EDI Support Services

EDISS Connect User Guide for Providers

Quick Access Links:

Purpose of the EDISS Connect User Guide for Providers

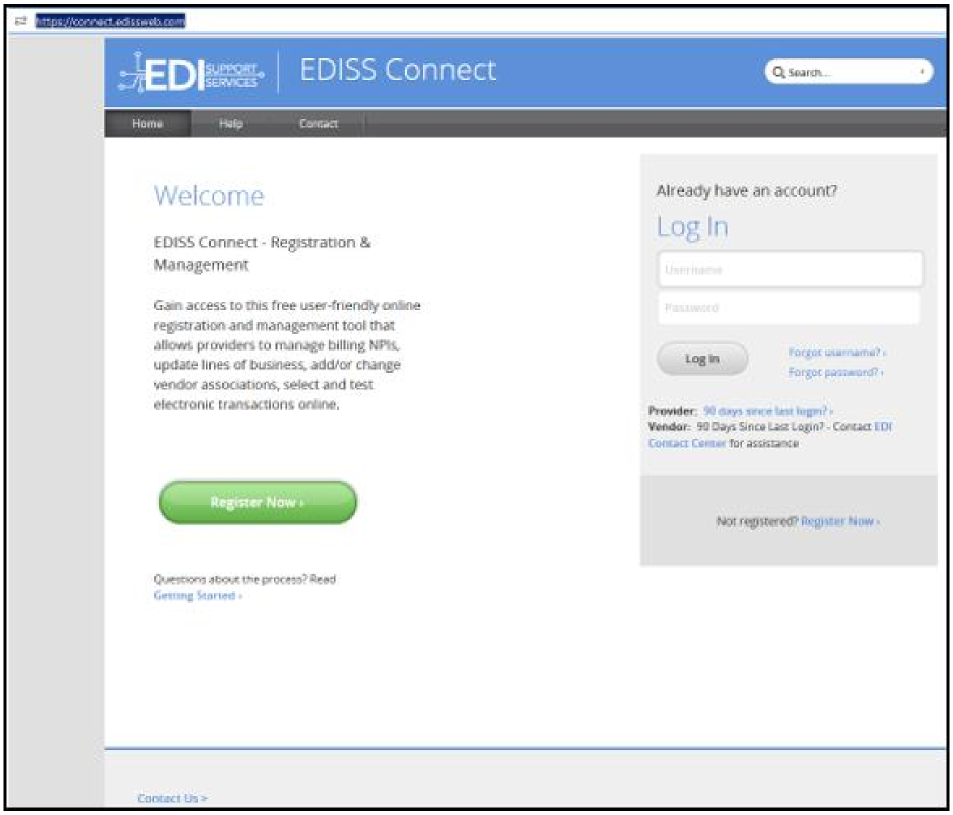
EDISS Connect is a user-friendly, online registration and electronic claim testing system. Providers use it to register with EDISS, to add users and to add/manage transaction types. The system also allows Providers to test claim files for electronic submission for Non-Medicare lines of business.

Accessing EDISS Connect Website

https://connect.edissweb.com

Note: *Internet Explorer and Fire Fox are the recommended browsers. The use of other browsers may cause issues.*

EDISS Connect User Guide for Providers



New Provider Registration

New Providers registering will go through a two-part process. The first part is account validation, and the second part is adding/managing transactions.

Information made accessible through EDISS Connect is available to users once the registration process is complete. User registration for EDISS Connect will need to be completed online.

Note: *On each page within EDISS Connect, there are FAQs in the right column to aid in answering questions related to the online registration process.*

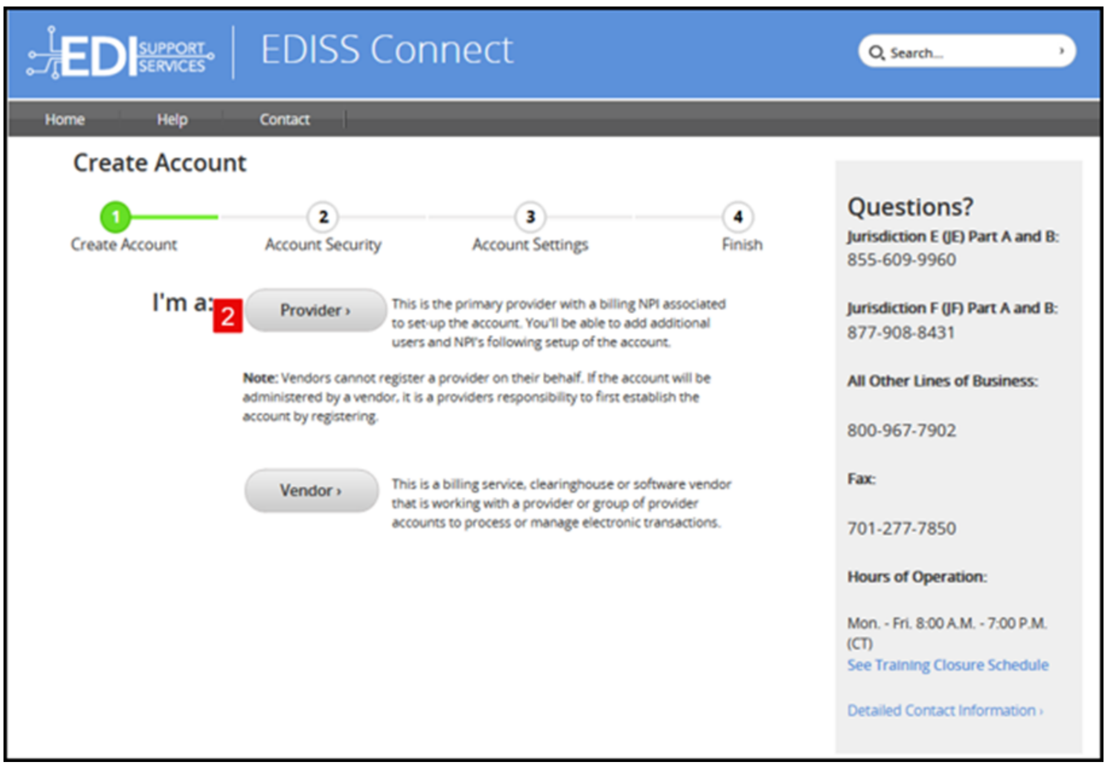
Part 1: Account Validation

1. If you are new to EDISS Connect, you will click on the green **Register Now** button to create an online account where your online profile will be stored, and transactions are added/maintained.

2. Select Provider.

Note: *At any time in the process, you can use the back button to return to a previous step. The numbered progress bar on top of each page will help keep track of where you are in the process.*

Note: *Vendors cannot register a provider on their behalf. If the account will be administered by a vendor, it is a providers' responsibility to first establish the account by registering.*



3. Enter your 10-digit billing/group NPI (National Provider Identification) number.

Note: *If you have multiple billing NPIs, you will be able to add them once the initial registration is complete.*

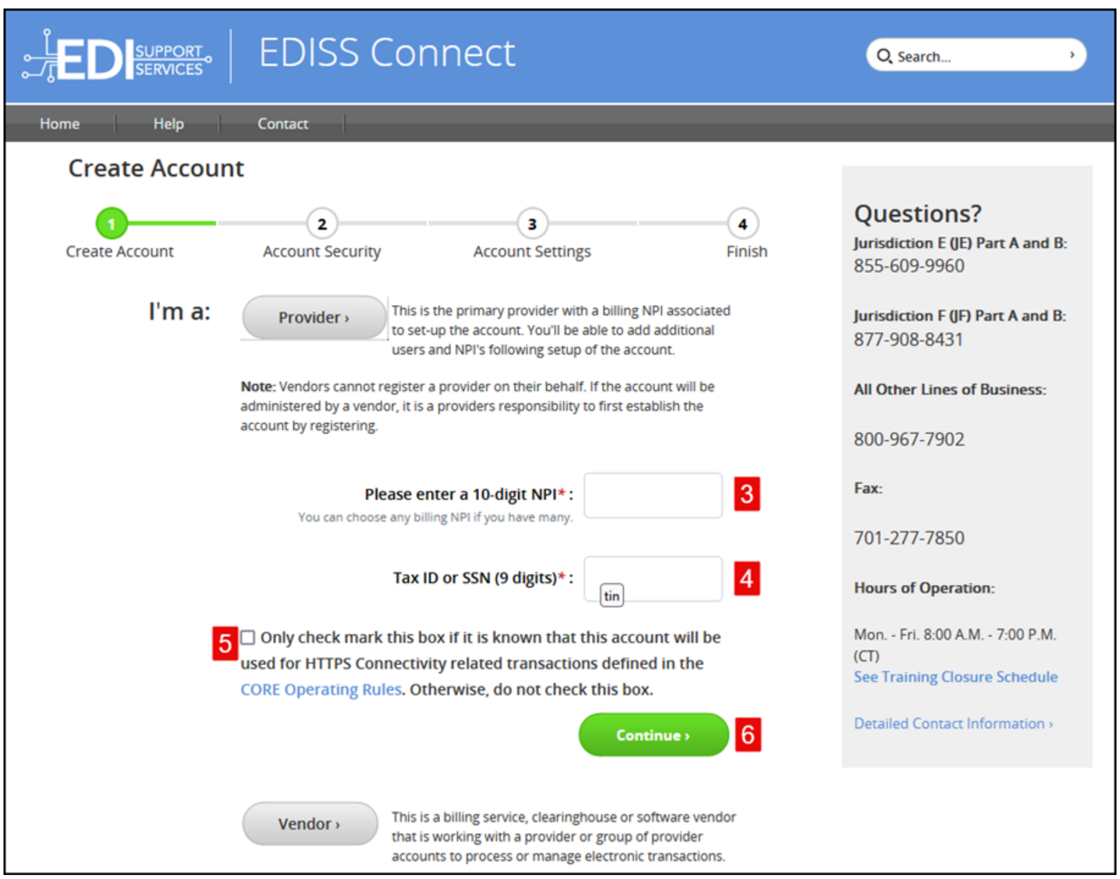
Note: *Rendering NPIs are not required to be registered and will be removed.*

4. Add your 9-digit tax ID or Social Security Number associated with the NPI.

5. The HTTPS Connectivity option should only be selected by Trading Partners planning to use SOAP or MIME protocols to submit transactions to EDISS. Trading partners should consult with their EDI application vendors to see if their solution supports HTTPS connectivity. Additional information can be found at https://www.caqh.org/core/operating-rules.

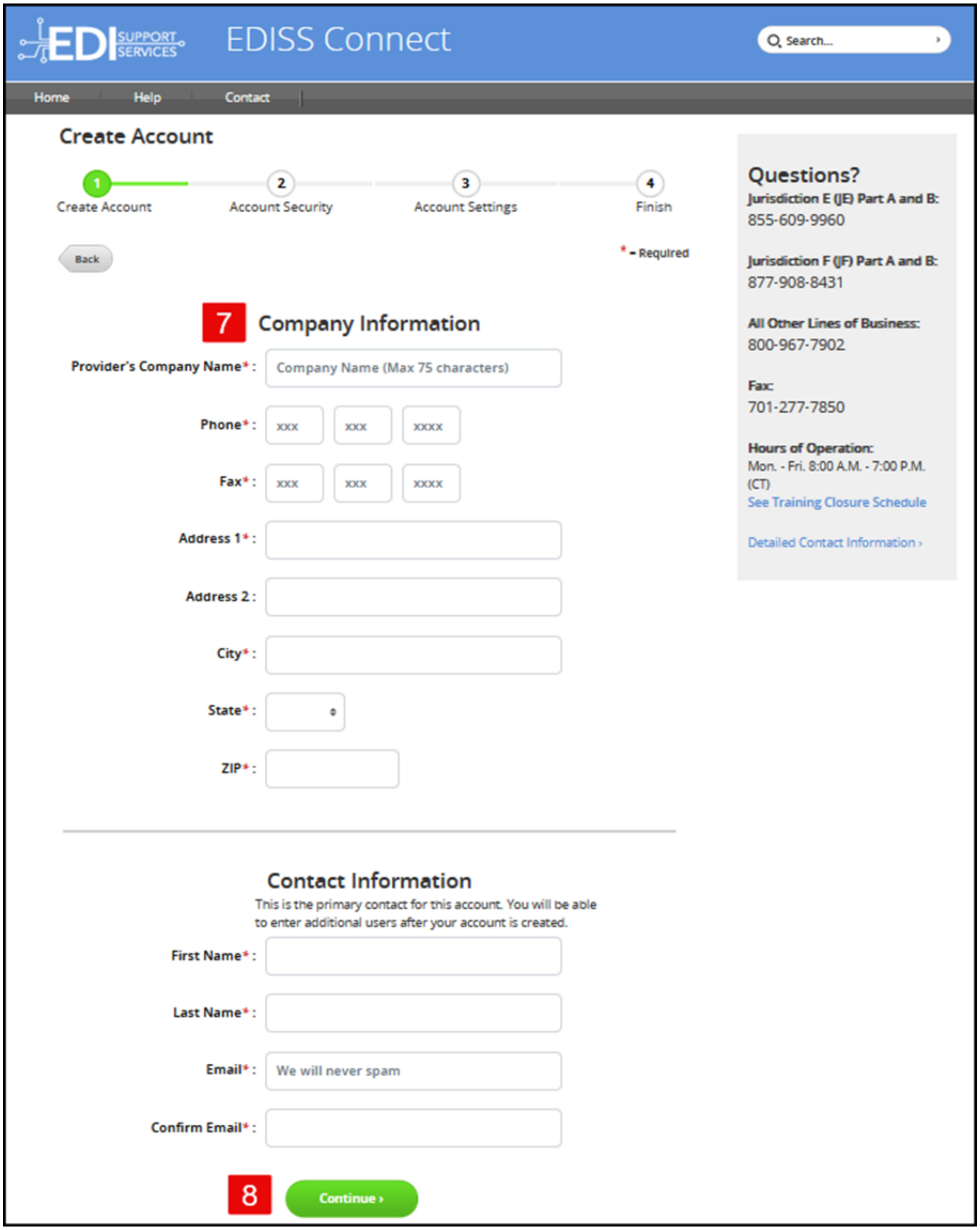
Note: *Medicare Trading Partners are not allowed to use this option for electronic claims submission.*

6. Click **Continue**.



7. Enter your company information. All information on this page is required. The personal contact information on the bottom portion of this form is the primary contact for this account. You will be able to add additional users to access the account upon successful account creation.

8. Click **Continue.**


EDI SUPPORT SERVICES
EDISS Connect
Search...
Home
Help
Contact
Create Account
1 Create Account
2 Account Security
3 Account Settings
4 Finish
Back
* - Required
7
Company Information
Provider's Company Name* :
Company Name (Max 75 characters)
Phone* :
Fax* :
Address 1* :
Address 2 :
City* :
State* :
ZIP* :
Contact Information
This is the primary contact for this account. You will be able to enter additional users after your account is created.
First Name* :
Last Name* :
Email* :
We will never spam
Confirm Email* :
8
Continue ›
Questions?
Jurisdiction E (JE) Part A and B:
855-609-9960
Jurisdiction F (JF) Part A and B:
877-908-8431
All Other Lines of Business:
800-967-7902
Fax:
701-277-7850
Hours of Operation:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
See Training Closure Schedule
Detailed Contact Information ›

9. Choose a username for your account. This username must be unique, between 8-20 characters and contain no spaces or special characters.

10. Choose a password for your account. Your password must be 8-16 characters consisting of at least one upper-case letter, at least one lower-case letter, one numeric value and one of these special characters: $, #, *, - or _ and contain no spaces. Do not use '&' or '+'. Then confirm your password.

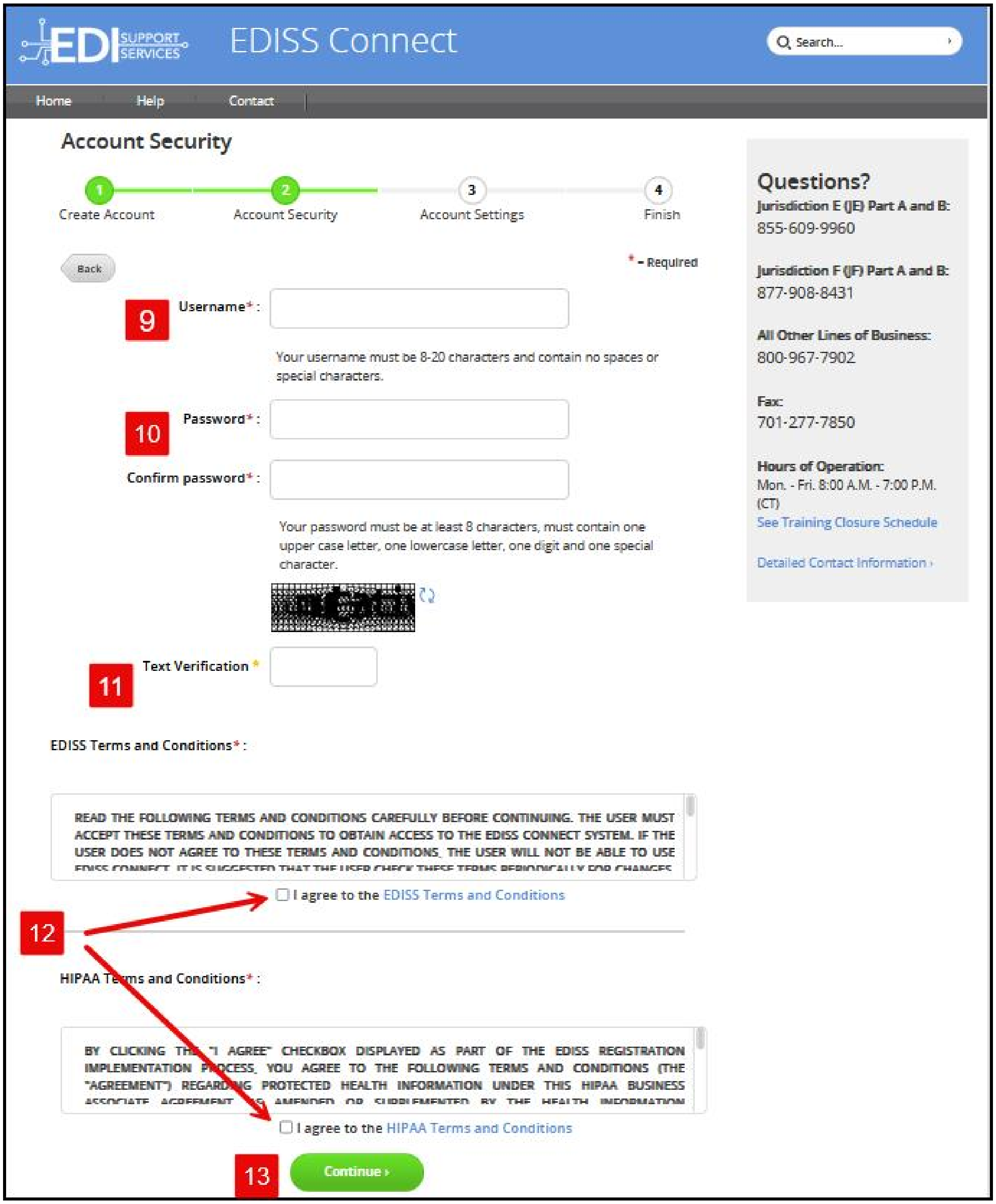
11. Complete the Text Verification by entering the characters from the image.

12. You will need to check mark the boxes indicating that you agree after reviewing the EDISS Terms and Conditions and the HIPAA Terms and Conditions before you will be allowed to continue.

13. Click **Continue.**

Note: *Connect username accounts that do not stay active will be de-activated or removed.*

- *Users are de-activated after 60 days of inactivity*
- *Users are removed after 90 days of inactivity*

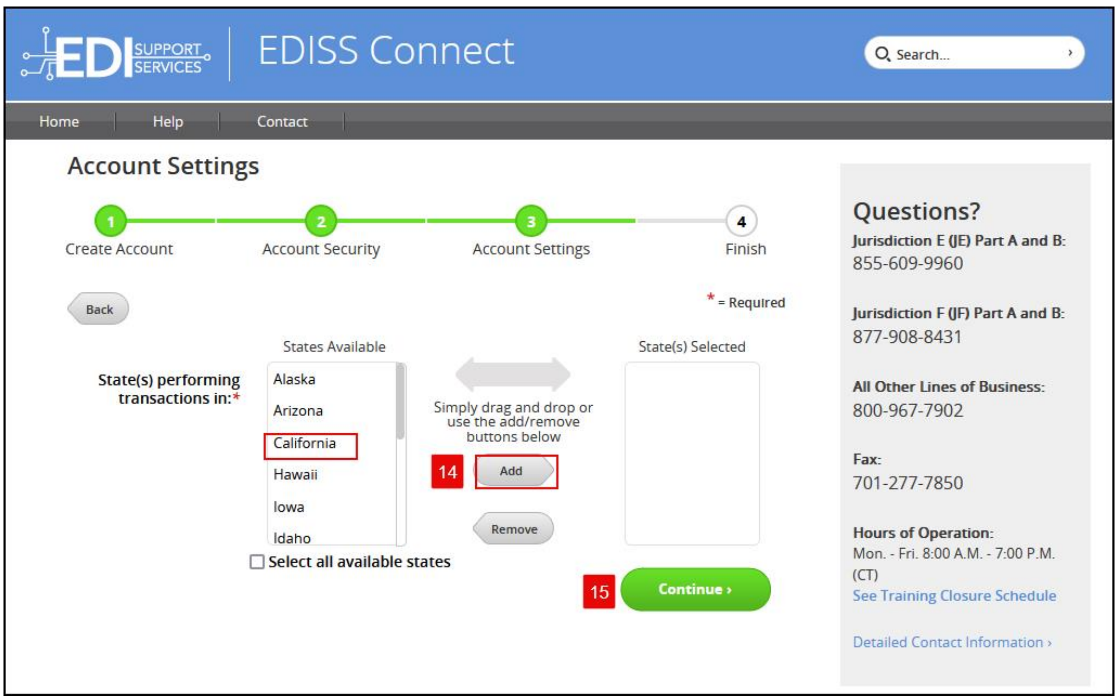

EDI SUPPORT SERVICES
EDISS Connect
Search...
Home
Help
Contact
Account Security
1
Create Account
2
Account Security
3
Account Settings
4
Finish
* - Required
Back
9
Username* :
Your username must be 8-20 characters and contain no spaces or special characters.
10
Password* :
Confirm password* :
Your password must be at least 8 characters, must contain one upper case letter, one lowercase letter, one digit and one special character.
11
Text Verification *
EDISS Terms and Conditions* :
READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER MUST ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE USER DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE
I agree to the EDISS Terms and Conditions
12
HIPAA Terms and Conditions* :
BY CLICKING THE "I AGREE" CHECKBOX DISPLAYED AS PART OF THE EDISS REGISTRATION IMPLEMENTATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") REGARDING PROTECTED HEALTH INFORMATION UNDER THIS HIPAA BUSINESS
I agree to the HIPAA Terms and Conditions
13
Continue ›
Questions?
Jurisdiction E (JE) Part A and B:
855-609-9960
Jurisdiction F (JF) Part A and B:
877-908-8431
All Other Lines of Business:
800-967-7902
Fax:
701-277-7850
Hours of Operation:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
See Training Closure Schedule
Detailed Contact Information ›

14. The left column will show all states that EDISS conducts business with. To select your state(s), highlight the state and click **Add** or drag the state to the right column.

Note: *The **Remove** button can be used to move a state from the right column back to the left, if selected in error.*

Note: *If you are registering for American Samoa, Guam or Northern Mariana Island, you would select Hawaii as the registration state.*

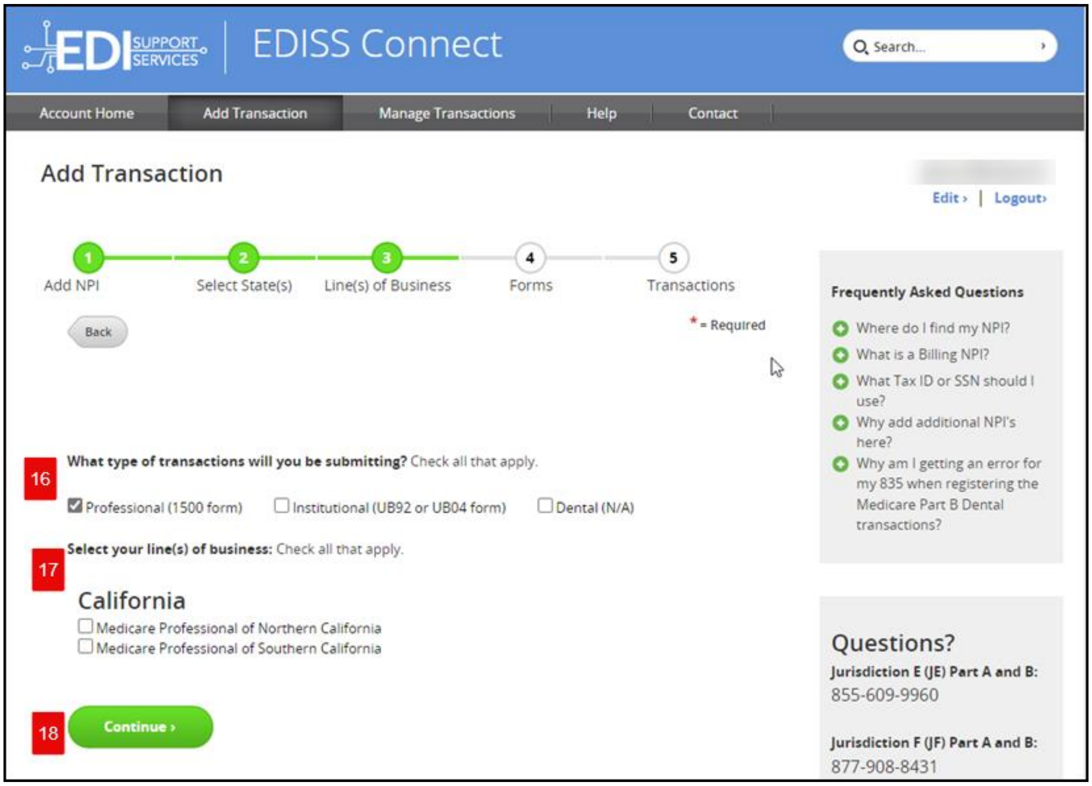
15. Once all applicable states have been selected, click **Continue**.



16. Check only the Lines of Business (Professional, Institutional and/or Dental) that apply.

17. Check the state specific Lines of Business that apply to your NPI(s).

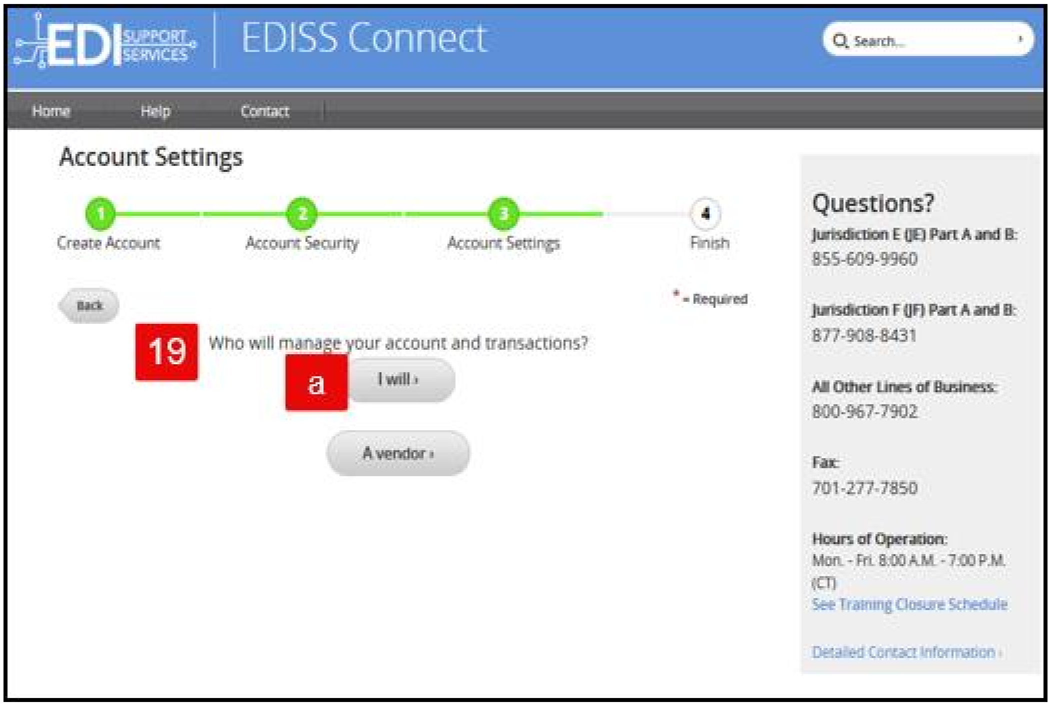
18. When all lines of business have been selected, click **Continue.**



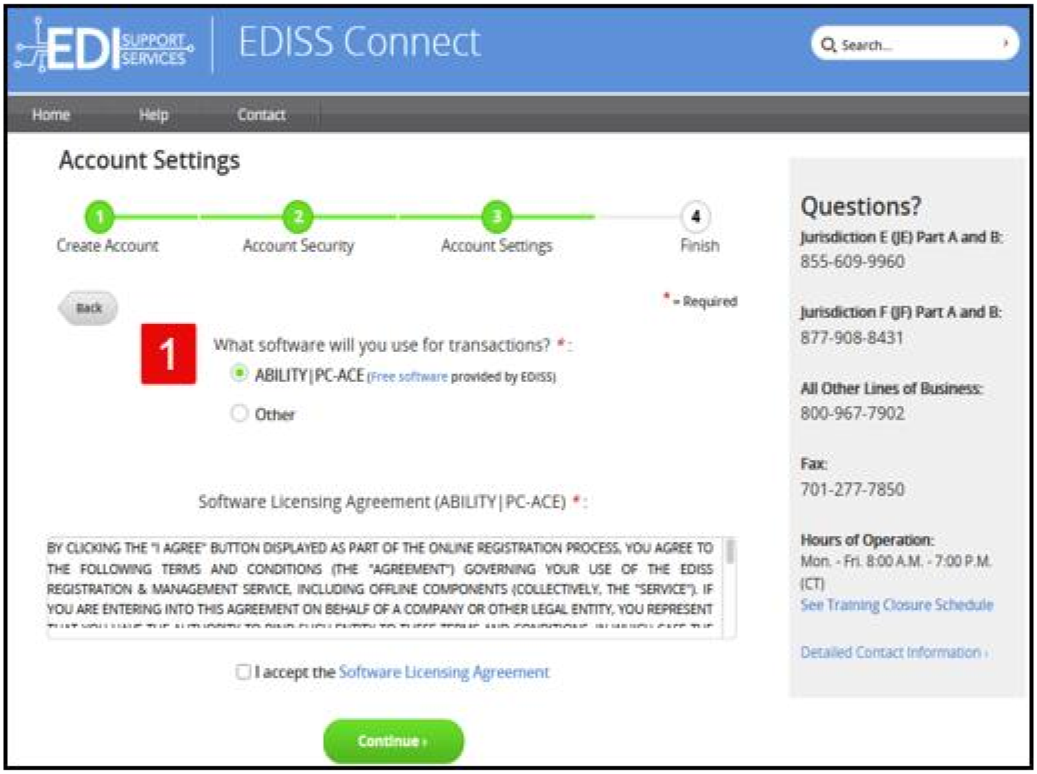
19. Next you will identify who will administer your account.

    a. If you choose **I will**, you will maintain control of all your account information and will:

        i. choose what software you will use to process transactions.



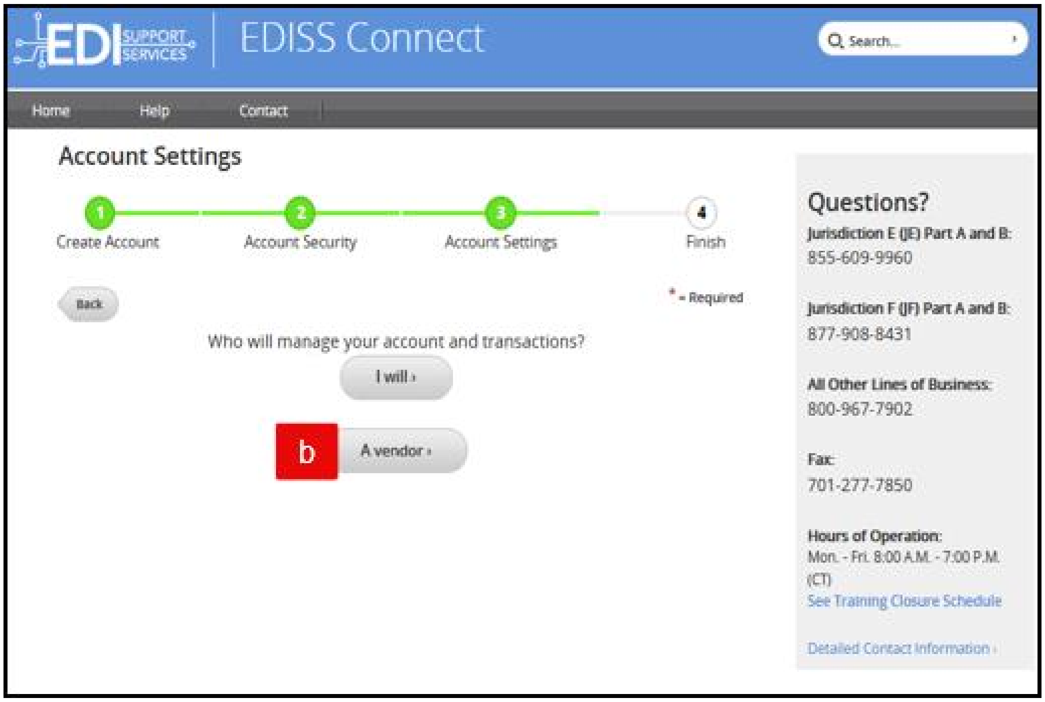
1. If you use ABILITY|PC-ACE, the free software provided by EDISS, you will need to accept the associated Software Licensing Agreement.



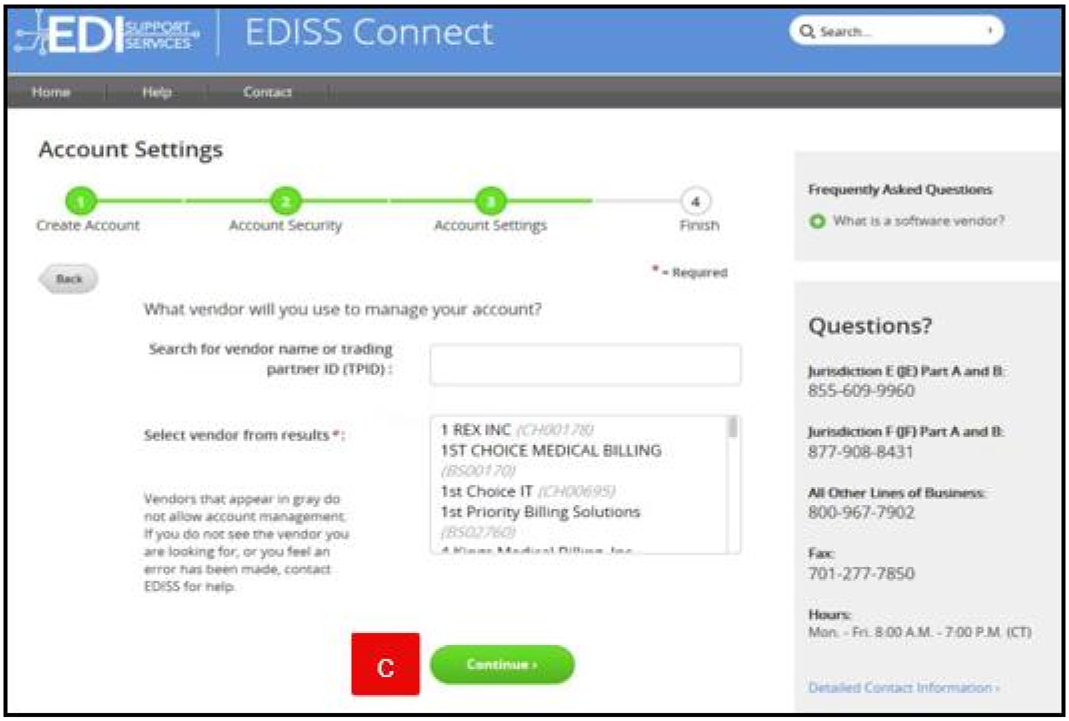
b. If you chose **A vendor** to administer your account, you will need to choose the vendor by searching in the search box that appears. When choosing **A vendor**, control of your account will be released to a managing vendor (once the vendor approves the assignment) and you will not be able to change any information, add or manage transactions as it relates to your account.

