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Customer Contact Guide

The list below will assist you in getting to the correct department the first time you call CGS.

Electronic Data Interchange (EDI)

EDI may assist you with:

- Enrolling in EDI
- Restoring electronic reports – 999, 277CA, and remittances
- PC-ACE Pro32 billing software questions
- Enrolling in the Direct Data Entry (DDE) billing system
- Enrolling in the Professional Provider Telecommunication Network (PPTN) billing system
- Registration for myCGS
- myCGS general questions
- Administrative Simplification and Compliance Act (ASCA) questions
- Resetting passwords for both MyCGS and GPNet submitter IDs

Medicare OPID - 1.615.660.5444

The System Security Administration Team may assist you with:

- Resetting passwords for DDE and PPTN access
- Reactivating user IDs (RACF ID)

Provider Contact Center (PCC)

The PCC may assist you with all other inquiries.

You may find the appropriate contact information for each department at CGS by clicking any of the following links:

- Ohio and Kentucky Part A: http://www.cgsmedicare.com/parta/help/contact_info.html
- Home Health & Hospice: http://www.cgsmedicare.com/hhh/help/telephone_numbers.html
- Kentucky Part B: <http://www.cgsmedicare.com/kyb/help/contact/contactinfo.html#customerservice>
- Ohio Part B: <http://www.cgsmedicare.com/ohb/help/contact/contactinfo.html#customerservice>

Direct Data Entry (DDE) Helpful Hints and New Information

DDE is an Online Remote Terminal designed as an integral part of the Fiscal Intermediary Standard System (FISS) giving Medicare providers direct access to their claims information, and beneficiary eligibility.

Individuals requesting access to DDE (Part A) and the Professional Provider Telecommunication Network (PPTN-Part B) must complete the J15 EDI Online Inquiry Application located on our CGS website http://www.cgsmedicare.com/pdf/EDI_Enroll_Packet.pdf.

Helpful Hints:

- Each user must have an individual DDE or PPTN User ID.
- One ID can access multiple provider numbers.
- For security reasons, you should not share your DDE or PPTN User ID.
- When an employee who has been assigned a DDE or PPTN ID leaves the company, the provider must contact the CGS EDI Help Desk at 1.866.758.5666 to fulfill the necessary security requirements.
- ID's will be revoked and deleted from the system after 30 days of being inactive (This issue can be avoided by signing on to DDE and PPTN at least once every 29 days so that your ID remains active).

Enrollment Hints:

- If you have an existing ID, please indicate that on the form.
- Complete the EDI Contact Section. This is the person CGS will contact if there are questions regarding the application.
- Complete the section for the e-mail address. The e-mail address of the contact person listed.
- List all individuals requiring access (full name including middle initial is required).

Resetting User ID and Password for Direct Data Entry (DDE) and Provider Professional Telecommunications Network (PPTN)

CGS EDI does not handle the resetting of DDE/PPTN user IDs or passwords. Providers can call Medicare OPID for **Password resets ONLY**. The number is 1.615.660.5444; all other inquiries must be emailed to our System Security Administration Team at CGS.Medicare.OPID@cgsadmin.com with the following information:

- Payer ID
- User ID
- First and last name of user
- PIN# (if applicable)
- Message you are receiving when trying to log in

Attention PPTN Users Important News

Please be aware of the upcoming change for PPTN users who access the common working file via ELGB. This option will no longer be offered effective April 4, 2013. For more information on this instruction please visit <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM8086.pdf>.

myCGS is another option you may consider for Beneficiary information. Please visit our website for more information on myCGS <http://www.cgsmedicare.com/myCGS/Index.html>.

If you have any questions, please contact our EDI helpdesk at 1.866.758.5666.

Fun Facts about PC-ACE Pro32?

- PC-ACE Pro32 is a free Medicare billing software Provided by your MAC (CGS).
- The PC-ACE Pro32 software is UPGRADED QUARTERLY.

The upgrades ensure your software provides the support you need. The CGS version of the PC-ACE Pro32 software always contains CMS Medicare mandates and product enhancements that are relevant for J15.

- It is HIGHLY RECOMMENDED that you ONLY download and install CGS versions of PC-ACE Pro32 from our CGS website. The full install can be downloaded by clicking on the following link <http://www.cgsmedicare.com/edi/Pro32/Full/setup.exe>. The patch to upgrade to the 2.42 version can be found here <http://www.cgsmedicare.com/edi/Pro32/Update/pcaceup.exe>. You may CORRUPT your CGS version of PC-ACE Pro32 by installing another MAC's patch over the CGS version of PC-ACE Pro32, making it completely IRREPARABLE. This means you will lose all patient, physician, facility, and payer information and will have to start the process over.
- PC-ACE Pro32 DOES NOT INTEGRATE into office systems, such as accounts receivable, inventory or billing. PC-ACE Pro32 provides you with the ability to enter patient information, claim information, procedure file information and create a summary report of the claims you submit electronically.
- PC-ACE Pro32 can also be used to VIEW and INTERPRET RESPONSE REPORTS such as the 999 and 277ca.
- Directions for this function can be found by going to the following link: <http://www.cgsmedicare.com/parta/pubs/news/2011/1111/cope16971.pdf>

2013 EDI Holiday Closure Schedule

The CGS Medicare EDI Helpdesk is closed on the days listed below.

