

DMC Managed Care

Beyond Quality Care

**National Electronic Data Interchange
Transaction Set Companion Guide
Health Care Claims
Institutional & Professional
837
ASC X12N 837 (004010X096)**



DMC Managed Care Claims - Electronic Data Interchange Strategy

Document Purpose

The purpose of this document is to provide the reader with a general overview and description of the electronic claims portion of DMC TPA EDI strategy. This companion guide is to be used in conjunction with the ANSI X12N implementation guides. The information describes specific requirements for processing data within the payer's system. The companion guide supplements, but does not contradict or replace any requirements in the implementation guide. The implementation guides can be obtained from the Washington Publishing Company by calling 1-800-972-4334 or are available for download on their web site at www.wpc-edi.com/hipaa/.

Types of Claim Files

DMC TPA is currently accepting the following 837 files electronically:

- Inpatient services;
- Outpatient services;
- All professional services including:
 - Ambulatory Surgery;
 - Emergency Room;
 - Lab services;
 - Radiology professional services.

Definition of Terms Used

Health Care Providers

Health care providers are individuals and organizations that provide health care services. Health care providers can include physicians, hospitals, clinics, pharmacies, and long-term care facilities. The legal definition of health care provider is included in section 262, Administrative Simplification, of the Health Insurance Portability and Accountability Act of 1996.

Payer

The payer is the party that pays claims and/or administers the insurance coverage, benefit, or product. A payer can be an insurance company; Health Maintenance Organization (HMO); Preferred Provider Organization (PPO); a government agency, such as Medicare or Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); or another organization contracted by one of these groups.

Third Party Administrator (TPA)

A sponsor may elect to contract with a Third Party Administrator (TPA) or other vendor to handle collecting insured member data if the sponsor chooses not to perform this function.

Trading Partner Acceptance Testing Specifications

Providers wishing to send claims electronically should contact our **clearinghouses - Netwerkes.com (262)-523-3600** or **WebMD (800)-845-6592**. For **direct FTP transmissions** contact **Sabah Velasco at 313-966-8467** to begin the process.

Either process will require completion and submission of the provider fact sheet which is the last page of this document, to validate your DMC TPA billing identification number.

Trading partners wishing to submit claims electronically to DMC TPA must first obtain a user id, password and provider id and submit an error free test file and receive verification from DMC TPA that the file loaded correctly, prior to submitting a production file for processing.

FTP INSTRUCTIONS

Sending Files to DMC TPA:

Please supply us with the following information:

- Static IP Address of your FTP server;
- Contact Name from your IS Department;
- Email address for ftp notification that includes the name of the file(s) you have placed on our site.

The information that you need from us includes:

- Our PGP Public key;
- FTP User ID and password;
- Path or folder name for placing the data on our site.

Receiving Files from DMC TPA:

Please supply us with the following information:

- Your PGP Public key;
- A FTP User ID and password;
- A path or folder name for placing the data on your site;
- Contact Name from your IS Department.

The information that you need from us includes:

- Static IP Address will be supplied on request;
- Contact Name: Mike Savoie @ 313-578-3106.
- Email address for ftp notification that includes the name of the file(s) placed on your site.

FTP PROGRAMS and PGP ENCRYPTION SOFTWARE

Available for download at www.download.com

Frequently Ask Questions

What is the Benefit to Providers and DMC TPA to receive claims electronically?

- EDI allows DMC TPA to meet state and federal regulations for adjudication;
- EDI improves business process and provides a faster response;
- EDI reduces customer service calls while improving member and provider satisfaction;
- EDI benefits will attract customers and providers to DMC TPA.

Does DMC TPA accept and process all claims electronically?

DMC TPA **will not electronically accept at this time any claims for** Physical Therapy, COB claims, rebills, corrections or claims with attachments. These claims must be billed on paper claim forms.

What type of Providers does DMC TPA accept claims from?

- Claims from providers that have been issued an MC400 provider number for:
 - Children's Choice, DMC Care and HealthSource Health Plans;
 - Electronic claims from contracted Claims Clearinghouses, we are currently contracted with Netwerkes.com;
 - Direct secure EDI transmissions with PGP Encryption or through the Healthcare Network Exchange (HNX);
 - Claims directly through other secured connections will be determined and prioritized by the trading partner's percentage of total DMC TPA claim volume and the trading partner's timeline for HNX subscription.