Note: *Only vendors that accept managing vendor responsibilities are available in the search results.*

Note: *At any time, a Provider can switch their control back to themselves in Account Settings.*

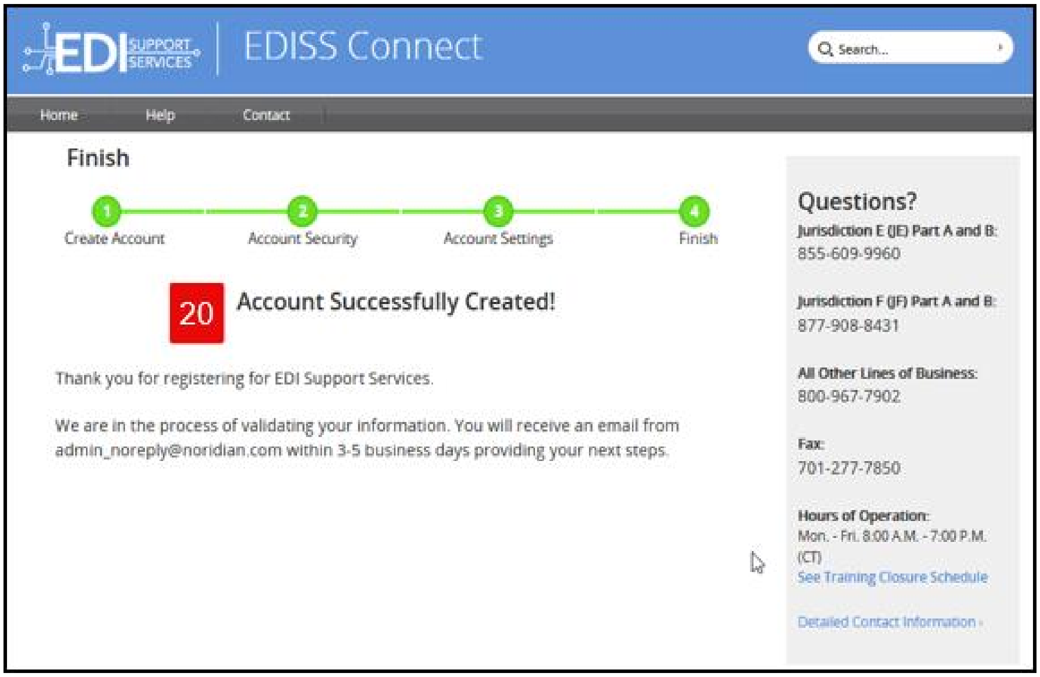


c. Once you have chosen an account settings option, click **Continue**.



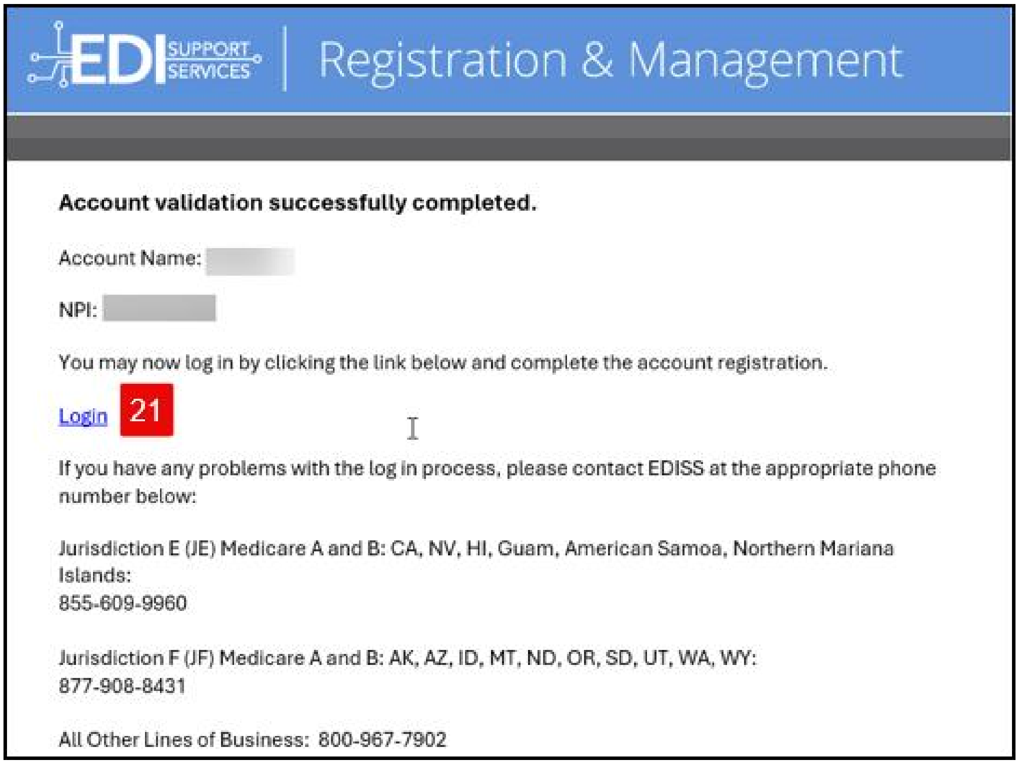
Important Note: *Once the Vendor Administrator has added transactions to the provider account, the provider must accept the required form(s) by logging into their Connect profile. Transactions will not be moved into production until the provider has accepted the required form(s).*

20. You have completed part one of your registration. Your account will now go through a validation process. Once your provider information has been validated by EDISS, you will receive an email from admin_noreply@noridian.com within 3-5 business days with a link to log into your EDISS Connect account.



Note: *If your information was not able to be validated, the email you will receive will contain an explanation.*

21. Click the **Login** link to complete your account registration.



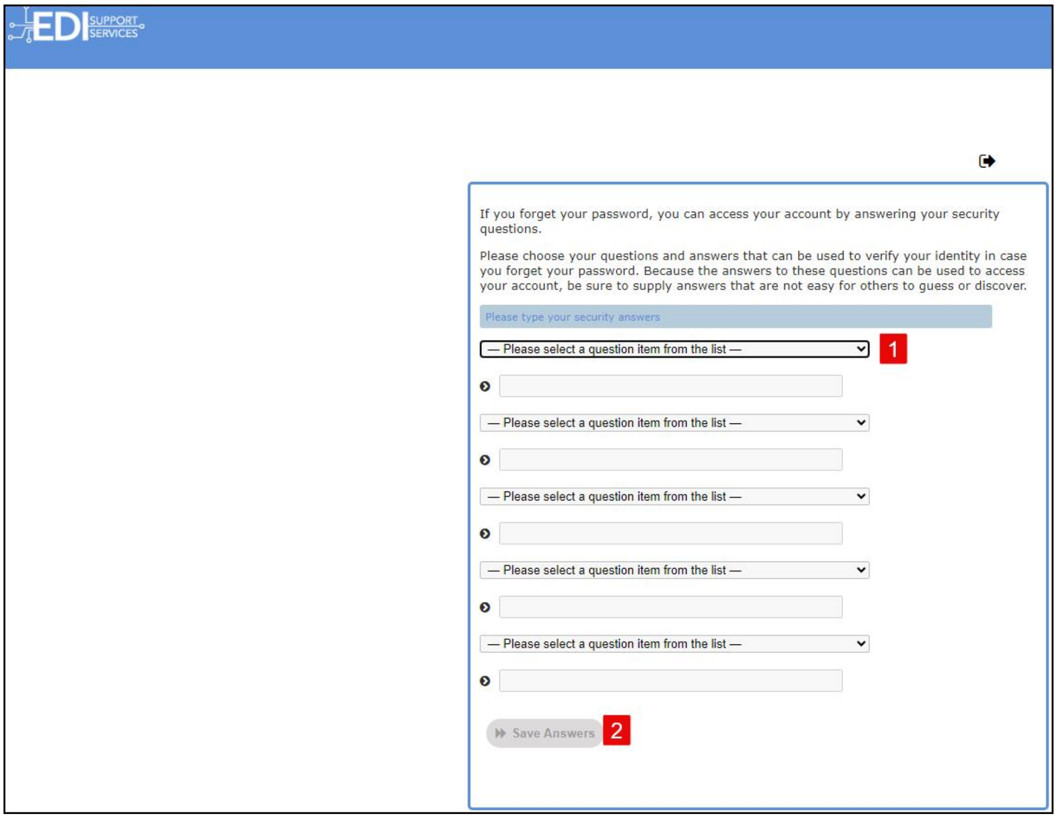
Part 2: Adding Transactions

To complete the user registration once logged into your EDISS Connect account, five security questions must be selected and answered.

1. Select the questions and provide your answers. Answers must follow the below guidelines:
   - For security purposes, sessions are timed and all questions must be completed within three minutes.
   - Security questions are not case sensitive.
   - Each security question can be used only once.
   - The same answer cannot be used for multiple security questions.
   - Answers to security questions must be at least four characters long.
   - When answering security questions, you cannot use any of the words in the security question within your answer. (Example: Q: What city/town were you born in? A: Panama City)

Note: *If an answer is too short, an error message will display at the top of the page in red.*

2. Once all five security questions have been answered, click **Save Answers**.

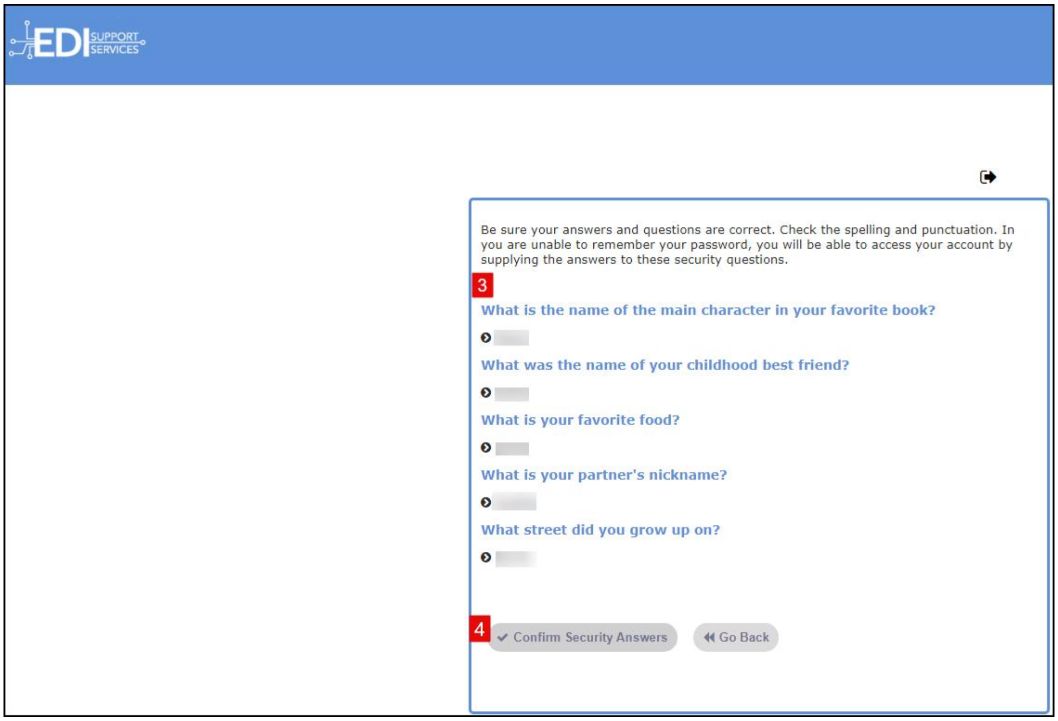


3. After clicking **Save Answers**, you will be taken to a screen where all five security questions and answers are displayed.

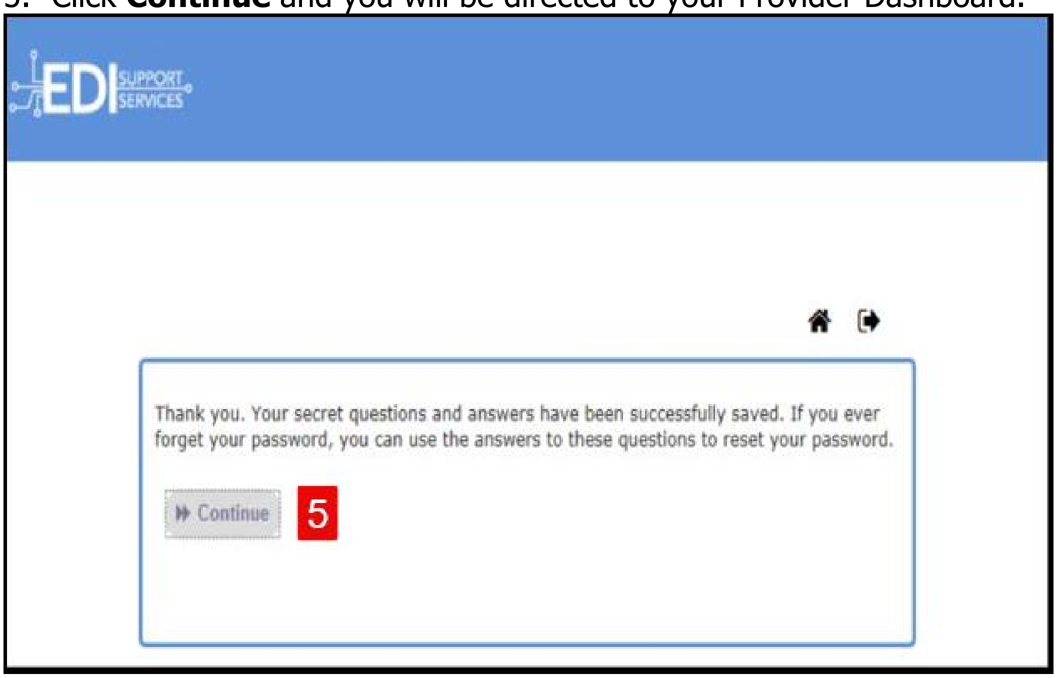
Note: *EDISS strongly recommends that you print this page for future reference and distribute to any staff who will be accessing the account.*

Note: *If you click on* ***Go Back,*** *this will allow you to modify your questions and answers. Be aware that you will have to redo all questions and answers.*

4. Click **Confirm Security Answers**.

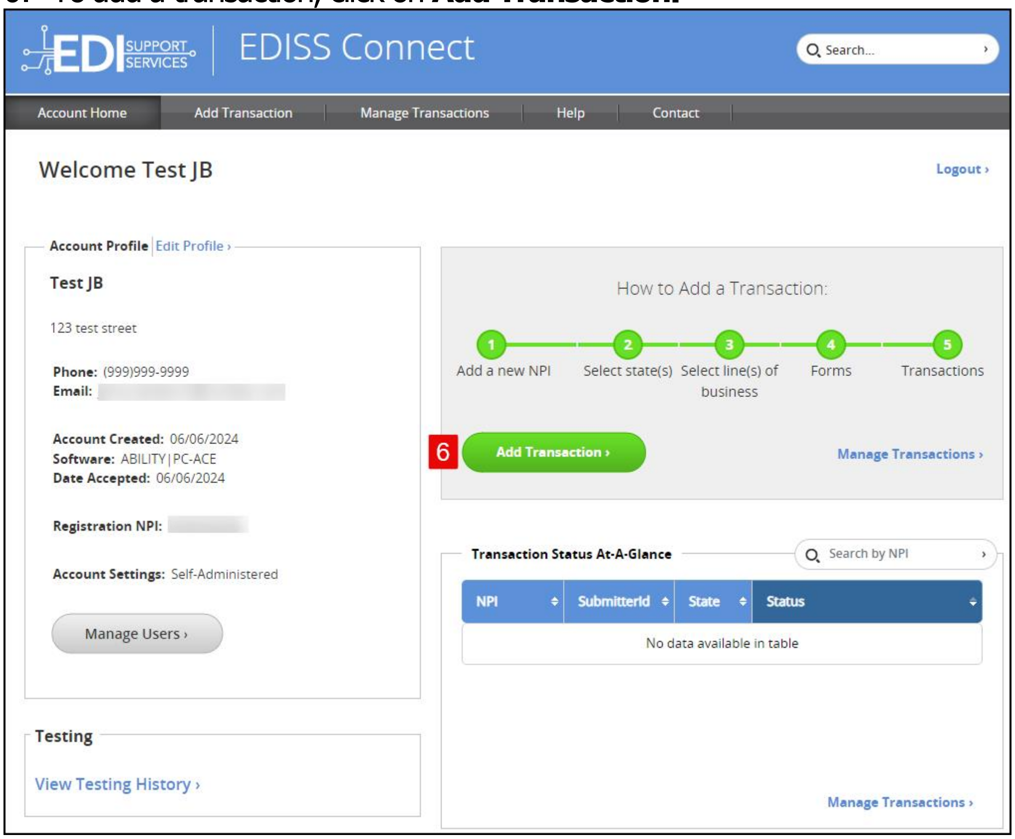


5. Click **Continue** and you will be directed to your Provider Dashboard.



Note: *At any time, you can update your company information by clicking **Edit Profile** from the home page.*

6. To add a transaction, click on **Add Transaction.**



7. Enter your 10-digit billing/group NPI number.

8. Enter the Tax ID, EIN or SSN. (No dashes are necessary).

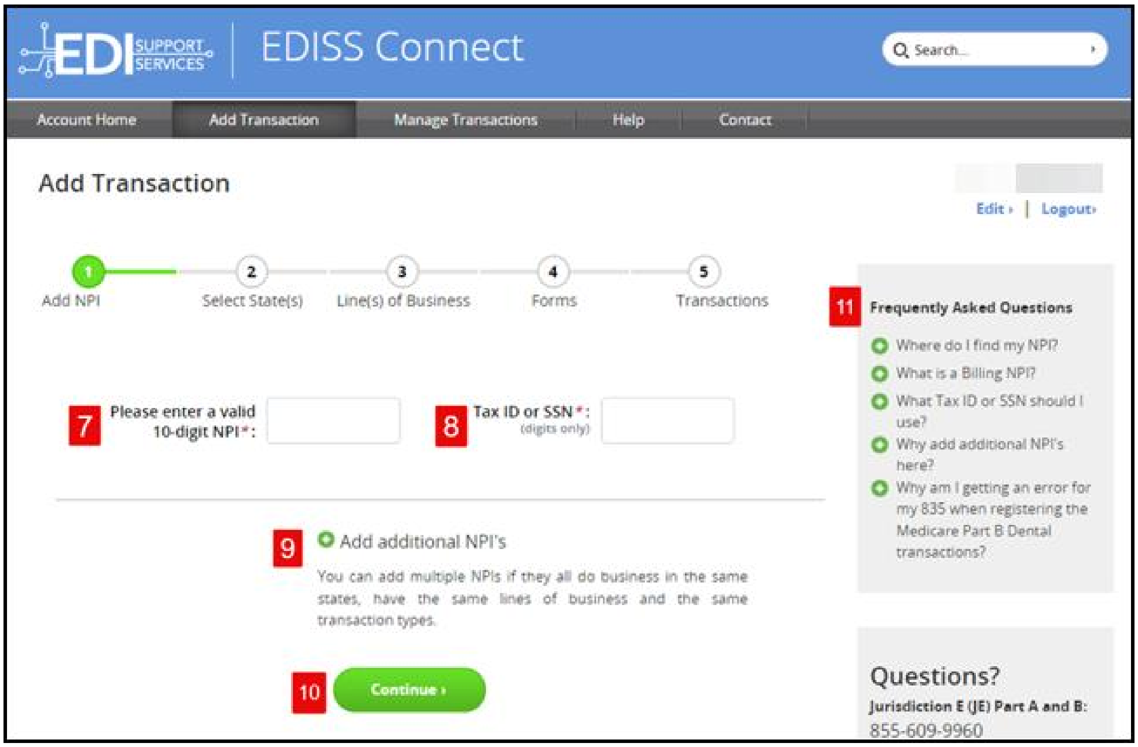
9. You can click on the (+) next to Add additional NPIs, but they must be for the same states, lines of business and transaction types.

10. Once the NPI and Tax ID or SSN are complete, you will be allowed to click **Continue**.

11. **Frequently Asked Questions** are a quick reference that answer questions specific to the step/page you are on.

Note: *For all other NPIs that need to be added to the account, you will select Add Transaction.*

Note: *If multiple NPIs are added to a single account profile, a billing group number will be assigned to that account. This billing group number would be utilized by direct submitters for transmitting/receiving electronic data.*



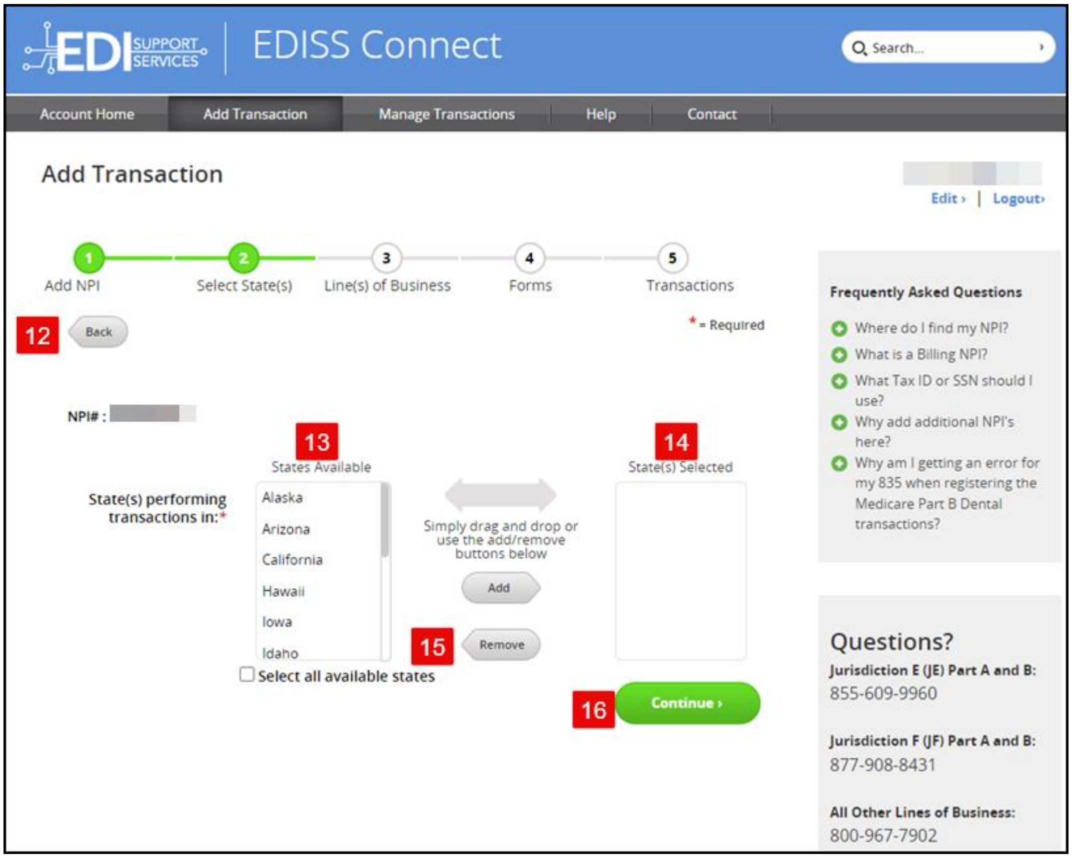
12. At any time during the Add transaction process, you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page, your information will be lost.

13. The left column will show all the states that EDISS conducts business with. To select your state(s), highlight the state and click **Add** or drag it over.

14. The states you have selected will show up in the right column.

15. The Remove button can be used to move a state from the right column back to the left, if selected in error.

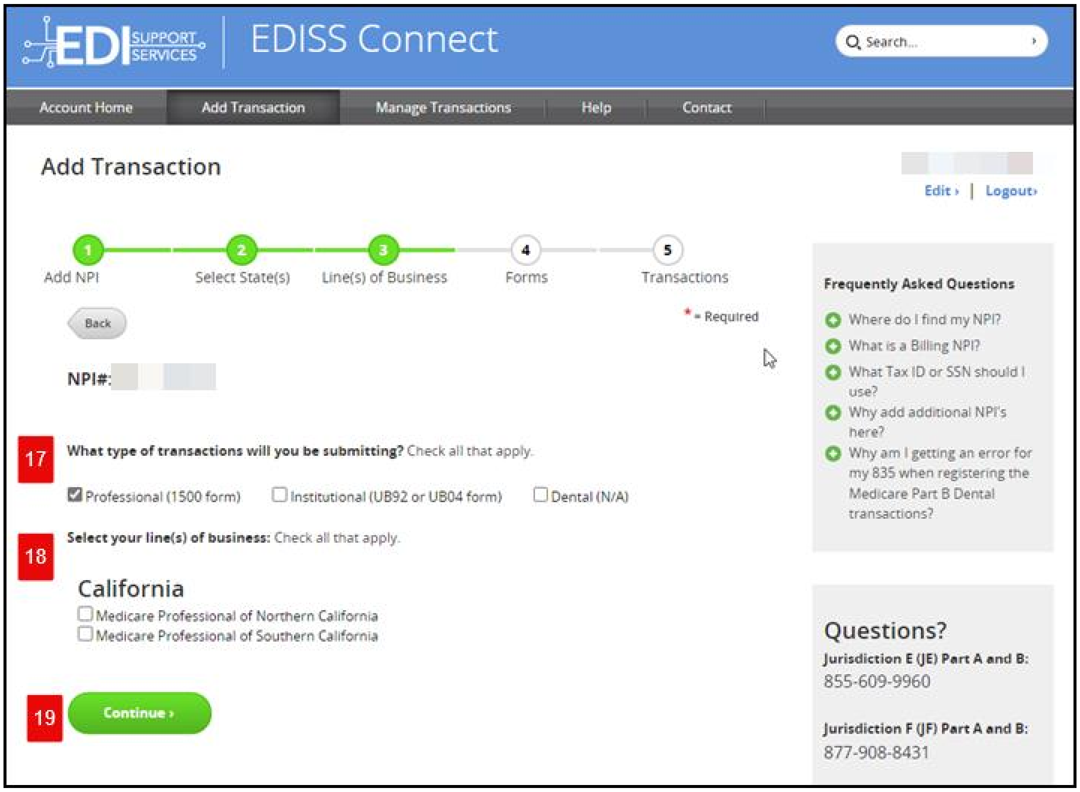
16. Once all states have been selected, click **Continue**.



17. Check only the options (Professional, Institutional and/or Dental) that apply.

18. Check all the specific transactions that apply to your NPI(s). The states will display from the previous step.

19. When all Lines of Business have been selected, click **Continue**.

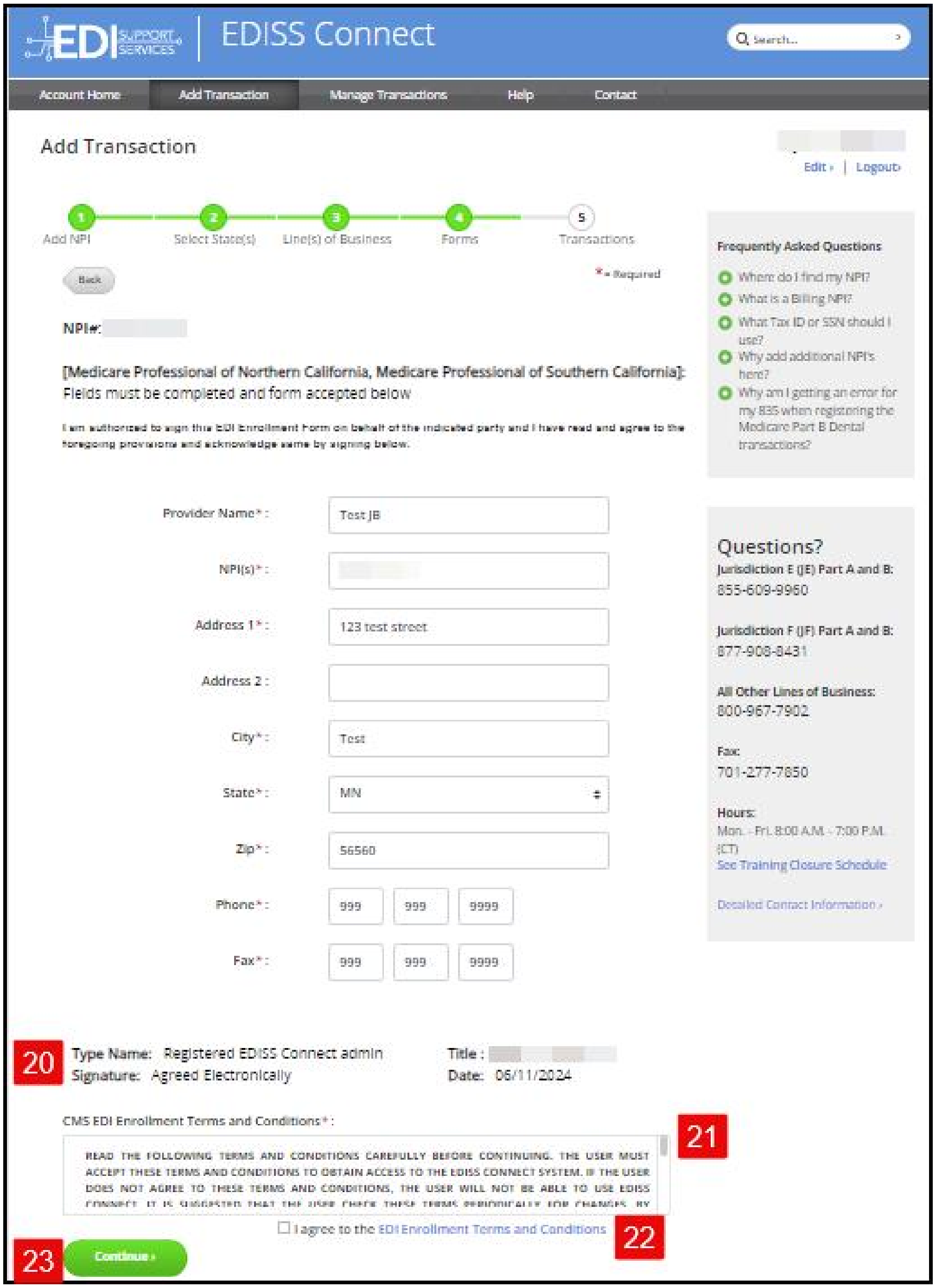


20. The EDI Enrollment form will be agreed to electronically.

21. To view the EDI Enrollment form, click the **EDI Enrollment Terms and Conditions** link.

22. To accept the EDI Enrollment form, check the I agree to the EDI Terms and Conditions box.

23. Click **Continue**.



24. Click on the small box under **Enroll** to add a check mark to the specific transaction type that will be registered with EDISS.

25. You will also need to check who will perform the transaction. **I will and/or** will be indicated if you will be submitting/receiving directly using a Network Service Vendor (NSV) or the Noridian Medicare Portal (NMP).

Note: *If using NMP, paper claims will need to be submitted prior to registering for NMP access, as a check number and amount are required for NMP registration.*

26. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send/receive the electronic data. A window will appear allowing you to search by name or Vendor Trading Partner ID. Once the correct vendor appears in the window, click on the name to highlight the vendor and click **Add**.

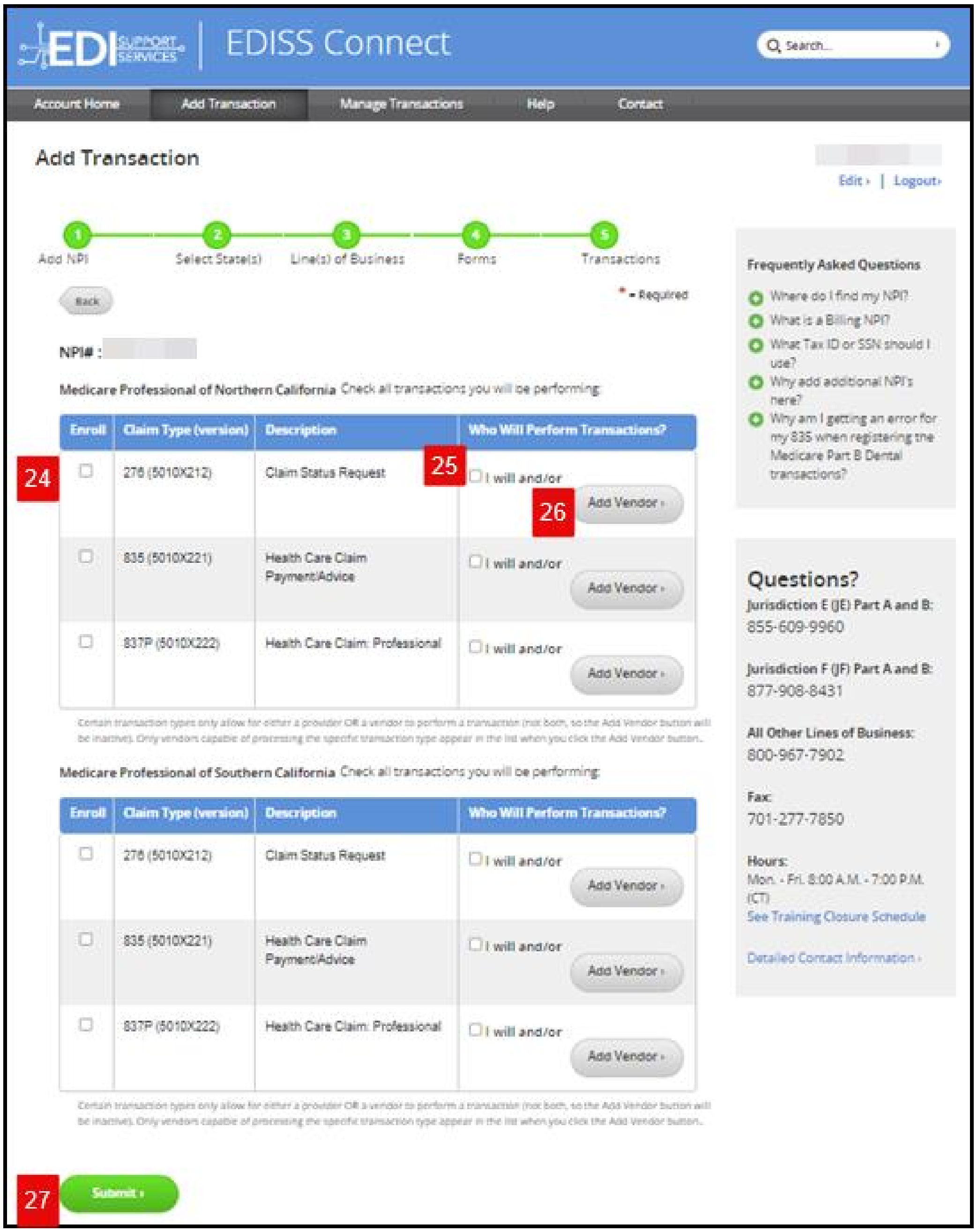
Note: *You do **not** need to check both the I will and Add Vendor options, if you are only planning to use a Vendor.*

Note: *Only vendors that perform that type of transaction for that state and line of business will display in the list.*

Note: *It is recommended that you work with the vendor you plan to use, to obtain the correct Vendor Trading Partner ID to avoid any further delays in registration.*

27. Once all transactions are added, click **Submit** at the bottom of the page to finish adding the transaction(s).

Note: *The 837 transactions (claim submission) do allow up to 2 submission methods, except for North Dakota Medicaid as they can only have one selected. All other transactions are only allowed one submission/retrieval method.*



Setup Complete

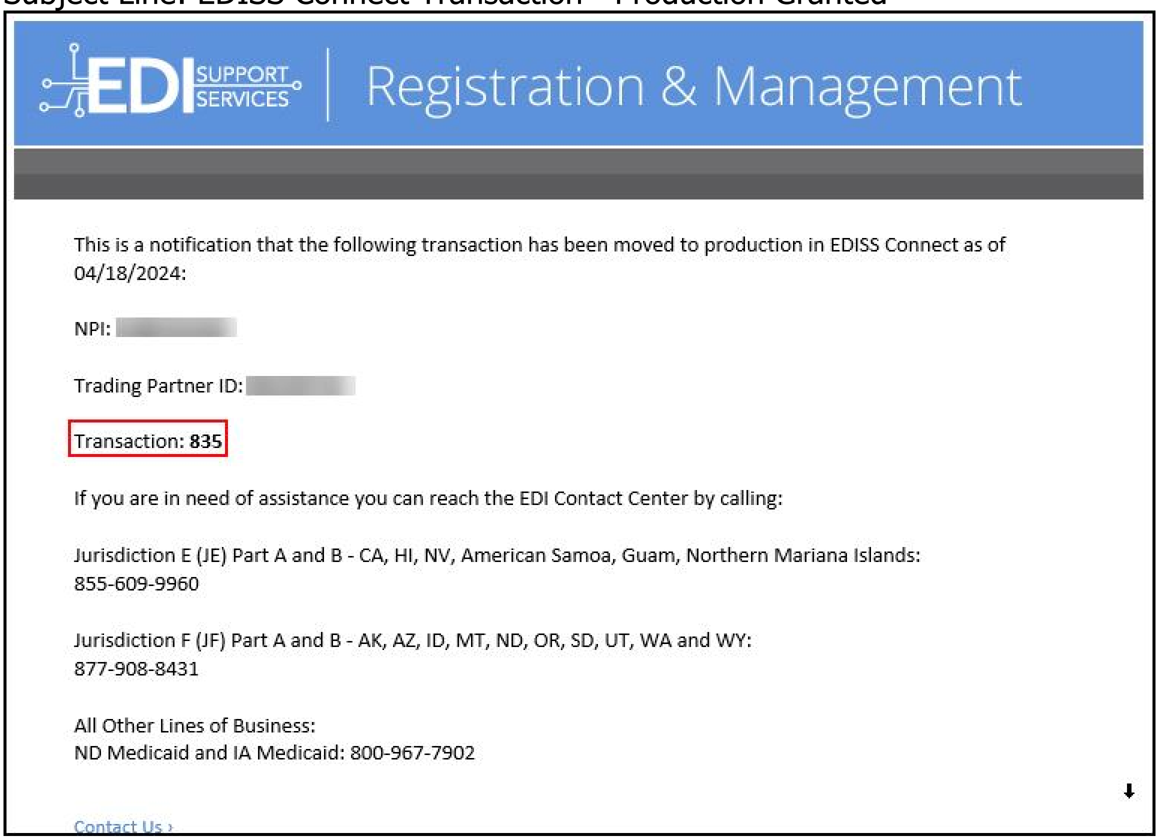
1. Once Part 2 is completed, a summary of the transactions that have been setup will display with the ability to print this page for your records.