Holiday	Date
Martin Luther King, Jr.'s Birthday	Monday, January 21, 2013
Memorial Day	Monday, May 27, 2013
Independence Day	Thursday, July 4, 2013
Labor Day	Monday, September 2, 2013
Thanksgiving Day	Thursday, November 28, 2013
Day after Thanksgiving	Friday, November 29, 2013
Christmas Eve	Tuesday, December 24, 2013
Christmas Day	Wednesday, December 25, 2013
New Year's Day 2014	Wednesday, January 1, 2014

835 Benefits

What are the Benefits of Electronic Remittances?

Electronic Remittances save **TIME** and **MONEY!** We offer free Medicare Remit Easy Print (MREP) and PC-Print software to view and print the HIPAA-compliant 835 Electronic Remittance Advice(ERA). We have additional information available on our website at:

- MREP for Part B http://www.cgsmedicare.com/ohb/claims/edi/easy_print.html
- PC Print for Part A and HHH <http://www.cgsmedicare.com/hhh/pubs/news/2011/0611/cope15043.html>

The ERA is available for download when the claim completes the payment floor and is released for payment.

Why “Go Electronic”?

Here are a few benefits to receiving Electronic Remittance Advice:

- Receive your remittances the day the claim finalizes.
- Reduce costs associated with:
 - Storage and maintenance of Standard Paper Remittances (SPRs)
 - Staff time to review and file SPRs.

The Centers for Medicare & Medicaid Services (CMS) provides free software for you so that you can download, view, and print duplicate copies of Part A or B Electronic Remittances whenever you wish.

How Do You Get This Free Software?

- MREP for Part B http://www.cgsmedicare.com/ohb/claims/edi/easy_print.html
- PC Print for Part A and HHH <http://www.cgsmedicare.com/hhh/pubs/news/2011/0611/cope15043.html>

Top 5 Coordination of Benefits (COB) Errors Version 5010 Part B

The charts below provide explanation for COB errors.

Errors Version 5010 Part A		
Error Code	Error Message	Invalid Values
H25375	The Billing Provider Address must be a street address. Post Office or Lock Box addressed is to be sent in the Pay-to-Provider Address.	2010AA N301 2010AA N302
H30201	The Service Line Paid amounts (2430/SVD-02) and all Service Line Adjustment amount (2430/CAS) do not equal the '%a' for this Service Line (Loop 2400). Totals in the 2430 loop are accumulated for each unique COB payer (2430/SVD-01)	2400 SV203
H51106	'%a' is not a valid NUBC Condition Code	'M1,' 'M0,' 'B9,' '3,' '1,' '93,' '0,' 'G,' 'D,' 'GO,' '81,' '5,' '82,' '4,' '0D,' 'DO,' 'P,' 'C0,' '9,' '2,' 'G1,' 'DP,' '35,' 'DT,' '7' 2300 H101 2300 H102 2300 H103
H20204	Code Value '%a' at element '%b' is valid in the X12 Standard, but not in the HIPAA Implementation	'XZ,' 'VY,' 'LI,' '22,' '15,' 'D2,' '99' 2400 REF01 2320 SBR02 2320 SBR09
H51087	According to the HIPAA Regulation, ICD9 Procedure Codes should only be used on Inpatient Claims	2300 H101

Errors Version 5010 Part B		
Error Code	Error Message	Invalid Values
H25375	The Billing Provider Address must be a street address. Post Office or Lock Box addressed is to be sent in the Pay-to-Provider Address.	2010AA N301 2010AA N302
H46248	The Release of information Code (O106) must match the value sent in CLM09	2320 O106
H25591	The value of 'RD8' should be used when DTP01 is equal to 314	2300 DTP02
H31312	The Payer Paid Amount does not equal the line level payment amounts less the adjustment amounts.	2330 AMT02
H61066	Date – Last X-ray Date was not expected because the Procedure Code (SV1-01-2) is not between '98940' and '98942.'	2400 DTP

Home Health & Hospice Providers - Please Note! Changes to How Providers Access the Fiscal Intermediary Standard System (FISS)

The process used by providers to access the Fiscal Intermediary Standard System (FISS) is being changed to allow the Enterprise Data Center (EDC) to be consistent with other data centers. **Providers may now begin using the new sign-on procedures; however, they must begin using it prior to January 12, 2013. Accessing FISS via the current "CMS MENU" screen will no longer be available, effective January 12, 2013.**

Providers will continue to use their connectivity vendor to establish direct connection to the EDC for FISS access. Providers will continue to use their same EDC logon-ID and password to access FISS via the new sign-on screens.

