

## FREQUENTLY ASKED QUESTIONS

<b><u>FAQ #</u></b>	<b><u>Questions &amp; response</u></b>	<b><u>Date</u></b>
<b>1</b>	<b>What changes am I going to have to make since WPS was awarded the contract? How do I send my EDI claims to WPS, or do I still submit them to the current contractor?</b>  If you currently bill directly to the Medicare contractor and want to bill directly to WPS, you will need to obtain an electronic claims submitter ID from WPS. At this time, the outgoing contractors will NOT be forwarding claims to WPS Medicare.	<b>11/27/07</b>
<b>2</b>	<b>Will any claims that are in process within the current claims system (FISS) have to be resubmitted once the transition to WPS is completed?</b>  WPS uses the same processing systems as your previous contractors – the Muti-Carrier System (MCS) and Fiscal Intermediaries Shared System (FISS). Claims that are in process at the time of transition will not need to be resubmitted to WPS.	<b>11/27/07</b>
<b>3</b>	<b>Is the outgoing contractor going to be a clearinghouse for Medicare MAC J5 providers?</b>  No, none of the outgoing contractors at this time intend to be a clearinghouse to WPS for Medicare claims.	<b>11/27/07</b>
<b>4</b>	<b>I currently send my Medicare Part A claims to Mutual of Omaha who is my selected Intermediary. How does the implementation of MAC J5 affect my Part A claims to Mutual of Omaha?</b>  Claims that are currently routed to Mutual of Omaha will continue to be sent to Mutual of Omaha – this is considered Mutual of Omaha legacy workload, and it doesn't transition to MAC J5 until sometime starting in mid-2009. WPS staff in Omaha is supporting the Mutual Medicare Part A legacy workload, but these claims will not be sent to the WPS EDI front-end until mid-2009.	<b>11/27/07</b>
<b>5</b>	<b>Will EDI be as smooth a transaction as it is with my current contractor?</b>  WPS is confident we will be able to transition smoothly. Your claims will continue to be processed within the CMS approved time frames. In order to prepare for a smooth transition to the New MAC J5, we have provided transition dates for providers in each state, along with a recommended date for you to begin testing your EDI transactions with WPS. Beginning on the specified transition date, all of your EDI transactions will need to be conducted with WPS.	<b>11/27/07</b>
<b>6</b>	<b>Is WPS doing the translation of the Medicare Part A files?</b>  No, Medicare Part A files go through the Med A translator. WPS simply checks the file structure, responds with an X12 997, and forwards the file to the Part A systems.	<b>11/27/07</b>

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<b>7</b>	<p><b>How do I become a trading partner with WPS?</b></p> <p>If you currently submit EDI claims directly to the Medicare contractor, and want to submit EDI directly to WPS, you will need to obtain a submitter ID by completing a self-registration process on our WPS Trading Partner System (WTPS). WTPS is located at the following URL: <a href="https://corp-ws.wpsic.com/apps/wtps-web/unauth/wtps.do">https://corp-ws.wpsic.com/apps/wtps-web/unauth/wtps.do</a>. If you submit EDI claims through a clearinghouse, your clearinghouse will need to register on our WTPS application.</p> <p>At this time, the outgoing contractors will NOT be forwarding claims to WPS after transition.</p>	<b>11/27/07</b>
<b>8</b>	<p><b>I don't have Internet access. How do I register to become a WPS trading partner?</b></p> <p>You may register by contacting our MAC J5 EDI Helpdesk at 866-503-9670.</p>	<b>11/27/07</b>
<b>9</b>	<p><b>I am currently a WPS trading partner for other lines of business. Do I need a different submitter ID?</b></p> <p>No. If you are already an established trading partner, you may continue to use your existing WPS-assigned submitter ID for new MAC J5 provider transactions. WPS notified our established trading partners that we are implementing a new Bulletin Board System (BBS) to enhance the security and integrity of data transfers. All MAC J5 trading partners will need to send and receive files through our new BBS. User guides for the new BBS are available on the WPS EDI web site at: <a href="https://www.wpsic.com/edi/edi_bbs_p.shtml?mm=3">https://www.wpsic.com/edi/edi_bbs_p.shtml?mm=3</a>.</p>	<b>11/27/07</b>
<b>10</b>	<p><b>Can trading partners and vendors begin testing EDI transactions earlier than WPS' previously published "recommended test start date?"</b></p> <p>WPS is working to establish connections with data centers in preparation for the MAC J5 workload implementation. Trading partners can test connectivity with the WPS BBS in advance of the recommended test start dates; however, the recommended test date schedule applies in order for you to receive your test transaction reports.</p>	<b>11/27/07</b>
<b>11</b>	<p><b>Does WPS have a list of clearinghouses?</b></p> <p>We currently have a list of Medicare approved clearinghouses at <a href="http://www.wpsic.com/edi/pdf/medicare_connection.pdf">http://www.wpsic.com/edi/pdf/medicare_connection.pdf</a>.</p>	<b>11/27/07</b>
<b>12</b>	<p><b>Do I need to register if I send my claims through a clearinghouse?</b></p> <p>No, if you conduct your Medicare electronic transactions through a clearinghouse, your clearinghouse will need to register.</p>	<b>11/27/07</b>