2. From this page, you will have the ability to print any completed forms.

3. Once you are finished, you can go to **Manage Transactions** to view what is set up in the account profile or **Add Transactions** to add additional NPIs.

Note: *The production/approval status can be monitored by reviewing the transactions on the* ***Manage Transactions*** *tab. Each transaction will have its own date of production/approval. An email will also be sent for each transaction to the Contact on the Account Profile when approved. The transaction can be used the next day.*

From: admin_noreply@noridian.com
Subject Line: EDISS Connect Transaction - Production Granted


EDI SUPPORT SERVICES | Registration & Management

This is a notification that the following transaction has been moved to production in EDISS Connect as of 04/18/2024:

NPI:

Trading Partner ID:

Transaction: **835**

If you are in need of assistance you can reach the EDI Contact Center by calling:

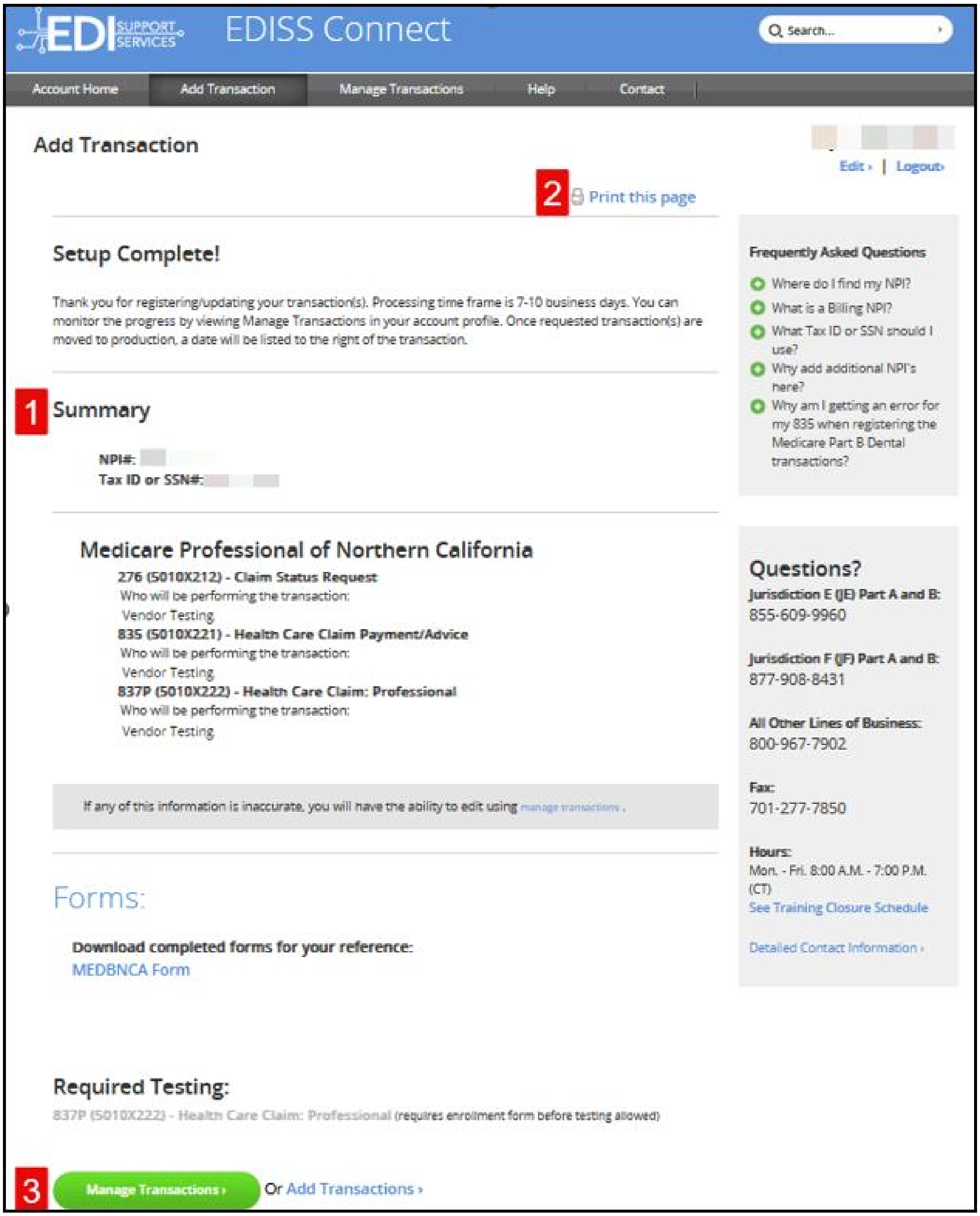
Jurisdiction E (JE) Part A and B - CA, HI, NV, American Samoa, Guam, Northern Mariana Islands:
855-609-9960

Jurisdiction F (JF) Part A and B - AK, AZ, ID, MT, ND, OR, SD, UT, WA and WY:
877-908-8431

All Other Lines of Business:
ND Medicaid and IA Medicaid: 800-967-7902

Contact Us ›

Note: *Pay attention to the transaction that is listed in the email as transactions may be approved at different times.*


EDI SUPPORT SERVICES
EDISS Connect
Search...
Account Home
Add Transaction
Manage Transactions
Help
Contact
Add Transaction
Edit ›
Logout›
2
Print this page
Setup Complete!
Thank you for registering/updating your transaction(s). Processing time frame is 7-10 business days. You can monitor the progress by viewing Manage Transactions in your account profile. Once requested transaction(s) are moved to production, a date will be listed to the right of the transaction.
1
Summary
NPI#:
Tax ID or SSN#:
Medicare Professional of Northern California
276 (5010X212) - Claim Status Request
Who will be performing the transaction:
Vendor Testing
835 (5010X221) - Health Care Claim Payment/Advice
Who will be performing the transaction:
Vendor Testing
837P (5010X222) - Health Care Claim: Professional
Who will be performing the transaction:
Vendor Testing
If any of this information is inaccurate, you will have the ability to edit using manage transactions.
Forms:
Download completed forms for your reference:
MEDBNCA Form
Required Testing:
837P (5010X222) - Health Care Claim: Professional (requires enrollment form before testing allowed)
3
Manage Transactions ›
Or Add Transactions ›
Frequently Asked Questions
Where do I find my NPI?
What is a Billing NPI?
What Tax ID or SSN should I use?
Why add additional NPI's here?
Why am I getting an error for my 835 when registering the Medicare Part B Dental transactions?
Questions?
Jurisdiction E (JE) Part A and B:
855-609-9960
Jurisdiction F (JF) Part A and B:
877-908-8431
All Other Lines of Business:
800-967-7902
Fax:
701-277-7850
Hours:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
See Training Closure Schedule
Detailed Contact Information ›

Manage Transactions Overview

1. **Manage Transactions** in the main navigation area allows you to view and manage all transactions that have been setup.

2. The left navigation panel allows you to manage transactions, view testing history for test files already submitted and view forms that are required to submit.

3. If you have multiple pages of NPIs in your account profile, you can search for a specific NPI.

4. You can filter the results of your search to display only transactions with a certain status or add specific states where you do business (if applicable).

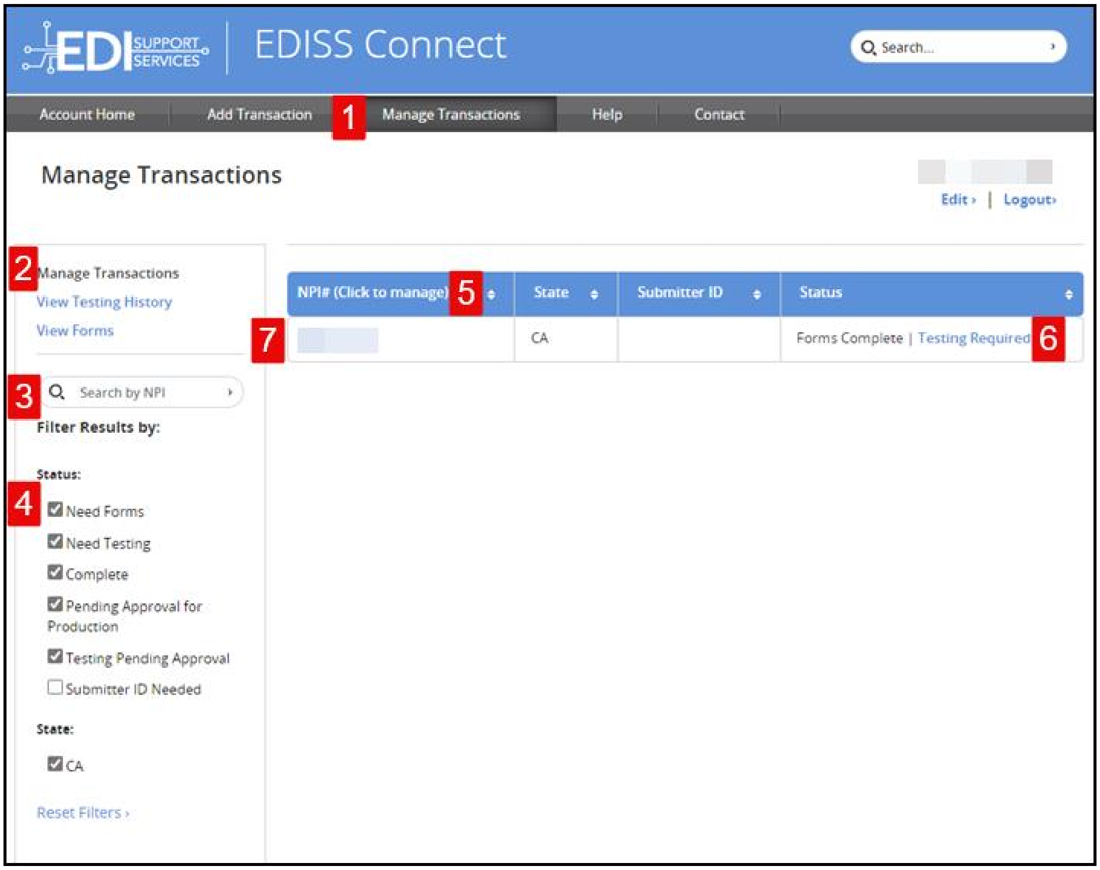
5. If you click on an NPI, it will load the transactions detail page associated with that NPI.

Note: *You can sort the transactions by any field in the header row by clicking on the arrow next to the header title.*

6. The status shows forms required, testing required or if the transaction is completed and ready to submit claims.

Note: *This section is not used to verify the status of your account.*

7. Click on the NPI link in blue to go to the detailed transactions page.

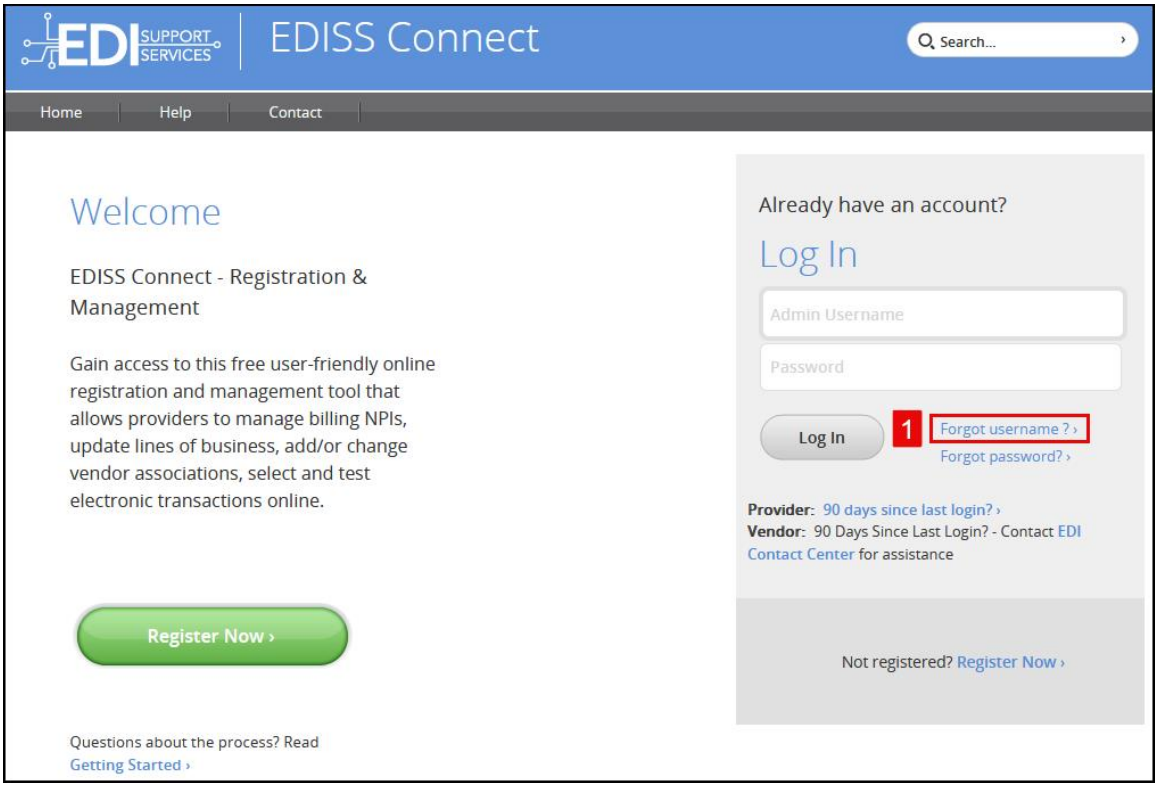


Accessing an Existing Account

Below are a variety of self-service options that allow you to regain access to an existing account with EDISS Connect.

Forgot Username

1. If the EDISS Connect username has been forgotten, click **Forgot username?** on the log in screen.

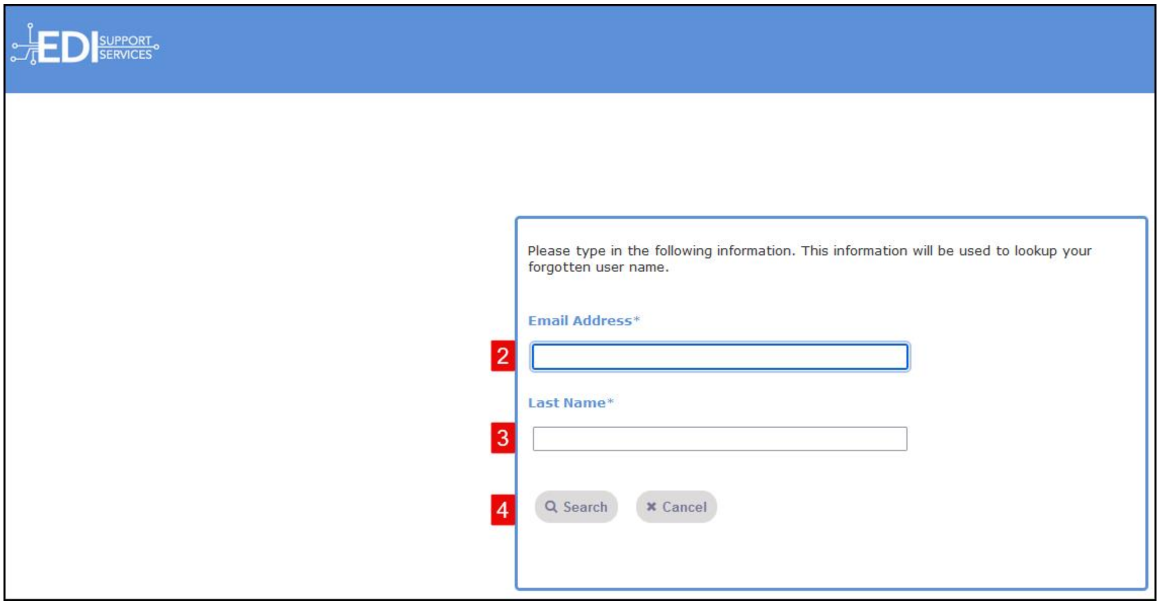


2. Enter the email address associated with the user’s account.

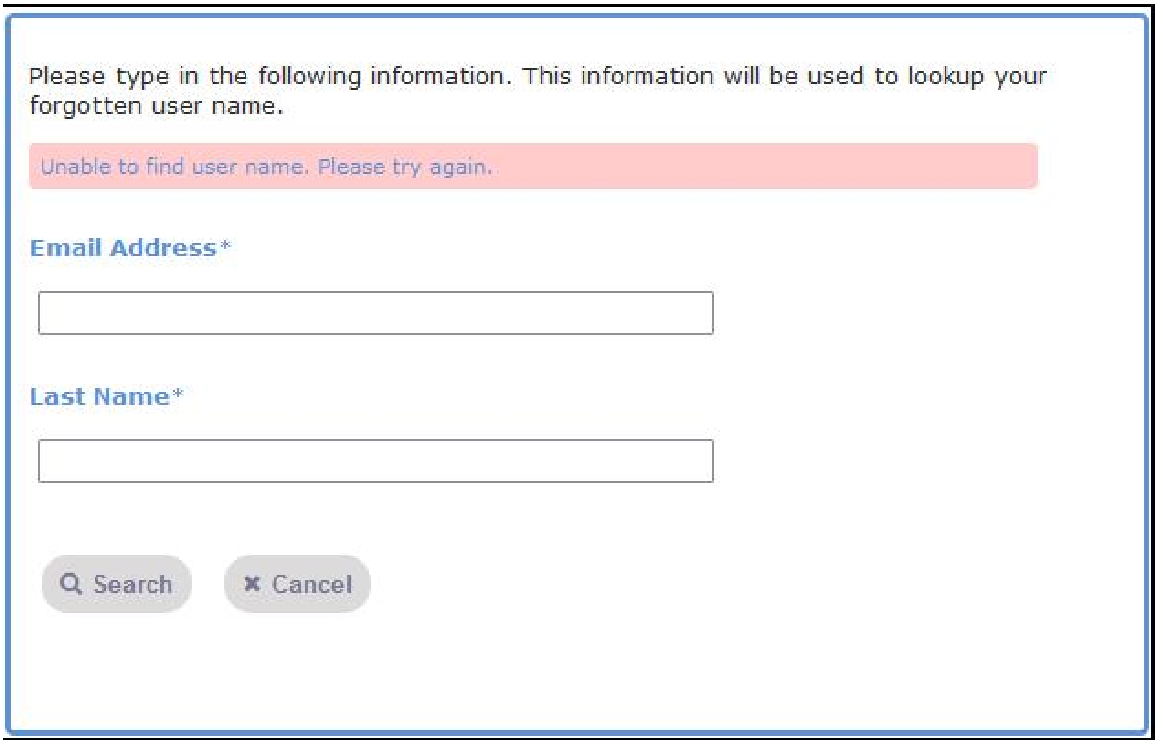
Note: *If the email address and name are associated with multiple logins, please contact EDICC.*

3. Enter the user’s last name.

4. Click **Search**.

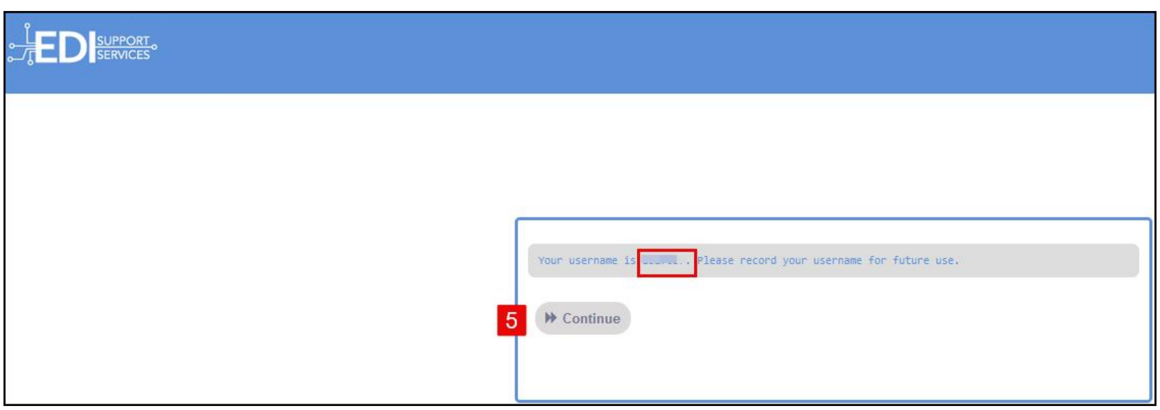


Note: *If a username was not found with the email address and last name entered, you may try again or use the "90 days since last login?" option on the Log In screen.*



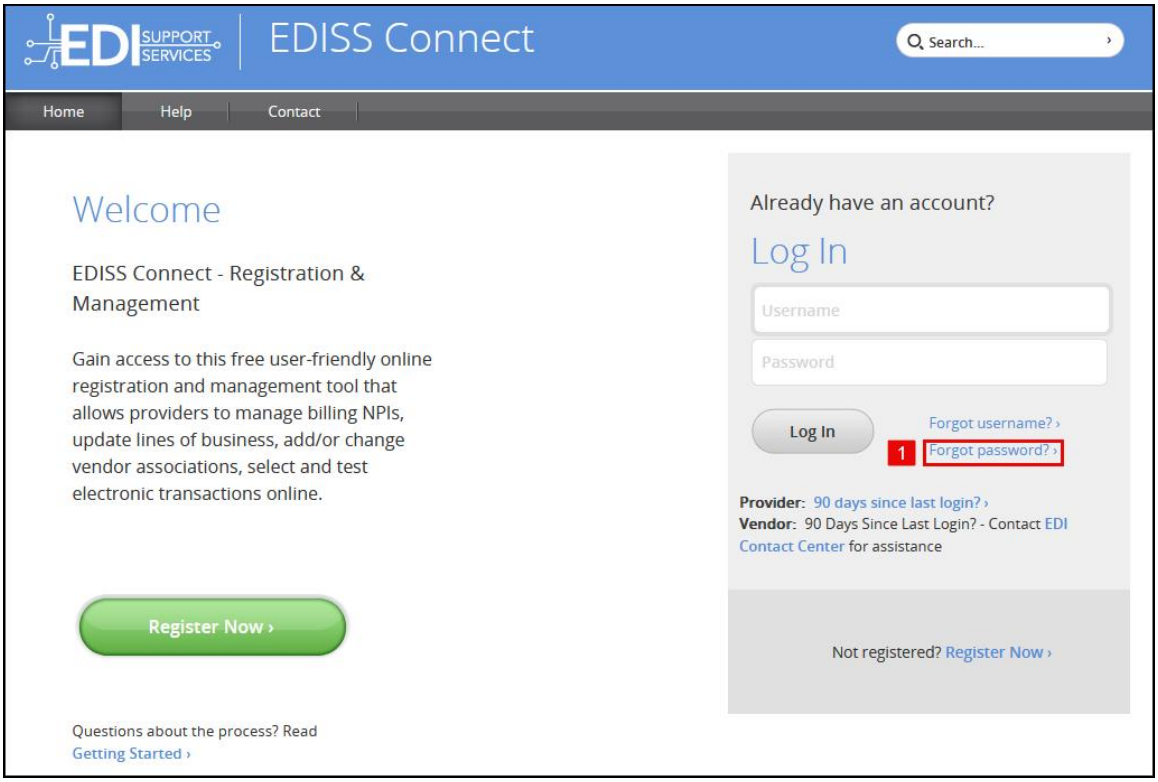
If a username was found linked to the email address and user's last name, it will appear in the following message.

5. Click **Continue** to go to the Log in screen.



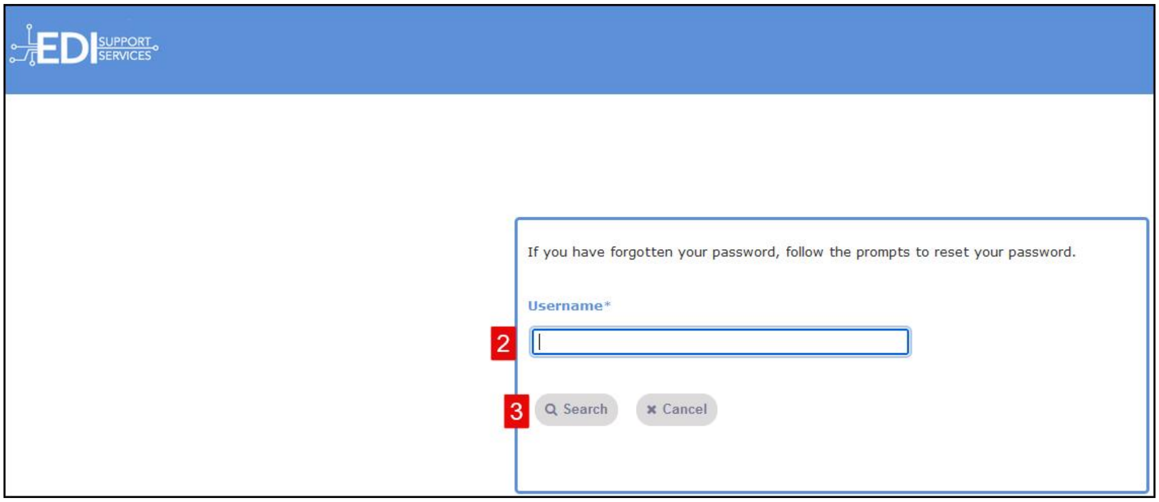
Forgot Password

1. If the EDISS Connect password has been forgotten, click **Forgot password?** on the Log In screen.

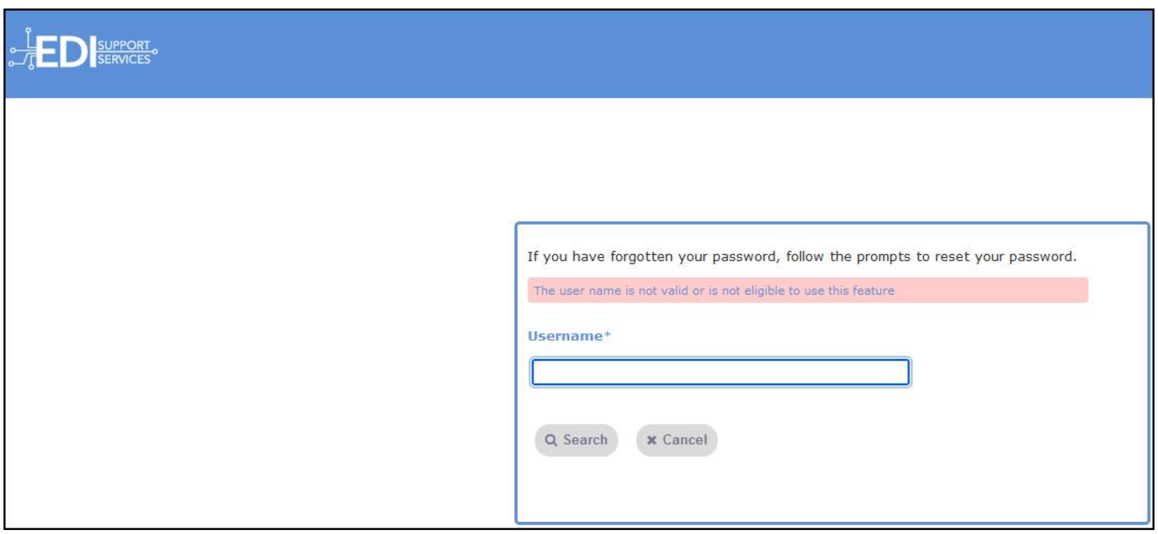


2. Enter the Connect username.

3. Click **Search**.

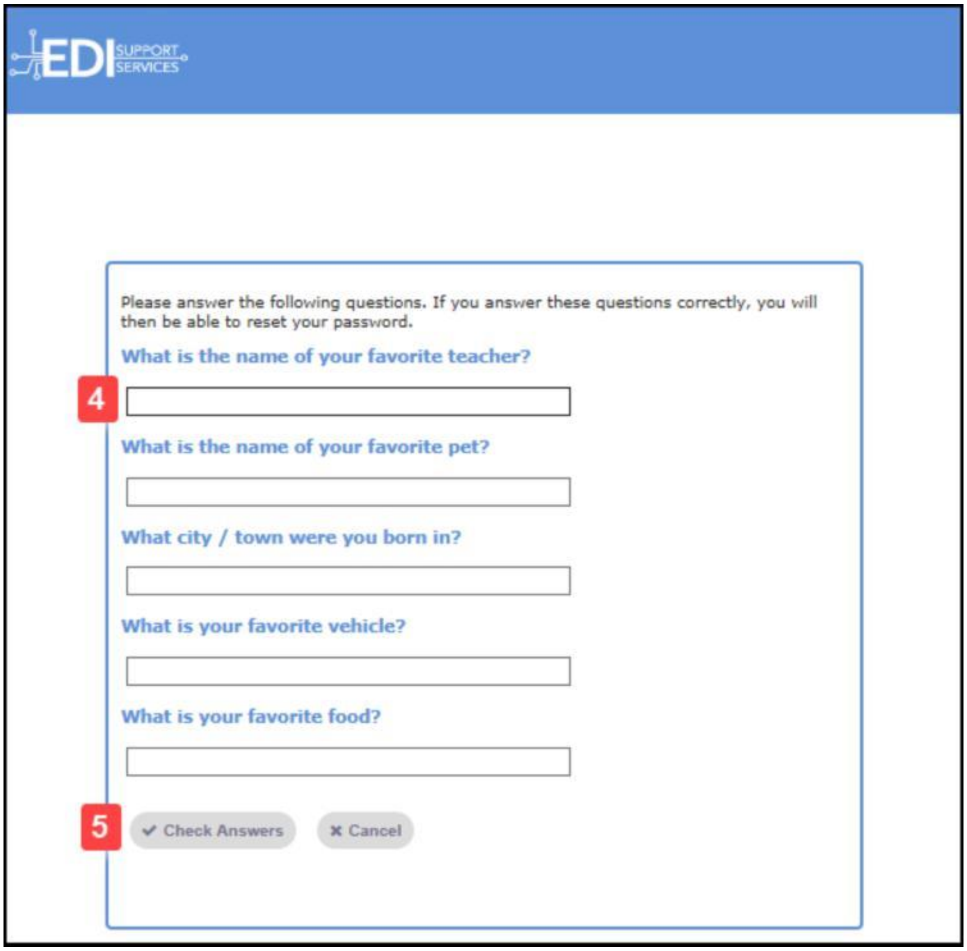


Note: *If a username was not found, you may try again or use the "90 days since last login?" option on the Log In screen.*

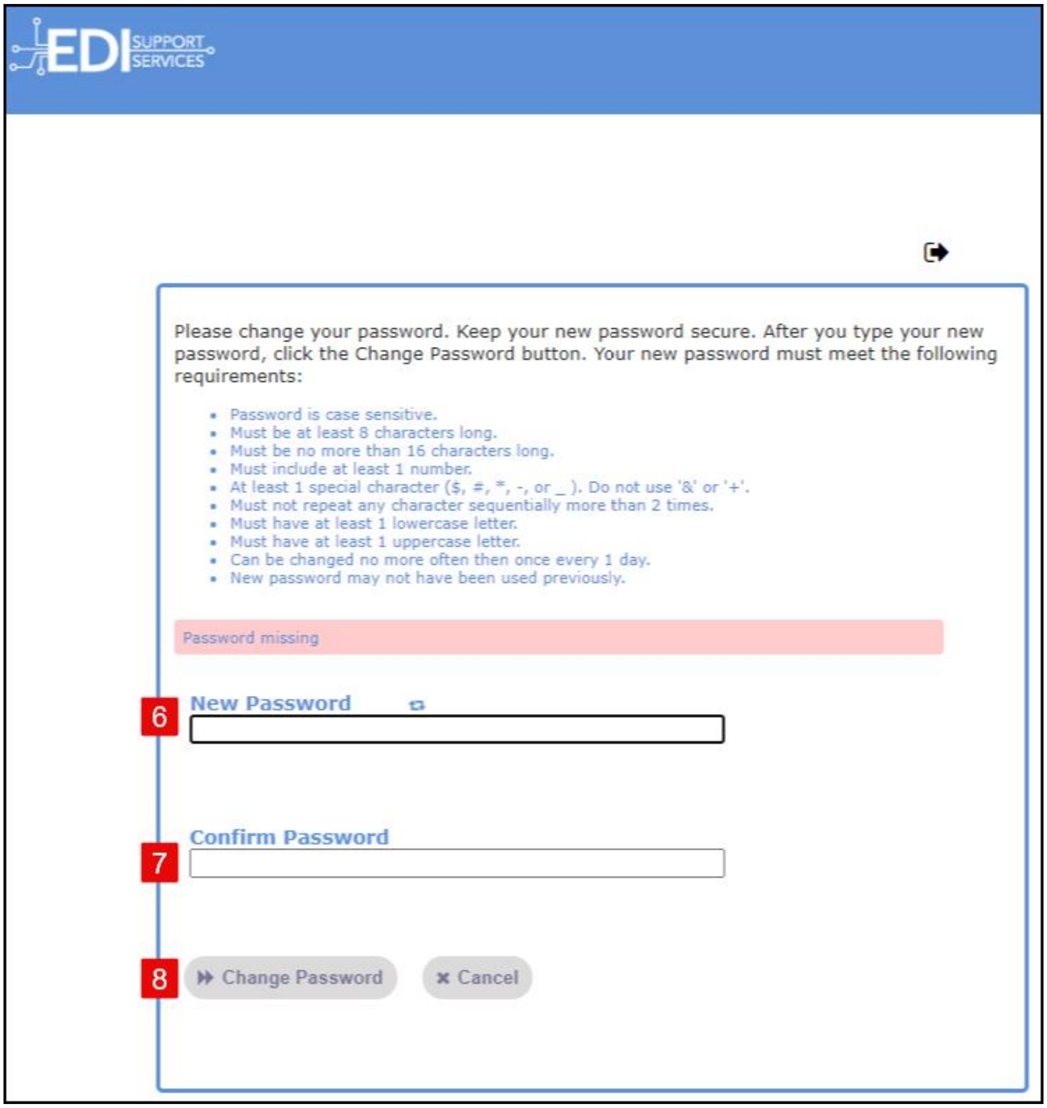


4. If the username was found, answer the security questions that had previously been setup.

5. Click **Check Answers**.

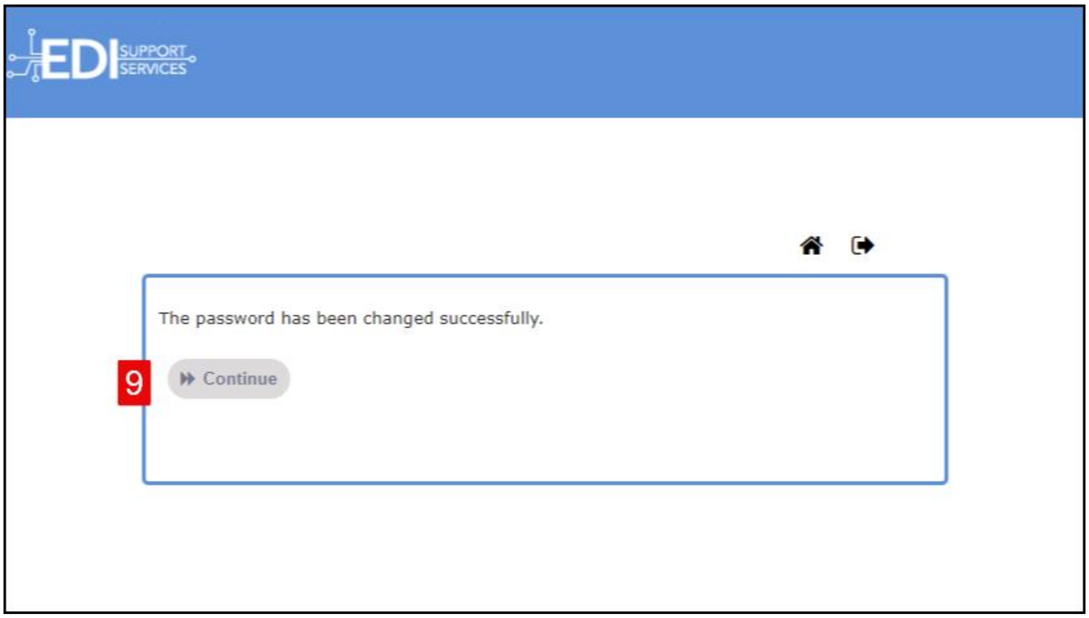


6. Enter a new password using the password criteria listed on the screen.
7. Confirm the new password.
8. Click **Change Password**.



