE, and Pharmacy Information. Below this, a secondary menu lists various provider services, with "secure site" highlighted. The main content area is titled "Login" and contains the following text: "The Connecticut Department of Social Services Medical Assistance Program secure website is intended for providers, clerks and billing agents." It then states: "If you have received your Personal Identification Number letter, click on the setup account button." Below this is a "setup account" button. Further down are input fields for "User ID*" and "Password*", followed by a "login" button. At the bottom of the login section, it says: "If you have forgotten your password please click the reset password button." with a "reset password" button. The footer of the page includes links for Home, CT.gov Home, Site Map, About Us, and Feedback. The Windows taskbar at the bottom shows several open applications, including "Provider Information...", "Connecticut Project...", "O:\Training Materi...", "Microsoft PowerPo...", "Inbox - Microsoft...", and "Secure Site - Micro...".

Secure Site - Microsoft Internet Explorer provided by EDS - Farmington, CT

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://www.ctdssmap.com/CTPortal/Provider/SecureSite/tabid/54/Default.aspx> Go Links

CONNECTICUT DEPARTMENT OF SOCIAL SERVICES
— Caring for Connecticut —

Help
Wednesday, March 05, 2008

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

home provider enrollment provider enrollment tracking provider matrix provider services provider search provider fee schedule download **secure site**

Login

The Connecticut Department of Social Services Medical Assistance Program secure website is intended for providers, clerks and billing agents.

If you have received your Personal Identification Number letter, click on the setup account button.

[setup account](#)

User ID*

Password*

[login](#)


If you have forgotten your password please click the reset password button.

[reset password](#)

Home CT.gov Home Site Map About Us Feedback

start Provider Informati... Connecticut Projec... Connecticut Projec... O:\Training Materi... Microsoft PowerPo... Inbox - Microsoft... Secure Site - Micro... Local intranet 5:57 PM

Enter Initial Logon ID and PIN



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

He
Tuesday, March 18, 200

Home Information Provider Trading Partner ConnPACE Pharmacy Information

Account Setup

Initial Web User ID*

Personal
Identification
Number*

Please note User ID and Personal Identification Number are case sensitive.

Click [here](#) to find answers to the most frequently asked questions (FAQs) regarding Web account set up.

[setup account](#)

Home CT.gov Home Site Map About Us Feedback

Account Setup Page


The screenshot shows the 'Account Setup' page of the Connecticut Department of Social Services. The header includes the department's logo and name, a tagline 'Caring for Connecticut', and the date 'Thursday, July 12, 2011'. A navigation bar contains links: Home, Information, Provider, Trading Partner, ConnPACE, Pharmacy Information, Claims, Eligibility, Prior Authorization, Trade Files, Messages, Account, home, account maintenance, account setup (highlighted), change password, clerk maintenance, demographic maintenance, reset password, switch provider, and log out.

The 'Account Setup' form contains the following fields:

- Initial Web User ID* (text box)
- Personal Identification Number* (text box)
- Please note User ID and Personal Identification Number are case sensitive.
- Required fields are indicated with an asterisk (*).
- User ID* (text box)
- Contact Last Name* (text box)
- Contact First Name* (text box)
- Phone Number* (two text boxes)
- 1st Secret Question* (text box)
- 1st Answer* (text box)
- 2nd Secret Question (text box)
- 2nd Answer (text box)
- Password* (text box)
- Confirm Password* (text box)
- EMail* (text box)
- Confirm EMail* (text box)
- Security Agreement (text area with placeholder 'The Security Agreement goes here.')
- ☐ I Agree

At the bottom right of the form are 'submit' and 'cancel' buttons. The footer contains links: Home, CT.gov Home, Site Map, About Us, and Feedback.

Trading Partner Web Account Home Page



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

Help
Tuesday, November 06, 2007

Home Information Provider Trading Partner ConnPACE Pharmacy Information Trade Files Messages **Account**

home **account home** account maintenance account setup change password clerk maintenance reset password log out

Welcome, T100000101
Trading Partner ID: 100000101

Your R.A.s, or 835 transactions, are being sent to:
Your download page in the Trade Files menu option.

