



CEDI Claims Portal Frequently Asked Questions (FAQ)

The CEDI Claims Portal (CCP) provides options to submit Medicare Durable Medical Equipment (DME) claims electronically without the use of a Network Service Vendor (NSV).

CCP offers a direct claim entry option without purchasing DME claim submission software and a File Submission option using an approved software vendor for Medicare DME suppliers to submit HIPAA compliant X12 837P claims.

CCP also offers an option to download the X12 835 electronic remittance advice (ERA) without the use of an NSV.

Contents

1. Who can use the CEDI Claims Portal?	2
2. How do I enroll to use the CEDI Claims Portal?	2
3. Can I use my clearinghouse's Trading Partner ID to enroll for the CEDI Claims Portal?	2
4. Can CEDI Claims Portal User IDs be shared?	2
5. Can more than one person setup a CEDI Claims Portal User IDs under the same Trading Partner ID?	3
6. Can more than one claim be sent at a time?.....	3
7. Can I use the free Medicare software product, PC-ACE?	3
8. Can I upload more than one claim file using the CEDI Claims Portal File Submission module?	3
9. Is the CEDI Claims Portal File Submission module available to anyone with a CEDI Claims Portal username?	3
10. How long will the CEDI Claims Portal DDE option retain my "Submitted" claims?	3
11. How long will the CEDI Claims Portal DDE option retain my "Pended" claims?.....	4
12. How long will my response files/reports be available to download after submitting my file?	4
13. Can I get my Health Care Claim Payment/Advice (X12 835 v5010A1) file through the CEDI Claims Portal?.....	4
14. How long will my 835 ERA file be available to download?	4
15. Can I use the CEDI Claims Portal DDE option to send Medicare as the Secondary Payer (MSP) claims?.....	4
16. Can I use the CEDI Claims Portal DDE option to send claims with a national drug code (NDC)?	4
17. Can I print my claims on a 1500 Claim Form?	4
18. How will I know if my claim has been accepted or rejected?	5



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1. Who can use the CEDI Claims Portal?

Any suppliers who submit a small volume of claims can use the CEDI Claims Portal Direct Data Entry (DDE) option. The CCP DDE option allows for direct data entry to submit individual claims, retrieve front end reports, and retrieve X12 Electronic Remittance Advice (ERA) without the use of a Network Service Vendor (NSV). Enrollment required.

Any suppliers using an approved software vendor can use the File Submission option allowing for submission of HIPAA compliant X12 837P claim files without the use of a NSV. This option will return all related response files for the submitted claim file as well as any X12 835 ERA files, if enrolled to receive ERA through the CCP.

2. How do I enroll to use the CEDI Claims Portal?

Enrollment for the CEDI Claims Portal is completed using the CEDI Enrollment forms located on the CEDI Website www.ngscedi.com.

Select "CEDI Claims Portal User" when starting the enrollment process. The person requesting to use the CEDI Claims Portal should enter their name for the Username. Login IDs for the CEDI Claims Portal are assigned per individual logging into the Portal and are not shared.

Suppliers, billing services, or clearinghouse wanting to use the CEDI Claims Portal will need to list their Trading Partner ID on the enrollment form. If the supplier, billing service, or clearinghouse has not already been assigned a Trading Partner ID, one will be assigned when applying for a CEDI Claims Portal Username.

NOTE: A supplier cannot use a Trading Partner ID assigned to a third party billing service or clearinghouse when enrolling for the CEDI Claims Portal.

If you would like to receive the X12 835 ERA through the CEDI claims Portal, select the Payment Remittance Advice option.

Additional information about the enrollment process can be found on the CEDI Website www.ngscedi.com under Self-Service Tools on the CEDI Claims Portal page.

3. Can I use my clearinghouse's Trading Partner ID to enroll for the CEDI Claims Portal?

No, you **cannot** use a Trading Partner ID assigned to another entity (such as a third party billing service or clearinghouse) to enroll for the CEDI Claims Portal. Only the owner of the Trading Partner ID can request a CCP Username.

4. Can CEDI Claims Portal User IDs be shared?

No. User IDs for the CEDI Claims Portal are unique for each individual logging in. These IDs should not be shared with anyone.



CEDI Claims Portal Frequently Asked Questions (FAQ)

More than one user can be setup under a single Trading Partner ID. Each user must complete enrollment forms to request a unique username.

5. Can more than one person setup a CEDI Claims Portal User IDs under the same Trading Partner ID?

Yes. User IDs for the CEDI Claims Portal are unique for each individual logging in. These IDs should not be shared with anyone. Each individual who would like to submit claims using the CEDI Claims Portal should request their own User ID. Enrollment can be completed on the CEDI Web site www.ngscedi.com under CEDI Enrollment.