Note: *If the password does not meet the required criteria, the following message will appear:*

9. If the password was successfully changed, click Continue to go to the Log In screen.



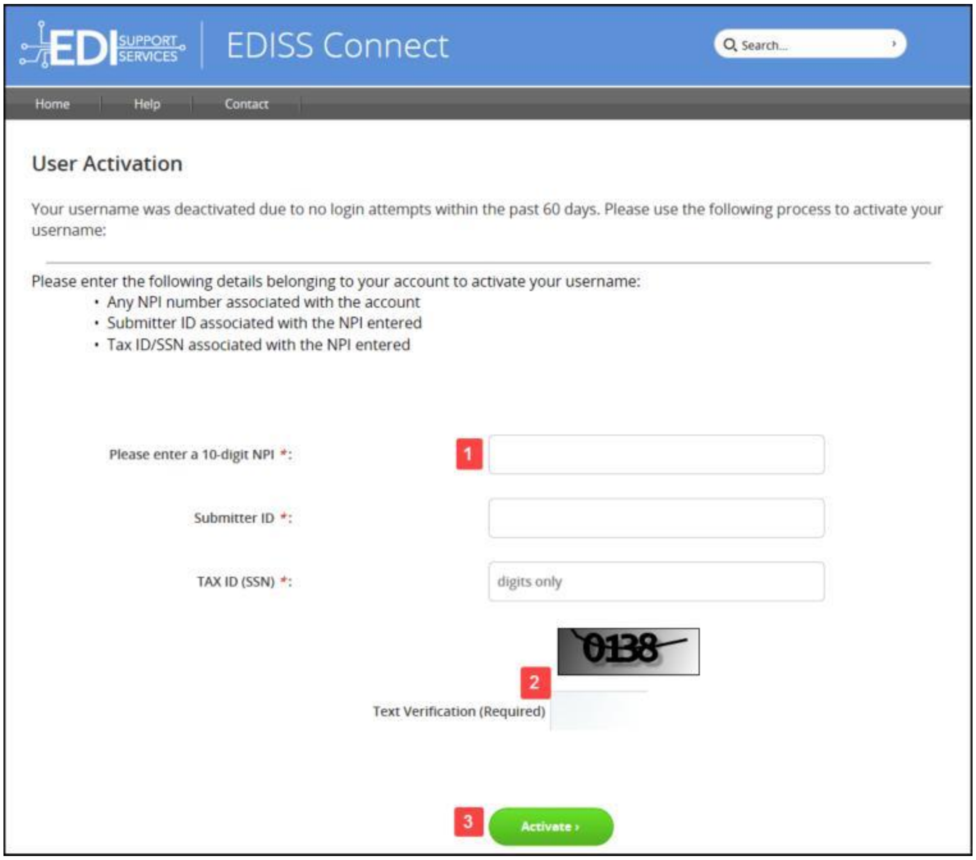
60-90 Days Since Last Login

If the last login was between 60-90 days, you can reactivate the current user by logging in and completing the User Reactivation screen.

1. Add the appropriate NPI, Submitter ID and Tax ID/SSN combination for the profile you are trying to access.

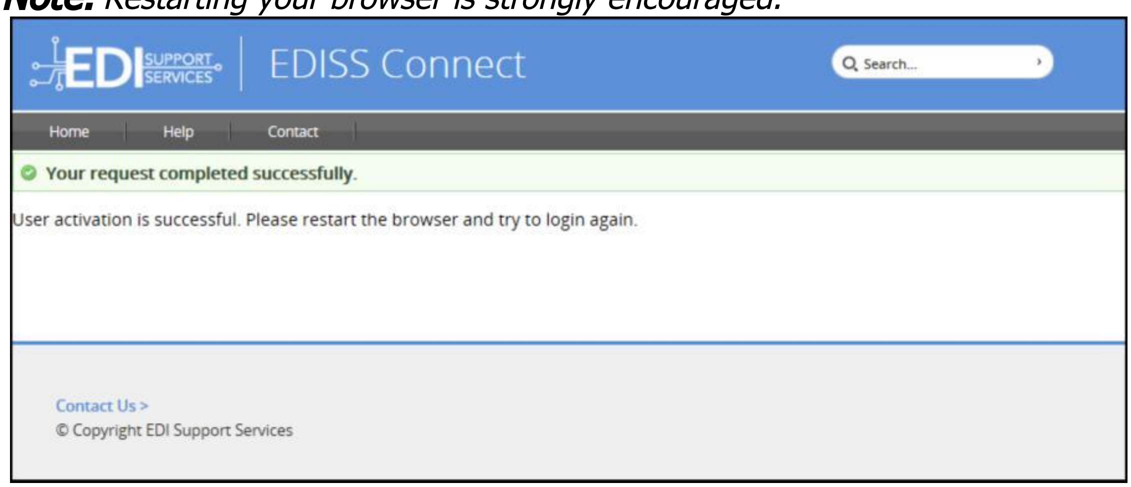
2. Complete the Text Verification by entering the characters from the image.

3. Click **Activate**.

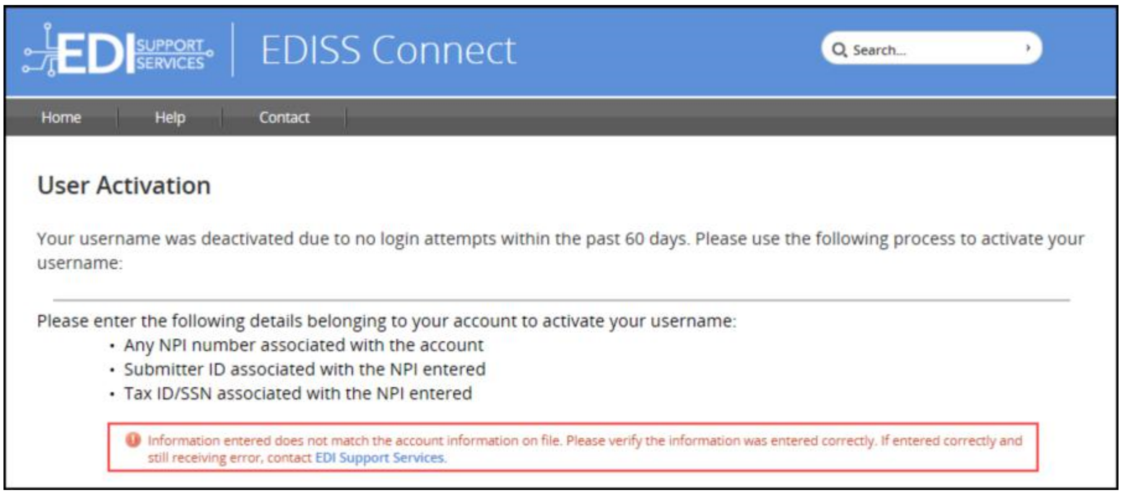


If the user was successfully reactivated, the following message will appear.

Note: *Restarting your browser is strongly encouraged.*

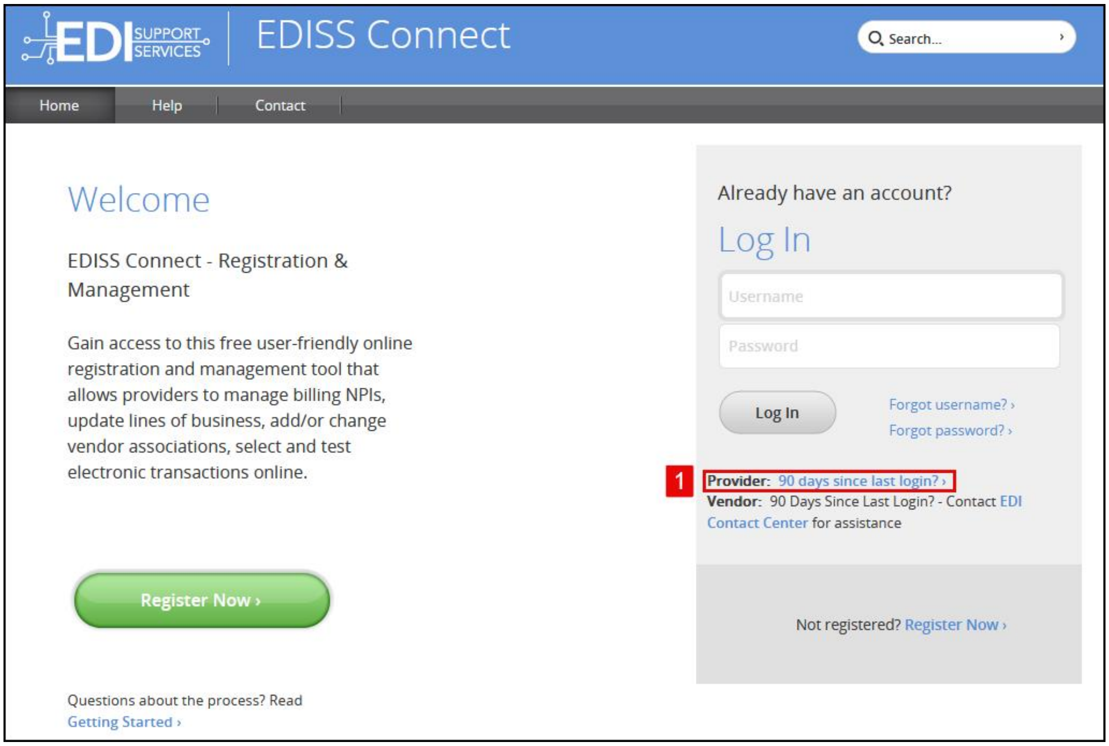


Note: *If the correct NPI, Submitter ID and Tax ID/SSN combination was not entered when attempting to reactivate an account, the following message will appear:*



90 Plus Days Since Last Login

1. If it has been 90 or more days from the last login, use **90 days since last login?** option to create a new user to the existing Connect account.



2. Add the appropriate NPI, Submitter ID and Tax ID/SSN combination for the profile you are trying to access.

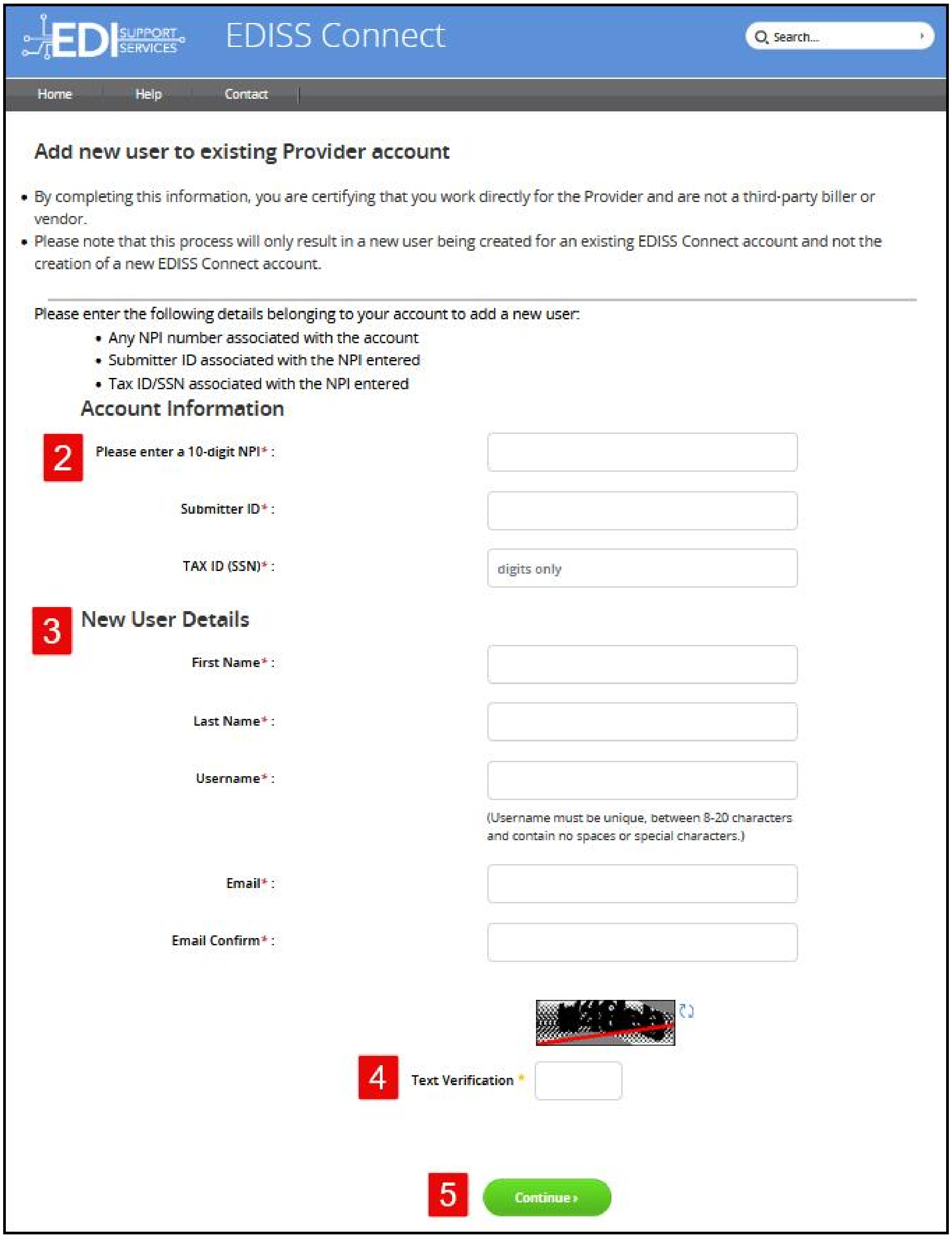
3. Enter new user details.

Note: *This would be a brand-new username you would like to use.*

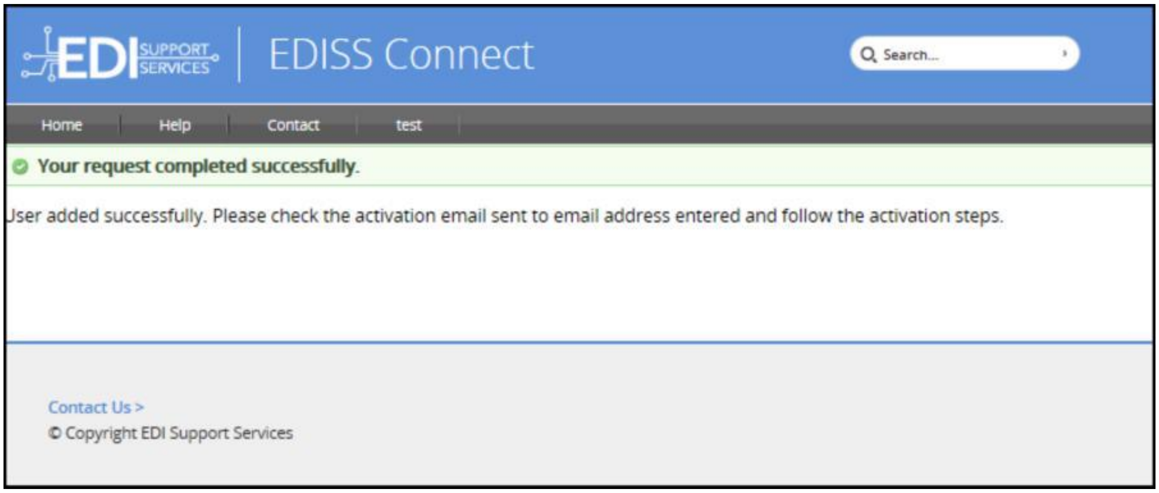
4. Complete the Text Verification by entering the characters from the image.

Note: *If you are unable to read the image, you can click on the blue arrows to the right of the box. This will generate another image that is readable.*

5. Click **Continue**.



The following message will appear if the new user was successfully added.



Note: *If the correct NPI, Submitter ID and Tax ID/SSN combination was not entered, the following message will appear:*

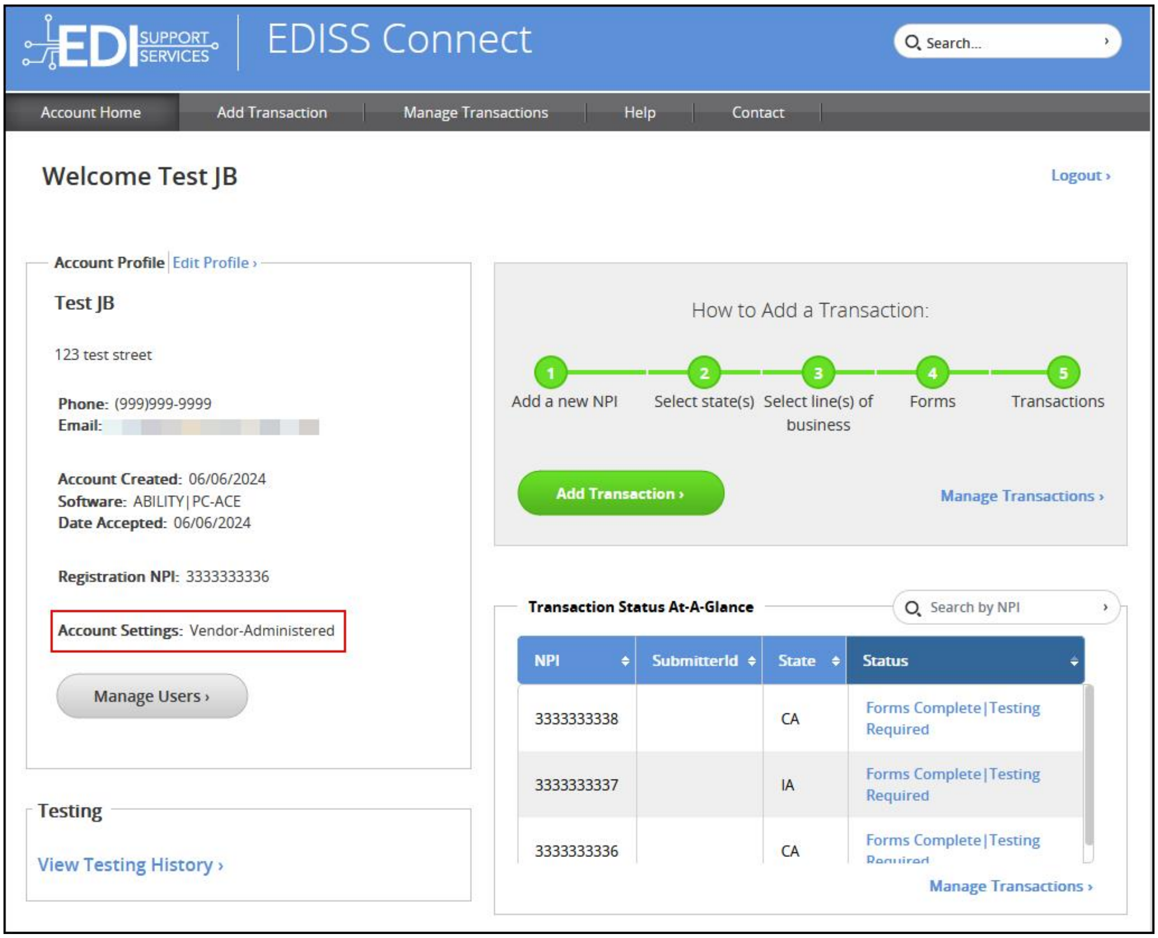
Updating an Existing Account

This section shows you how to navigate your way through updating any changes within your account once you are logged in.

Giving/Taking Control of Your Account – Can't Make Updates

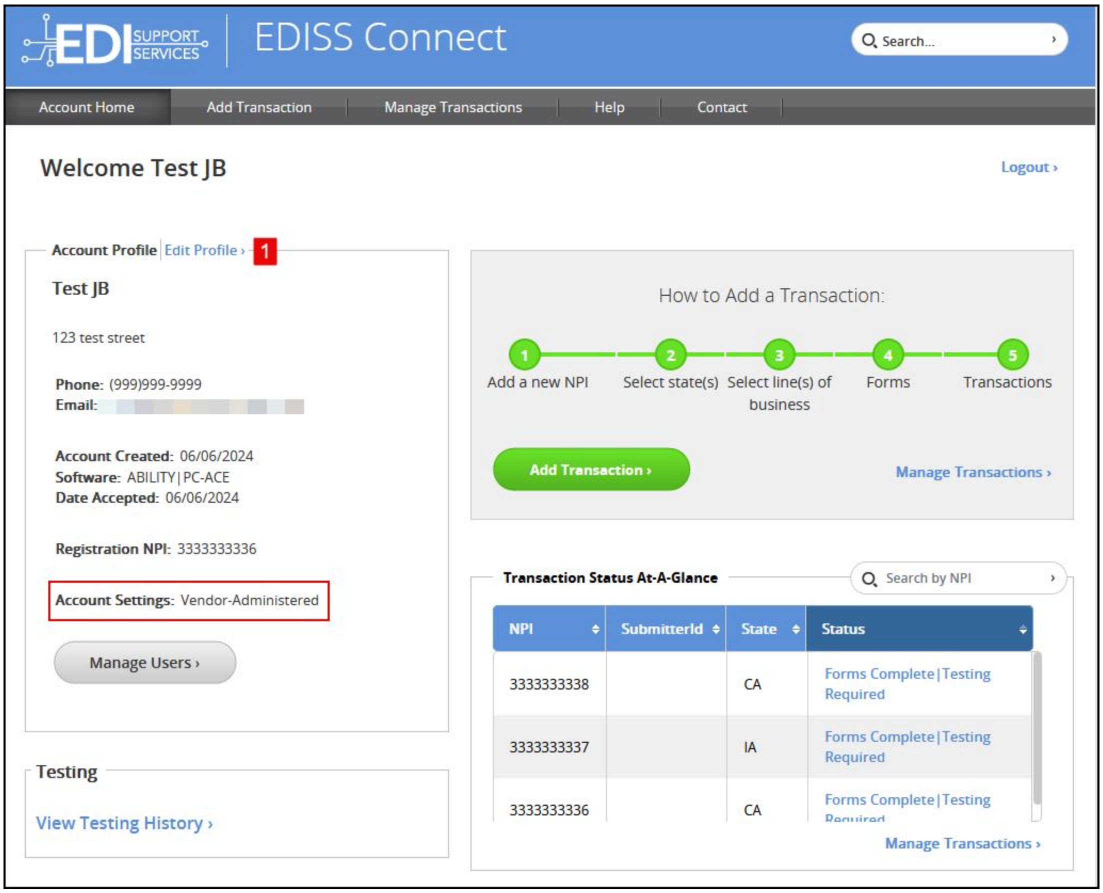
Your biller is asking you to make changes and you are unable to click on anything.

The first window displays the current view of your account. **Account settings** shows **Vendor-administered**.

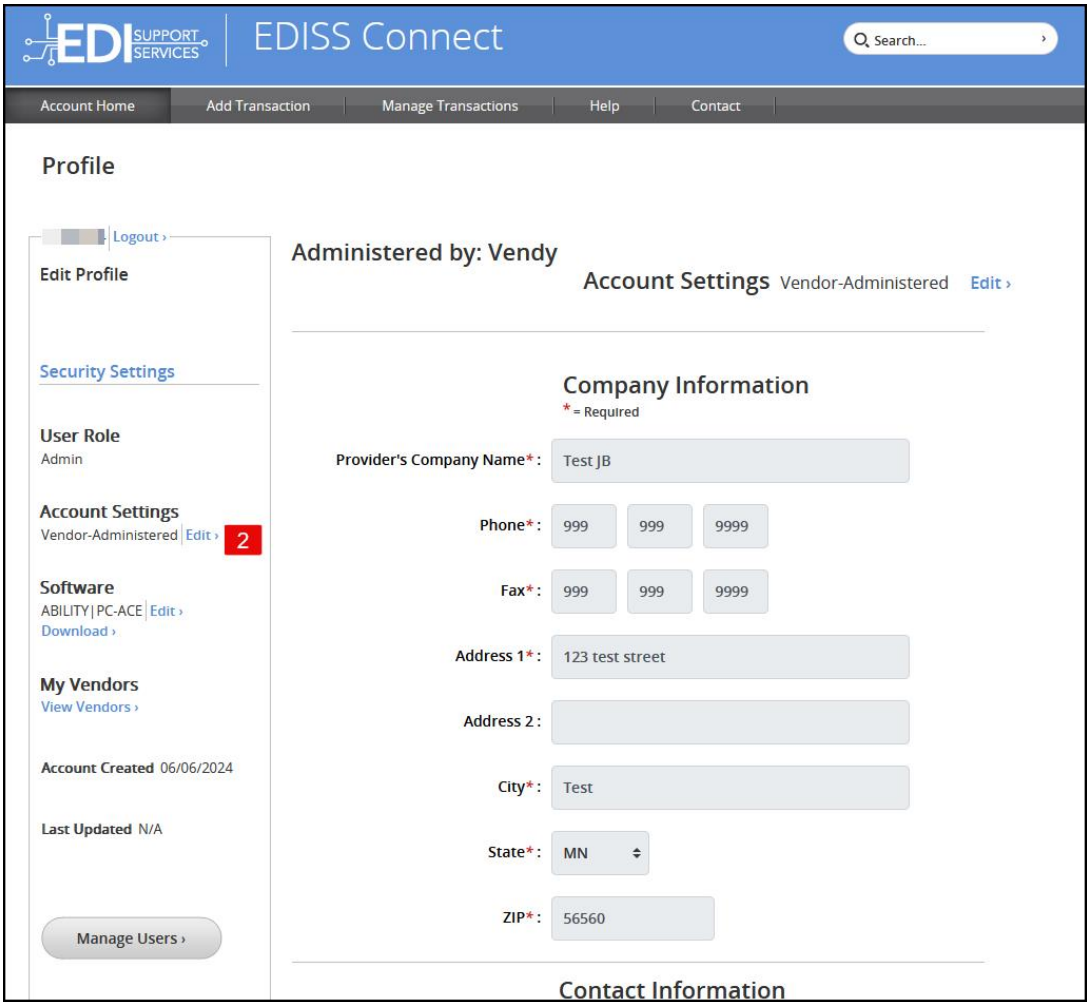


1. Click on **Edit Profile**.

EDISS Connect User Guide for Providers



2. Click on the blue **Edit** next to Vendor-Administered.

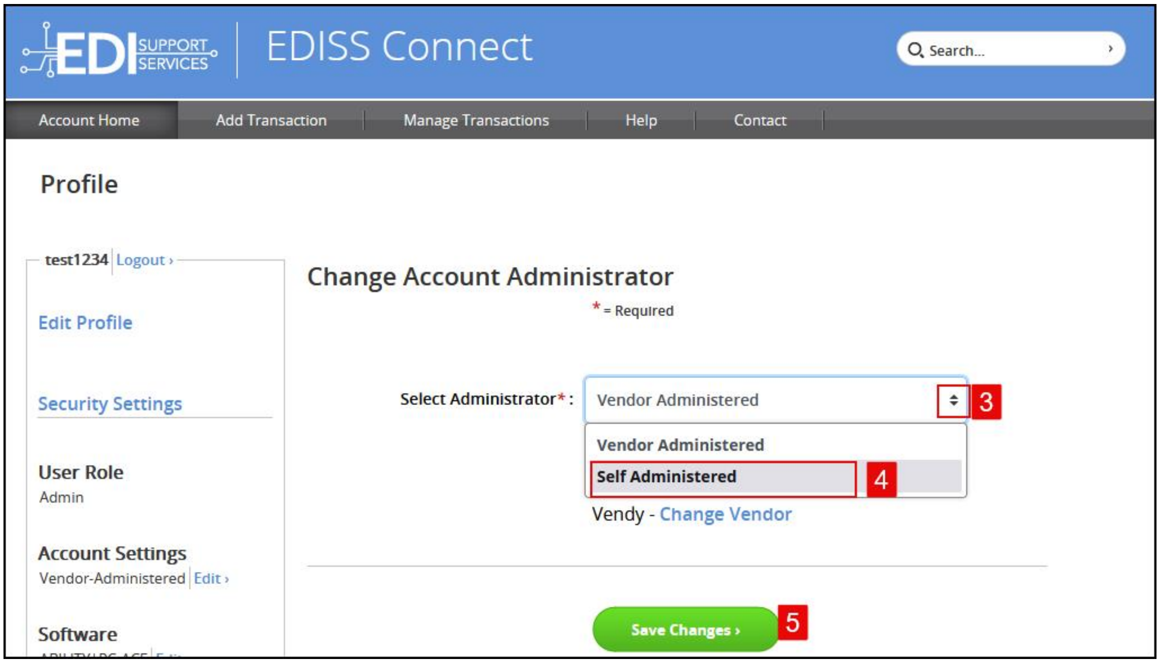


3. Click on the drop-down arrow.

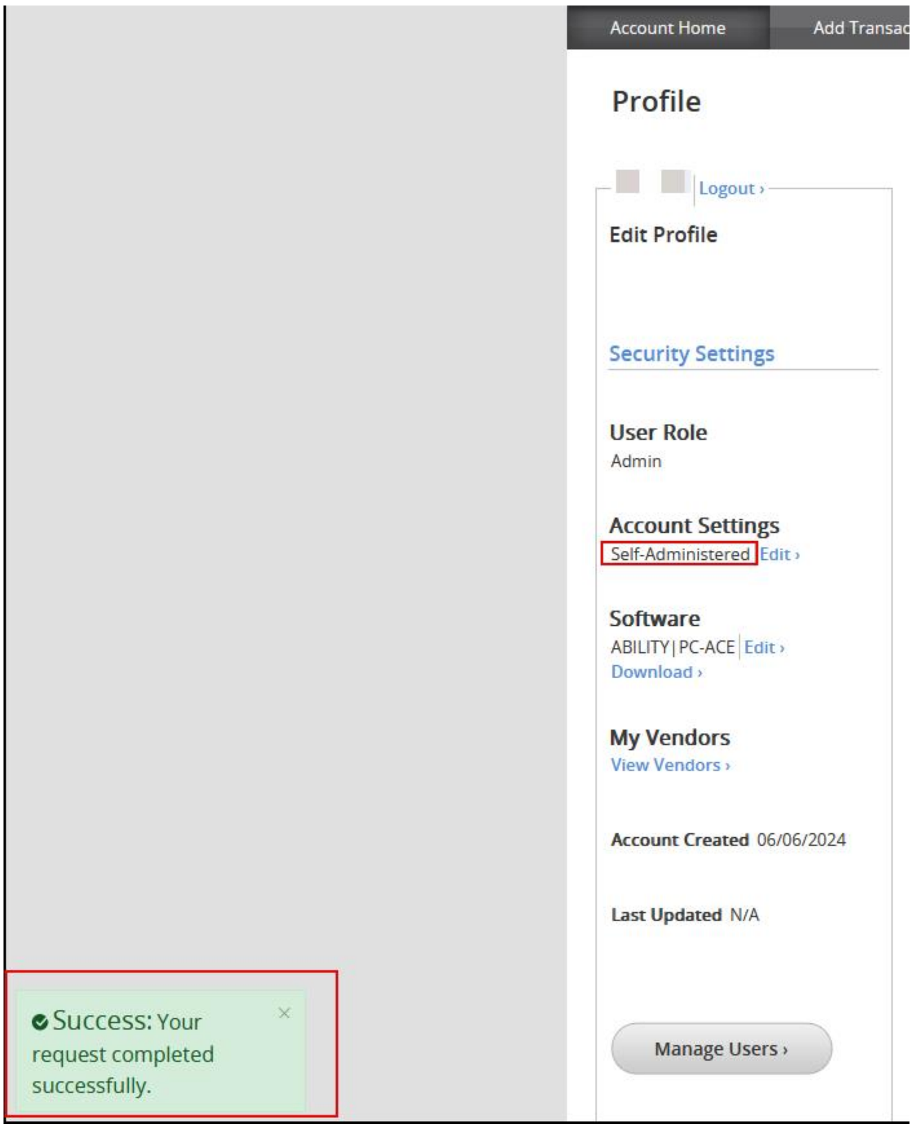
4. Select **Self-Administered**.

Note: *You can also, select to have the account be vendor administered by selecting Vendor Administered and then selected the vendor that you would like to administer the account for you. Only those vendors who have designated themselves as Vendor Administrators will appear in the list of options.*

5. Click on **Save Changes** to save.

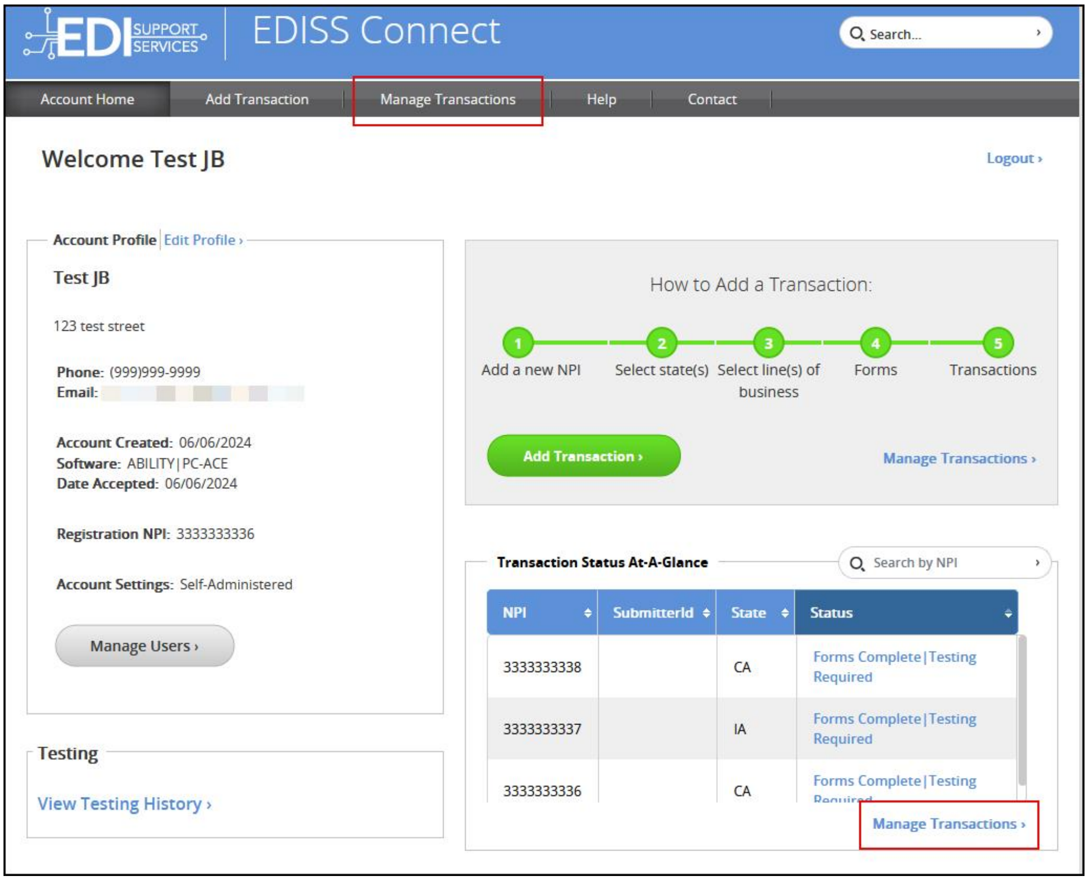


Note: *If the changes were successful, you will see a green box in the bottom left corner of your screen appear that says "Success: Your request completed successfully."*

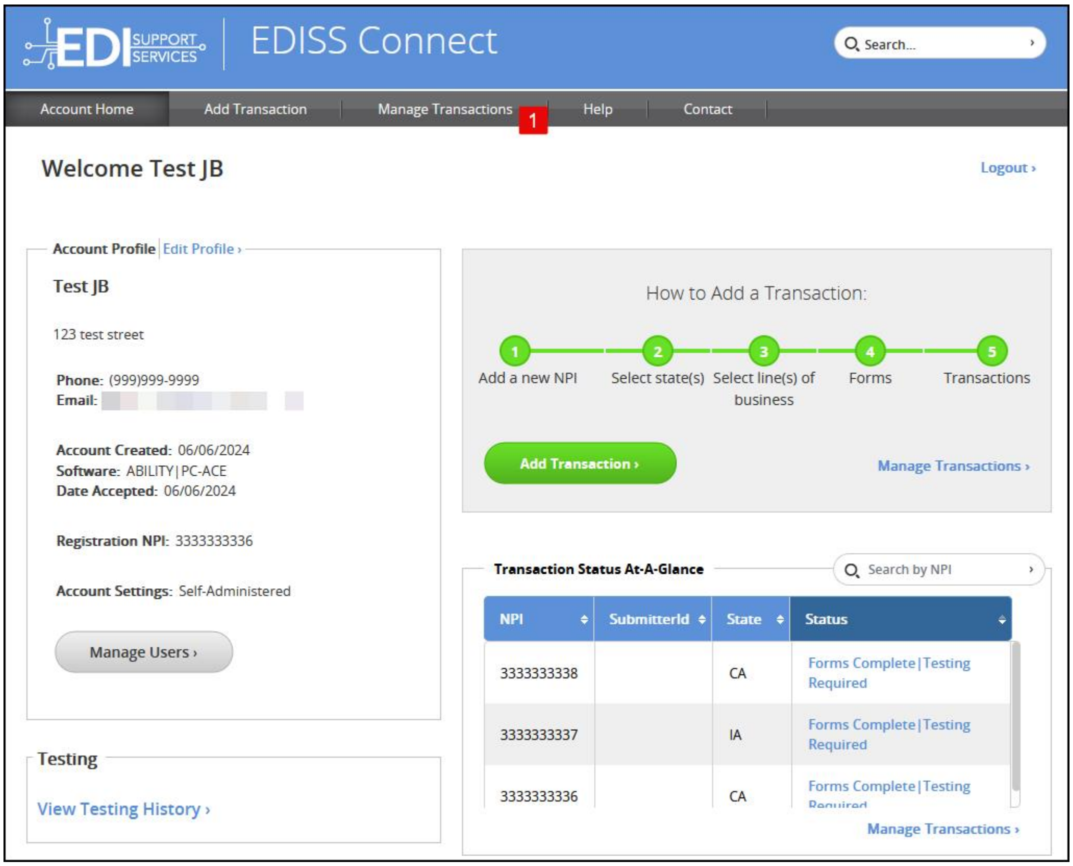


Changing Your Vendor

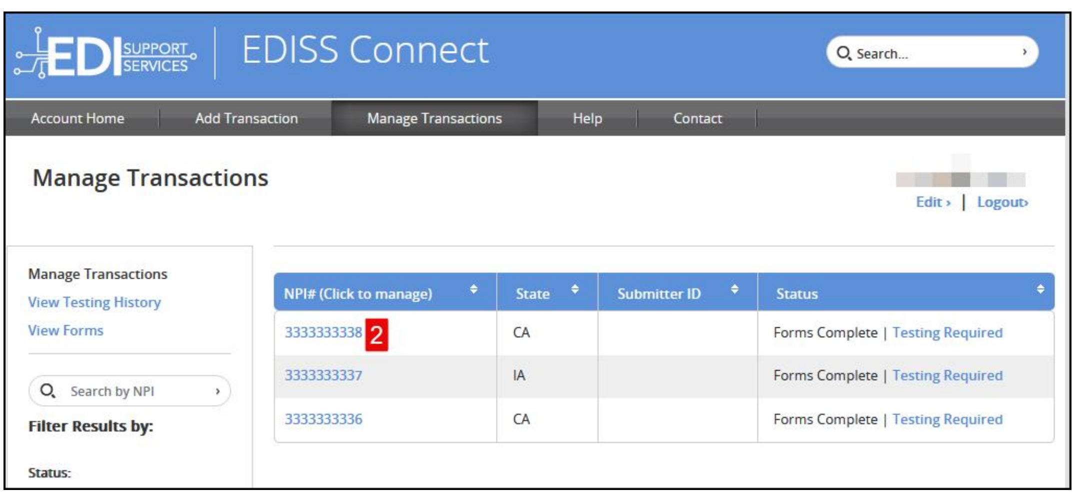
This can be done by clicking on Manage Transactions, either at the top or bottom of the page.