Global Messages
*** No rows found ***

Secure Mailbox
*** No rows found ***

Quick Link

- [Check E-messages](#)
- [Claim Status Inquiry](#)
- [Client Eligibility Verification](#)
- [Prior Authorization Inquiry](#)
- [Download Remittance Advices](#)

Home CT.gov Home Site Map About Us Feedback

Testing then Production

Provider Must:

- ***Submit*** a batch of test claims to EDS
- ***Retrieve*** the 997 Functional Acknowledgment
 - Your 997 must indicate a successful (accepted) transmission
- ***Fax*** a copy of the 997 showing a successful (accepted) transmission to EDS
 - » ***(1)860-269-2027 Attention: Jennifer***
- ***Receive*** confirmation from EDS for production approval
 - Must change options tabs in the Provider Electronic Solutions software from a test to production environment

Setting up the Software - Getting Started

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Being Prepared

- Obtain a copy of the billing instructions from the EDS Web site:

www.ctdssmap.com

- From the EDS home page click:
 - Trading Partner
 - Provider Electronic Solutions Billing Instructions
 - Select Section For Your Type Billing

Provider Electronic Solutions - Creating Lists

- Providers should refer to pages 4 -14 of the Professional Claims Billing Instructions for information regarding creating lists in the database.
 - Add
 - Edit
 - Delete

Setting Up Database Lists

- Using the lists feature enter information regarding:
 - Client
 - Billing Provider (no special characters/spaces in provider name)
 - Other Provider (no special characters/spaces in provider name)
 - Taxonomy
 - Carrier (no special characters/spaces in carrier name)
 - Diagnosis
 - Other Insurance Reason Codes
 - Place of Service
 - Policy Holder (no special characters/spaces in group name)
 - Procedure/HCP/PCS

Creating a Claim

- Providers should refer to pages 15-50 of the Professional Claims Billing Instructions for the following:
 - Screen print of each billing tab
 - Field description and requirements:
 - Length
 - Status (required, optional or situational data field requirements)
 - Type of input (alpha, numeric or alpha/numeric)
- Select the Claim Type Icon

Or

- Forms
 - ***837 Professional***
 - ***837 Inpatient***
 - ***837 Outpatient***
 - ***837 Dental***
 - ***837 Nursing Home***

Identification & Correction of Errors Prior to Submission

- *Provider Electronic Solutions supports built in edits to eliminate errors relating to:*
 - Omission of Required Data Fields
 - Data Input Errors
 - Field Length
 - Spacing
 - Special Characters

Transmitting/Verifying Claim Files

- *To submit a claim file to EDS:*
 - Communication
 - Submission
 - Files to Send
 - 837 Professional (example)
 - Submit
 - Submission Successful – View Communications Log
 - Submission Failed – View Communications Log
 - Close
- *Verifying the File was Submitted To View The Communications Log Click:*
 - Communication
 - View Communication Log
 - Highlight batch to view

Confirming Receipt/Acceptance of Claim File

- *I know my file was submitted; how do I confirm my claim accepted by EDS?*
 - A 997 Functional Acknowledgement confirms acceptance or rejection of your file to EDS.
- *How do I retrieve a 997 Functional Acknowledgement using Provider Electronic Solutions software?*
 - Communication
 - Submission
 - Files to Receive
 - 997 Acknowledgement
- *How do I view the 997 response?*
 - Communication
 - View Batch Response

Functional Acknowledgment - 997

- How do I confirm on my 997 Functional Acknowledgement that my Electronic file was accepted by EDS?*

Accepted 997:

AK5*A

AK9*A

Rejected 997:

AK5*R

AK9*R

Note: Providers should refer to their “How to Read a 997 Functional Acknowledgment” document for details concerning 997 rejections.

Claim Adjustments

- *How do I correct a previously submitted claim?*

- Click and copy the initial claim record
 - (F status). Claim must have already be paid by EDS.
- Change the frequency code to:
 - 7 to adjust a prior claim
 - 8 to recoup a prior claim

*Enter the ICN of the claim to be adjusted in the **Original Claim Number Field** (Header 1 Tab)*

- *Adjustments*

- Make changes to details as required
- Adjusted claim must contain all details of the original claim to be paid.