**FAQ # Questions & response****Date****13****I am a clearinghouse. Are there any formal testing requirements for the new MAC J5 work?****11/27/07**

New trading partners (i.e. new WPS submitter IDs) on the BBS are given the option to upload test files only. For MAC J5, CMS requires testing. After submission of a test file, results will be returned to you, and you will then be given access to send production files through the BBS. Please note, the earliest you may send production files through the BBS is the transition date provided below.

**14****When will I have to send my claims to WPS?****11/27/07**

Below are the transition dates for providers in each state, along with a recommended date for you to begin testing your EDI transactions with WPS. Beginning on the specified transition date, all of your Medicare EDI transactions will need to be conducted with WPS. You will first need to conduct a test transaction by submitting a file to our BBS prior to submission of production claims.

State	Transition Date	Recommended Test Start Date
Nebraska Part A	12/1/2007	11/15/2007
Iowa Part B	2/1/2008	11/30/2007
Kansas Part A	3/1/2008	12/15/2007
Missouri (Western) Part B, Kansas Part B, Nebraska Part B	3/1/2008	12/15/2007
Missouri Part A	5/1/2008	2/1/2008
Iowa Part A	5/1/2008	2/1/2008
Missouri (Eastern) Part B	6/1/2008	3/1/2008

**15****Do I need to get a different submitter ID for different divisions within a hospital?****11/27/07**

No, a separate submitter number to send claims to WPS is not required for each division.

**16****Will legacy provider numbers remain the same?****11/27/07**

You will keep your legacy provider number; however, WPS-Medicare staff may refer to the number as a PTAN (Provider Transaction Access Number) for identification purposes.

**FAQ #**  
**17**

**Questions & response**

**Will the Medicare contractor code (receiver ID) change for MAC J5?**

**Date**  
**11/27/07**

Yes, please see new codes below.

State	New Contractor Code
Iowa Part A	05101
Iowa Part B	05102
Kansas Part A	05201
Kansas Part B	05202
Missouri Part A	05301
Missouri (Eastern) Part B	05302
Missouri (Western) Part B	05392
Nebraska Part A	05401
Nebraska Part B	05402

**18      What is the production cutoff time for my EDI claim submissions?      11/27/07**

Production cutoff time is 4:00 p.m. CST. Transactions that complete after 4:00 p.m. CST and after are considered to be received the next business day.

**19      What is the cutoff time to send to outgoing contractor?      01/22/08**

For Iowa Part B, Noridian has indicated the latest time for submission is on 1/31/08 at 4 pm. For BCBS KS, the cutoff is 2/28/08 at 2 pm.

**20      When WPS' version of PC -Ace is upgraded, will it include other lines of business?      11/27/07**

WPS is working with the outgoing contractors and PC-Ace vendor. We will provide additional communication in the near future.

**21      If I am using PC-Ace software for both Part A and Part B, can I begin sending claims for both at the same time? Otherwise how do I separate Part A/B claims without major reformatting?      11/27/07**

Providers can only submit claims to WPS based on the cutover date for their state (no earlier), and in some cases Parts A/B for a particular state do not transition at the same time. You will need to create a new payer ID within your PC-Ace software for WPS-Medicare Part A, and another for Part B. When the Part B cutover occurs, you will need to use the Part B payer ID to submit claims, and this same thing will occur with Part A. The WPS-assigned submitter number you receive when you register as a WPS trading partner should be used for both Parts A/B claim submissions.

For additional information regarding PC-Ace set up please click [here](#).

**22      I am a PCA-AP user and my vendor is EC Solutions. Should I follow the PC Ace instructions?      1/29/08**

[PCA-AP Pro32](#) is a different product than the contractor distributed PC- Ace Pro32. Providers who use [PCA-AP Pro32](#) should contact their vendor regarding