1. Click on **Manage Transactions**.



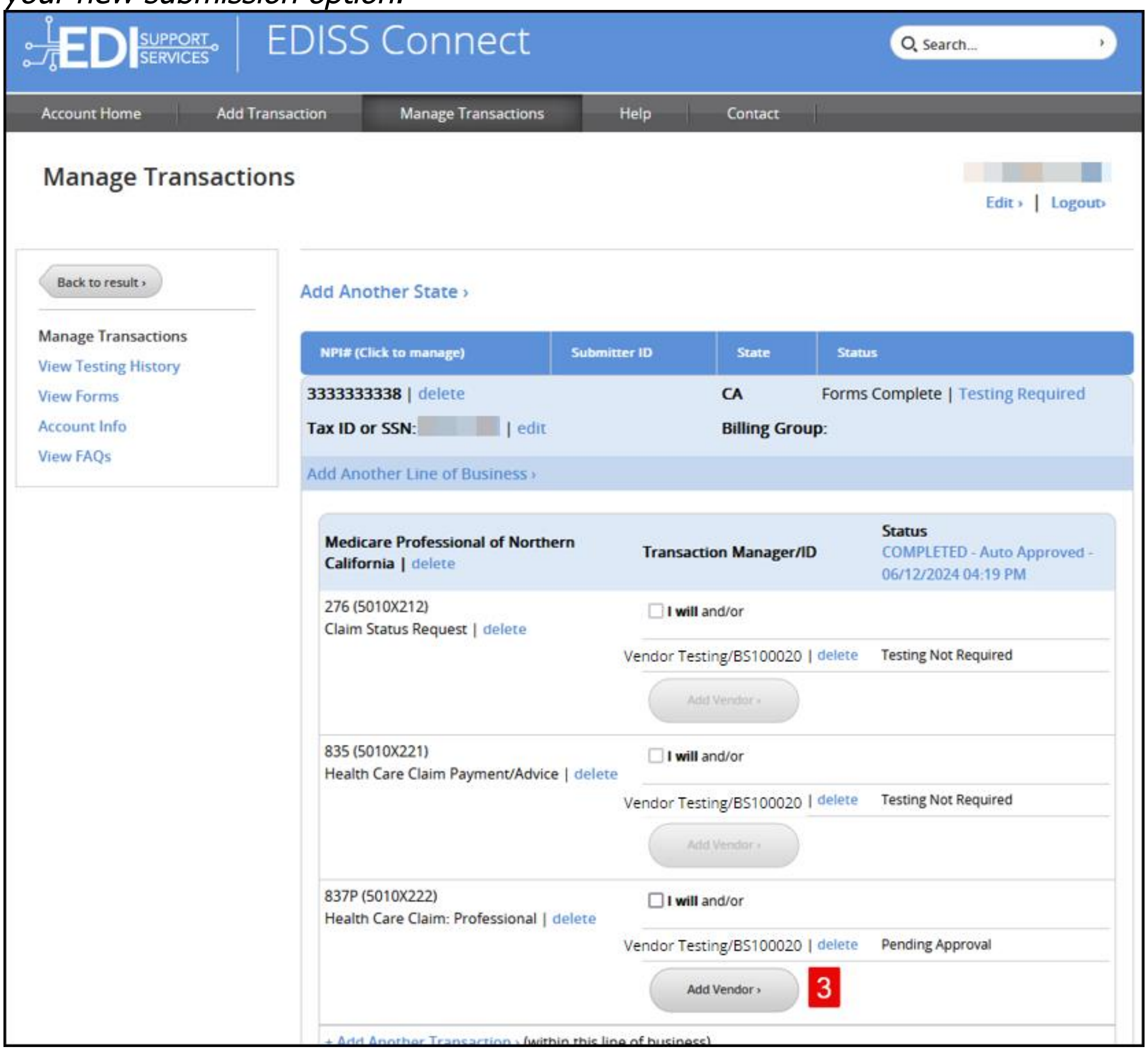
2. Click on the **NPI** you need to make changes to.



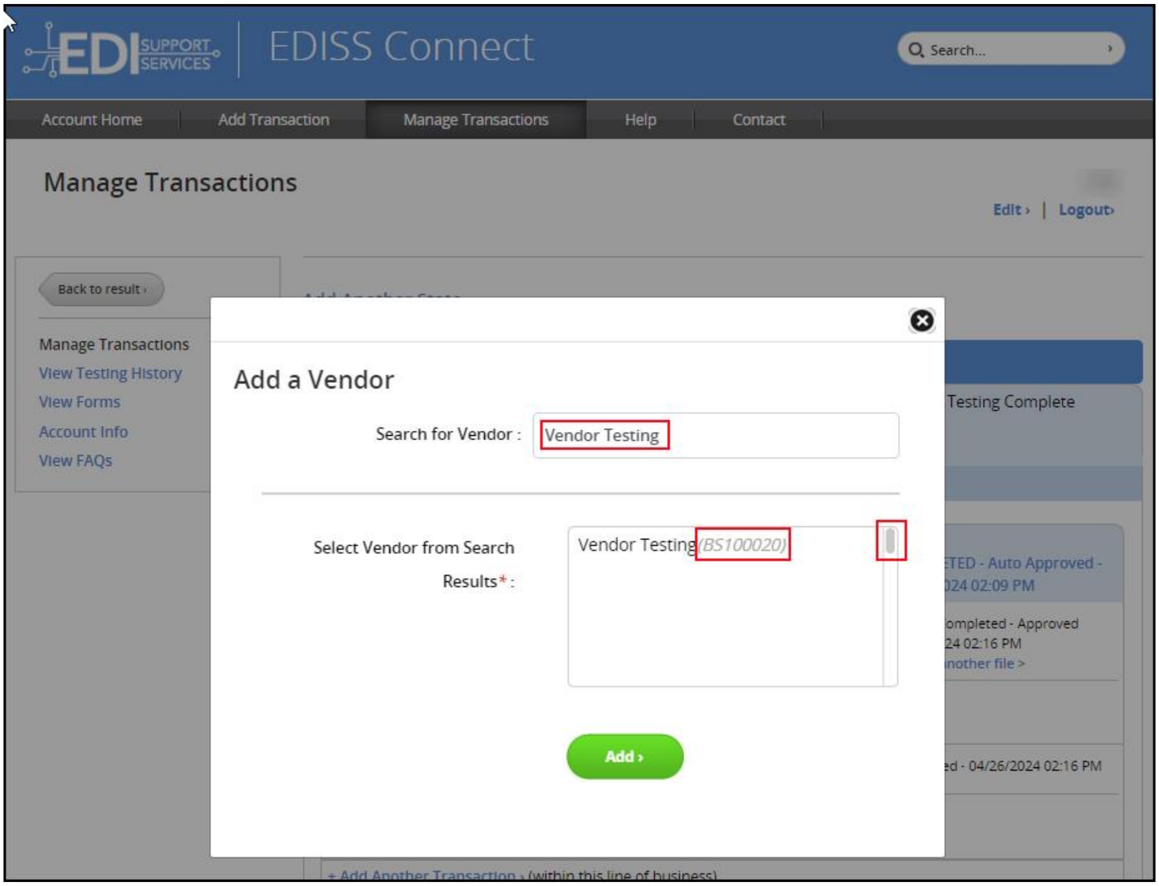
3. Click on **Add Vendor**.

Note: *If you are changing to a direct submitter that will be using a NSV or NMP to send their claims, the* ***I will and/or*** *box would be checked instead of clicking the* ***Add Vendor*** *button. Then you can skip down to step number 6.*

Note: *If unable to click the* ***Add Vendor*** *button or select* ***I will and/or****, it means you have already selected the maximum number of submission options. You must remove an existing submission option, before you can add your new submission option.*



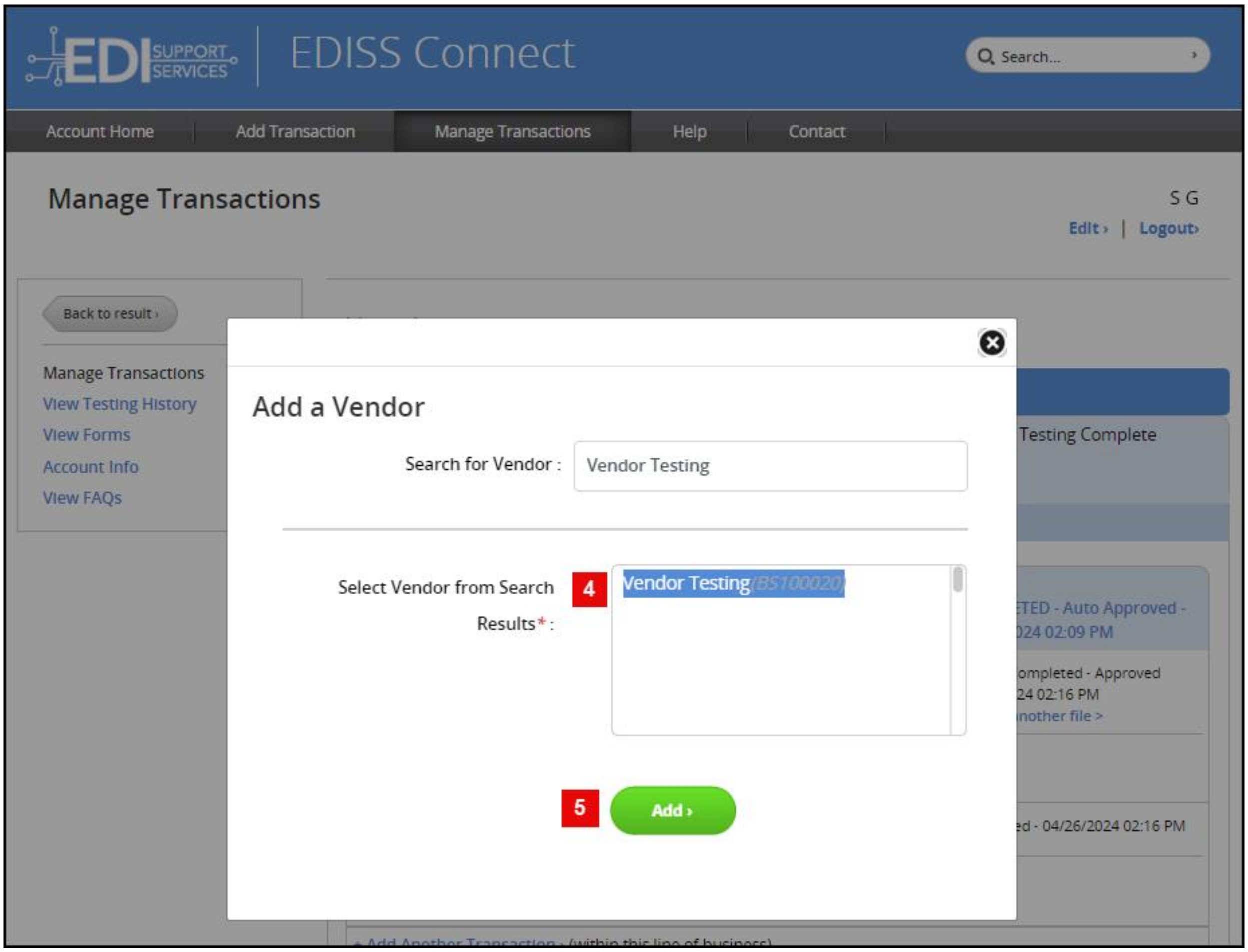
Note: *You can search by the Vendor Name, Vendor Trading Partner ID or by using the scroll bar.*



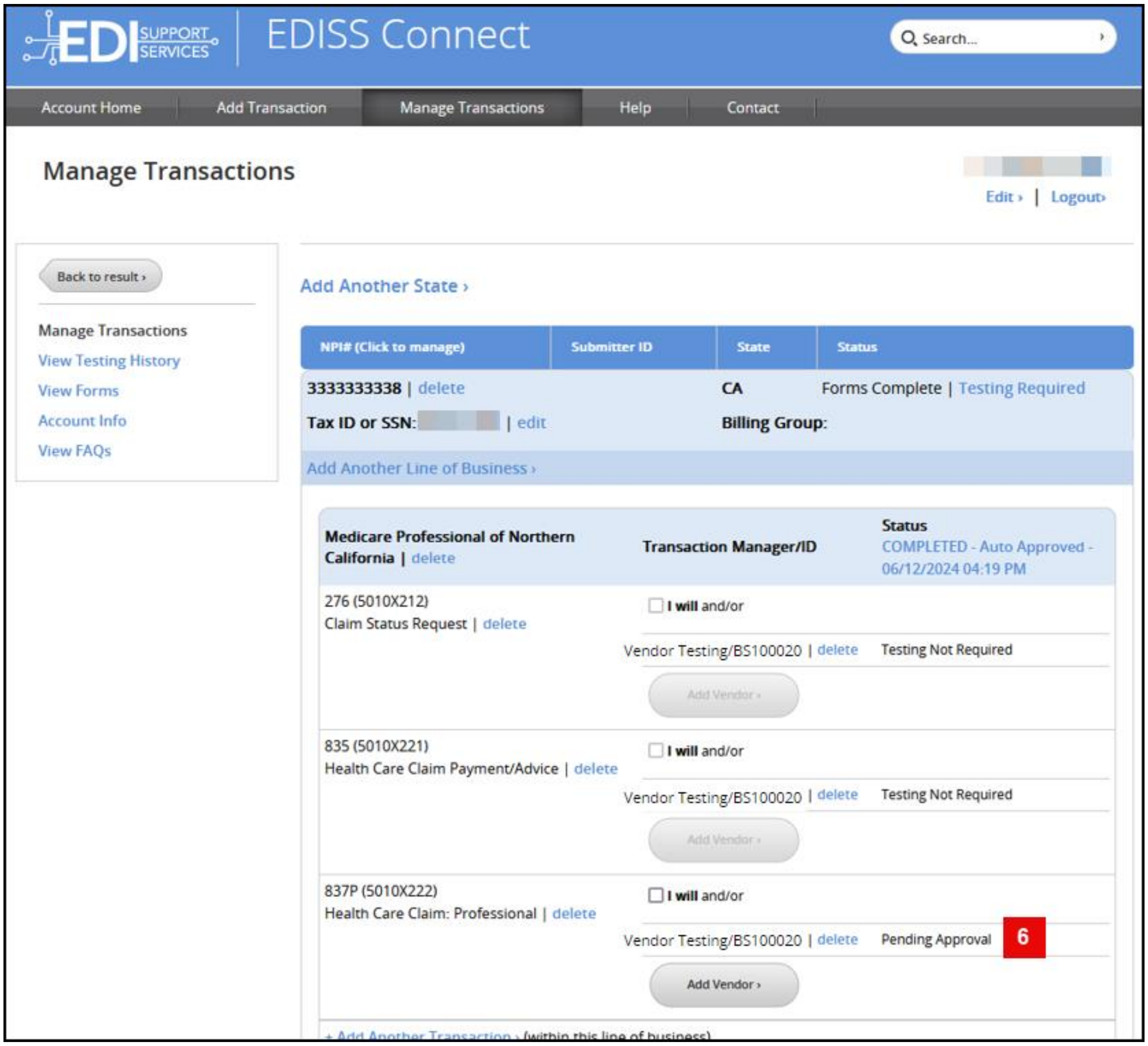
Note: *If there is more than one Vendor Name and/or Vendor Trading Partner ID listed, you will need to work with the Vendor you are using to verify you have the correct option selected. This helps to avoid delays in your setup and claim rejections due to not being associated with the Vendor.*

4. Click on the Vendor in the results box to highlight it.

5. Then click on **Add**.



6. This brings you back to your profile and will display either "**Pending Approval**" or "**Testing Required**".

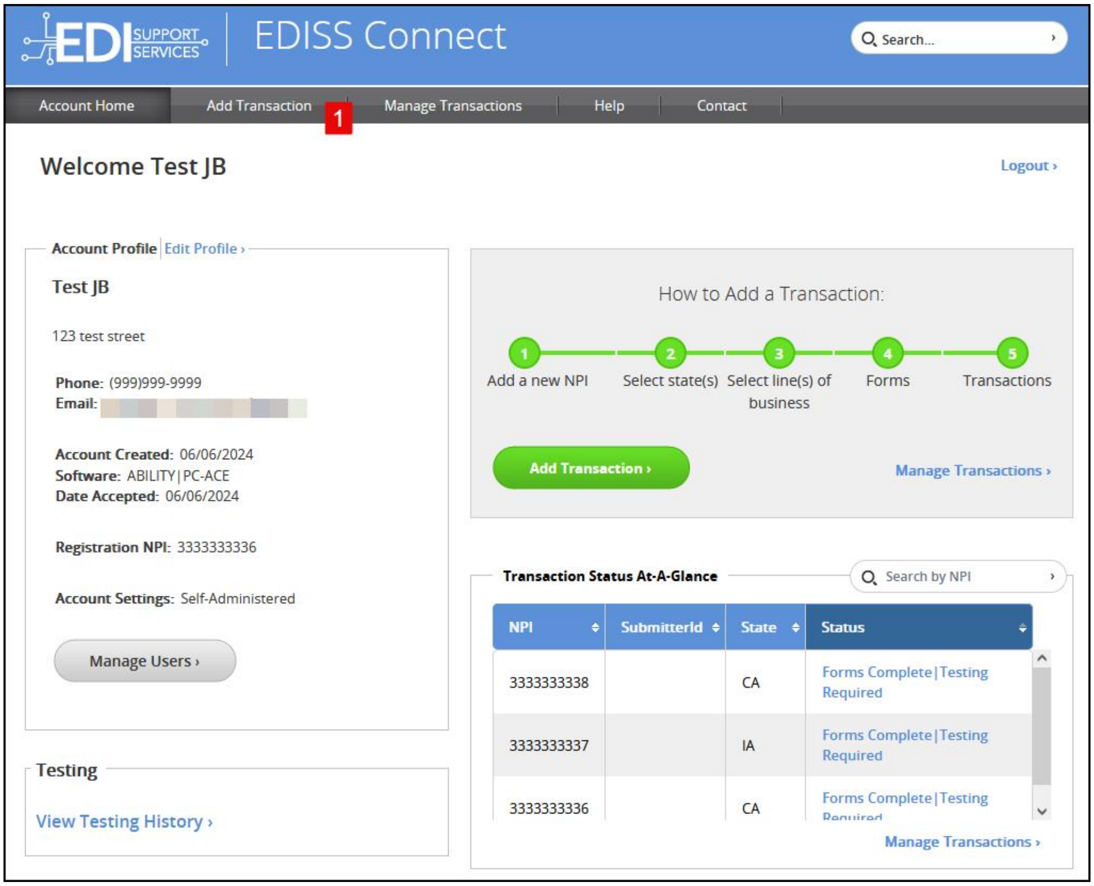


Note: *Pending Approval means waiting 7-10 business days for completion. Testing Required means that the Vendor you have selected needs to send a test file on your behalf. You will need to work with your Vendor at this point to complete the testing.*

Note: *The contact listed on the profile will receive an email for each transaction, once approved.*

Adding an Additional NPI

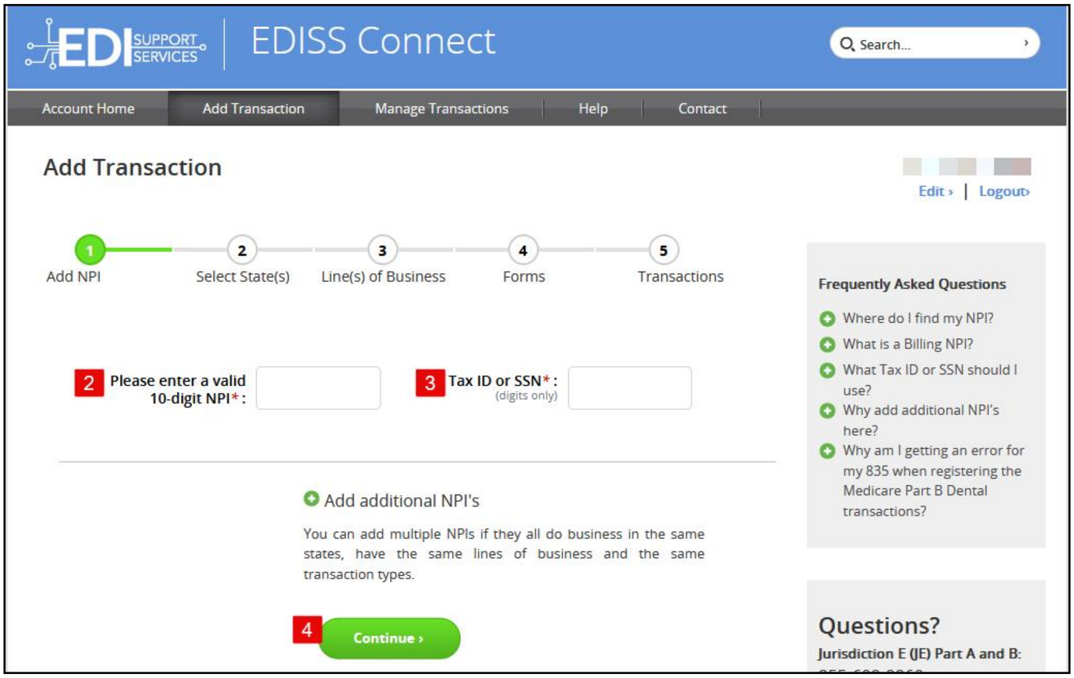
1. Click on **Add Transaction** at the top of the page.



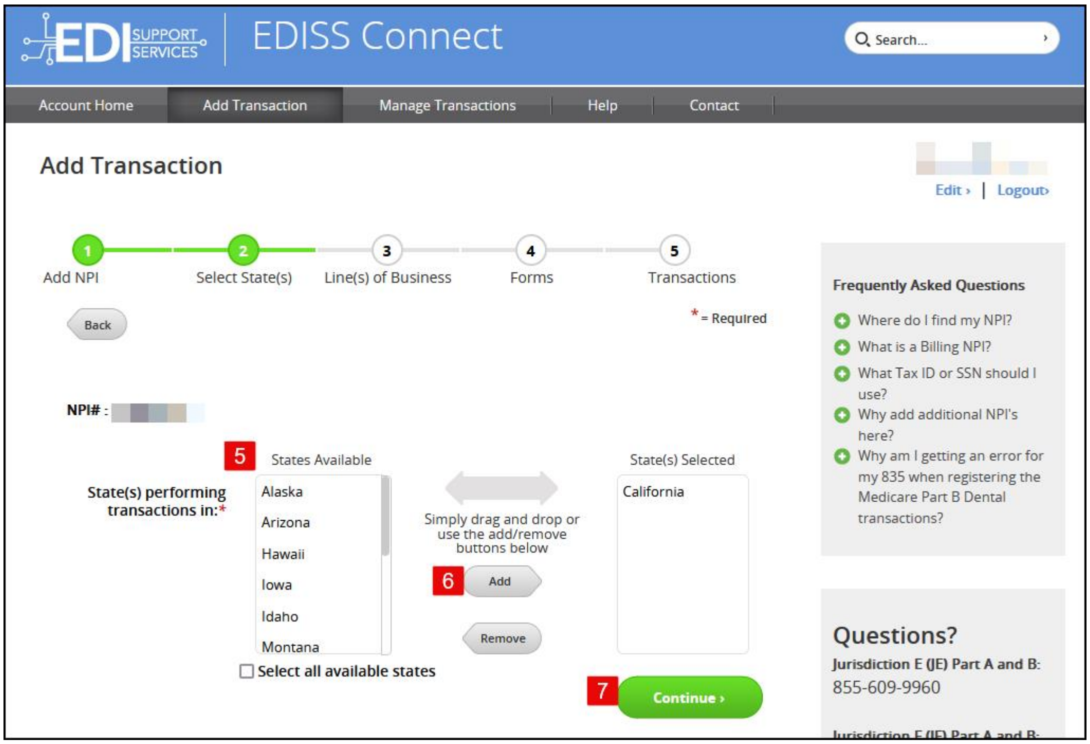
2. Enter a valid 10 digit NPI.

3. Enter Tax ID, EIN or SSN. (No dashed are necessary).

4. Click **Continue**.



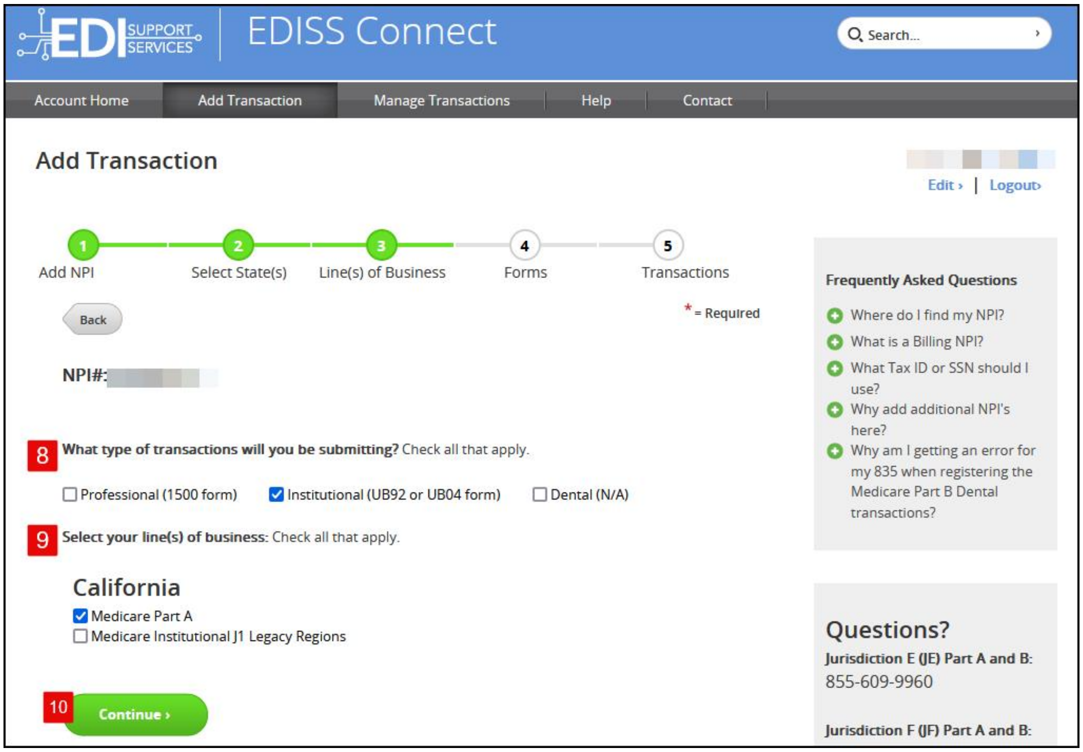
5. Select the state you do business in.
6. Click **Add**.
7. Click **Continue**.



8. Check only the Lines of Business (Professional, Institutional and/or Dental) that apply.

9. Check the state specific Lines of Business that apply to your NPI(s).

10. When all lines of business have been selected, click **Continue**.

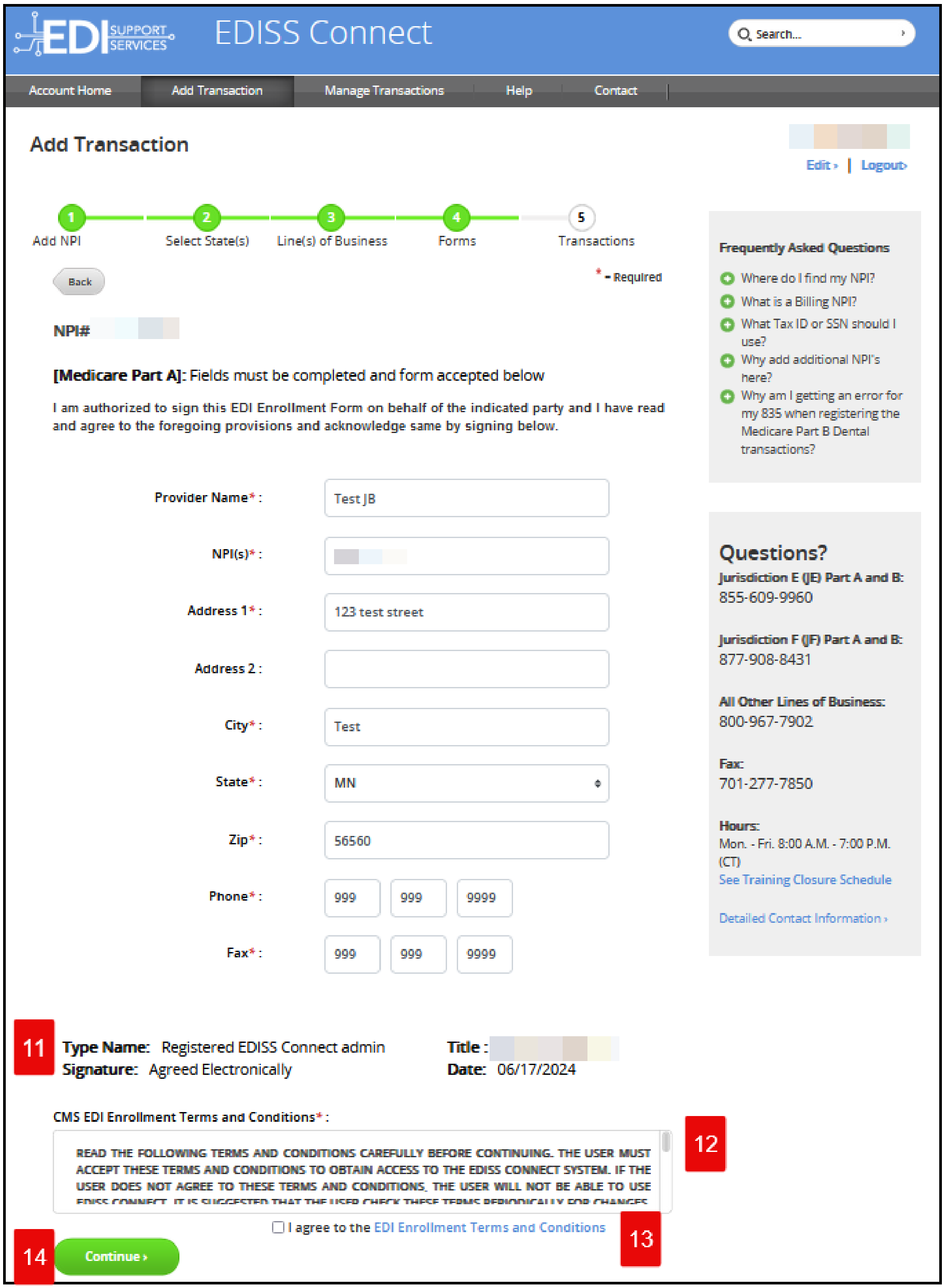


11. The EDI Enrollment form will be agreed to electronically.

12. To view the EDI Enrollment form, click the **EDI Enrollment Terms and Conditions** link.

13. To accept the EDI Enrollment form, check the I agree to the EDI Terms and Conditions box.

14. Click **Continue**.


EDI SUPPORT SERVICES
EDISS Connect
Search...
Account Home
Add Transaction
Manage Transactions
Help
Contact
Add Transaction
Edit ›
Logout›
1 Add NPI
2 Select State(s)
3 Line(s) of Business
4 Forms
5 Transactions
Back
* - Required
NPI#
[Medicare Part A]: Fields must be completed and form accepted below
I am authorized to sign this EDI Enrollment Form on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge same by signing below.
Provider Name* : Test JB
NPI(s)* :
Address 1* : 123 test street
Address 2 :
City* : Test
State* : MN
Zip* : 56560
Phone* : 999 999 9999
Fax* : 999 999 9999
11
Type Name: Registered EDISS Connect admin
Signature: Agreed Electronically
Title :
Date: 06/17/2024
CMS EDI Enrollment Terms and Conditions* :
READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER MUST ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE USER DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE
12
I agree to the EDI Enrollment Terms and Conditions
13
14
Continue ›
Frequently Asked Questions
Where do I find my NPI?
What is a Billing NPI?
What Tax ID or SSN should I use?
Why add additional NPI's here?
Why am I getting an error for my 835 when registering the Medicare Part B Dental transactions?
Questions?
Jurisdiction E (JE) Part A and B:
855-609-9960
Jurisdiction F (JF) Part A and B:
877-908-8431
All Other Lines of Business:
800-967-7902
Fax:
701-277-7850
Hours:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
See Training Closure Schedule
Detailed Contact Information ›

15. Click on the small box under Enroll to add a check mark to the specific transaction type that will be registered with EDISS.

16. You will also need to check who will perform the transaction. **I will and/or** will be indicated if you will be submitting/receiving directly using a Network Service Vendor (NSV) or the Noridian Medicare Portal (NMP).

Note: *You do **not** need to check both the I will and Add Vendor options, if you are only planning to use a Vendor.*

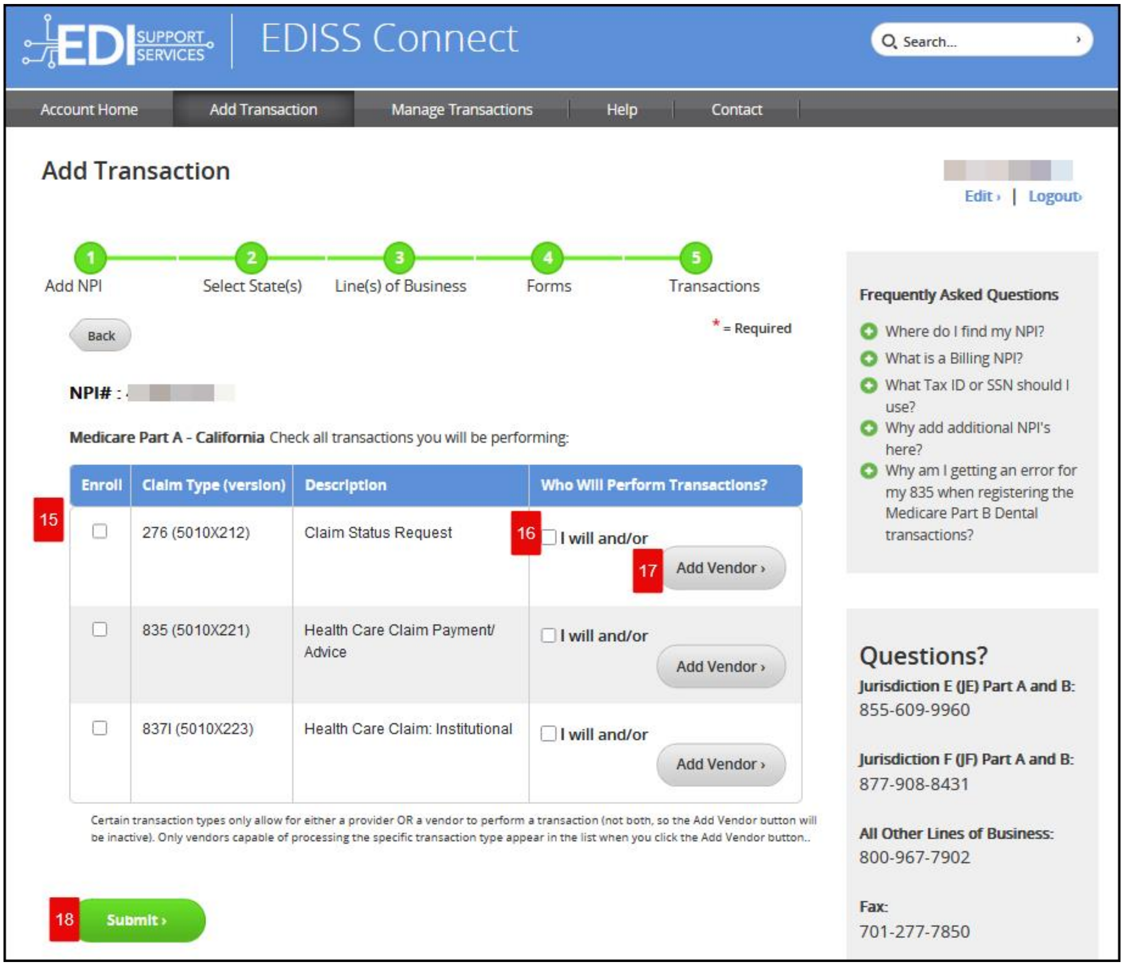
Note: *If using NMP, paper claims will need to be submitted prior to registering for NMP access, as a check number and amount are required for NMP registration.*

17. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send/receive the electronic data. A window will appear allowing you to search by name or Vendor Trading Partner ID. Once the correct vendor appears in the window, click on the name to highlight the vendor and click **Add**.