Claim Copy/Resubmission

- *How do I resubmit a denied claim? Copy versus resubmit?*

Copy – if changes are needed

- Copy the initial claim record
 - » (F status). Claim must have already be denied by EDS.

– Make changes to prevent claim from denying again:

- » Save
- » Submit

Resubmit – if claim denied and no changes are needed to the claim

- Communication
- Resubmission
- Copy batch
- Select the denied claim
- Claim will be put back in R status ready to be submitted

Recurring Claim Submission

- *To submit claims for ongoing services:*
 - Communication
 - Resubmission
 - Select all or deselect all then select one
 - » Resubmit

Archiving Files

- *Why should I Archive and How do I Archive Claims for Future Reference?*
 - Retention tab settings (under tools → options)
 - » Determines Criteria for Archiving Claims

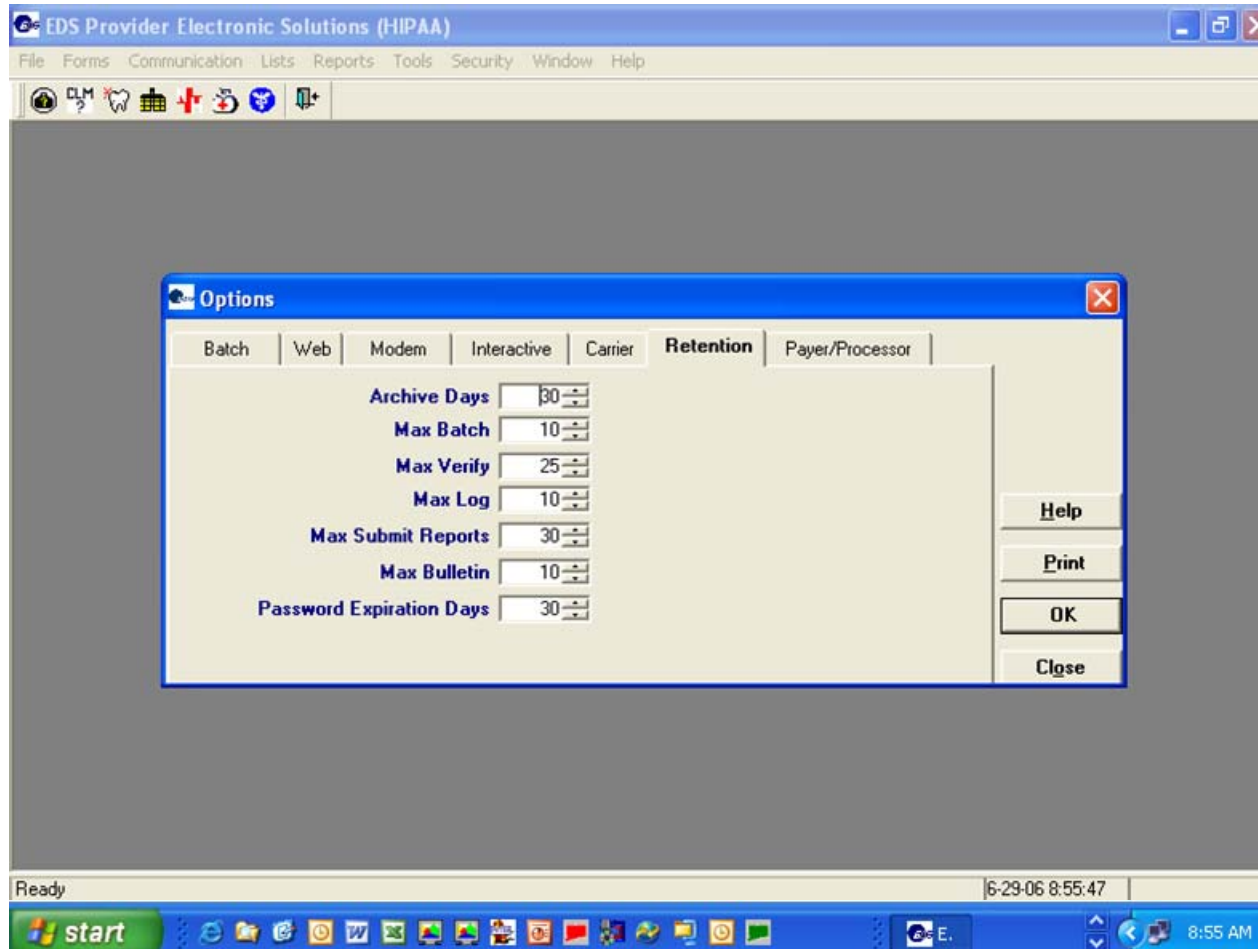
To archive claims select:

- Tools
- Archive
- Create

Note:

- *You will receive a prompt that all users must be logged out of the software*
 - *You will receive a prompt that all incomplete forms not modified in 30 days will be deleted*
- Select the form(s) to be archived
 - Select OK

Archiving Files Cont'd



Retrieving Archived Claims

- *To retrieve archived claims select:*
 - Tools
 - Archive
 - Restore
 - Select archived file
 - Open
 - Select form type to be restored
 - Click restore all forms
 - » Click restore only selected forms

Claim Status Inquiry

- *How do I use Provider Electronic Solutions Software to Prepare a Claim Status Inquiry?*
 - Select the CLM icon
 - Or
 - Select Forms → 276 Claim Status Request
- Complete Tab 1 & 2
- When you are ready to submit your inquiry to EDS select:
 - Communication
 - Submission
 - Files to Send
 - » *276 Claim Status Request*
 - Submit
 - Close

Claim Status Inquiry Response

- *How do I retrieve a 277 Claim Status Response using Provider Electronic Solutions software?*
 - Communication
 - Submission
 - Files to Receive
 - » *277 Claim Status Response*
 - Submit
 - Close
- *How do I view the 277 Claim Status Response?*
 - Communication
 - View Batch Response

Eligibility Verification

- *How do I use Provider Electronic Solutions Software to Prepare an Eligibility Verification Inquiry?*
 - Select the eligibility icon (far left)
Or
 - Select Forms → 270 Eligibility Request
- *Prepare and Submit Eligibility Request*
 - Complete Header 1 & 2 Tabs
 - When you are ready to submit your inquiry to EDS select:
 - *Communication*
 - *Submission*
 - *Files to Send*
 - » *270 Eligibility Request*
 - *Submit*
 - *Close*

Confirmation of File Receipt to EDS

- *How do I retrieve a 271 Eligibility Response using Provider Electronic Solutions software?*
 - Communication
 - Submission
 - Files to Receive
 - » *271 Eligibility Response*
 - Submit
 - Close
- *How do I view the 271 Eligibility Response?*
 - Communication
 - View Batch Response

Web Resources

- *Connecticut Medical Assistance Program Web site*
www.ctdssmap.com
- *From the Home Page → Trading Partner → EDI to access:*
 - EDI software tools
 - » *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

Web Resources Cont'd

- *Connecticut Medical Assistance Program Web site*
www.ctdssmap.com
- *From the Home Page → Information → Publications*
 - Publication Search
 - Provider manuals
 - Forms
 - Provider Newsletters
 - Claims Processing Information

Web Resources Cont'd

- *Connecticut Medical Assistance Program Web site*
www.ctdssmap.com
- *From the Home Page → Provider → Provider Services*
 - Schedules
 - Claim Submission Schedule
 - Claim Cycle Payment Schedule
- *EDS Contacts*
 - Provider Relations
 - EDI Helpdesk

Provider Electronic Solutions Software

- *Session Closing Comments*
 - Software is free, easy and fast
 - All you need is a computer that meets specifications and internet access
 - Where to go for more information www.ctdssmap.com
- *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)
- Resource Handout

Provider Electronic Solutions-Software Demo



Questions & Answers

Thank You For Coming

**Please complete Your
Survey before Leaving**