New Sign-on Procedures

Once connection has been established, the new **CA TPX** screen will display.

```

                                @@@@@@@@@@ @@@@@@@@@@ @@@@@ @@@@
                                @ @ @ @ @ @ @ @ @ @ @ @
cccc  aaaaaa      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cc    cc   aa      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cc      aa          @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cc    aaaaaa      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cc    aa   aa      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cc    aa   aaa     @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cccc  aaaa aa TM   @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
                                @ @ @ @ @ @ @ @ @ @ @ @
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                                @ @ @ @ @ @ @ @ @ @ @ @

                                Copyright (C) 2010 CA. All rights reserved.
                                (or LOGOFF)
Userid:      (or LOGOFF)      HH:MM:SS
Password:    MM/DD/YY
New Password: SG153799
Account:     3292-4A
Transfer:    SMRTPROD

Data contained in this system is confidential and proprietary. Use of this data
for other than legitimate purposes authorized by HPES will be prosecuted
---- CA TPX Session Management ----
PF1=Help    PF3=Logoff
    
```

1. Type your current EDC logon-ID in the **Userid:** field.
 - Note:** Your User ID will revoke after 3 consecutive unsuccessful attempts to sign on with an incorrect password. An automated password reset feature is not available; therefore, you will need to contact the CGS Security Administration Team at 1.615.660.5444 or cgs.medicare.opid@cgsadmin.com to reset your password.
2. Use your TAB key, to move to the **Password:** field and type your current EDC password. Press the ENTER key. Do not enter anything in the New Password, Account, or Transfer fields. The **TPX MENU FOR <logon-id>** screen will display.
 - Note:** Passwords expire every 30 days. A message will display when you need to change your password. Follow the directions noted on the screen to change your password. As a reminder, the passwords must meet the following requirements.
 - Must be eight characters and include at least one of the following special characters: @, #, \$

- Must start with a letter and have at least one number and one letter.
- Passwords are case-sensitive
- Passwords cannot be the same as any of the previous 12 passwords.

```

TPX MENU FOR      XXXXXX      Panelid - TEN0041
Terminal -
SG153799
Cmdkey=PF15      Jump=PF13      Menu=PF14      Model - 3292-4A
Print=NONE       Cmdchar=/       System - A1TPXP2

  Sessid      Sesskey      Session Description      Status
S FISP15-1    PF          MAC J15 FISS PROD - HHH

Command ===>
PF1=Help PF7/19=Up PF8/20=Down PF10/22=Left PF11/23=Right H =Cmd Help
    
```

Working File (CWF), by typing **ELGA** (Part A eligibility information) or **ELGH** (Home Health/Hospice eligibility information).

Sign-off Procedures

Follow the steps below when you are finished with FISS.

1. When you are finished in FISS, press F4 to terminate your session. When you are finished in ELGA or ELGH, press F3 to exit.
2. Type **logoff** and press the ENTER key. The **TPX MENU FOR <logon-id>** screen will display.
3. Your cursor will be positioned in the **Command ===>** field in the lower left corner. Type **/K** and press the **ENTER** key.

3. Your cursor will be positioned in the **Command ===>** field in the lower left corner. Use your TAB key to move your cursor to the left of the **MAC J15 FISS PROD - HHH** application line. Type an **S** and press the **ENTER** key.
4. The **Welcome to CMS EDC AT HPES** screen will display.

```

WELCOME TO CMS EDC AT HPES(CICSA052)- MAC J15 HHH PRODUCTION

      A C P F A 0 5 2      MVS/ESA REL1.3      SP7.1.3 M2097      C I C S 6.5.0
      NETNAME: T12G2001      TERMINAL: $FA9      DATE: MM/DD/YY      TIME: HH:MM:SS

      AAAAAAAAAA      00000000      555555555555      2222222222
      AAAAAAAAAA      0000000000      555555555555      222222222222
      AA      AA      00      0000      55      22      22
      AA      AA      00      00 00      55      22
      AA      AA      00      00 00      55      22
      AAAAAAAAAA      00      00      00      5555555555      22
      AAAAAAAAAA      00 00      00      5555555555      22
      AA      AA      00 00      00      55      22
      AA      AA      0000      00      55      22
      AA      AA      000      00      55      22
      AA      AA      0000000000      555555555555      222222222222
      AA      AA      00000000      555555555555      222222222222

KEY IN TRANSACTION CODE AND PRESS ENTER

DFH3504I SIGN ON COMPLETE
    
```

Providers should notify their connectivity vendor (e.g., ABILITY of IVANS) to ensure the new FISS sign-on procedure does not affect their connectivity.

If you experience any security issues with accessing FISS or need to have your password reset, please email the CGS System Security Administration Team at cgs.medicare.opid@cgsadmin.com. Please include the user ID that is experiencing problems and the first and last name of the user to which that ID is assigned in your email request.

http://www.cgsmedicare.com/hhh/education/materials/pdf/Chapter%201-FISS_Overview.pdf

5. Your cursor will be positioned in the upper left corner of the screen. Type **FSS0** (the **0** is the number zero; not the letter 'O') to access the FISS Main Menu. Press the **ENTER** key. You can also access beneficiary eligibility information via the Common