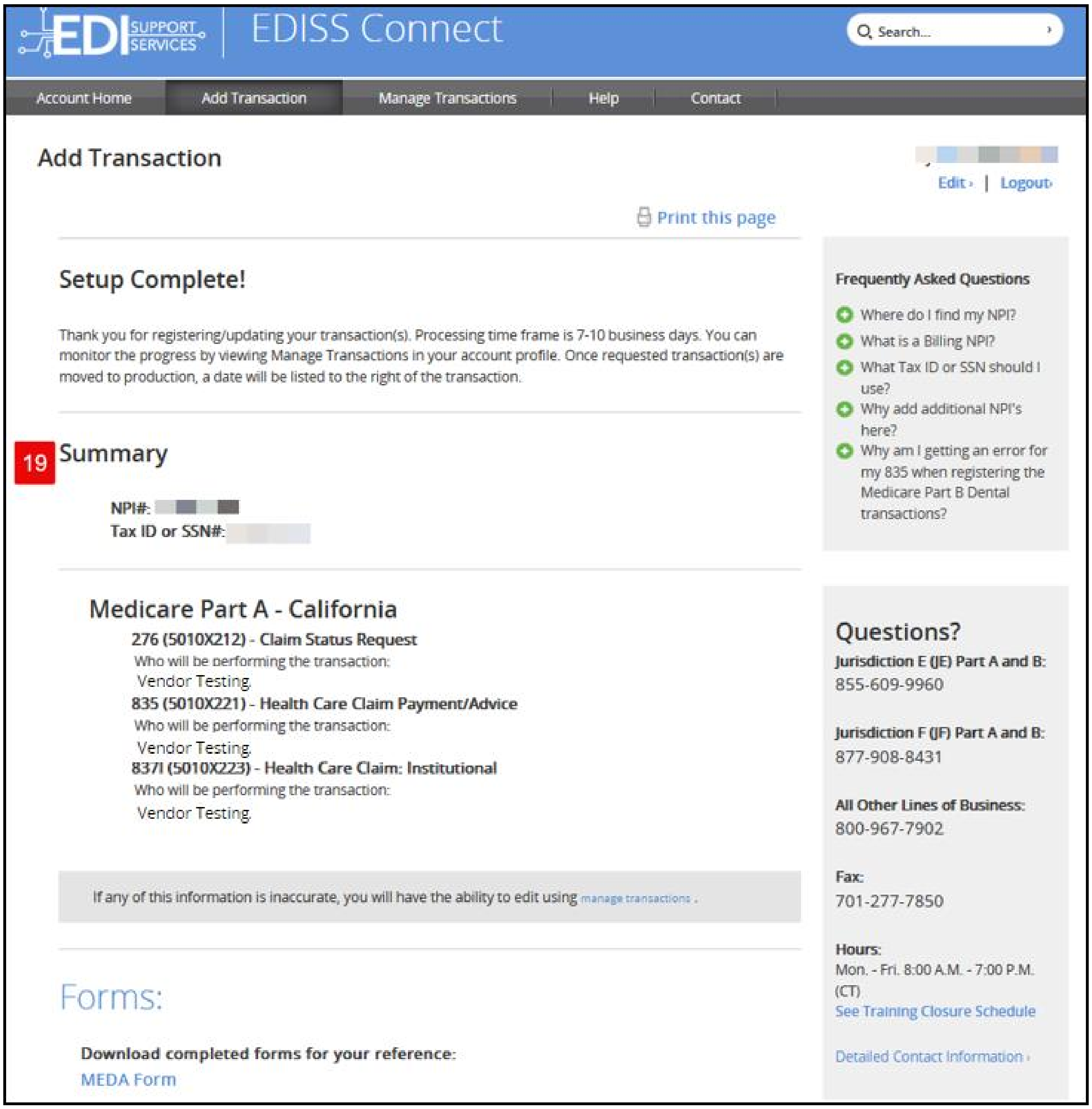
Note: *Only vendors that perform that type of transaction for that state and line of business will display in the list.*

Note: *It is recommended that you work with the vendor you plan to use, to obtain the correct Vendor Trading Partner ID to avoid any further delays in registration.*

18. Once all transactions are added, click **Submit** at the bottom of the page to finish adding the transaction(s).

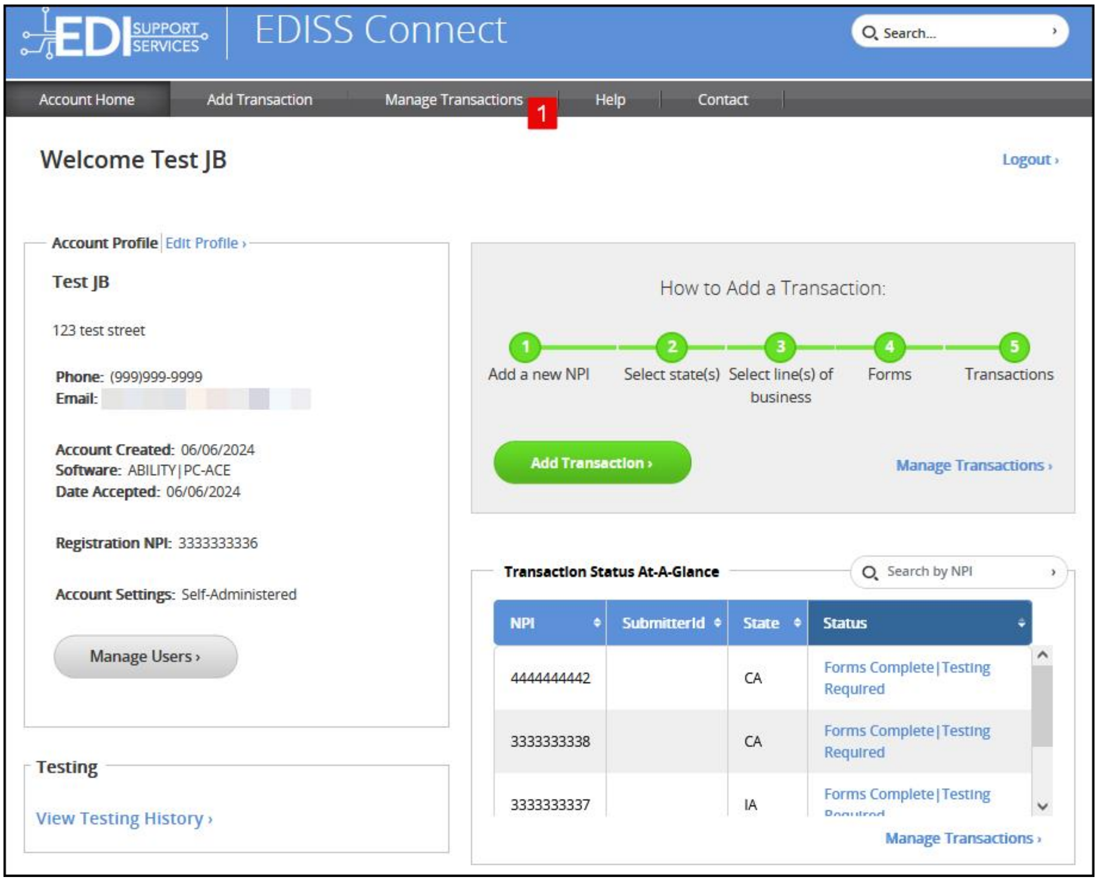


19. This will take you to a summary page of the transactions that have been added. You can print this page for your records.

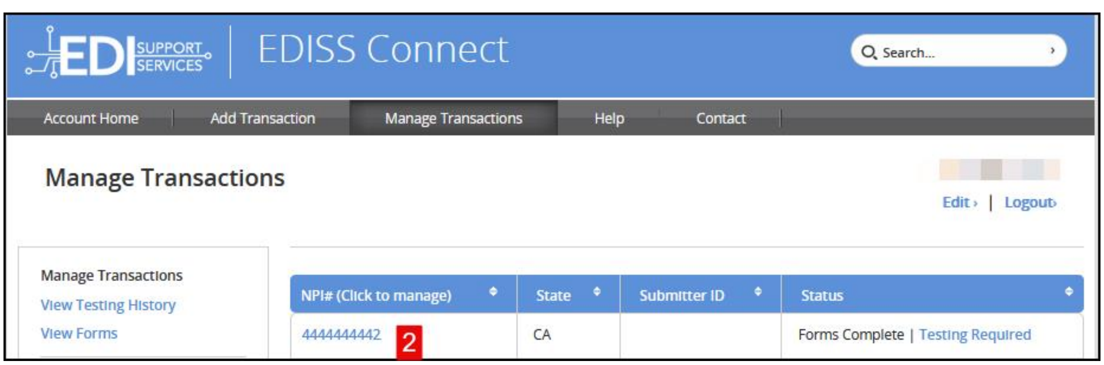


Adding a New State

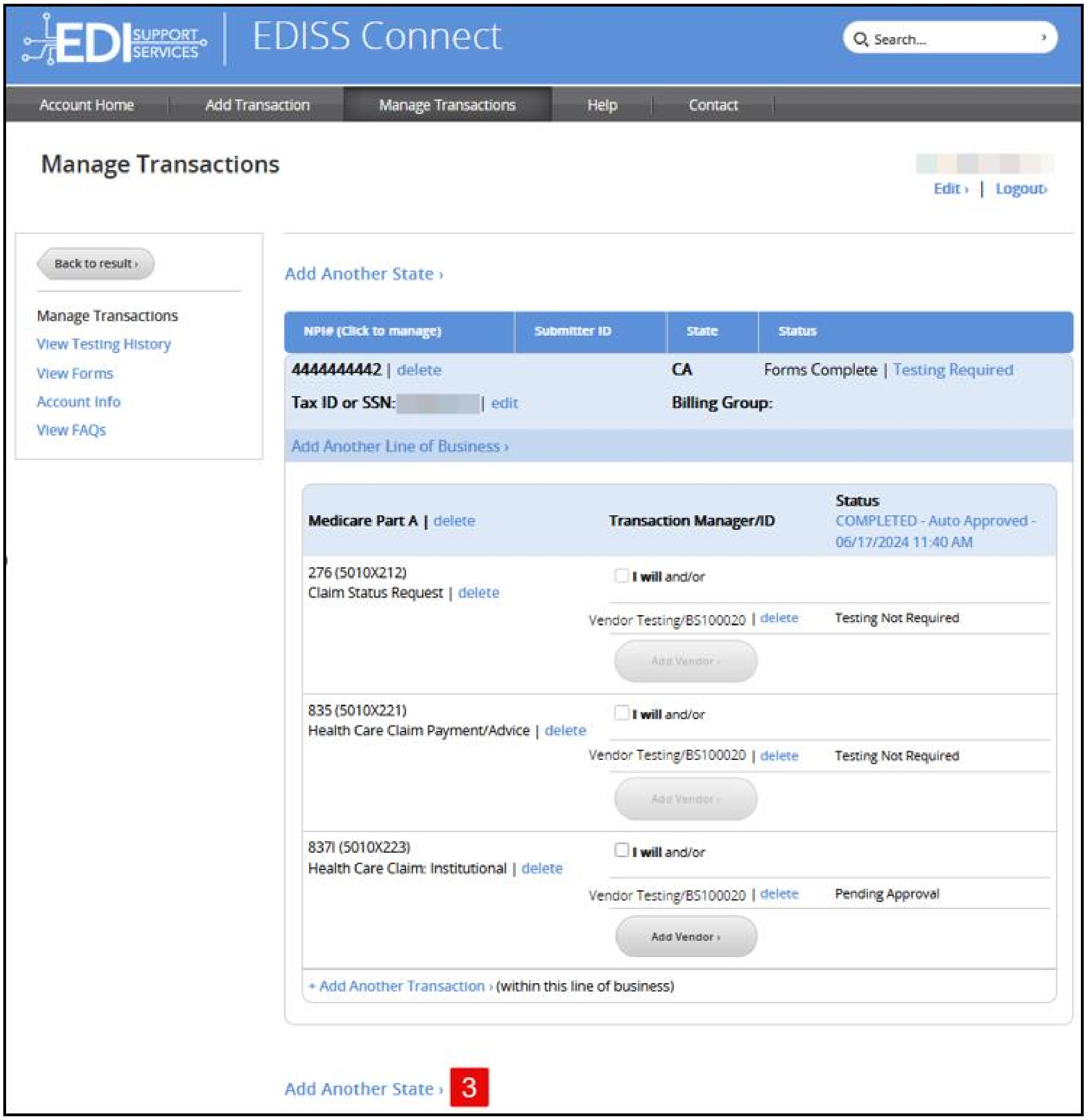
1. Click on **Manage Transactions**.



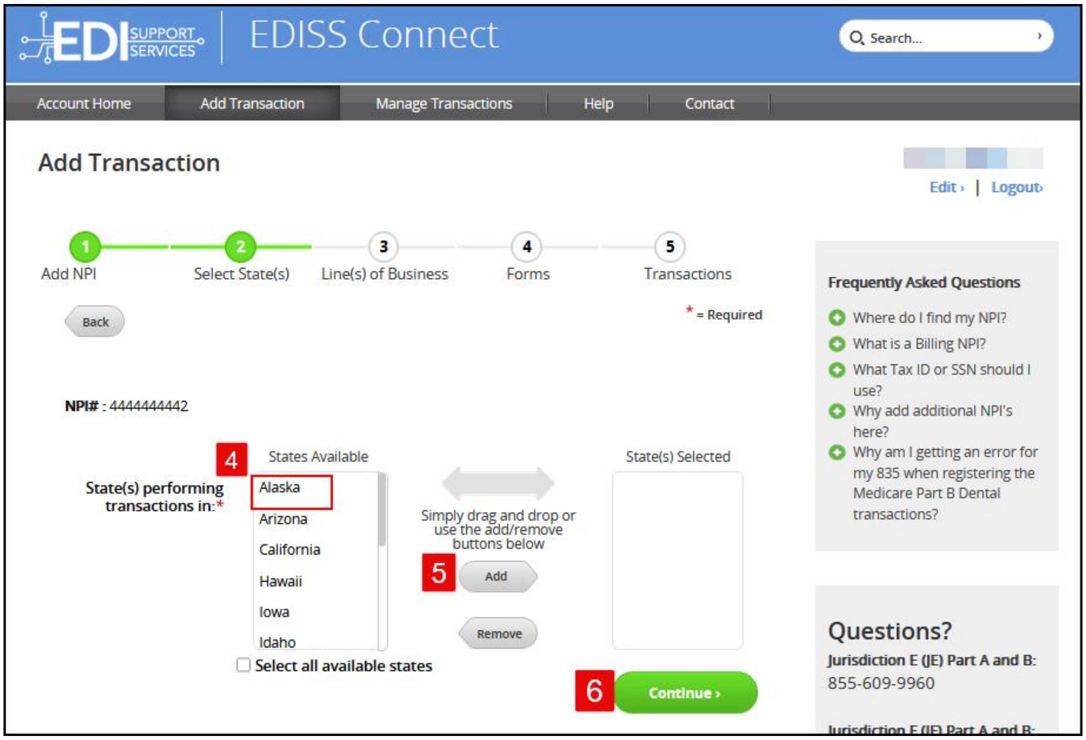
2. Click on the **NPI** that you need to add another state to.



3. Click on **Add Another State** on the bottom of the page.



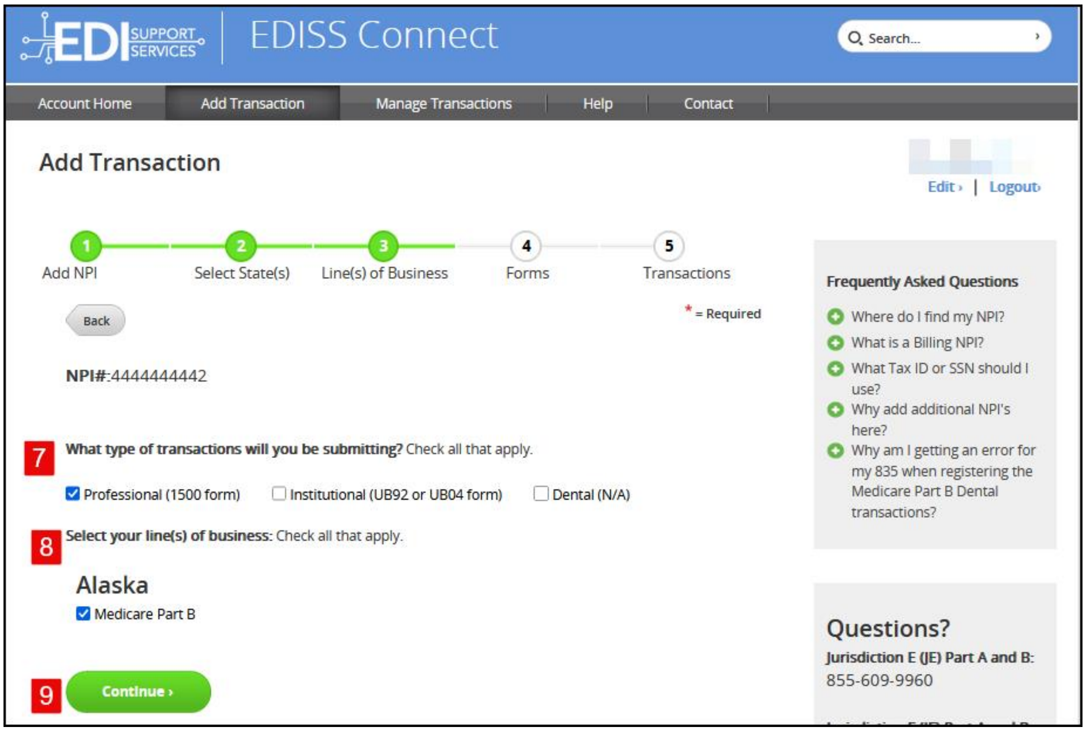
4. Select the state on the right column.
5. Click **Add** to move the state to the left column.
6. Click **Continue**.



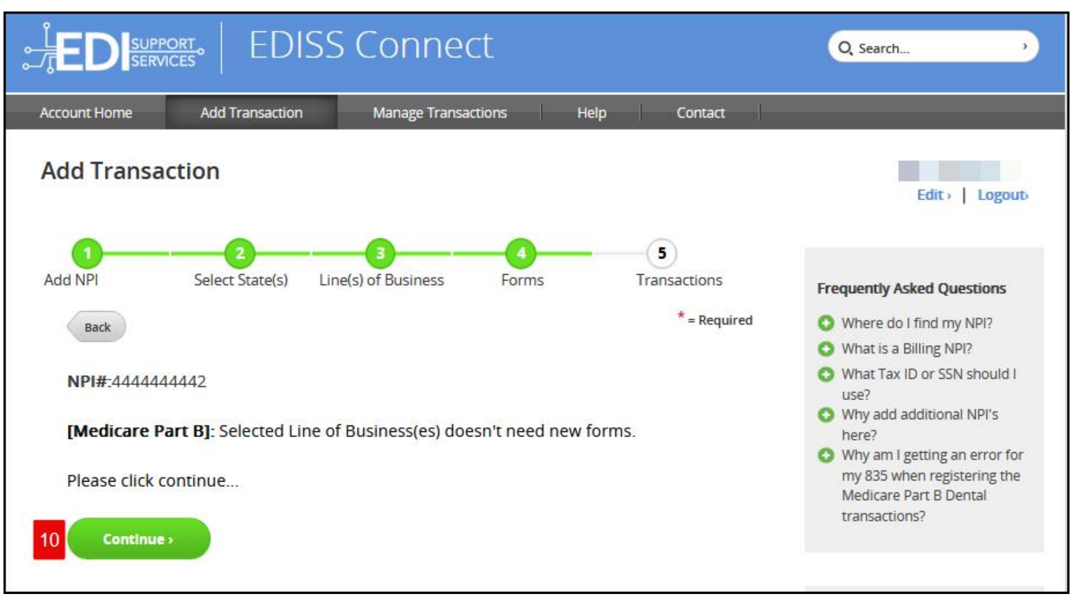
7. Check only the options (Professional, Institutional and/or Dental) that apply.

8. Check all the specific transactions that apply to your NPI(s). The states will display from the previous step.

9. When all Lines of business have been selected, click **Continue**.



10. The following screen will display a message, "Selected Lines of Business(es) doesn't need new forms. Click **Continue**.



11. Click on the small box under **Enroll** to add a check mark to the specific claim type that will be registered with EDISS.

12. You will also need to check who will perform the transaction. **I will and/or** will be indicated if you will be submitting/receiving directly using a Network Service Vendor (NSV) or the Noridian Medicare Portal (NMP).

Note: *You do **not** need to check both the I will and Add Vendor options, if you are only planning to use a Vendor.*

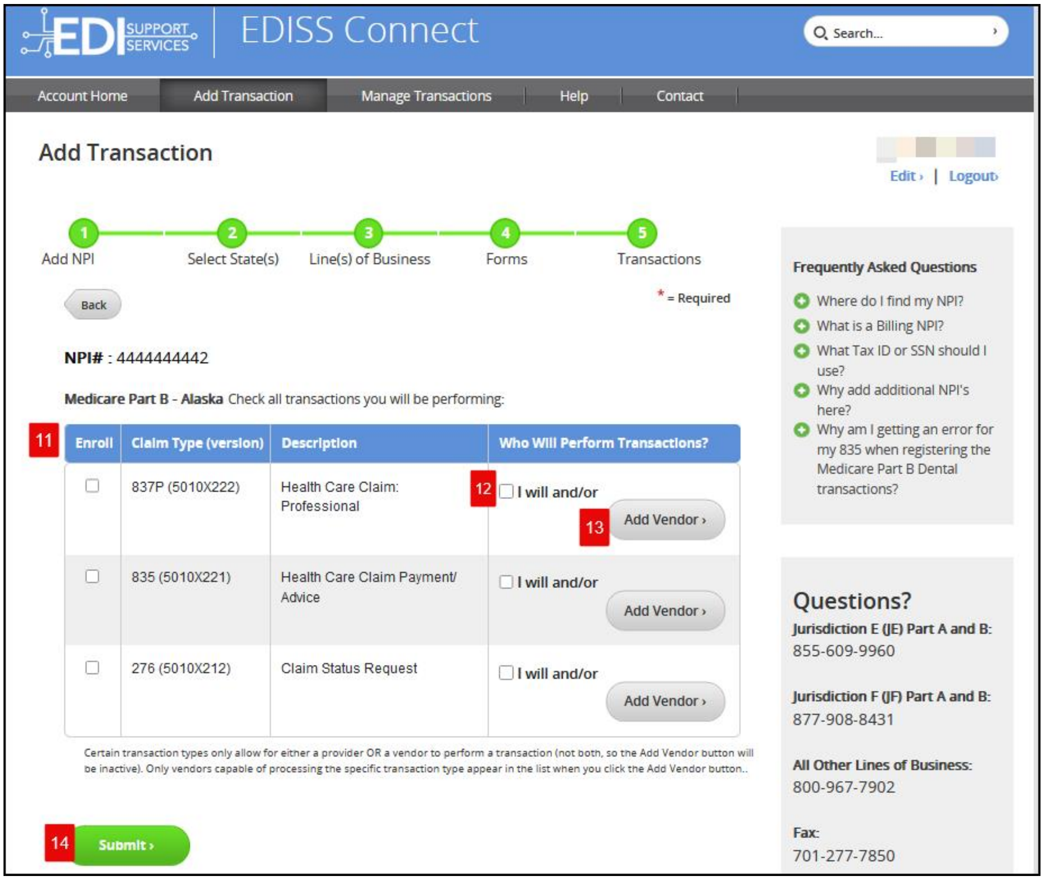
Note: *If using NMP, paper claims will need to be submitted prior to registering for NMP access, as a check number and amount are required for NMP registration.*

13. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send/receive the electronic data. A window will appear allowing you to search by name or Vendor Trading Partner ID. Once the correct vendor appears in the window, click on the name to highlight the vendor and click **Add**.

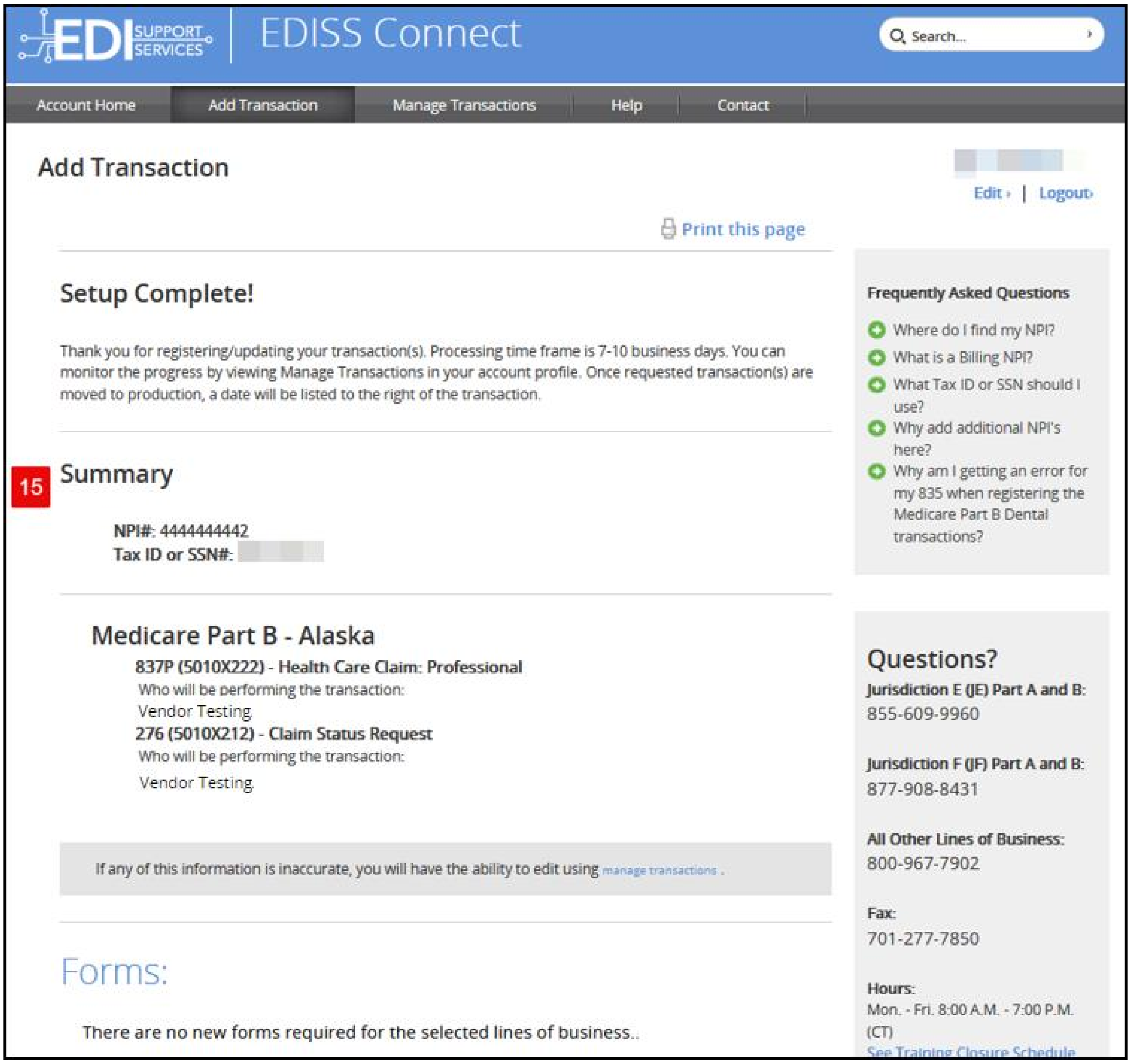
Note: *Only vendors that perform that type of transaction for that state and line of business will display in the list.*

Note: *It is recommended that you work with the vendor you plan to use, to obtain the correct Vendor Trading Partner ID to avoid any further delays in registration.*

14. Once all transactions are added, click **Submit** at the bottom of the page to finish adding the transaction(s).

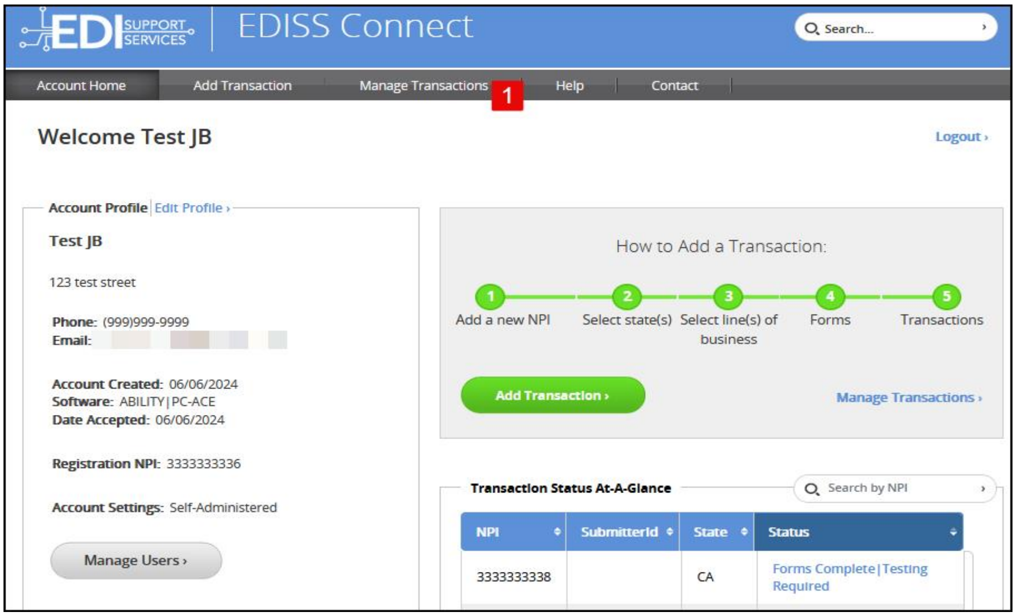


15. The next screen will display a summary page of the transactions that have been setup.

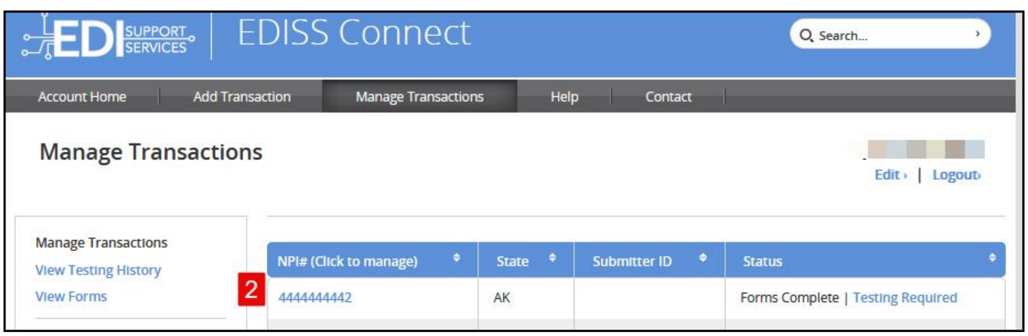


Adding a New Line of Business

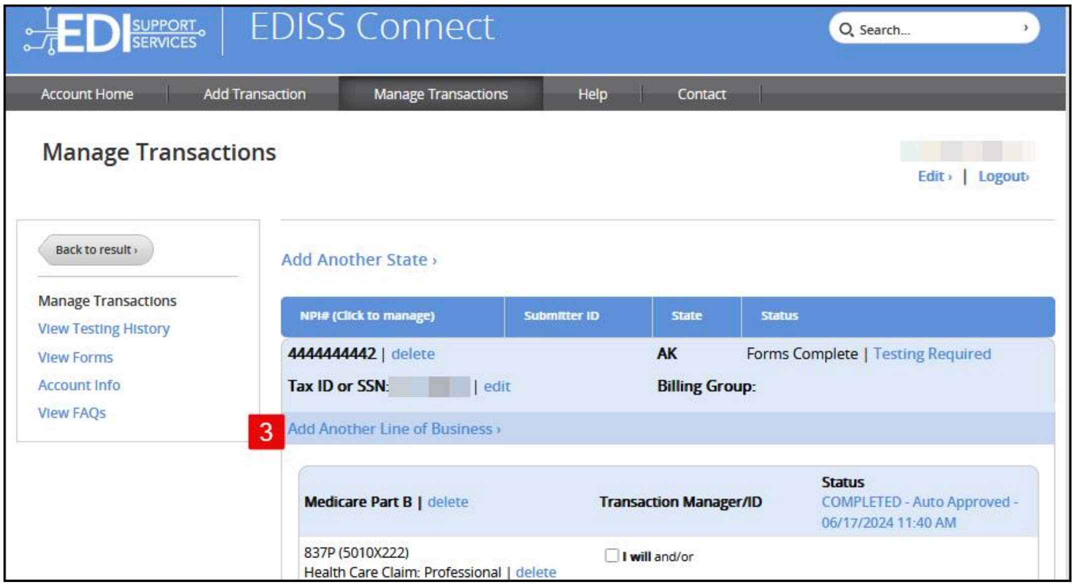
1. Click **Manage Transactions.**



2. Click on the **NPI** you need to make add a line of business to.



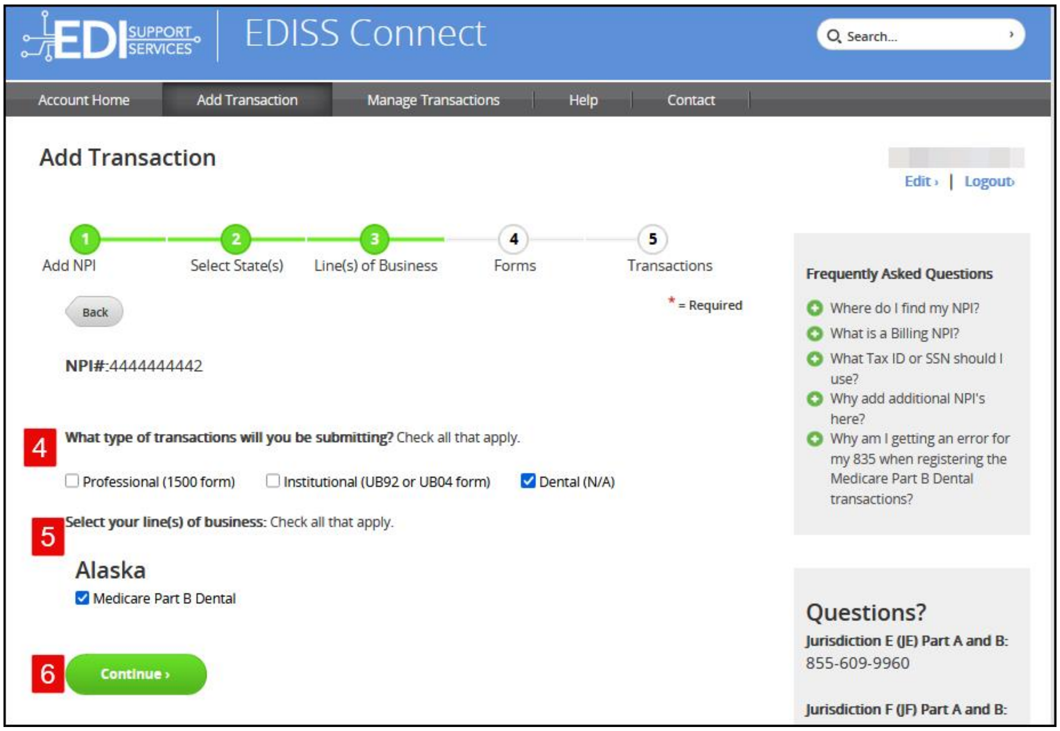
3. Click on **Add Another Line of Business**.



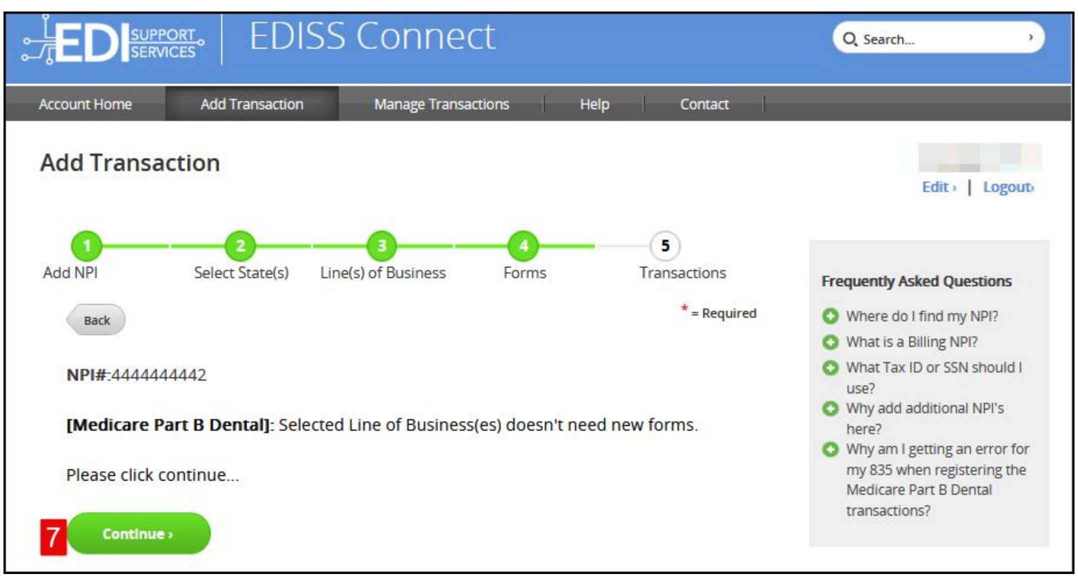
4. Check only the options (Professional, Institutional and/or Dental) that apply.