Timing of Submissions?

- Providers may submit claims as often as they like with the understanding that each submission will be treated as a separate batch.

Will Trading Partners and/or Providers receive electronic responses?

- A confirmation file of the claim being accepted or denied.
- Electronic Claims Status reporting and Electronic Remittance Advice returns are planned for future implementation.

Are there any specific payer rules for DMC TPA's 837 Professional?

- The submitter of data should follow the 004010X098A1 version of the 837 Implementation Guide that includes the Addenda dated October 2002. See the 837P Companion Guide below for any specific payer rules.

Are there any specific payer rules for DMC TPA's 837 Institutional?

- The submitter of data should follow the 004010X098A1 version of the 837 Implementation Guide that includes the Addenda dated October 2002. See the 837I Companion Guide below for any specific payer rules.

837 Professional Companion Guide (v. 4010A1)

Trading Partner Information:

ID - DMC's trading partner id is DMC TPA. Trading partners will also need to communicate their id to DMC. Generally, this should be the Trading Partner's Federal Tax Identification Number. Additionally, the ID code should be identified as a Federal Tax ID within the ISA and GS Segments.

A Trading Partner Agreement will be required for all trading partners. Transactions received with unidentified IDs will be rejected.

Please contact Sabah Velasco @ 313-966-8467 for further information.

Electronic Professional Claim Overview:

This document should be used in addition to the information provided in the 837 Professional Implementation Guide. The submitter of data should follow the 004010X098A1 version of the 837 Implementation Guide that includes the Addenda dated October 2002. This companion document will identify any specific payer rules.

File Size Limits:

Files are limited to 5000 claims.

837 Reply:

1. DMC will send the 997 back to the submitter for each file received once mapping has been completed.
2. DMC will send the current paper Explanation of Payment once the claim has been through the DMC claims processing system. This process will remain in place until the 835 Remit is available.

Billing provider priority

DMC will recognize the provider for payment in the following order.

1. Billing provider in the 2010AA loop
2. Rendering provider in the 2310B loop

Loop ID	Segment Element	Description	Comments
ISA	ISA05	Interchange Id Qualifier	Qualifier 30 to indicate sender's Tax ID #
	ISA06	Interchange Sender Id	Sender's Tax ID#
	ISA07	Interchange Id Qualifier	Qualifier 30 to indicate receiver's Tax ID#
	ISA08	Interchange Receiver Id	DMC TPA's Tax ID# or value ZZ*DMC TPA
	ISA16	Component Element Separator	Use :
GS	GS03	Functional Group Header	DMC TPA's Tax ID# or value ZZ*DMC TPA
Header	BHT02	Beginning Hierarchical Transaction	Always use 00 to indicate an original transmission
1000A	NM109	Submitter Primary Id Number	Submitter's Tax ID#
	PER02	Submitter Contact Name	Contact name of a specific person or a specific title that can help with issues related to data transmission.
1000B	NM109	Receiver Primary Id Number	DMC TPA's Tax ID# or value ZZ*DMC TPA
2010AA	NM108	Billing Provider	Use qualifier 24 to indicate the Billing Provider's ID# Note: the IG calls this number the Employer's Identification Number After May 23, 2008 Use qualifier XX to indicate the Billing Provider's NPI
	NM109	Billing Provider Id	Billing Provider's ID# Note: This is the Provider ID# assigned by DMCTPA After May 23, 2008 use National Provider ID (NPI)
2310B	NM108	Rendering Provider Note: If you are billing at a Group Level this element is not required.	Use qualifier 82 to indicate the Rendering Provider's ID# After May 23, 2008, use qualifier XX for NPI of referring physician if known.
	NM109	Rendering Provider Id Note: If you are billing at a Group Level this element is not required.	Rendering Provider's ID# Note: This is the Provider ID# assigned by DMCTPA After May 23, 2008, use National Provider ID (NPI) for referring physician if known. If NPI is not known, do not use this data element.