<b>FAQ #</b>	<b>Questions &amp; response</b>	<b>Date</b>
<b>23</b>	<p><b>I received a letter about testing with WPS. Who should I call if I have questions?</b></p> <p>Contact our MAC J5 EDI Helpdesk at 866-503-9670.</p>	<b>11/27/07</b>
<b>24</b>	<p><b>I am going to bill WPS directly and have obtained my WPS submitter ID. Am I required to test?</b></p> <p>Yes, CMS requires testing.</p>	<b>11/27/07</b>
<b>25</b>	<p><b>When testing, do I sign on using the same logon ID/password as production?</b></p> <p>Yes, you do use the same logon ID/password.</p>	<b>11/27/07</b>
<b>26</b>	<p><b>What indicator will I use in the ISA-15 when testing?</b></p> <p>The ISA-15 can be set to T for test or P for production in test. Conversely, P is the only valid value if submitting production.</p>	<b>11/27/07</b>
<b>27</b>	<p><b>Are the test results based on percentage?</b></p> <p>Yes, CMS guidelines require a trading partner must submit at least 25 claims and have a minimum 95% accuracy rate in test data.</p>	<b>11/27/07</b>
<b>28</b>	<p><b>After I send a test file, how will I be notified? Will I be contacted by phone or will I receive a generated report?</b></p> <p>Test results will be returned to you in 2-3 business days via email, phone, or fax.</p>	<b>11/27/07</b>
<b>29</b>	<p><b>Do you have 837I and 837P Companion Documents?</b></p> <p>Yes, the 837I and 837P guides are available and will be posted on the WPS web site.</p>	<b>11/27/07</b>
<b>30</b>	<p><b>To add new providers to my submitter ID, do I use the same forms that I previously used or are there new ones?</b></p> <p>Providers currently enrolled as an electronic submitter (e.g. previously completed an EDI Enrollment) may fax changes to WPS EDI.</p>	<b>11/27/07</b>
<b>31</b>	<p><b>Will I need to complete a new EDI enrollment form?</b></p> <p>Providers who are currently enrolled to submit EDI transactions to Medicare will not have submit a new EDI enrollment form. The current contractor will provide WPS with your existing enrollment at the time of transition.</p>	<b>11/27/07</b>

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<b>32</b>	<p><b>What forms do I need to complete in order to receive reimbursement from WPS?</b></p> <p>If you currently receive claim payments through Electronic Funds Transfer (EFT), WPS will send you a new EFT enrollment form (CMS-588) to complete and return to our office prior to EFT setup. You will need to re-enroll prior to initiation of EFT for J5 Mac claim payments.</p>	<b>11/27/07</b>										
<b>33</b>	<p><b>Does WPS have a new ERA form for MAC J5?</b></p> <p>WPS does have a form for requesting ERA set-up (this is called our ERA Input Form); however, if you are already receiving ERA from the outgoing contractor, you do not have to re-enroll with WPS. You will automatically continue to receive X12 835 files after MAC J5 transition. The ERAs you receive from WPS will contain your new EDI submitter number.</p>	<b>11/27/07</b>										
<b>34</b>	<p><b>How does a Medicare provider check claim status and patient eligibility?</b></p> <p>The internet application CSNAP provides this information. Providers can register at <a href="http://www.medicareinfo.com">www.medicareinfo.com</a> to access CSNAP. For more information on CSNAP providers can call 1-877-476-8116.</p> <p>Providers may also receive claim status through HIPAA transactions. Providers would need to be registered on WTPS.</p>	<b>11/27/07</b>										
<b>35</b>	<p><b>Can I send Medicare claims to WPS over the internet?</b></p> <p>CMS has not approved internet submission of Medicare Claims. You can send claims, via dial up modem, directly to WPS bulletin board system. You may also select a connectivity vendor such as IVANS or VisionShare. Additional means to send claims to WPS Medicare would be by clearinghouse or billing services.</p>	<b>1/22/08</b>										
<b>36</b>	<p><b>I really enjoyed the recent EDI J5 ACT. Will there be more?</b></p> <p>Because of the large demand, WPS will be adding additional EDI J5 Act calls. All calls are from 1-3 central standard time. Dial in number for each is (877) 290-9695. Passcodes vary and are listed below.</p> <table border="0"> <tr> <td><b>1/25/08</b></td> <td><b>31460691</b></td> </tr> <tr> <td><b>2/13/08</b></td> <td><b>24672665</b></td> </tr> <tr> <td><b>2/27/08</b></td> <td><b>31520987</b></td> </tr> <tr> <td><b>3/12/08</b></td> <td><b>24673114</b></td> </tr> <tr> <td><b>3/26/08</b></td> <td><b>31521861</b></td> </tr> </table>	<b>1/25/08</b>	<b>31460691</b>	<b>2/13/08</b>	<b>24672665</b>	<b>2/27/08</b>	<b>31520987</b>	<b>3/12/08</b>	<b>24673114</b>	<b>3/26/08</b>	<b>31521861</b>	<b>1/22/08</b>
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<b>37</b>	<p><b>I didn't get a chance to ask my question during the recent EDI ACT. How can I contact EDI?</b></p> <p>You can call the J5 EDI Hotline at (866) 503-9670 or send your inquiry to <a href="mailto:EDIMedicareA@WPSIC.com">EDIMedicareA@WPSIC.com</a> or <a href="mailto:EDIMedicareB@WPSIC.com">EDIMedicareB@WPSIC.com</a></p>	<b>1/22/08</b>										