5. Check all the specific transactions that apply to your NPI.

6. Click **Continue**.



7. The following screen will display a message, "Selected Lines of Business(es) doesn't need new forms. Click **Continue**.



8. Click on the small box under **Enroll** to add a check mark to the specific transaction type that will be registered with EDISS.

9. You will also need to check who will perform the transaction. **I will and/or** will be indicated if you will be submitting/receiving directly using a Network Service Vendor (NSV) or the Noridian Medicare Portal (NMP).

Note: *You do **not** need to check both the I will and Add Vendor options, if you are only planning to use a Vendor.*

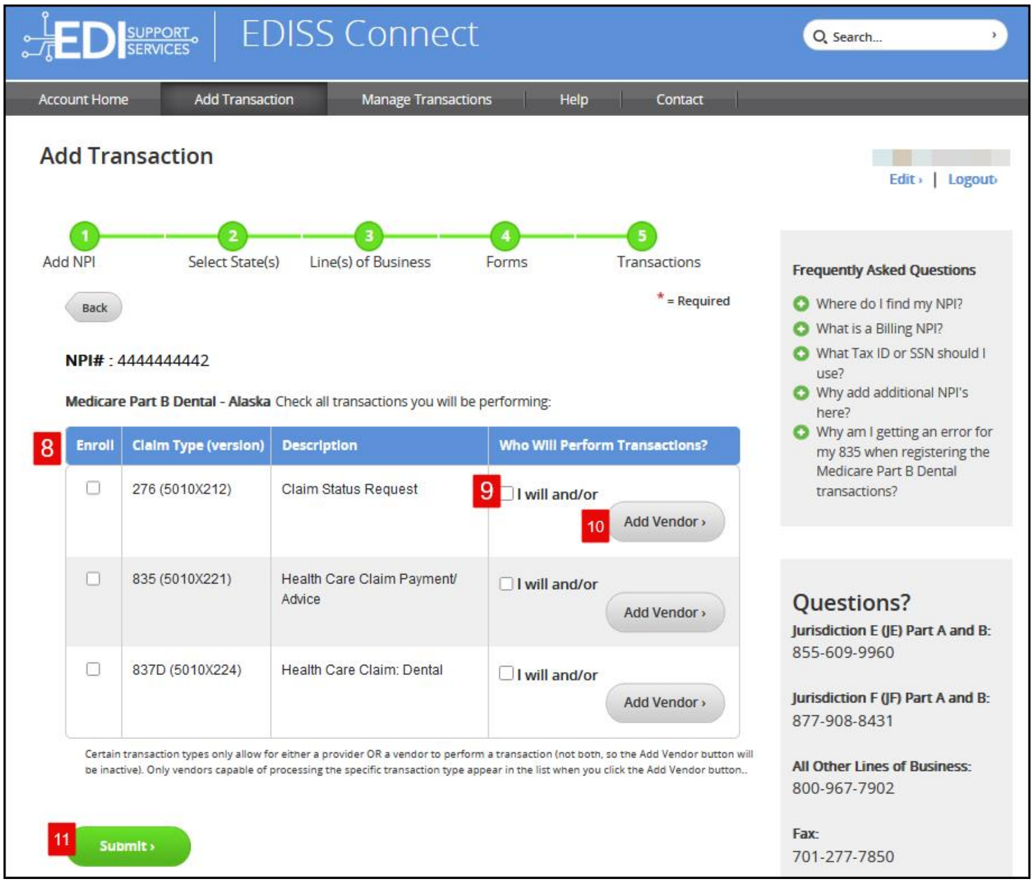
Note: *If using NMP, paper claims will need to be submitted prior to registering for NMP access, as a check number and amount are required for NMP registration.*

10. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send/receive the electronic data. A window will appear allowing you to search by name or Vendor Trading Partner ID. Once the correct vendor appears in the window, click on the name to highlight the vendor and click **Add**.

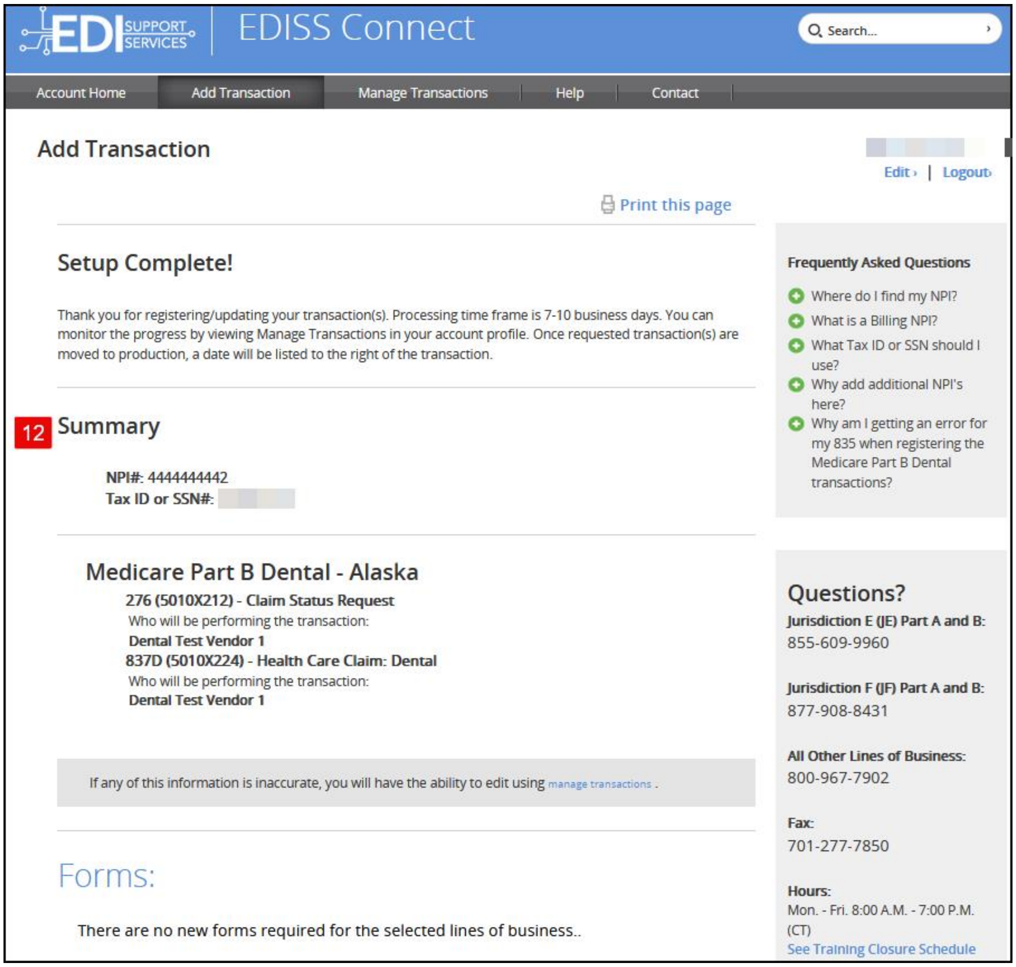
Note: *Only vendors that perform that type of transaction for that state and line of business will display in the list.*

Note: *It is recommended that you work with the vendor you plan to use, to obtain the correct Vendor Trading Partner ID to avoid any further delays in registration.*

11. Once all transactions are added, click **Submit** at the bottom of the page to finish adding the transaction(s).

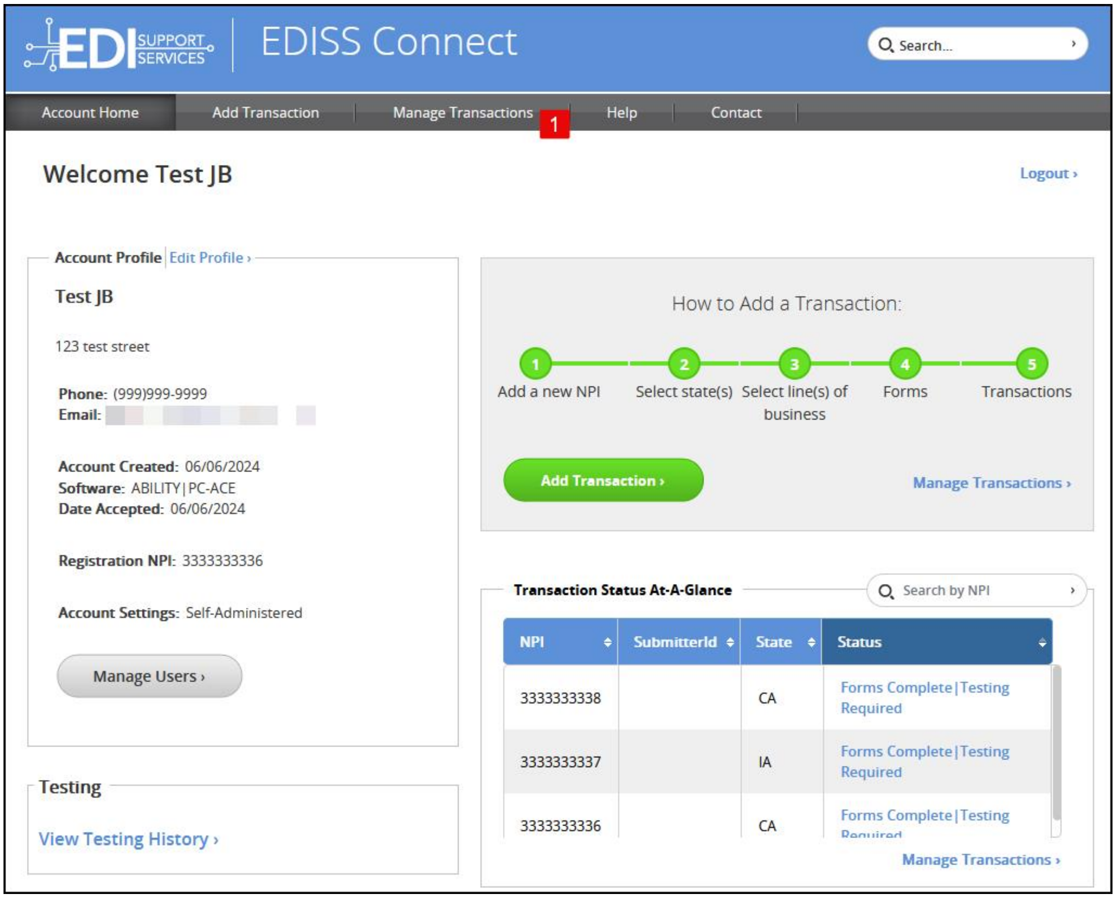


12. The next screen will display a summary page of the transactions that have been setup.

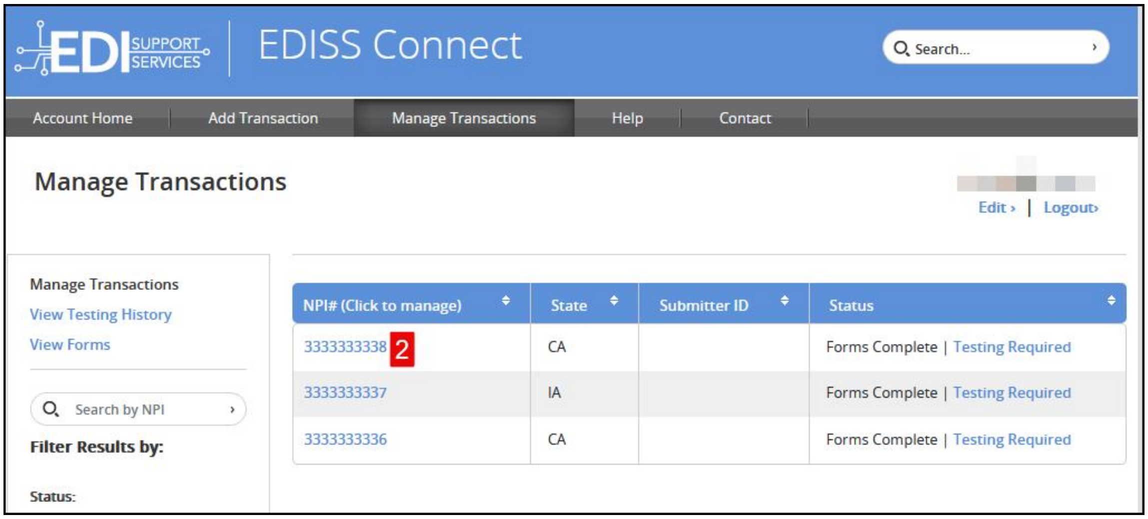


Adding Another Transaction

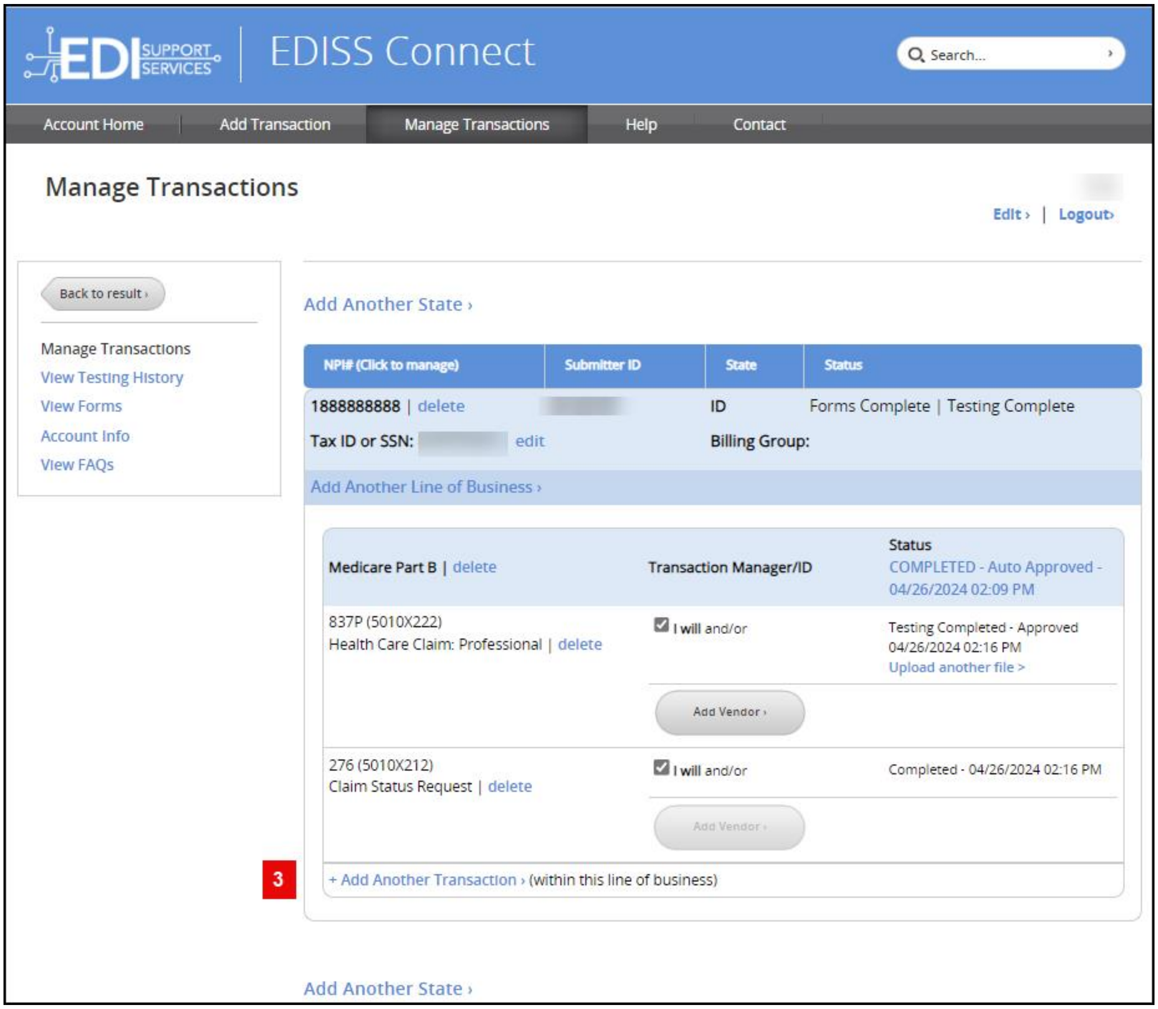
1. Click on **Manage Transactions**.



2. Click on the NPI you need to make updates to.



3. Click on **Add Another Transaction** (within this line of business).



4. This page will display which transactions are available to add. You will click on the small box under **Enroll** to add a check mark for the specific claim type.

5. You will also need to check who will perform the transaction. **I will and/or** will be indicated if you will be submitting/receiving directly using a Network Service Vendor (NSV) or the Noridian Medicare Portal (NMP).

Note: *If using NMP, paper claims will need to be submitted prior to registering for NMP access, as a check number and amount are required for NMP registration.*

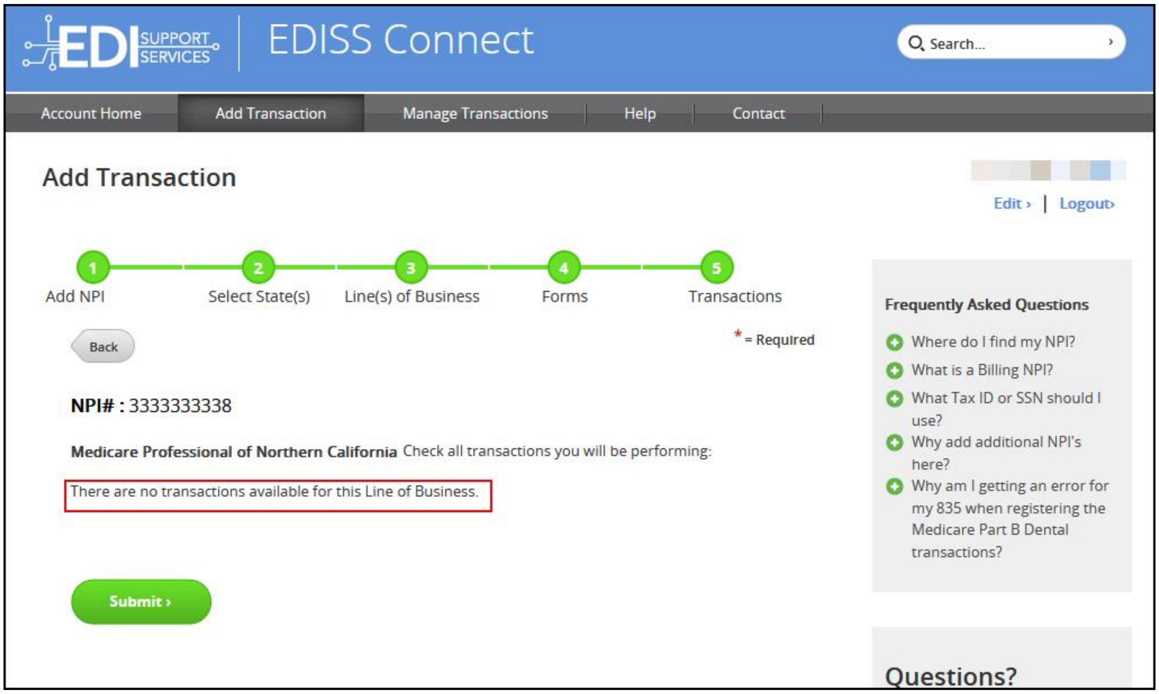
6. If you will be using a vendor, the **Add Vendor** option will be selected to indicate the Clearinghouse or Billing Service that will send/receive the electronic data. A window will appear allowing you to search by name or Vendor Trading Partner ID. Once the correct vendor appears in the window, click on the name to highlight the vendor and click **Add**.

Note: *If unable to click the* ***Add Vendor*** *button or select* ***I will and/or****, it means you have already selected the maximum number of submission options. You must remove an existing submission option, before you can add your new submission option.*

7. Click **Submit**.

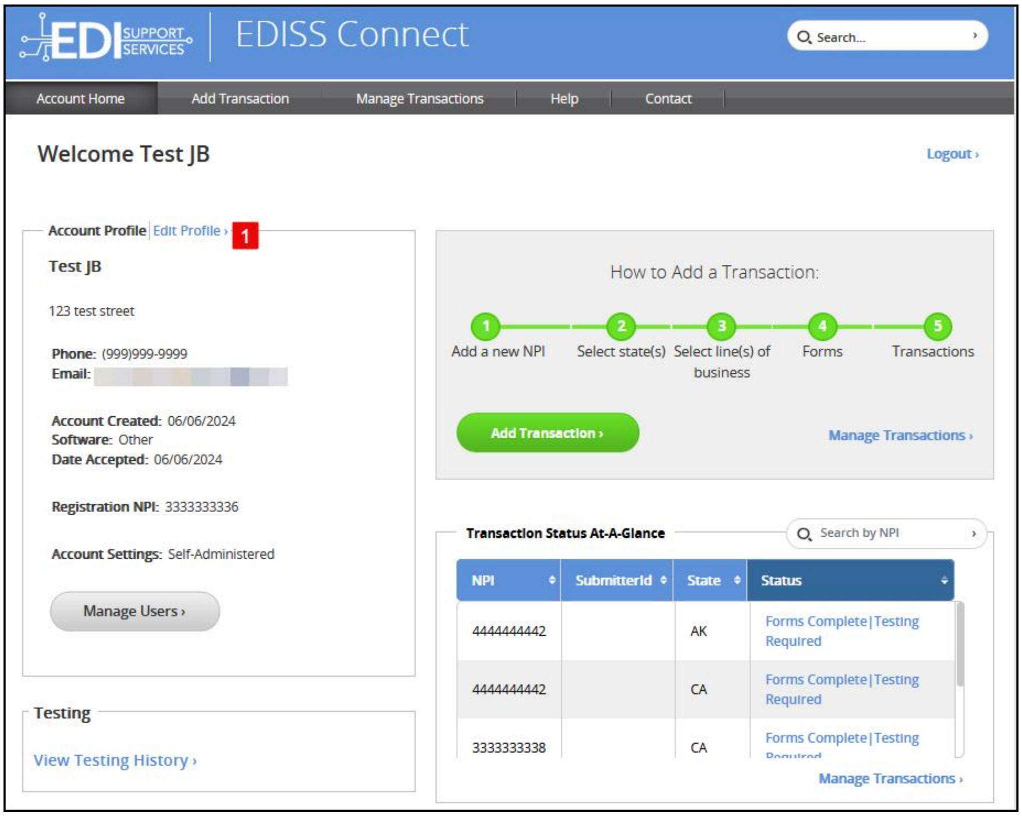
Note: *The next screen will be a summary page of the transaction you setup.*

Note: *If you are trying to add transactions and receive this error message, it means that you do not have any transactions available. You will need to go to Manage Transactions to view your current setup.*

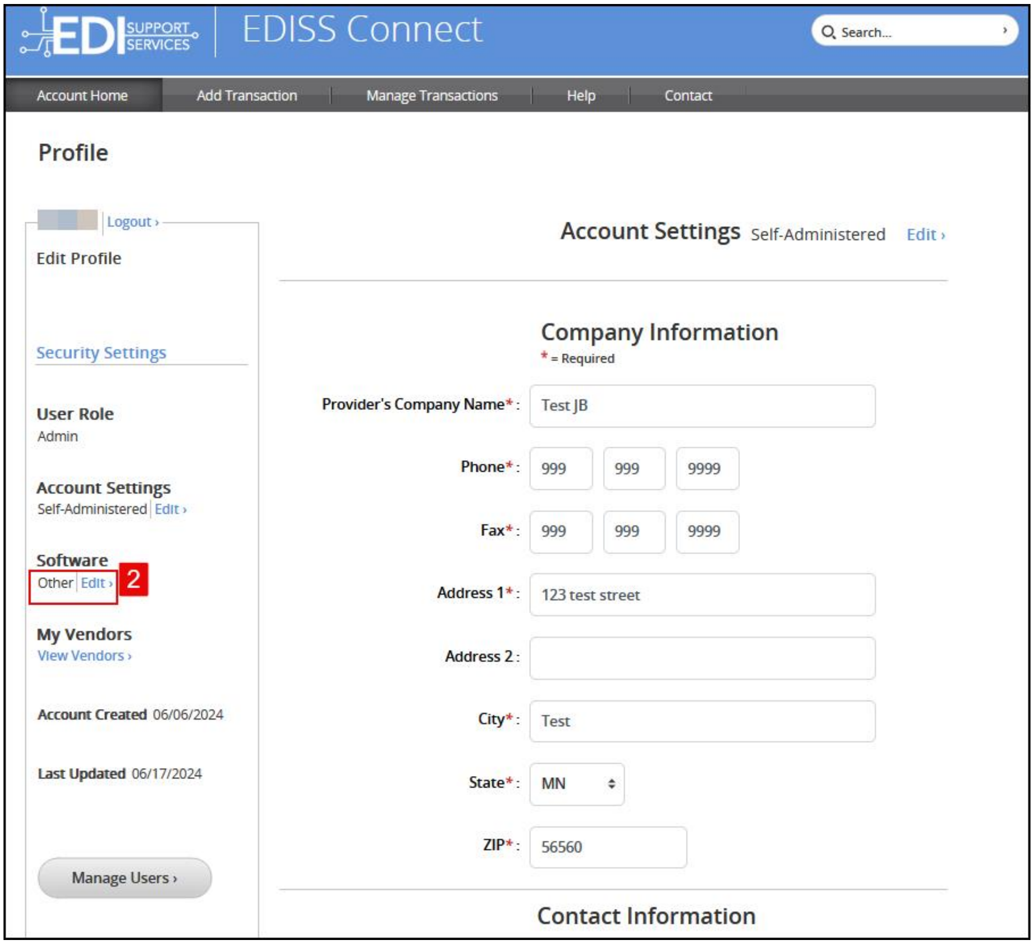


Updating Software

1. Click on **Edit Profile**.



2. Click on the blue **Edit** next to your current software option.



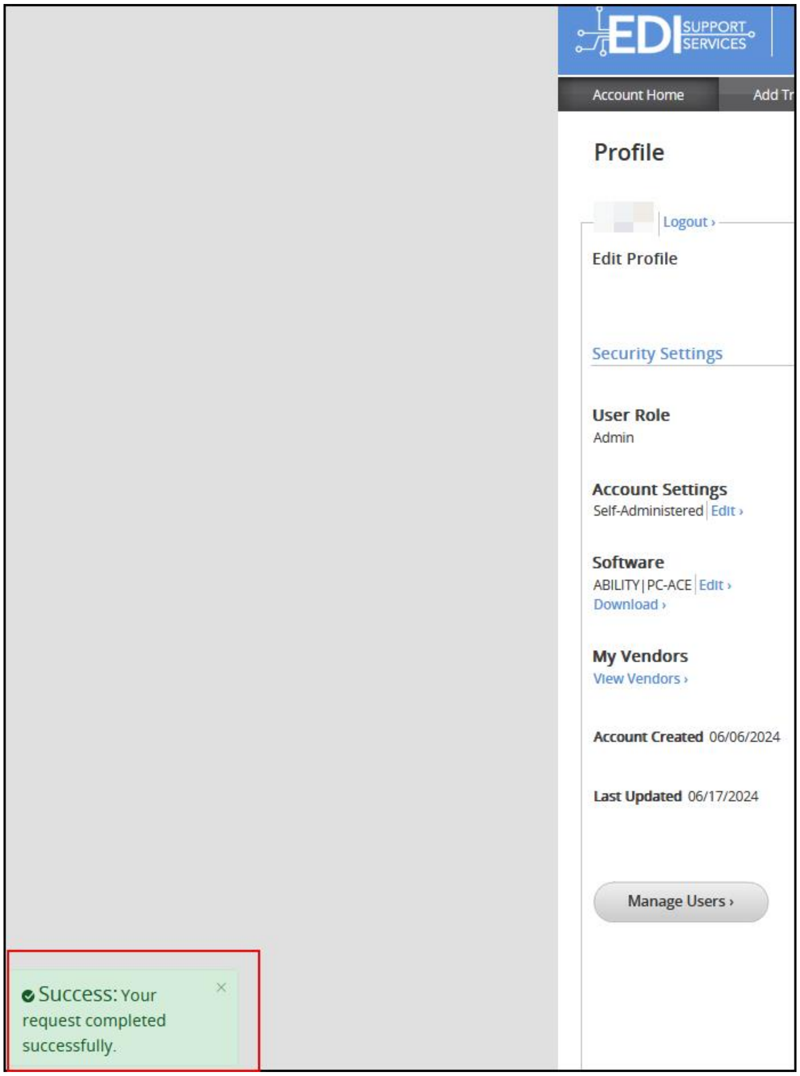
3. Select the Software of your choosing. (ABILITY|PC-ACE or Other).

Note: *ABILITY|PC-ACE is a free software provided by EDISS. We do have user guides available on our website, www.edissweb.com*

4. You will need to select **I accept the Software Licensing Agreement** (SLA).

5. Click **Update Software** to save your changes.

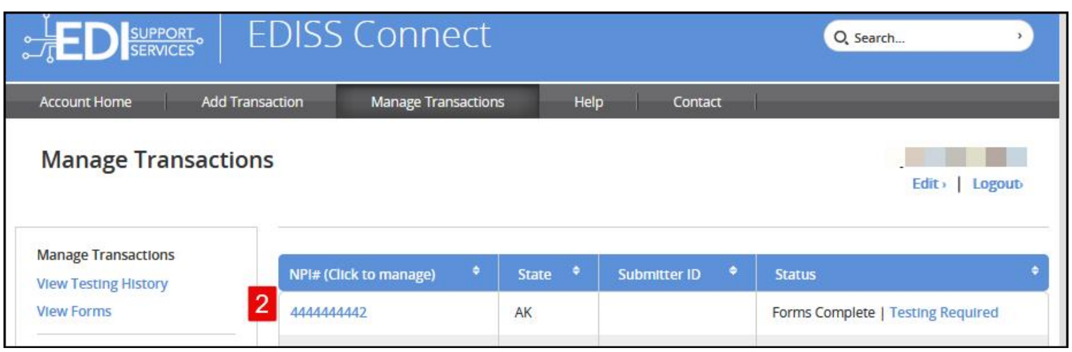
Note: *If the changes were successful, you will see a green box in the bottom left corner of your screen appear that says "Success: Your request completed successfully."*



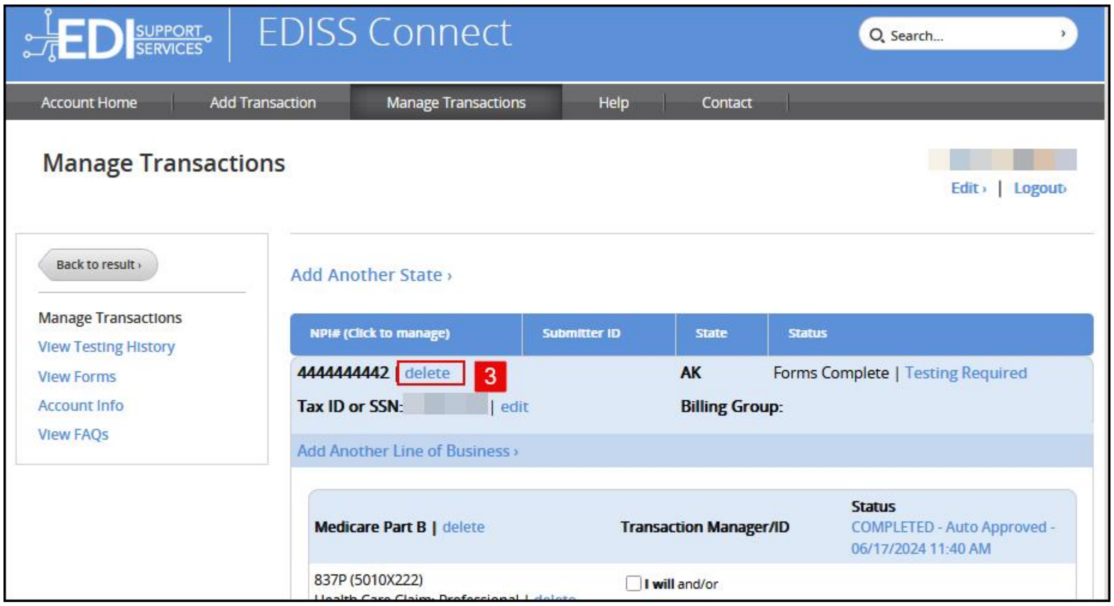
Deleting an NPI

1. Click on **Manage Transactions**.

2. Click on the NPI you need to make updates to.



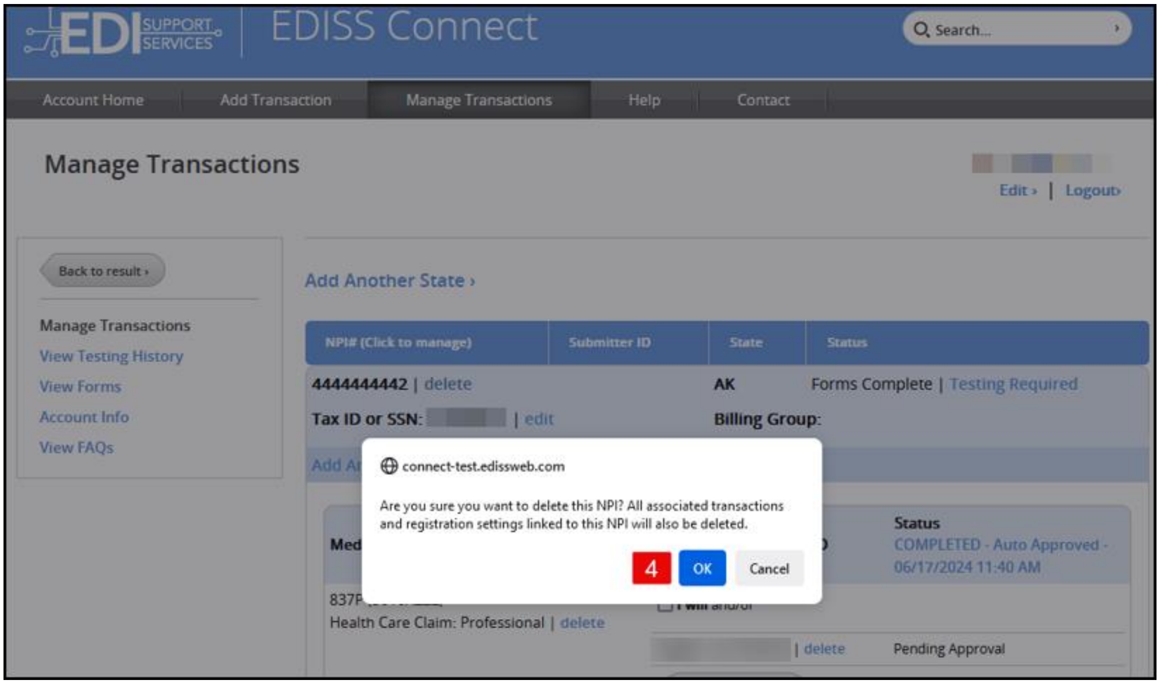
3. To the right of the NPI, click on **Delete**.