837 Facility Companion Guide (v. 4010A1)

Trading Partner Information:

ID - DMC's trading partner id is ZZ*DMC TPA. If a tax id is preferred we can provide the TPA's Tax ID number. Trading partners will also need to communicate their id to DMC. Generally, this should be the Trading Partner's Federal Tax Identification Number. Additionally, the ID code should be identified as a Federal Tax ID within the ISA and GS Segments.

A Trading Partner Agreement will be required for all trading partners. Transactions received with unidentified IDs will be rejected.

Please contact Sabah Velasco @ 313-966-8467 for further information.

Electronic Institutional Claim Overview:

This document should be used in addition to the information provided in the 837 Institutional Implementation Guide. The submitter of data should follow the 004010X098A1 version of the 837 Implementation Guide that includes the Addenda dated October 2002. This companion document will identify any specific payer rules.

File Size Limits:

Files are limited to 5000 claims.

837 Reply:

1. DMC will send the 997 back to the submitter for each file received once mapping has been completed.
2. DMC will send the current paper Explanation of Payment once the claim has been through the DMC claims processing system. This process will remain in place until the 835 Remit is available.

Billing provider priority

DMC will recognize the provider for payment in the following order.

1. Billing Provider in the 2010AA loop
2. Rendering Physician in the 2310B loop

Loop ID	Segment Element	Description	Comments
ISA	ISA05	Interchange Id Qualifier	Qualifier 30 to indicate sender's Tax ID #
	ISA06	Interchange Sender Id	Sender's Tax ID#
	ISA07	Interchange Id Qualifier	Qualifier 30 to indicate receiver's Tax ID#
	ISA08	Interchange Receiver Id	DMC TPA's Tax ID# or value ZZ*DMC TPA
	ISA16	Component Element Separator	Use :
GS	GS03	Functional Group Header	DMC TPA's Tax ID# or value ZZ*DMC TPA
Header	BHT02	Beginning Hierarchical Transaction	Always use 00 to indicate an original transmission
1000A	NM109	Submitter Primary Id Number	Submitter's Tax ID#
	PER02	Submitter Contact Name	Contact name of a specific person or a specific title that can help with issues related to data transmission.
1000B	NM109	Receiver Primary Id Number	DMC TPA's Tax ID# or value ZZ*DMC TPA
2010AA	NM108	Billing Provider Qualifier	Use qualifier 24 to indicate the Billing Provider ID# Note: The IG call this the Employer's Identification Number
	NM109	Billing Provider Id	Billing Provider's ID# Note: This is the Provider ID# assigned by DMCTPA
2310A	NM108	Referring Physician Note: If you are billing at a Group Level this element is not required.	Use qualifier 71 to indicate the Referring Physician's ID# After May 23, 2008 use "XX" if NPI for referring physician is known. Otherwise, do not use this element.
	NM109	Referring Physician Id Note: If you are billing at a Group Level this element is not required.	Referring Physician's ID# Note: This is the Provider ID# assigned by DMCTPA After May 23, 2008, National Provider ID (NPI) for referring physician if known. If NPI is not known, do not use data element.
2310B	NM108	Operating Physician Note: If you are billing at a Group Level this element is not required.	Use qualifier 72 to indicate the Operating Physician's ID#
	NM109	Operating Physician Id Note: If you are billing at a Group Level this element is not required.	Operating Physician's ID# Note: This is the Provider ID# assigned by DMCTPA

Provider Enrollment/Confirmation Form

OFFICE USE ONLY	MC400 Id Assigned: _____	Date: _____	By: _____
Carriers: DMC CARE _____	HealthSource _____	Children's Choice: _____	
Status: PAR _____	NON-PAR _____		

Provider Last Name: _____ First Name MI: _____

Tax Id: _____ Specialty: _____

Group Practice Name: _____ Tax Id: _____

Address 1: _____ Address 2: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Title: _____ SSN: _____ Sex: _____ Birth Date: _____

Provider Medical License: _____ Provider UPIN: _____

DEA: _____ Medicaid Id: _____ Medicare Id: _____

NPI: _____ Group NPI: _____

Office Hours: _____

Please fill out completely. Fax with a W-9 to 313-745-7679