6. Can more than one claim be sent at a time?

Each claim created using the the CEDI Claims Portal direct data entry module is submitted in its own file. Claims are assigned a Claim ID for tracking within the CEDI Claims Portal.

The File Submission module allows for a file containing one or more claims to be uploaded. The file must be created using an approved software vendor. The CEDI Approved Entities List can be located on the CEDI website www.ngscedi.com under Enrollment.

7. Can I use the free Medicare software product, PC-ACE?

Yes, the CEDI Claims Portal (CCP) offers a free web-based choice which provides a File Submission option for Medicare DME suppliers using an approved software vendor, like PC-ACE, to submit HIPAA compliant X12 837P claims without the use of a Network Service Vendor (NSV).

8. Can I upload more than one claim file using the CEDI Claims Portal File Submission module?

No, if you attempt to upload more than one claim file at a time, only the first claim file will be received and response files returned.

9. Is the CEDI Claims Portal File Submission module available to anyone with a CEDI Claims Portal username?

No, CCP users must enroll for the File Submission option on the CEDI Enrollment forms. If not enrolled, users enrolled for DDE will receive rejected TRN and 999 response files for any uploaded claim files while users enrolled for only remittances will receive a "File Upload Failed" message.

10. How long will the CEDI Claims Portal DDE option retain my "Submitted" claims?

At this time, claims submitted via the CEDI Claims Portal are retained for your reference indefinitely.



CEDI Claims Portal Frequently Asked Questions (FAQ)

11. How long will the CEDI Claims Portal DDE option retain my “Pended” claims?

Claims which have been entered, but not yet been submitted on the CEDI Claims Portal, are retained for your reference in the Pended Claims Listing until you delete them.

12. How long will my response files/reports be available to download after submitting my file?

The response files/reports are available for download for 45 days after submission of the claim file.

13. Can I get my Health Care Claim Payment/Advice (X12 835 v5010A1) file through the CEDI Claims Portal?

Yes, Electronic Remittance Advices (ERAs) can be downloaded via the CEDI Claims Portal.

The Trading Partner ID with which the CEDI Claims Portal (CCP) User is associated must be enrolled and setup to receive the Payment Remittance Advice (X12 835 ERA) transaction in order for the CCP User to download the ERA.

The X12 835 ERA provided through the CCP will require software to translate, read, and print the file. CMS offers the free Medicare Remit Easy Print program available for download through the link on the CEDI Web site at www.ngscedi.com/mrep.

14. How long will my 835 ERA file be available to download?

The 835 ERA file is available for download for 45 days after being posted to your Trading Partner ID.

15. Can I use the CEDI Claims Portal DDE option to send Medicare as the Secondary Payer (MSP) claims?

Yes. Medicare as Secondary Payer claims can be sent using the direct data entry option by entering the required information from the primary insurance Explanation of Benefits (EOB) on the claim.

16. Can I use the CEDI Claims Portal DDE option to send claims with a national drug code (NDC)?

Yes. The CEDI Claims Portal DDE option will allow national drug code (NDC) information to be entered.

17. Can I print my claims on a 1500 Claim Form?

Yes. The CEDI Claims Portal DDE allows users to print the claim information on a 1500 Claim Form. The 1500 Claim Form will display up to 6 charge lines.



CEDI Claims Portal Frequently Asked Questions (FAQ)

18. How will I know if my claim has been accepted or rejected?

The CEDI Claims Portal DDE users have two methods for verifying whether your claim accepted or rejected. The method chosen is a matter of preference and the same status information is conveyed via both methods. You can obtain the accept/reject information either directly within the Professional Claims DDE module, or you can exit and go to the File Status and Reports module to view and download reports. For accepted claims, if you need the Claim Control Number (CCN) assigned to the claim for processing by the DME MAC Jurisdiction, you must view or download the Claim Acknowledgment Report (CAR). Refer to the CEDI Claims Portal User File Status and Reports Instructions for more information regarding reports.

CEDI Claims Portal Users submitting claims through the File Submission module will need to use the File Status and Reports module to view and download reports. Refer to the CEDI Claims Portal User File Status and Reports Instructions for more information regarding downloading the response files. For more information about the Response Files/Reports themselves, please refer to the 5010A1 CEDI Front-End Acknowledgements and Reports Manual located on the CEDI website under Resources on the Front End Edits & Reports page at <https://www.ngscedi.com/web/ngscedi/front-end-edits-reports>.