Note: *If/when you delete an NPI. All transactions associated with that NPI will also be deleted.*

Note: *If there multiple NPIs in the account, verify that the NPI you are deleting is not the Registration NPI listed on the Account Home page. Deleting this NPI will delete the account and all the NPIs in it.*

4. A box appears asking "if you are sure you want to delete this NPI?"

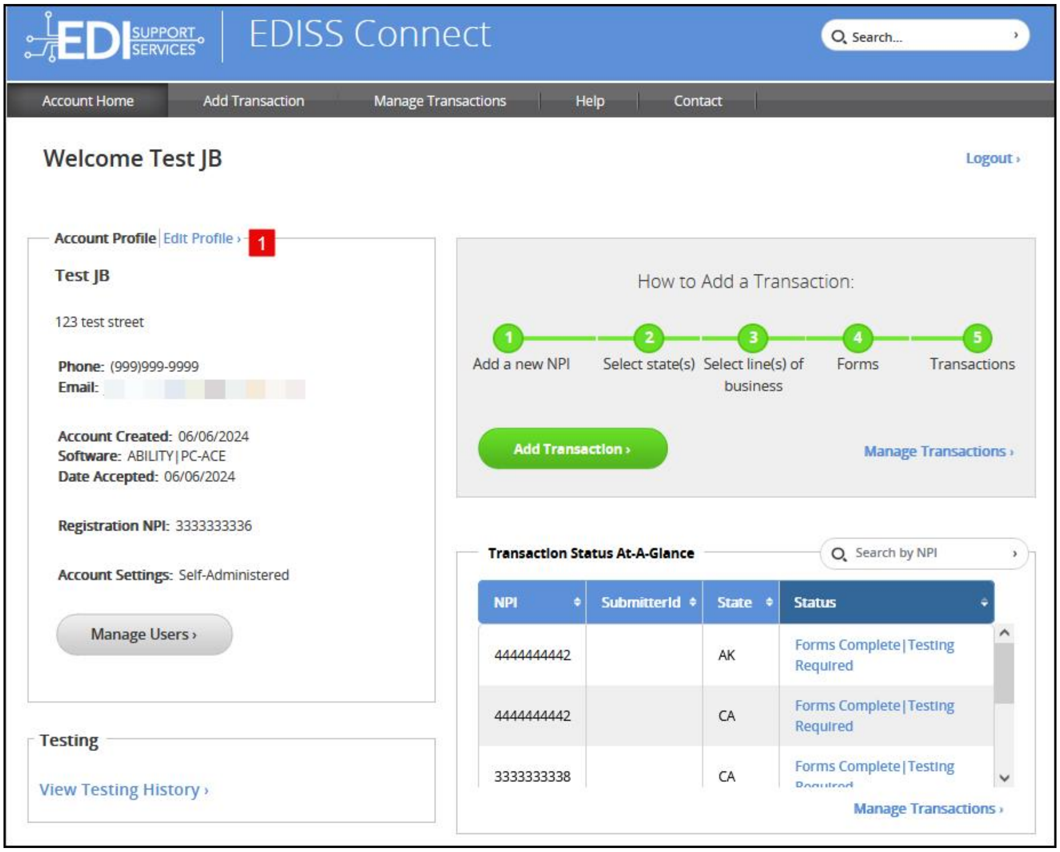


Updating Your Demographics

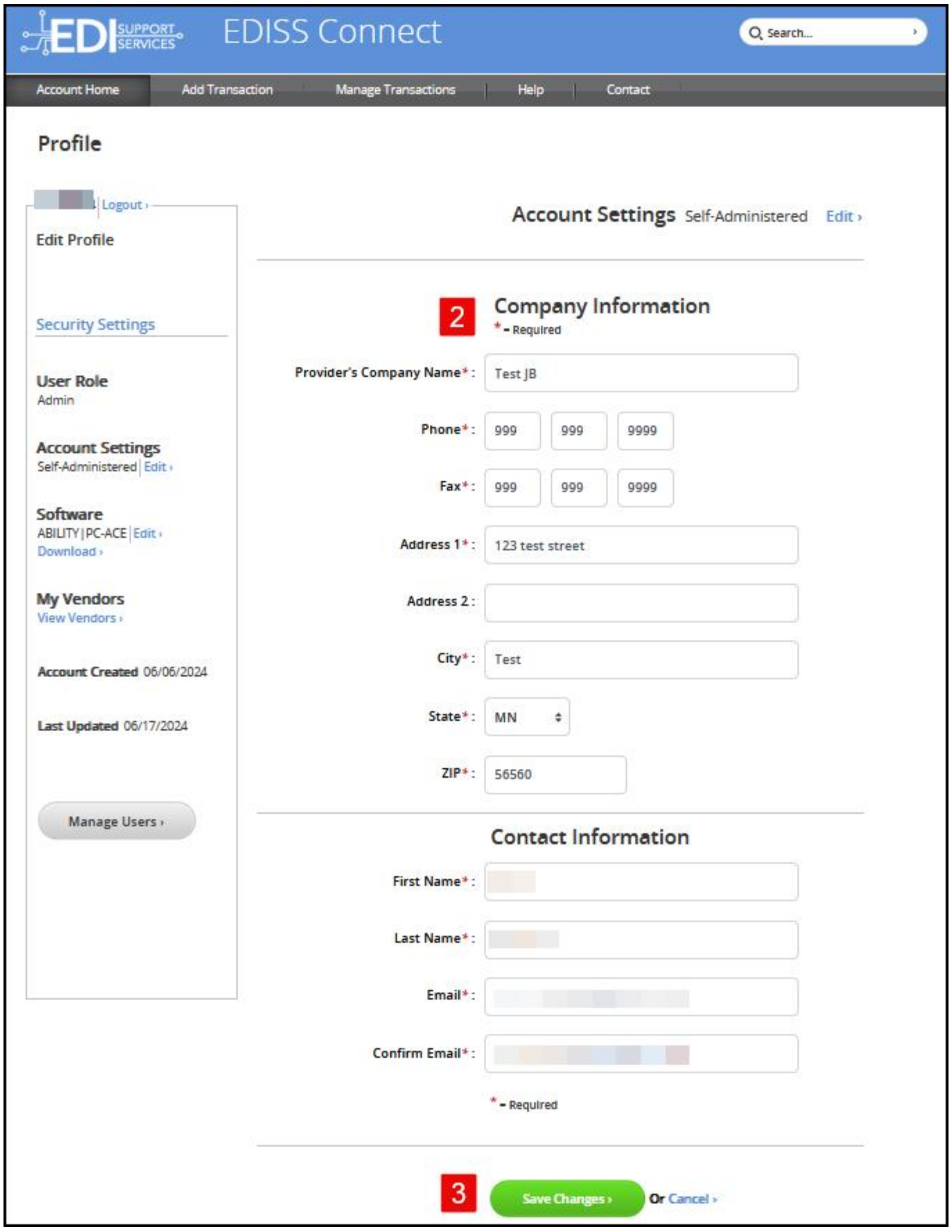
At any time, you can update your company information in your Connect account and save it to your profile.

Note: *When updating the demographics, it does **not** allow special characters or punctuation.*

1. Click **Edit Profile**.

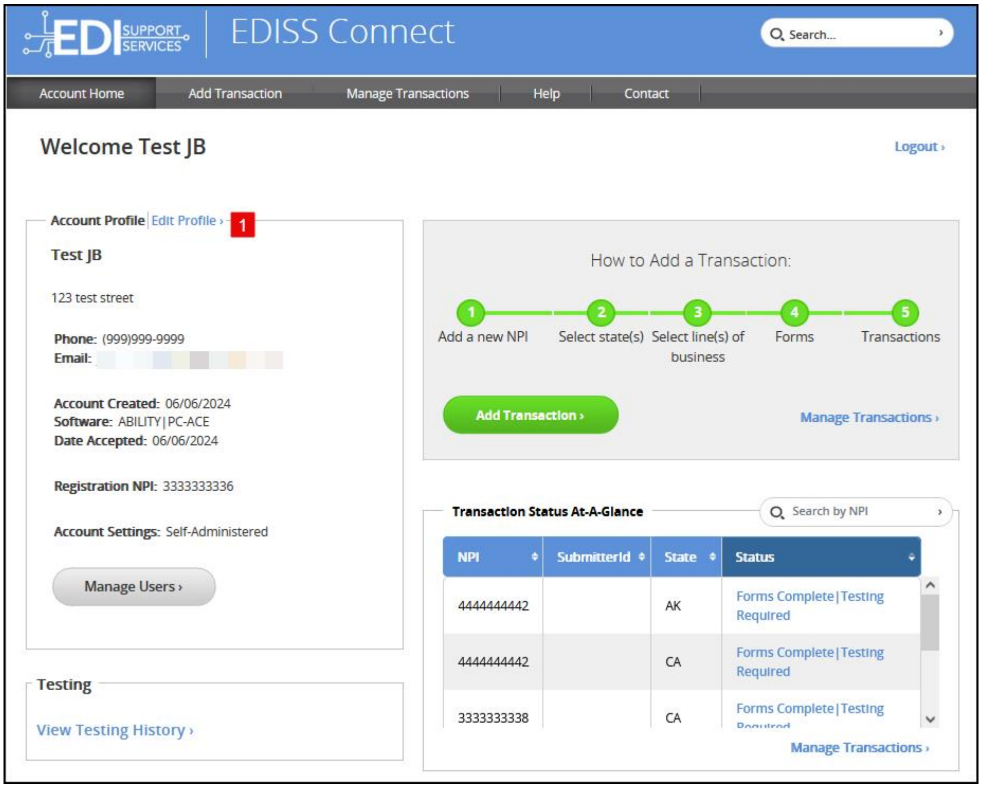


2. You are now able to update your demographics.
3. Click **Save Changes**, to save.

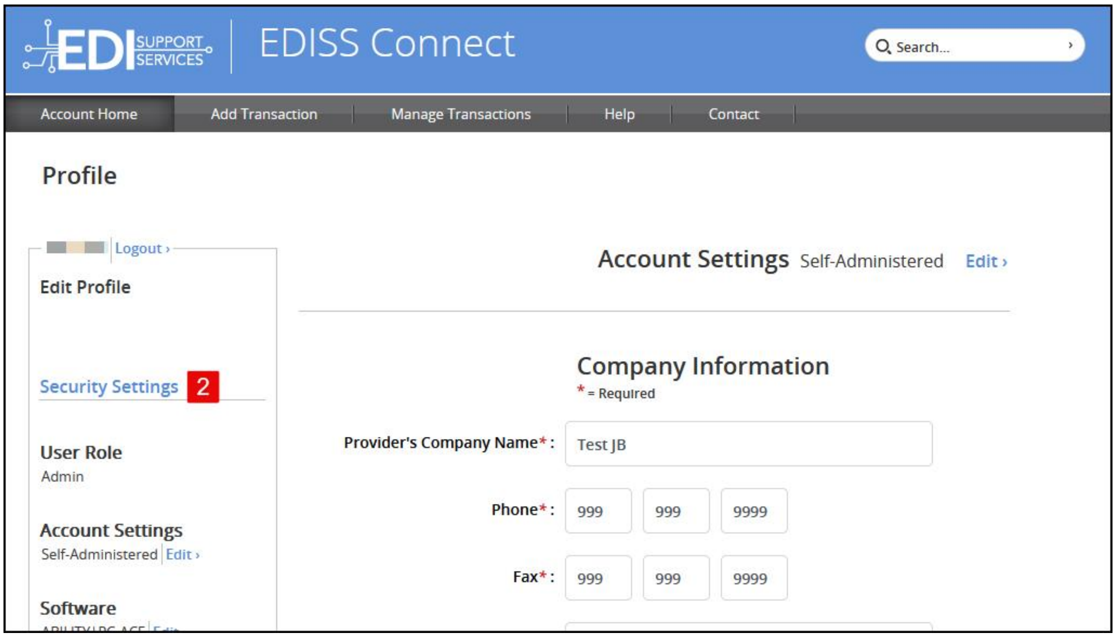


Updating Password After Login

1. Click on **Edit Profile**.



2. Click on **Security Settings**.



3. Enter your current (old) password.

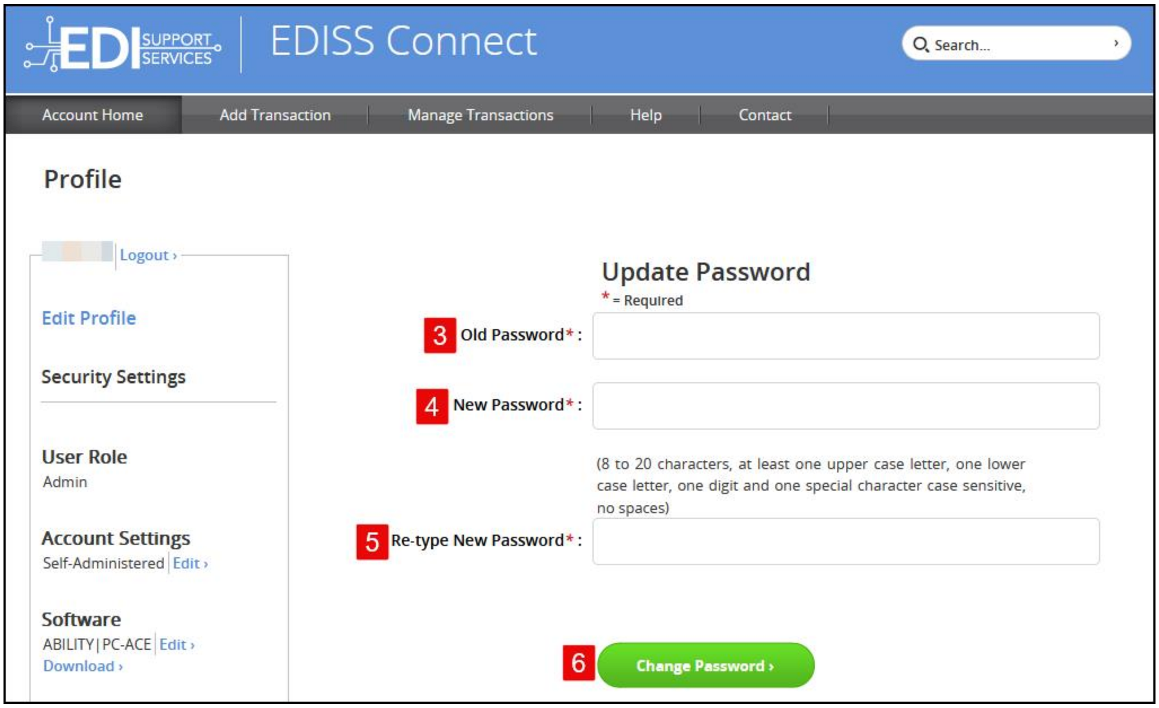
4. Enter your new password.

Note: *Passwords shall follow the following password criteria:*

- At least eight (8) characters, maximum of sixteen (16)
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character ($, #, *, -, or _). Do not use '&' or '+'
- The use of dictionary names or words as passwords is prohibited
- The same password cannot be reused for six (6) generations
- Maximum Sequential Repeat: 2 (e.g LL or GG or 00 is the max of repeats of a character allowed)
- Maximum Characters from Previous Password: 4

5. Re-type your new password.

6. Click on **Change Password**, to save your changes.



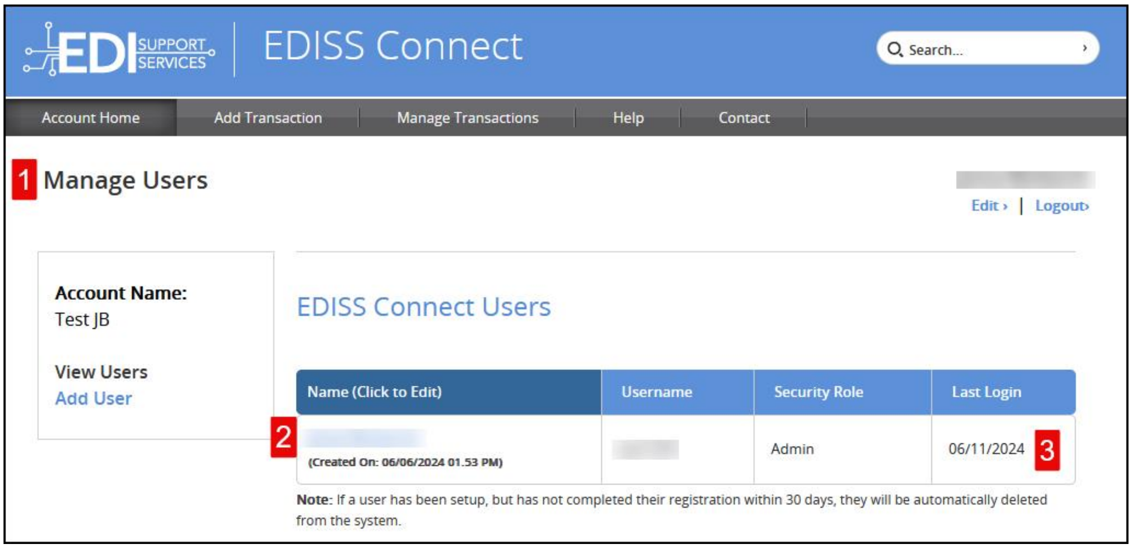
Adding/Removing Users

Viewing Users

For Connect user accounts to stay active, users must login at least once every 60 days.

- Users are de-activated after 60 days of inactivity
- Users are removed after 90 days of inactivity

1. This window displays the users associated with the account.
2. The name is shown in the first column. To view details about that user, click the name in the list.
3. The Last Login column shows the date when that user last logged into the system. If the registration is incomplete, the status displays with the ability to resend a complete user registration notification. You can also delete a user from the system in this column.



Adding a User

New users can be added to existing accounts through the 90-day link that is outlined above and by other active users that are logged into the Connect account. They would click the **Add User** button on the Manage Users page to generate the email that both options need to user to complete the login.

The steps to complete the login using the email are outlined below.

1. When a new user is setup in the system, the user will receive an email notification.

2. A temporary registration password is generated and required to finish registering as a user.

3. The user <u>must</u> click **Complete User Registration** to finish their registration.

Registration & Management

1 **You've been added as an EDISS Connect user, and you're almost finished...**

To complete the EDISS registration process, please click on the link provided below within the next **15 days**. You will be required to provide additional information including the username created by your administrator. You will also need to enter the system generated password as shown below. The password is case sensitive.

2 Registration password: [redacted]

3 Complete User Registration

Hint: To minimize the chances of mis-keying the password, copy (Ctrl + C) and paste (Ctrl + V) the password into the "Enter password from email" field during the next step of registration.

If you are not the primary/administrative user for your EDISS Connect account, please have the appropriate individual in your facility contact the EDISS Help Desk to gain access.

If you have any problems completing the registration process, please contact EDISS at the appropriate phone number below.

Jurisdiction E (JE) Part A and B - CA, HI, NV, American Samoa, Guam, Northern Mariana Islands:
855-609-9960

Jurisdiction F (JF) Part A and B - AK, AZ, ID, MT, ND, OR, SD, UT, WA and WY:
877-908-8431

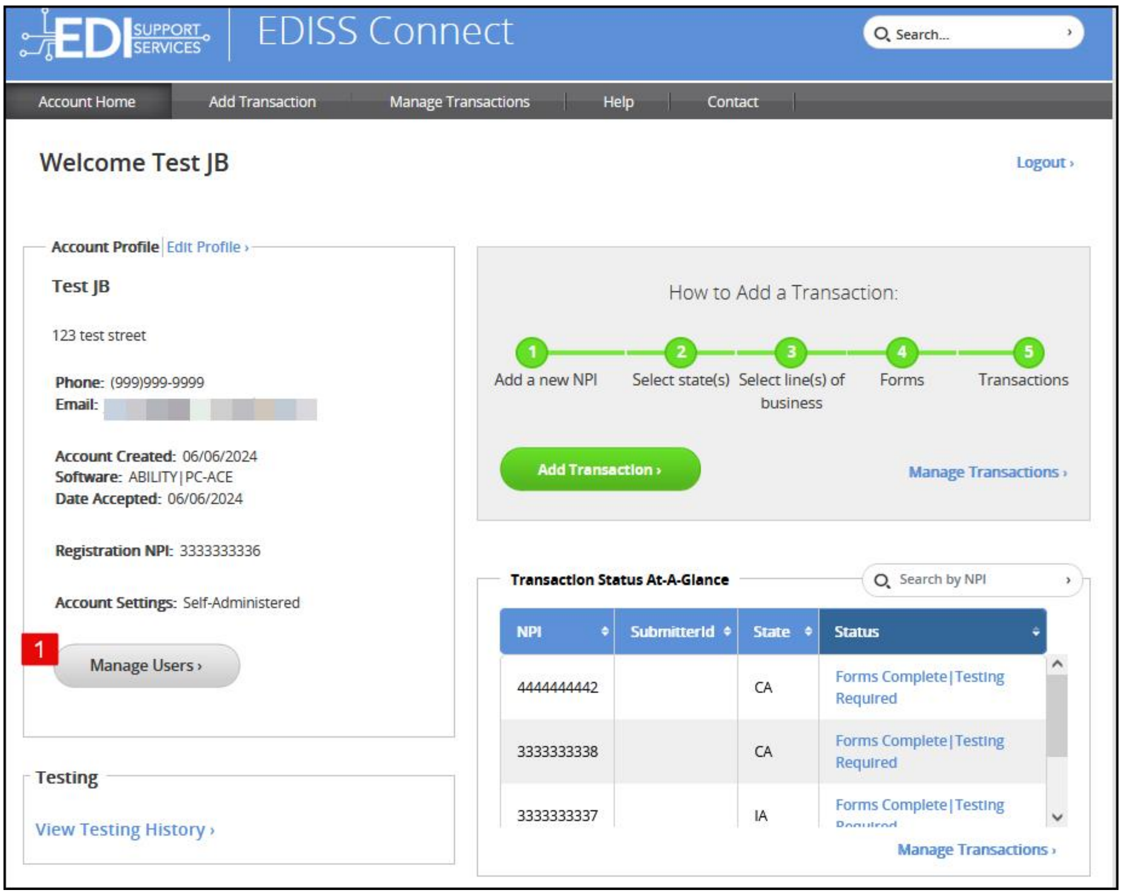
All Other Lines of Business:
ND Medicaid and IA Medicaid: 800-967-7902

Contact Us ›

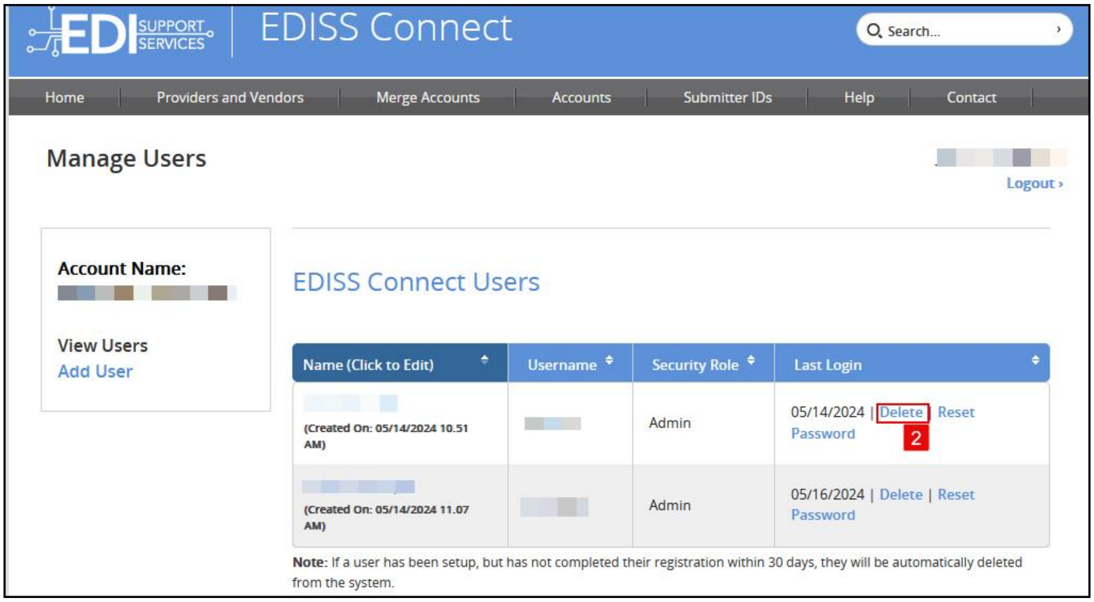
Note: *The email temporary password is only good for 15 days. After that a new email will need to be sent.*

Deleting a User

1. Click **on Manage Users**.



2. Click on **Delete**, to remove the user.



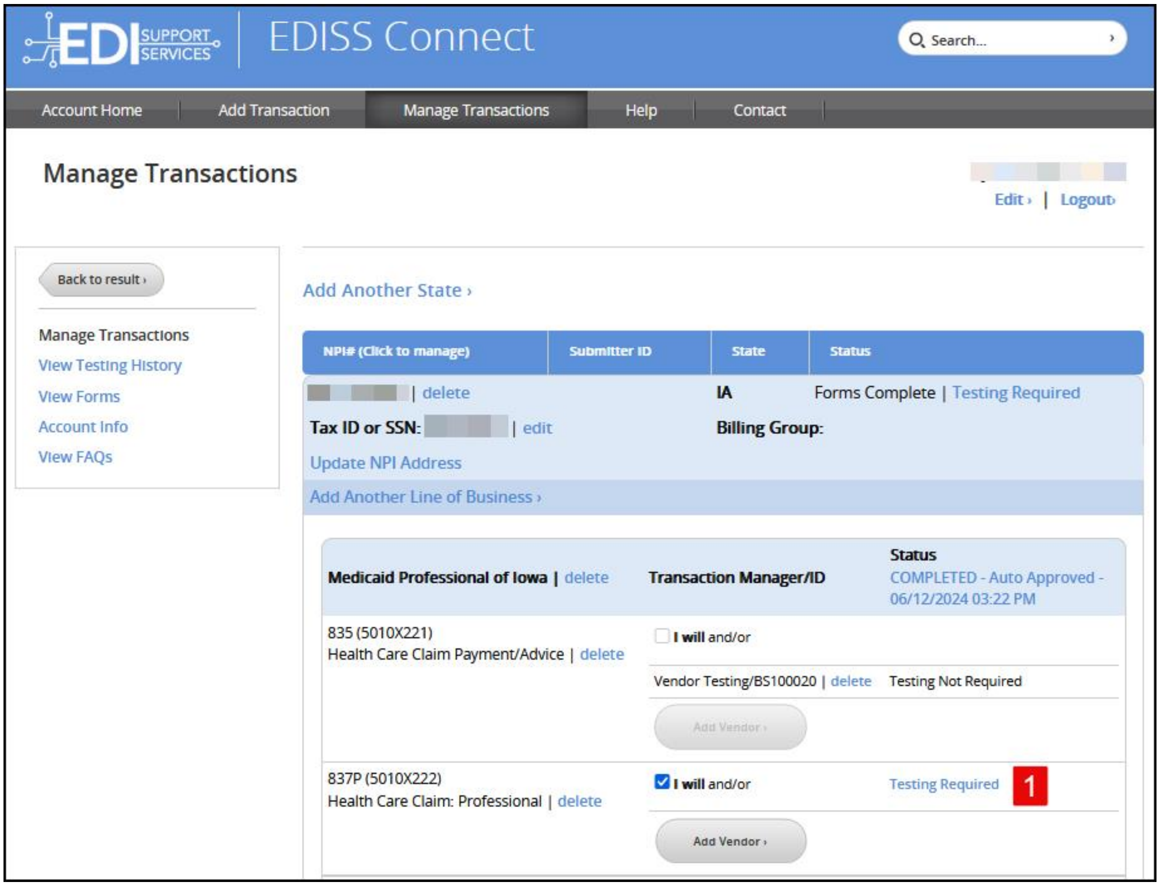
Note: *If the User has not completed the login, the delete option will not be available in the Last Login column. It will be removed at 90-days if it is left incomplete.*

Testing in Connect (Non-Medicare Providers Only)

Submit Test File

Note: *Only Non-Medicare lines of business can be tested through EDISS Connect. Medicare lines of business will need to be tested through the EDI Gateway System.*

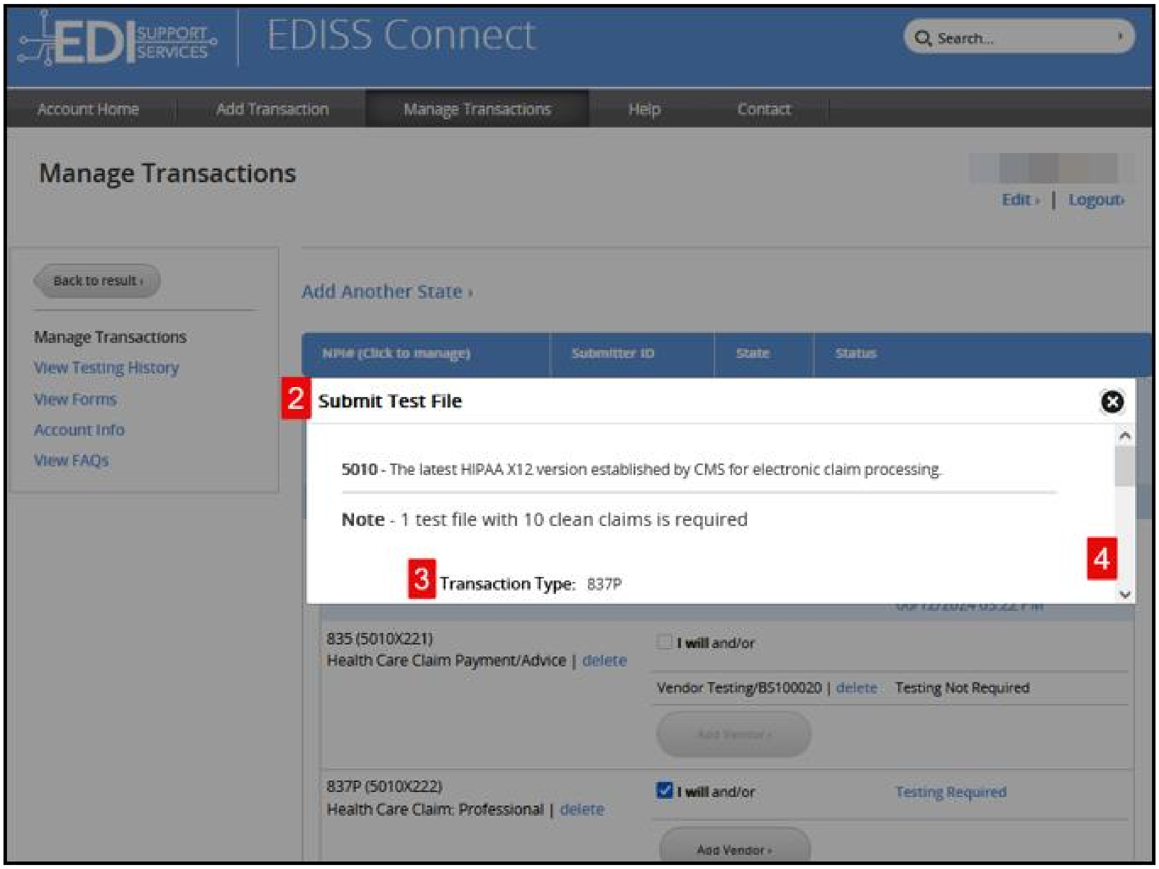
1. To submit a test file, click **Testing Required**.



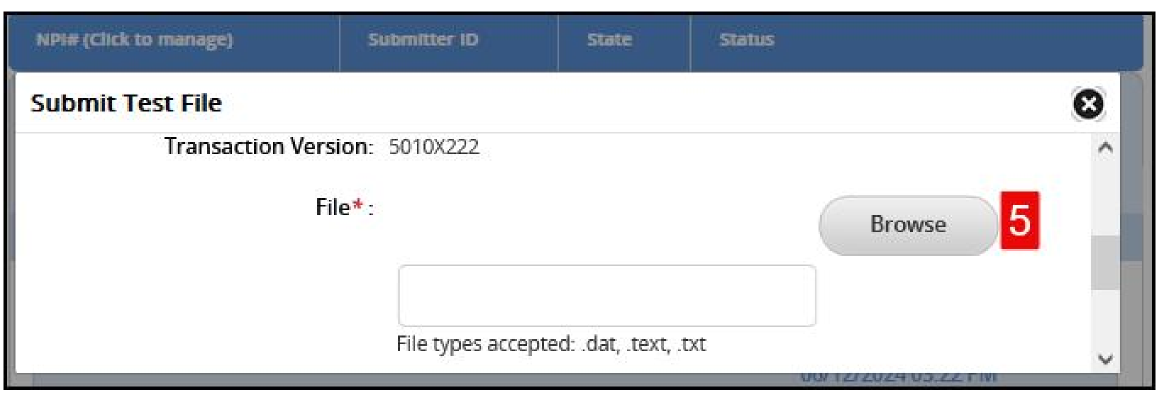
2. The following screen shows the **Submit Test File** window.

3. The transaction type and version are shown as reference for what the system needs to test.

4. You will have to use the scroll bar to view the rest of the pop-up box.



5. You can click **Browse** to locate a claim file from your desktop. Accepted file types include a .txt or .dat format.



6. Once you have selected a file click **Submit Test File** and the system will automatically upload the file.

Note: *A thank you page will display upon successful submission. Test files may take up to 48 hours to indicate if they have passed or failed validation.*

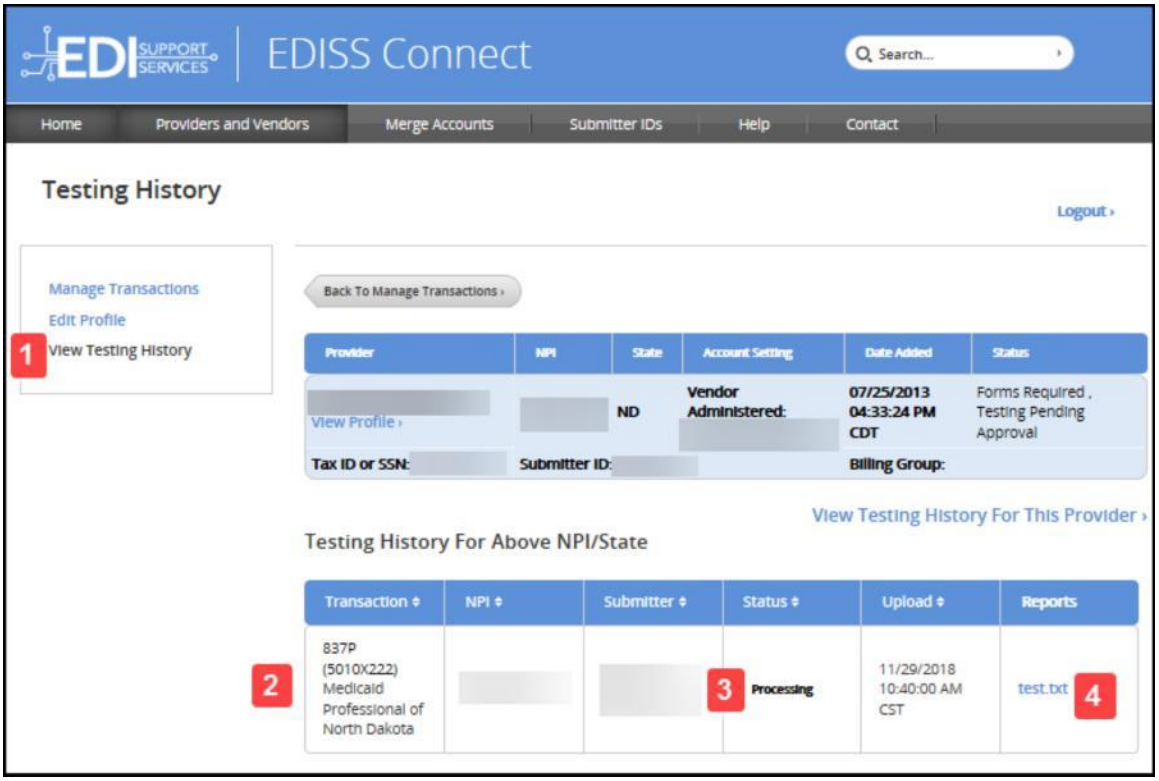
View Testing History

1. The View Testing History page displays all the test files submitted for your NPIs and overall EDISS Connect Account.

2. The line of business and transaction type will show in the first column with the associated NPIs displayed in the next column.

3. The status shows if the file is processing, passed or failed. If the file failed to pass validation, you can upload another test file by clicking **Upload another file** below the failed status.

4. Reports are created from the EDISS Connect testing workflow. Each file is a hyperlink that will open the actual report in the X12 format. These files can be saved or translated in your software of choice for future reference.



View Forms

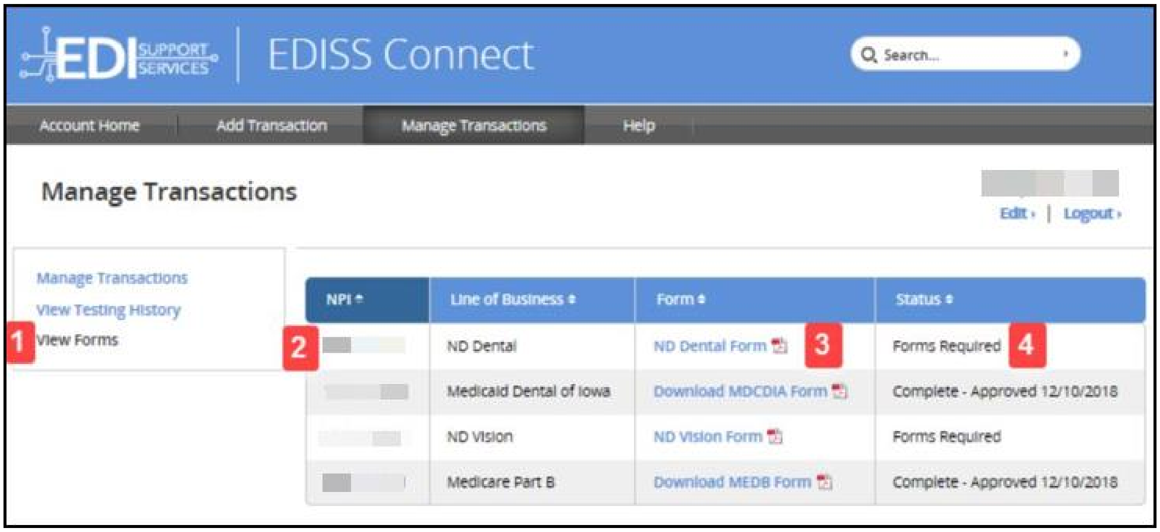
1. The View Forms page provides a list of forms that are required by EDISS to have transactions setup properly and approved.

2. The forms are listed as required by each NPI.

3. The form name will show up as a link. Simply click the link to download the form as a PDF file.

Note: *Once the Vendor Administrator has added transactions to the provider account, the* ***provider*** *must log into their account and accept the required form(s). Forms can be viewed and accepted by the* ***provider*** *from this page. Transactions will not be moved into production until the provider has accepted the required form(s).*

4. The status shows if the form is still required or if it is complete with an approved date.


EDI SUPPORT SERVICES
EDISS Connect
Search...
Account Home
Add Transaction
Manage Transactions
Help
Manage Transactions
Edit ›
Logout ›
Manage Transactions
View Testing History
1
View Forms
NPI
Line of Business
Form
Status
2
ND Dental
ND Dental Form
3
Forms Required
4
Medicaid Dental of Iowa
Download MDCDIA Form
Complete - Approved 12/10/2018
ND Vision
ND Vision Form
Forms Required
Medicare Part B
Download MEDB Form
Complete - Approved 12/10/2018