

New EDI process and clearinghouse

We have entered into a strategic relationship with Gateway EDI to provide our users with a more robust EDI platform, as well as greater insight into the EDI process.

This begins with the PA EDI process, where we have introduced some new claim status descriptions.

Our EDI claims go through the following 'stages':

Process	Claim Status
After the claim is saved	1. Awaiting EDI Submission
Claim file is created	2. In EDI File
File is retrieved by EDI server	3. EDI File in Transit
File is sent by EDI Server	4. Submitted by EDI
File is confirmed received	5. EDI File confirmed
Claim confirmed received	6. EDI Claim confirmed

This process is outlined in more detail in the process flow chart on the last page.

EDI Portal

PA now provides direct access to your "Gateway EDI" page. This page provides more information about rejections, claim files, ERA files and your provider EDI enrollment info. In addition, you can use this page to generate patient eligibility inquiries.

Using the EDI Portal

This is accessible under the Billing tab, and there is a 'how to video' – see next page.

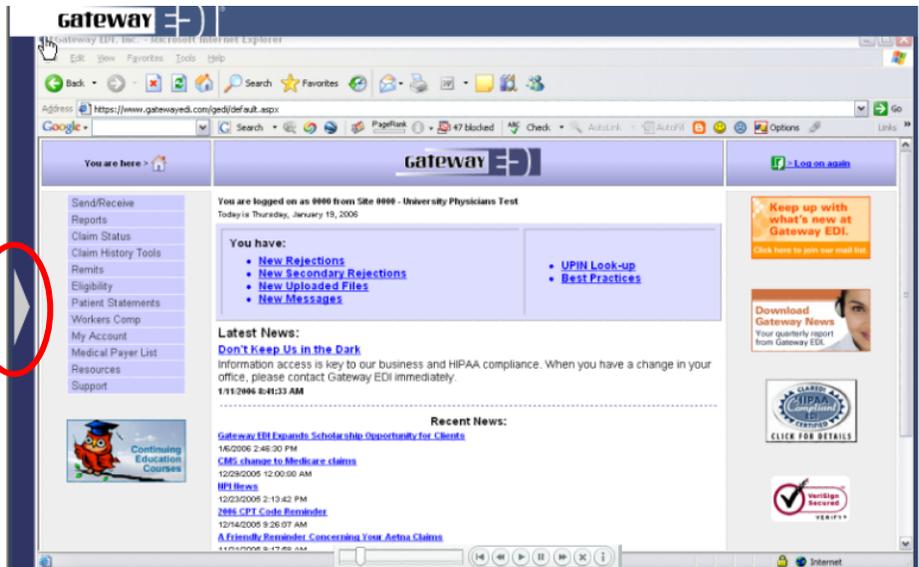


If the portal page opens with a "login" form, you need to set this page as a trusted site – PA has a link which will do this for you.



For a help video click the link in the top right corner.

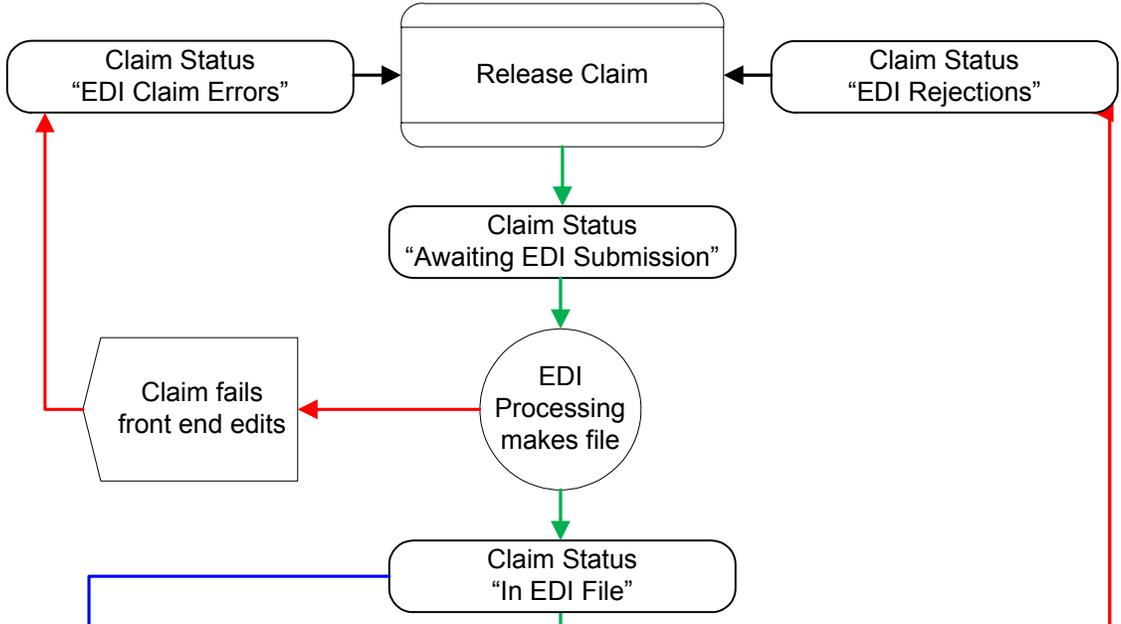
While watching the video, you can use this icon to view the chapter headings, and navigate between them if needed.



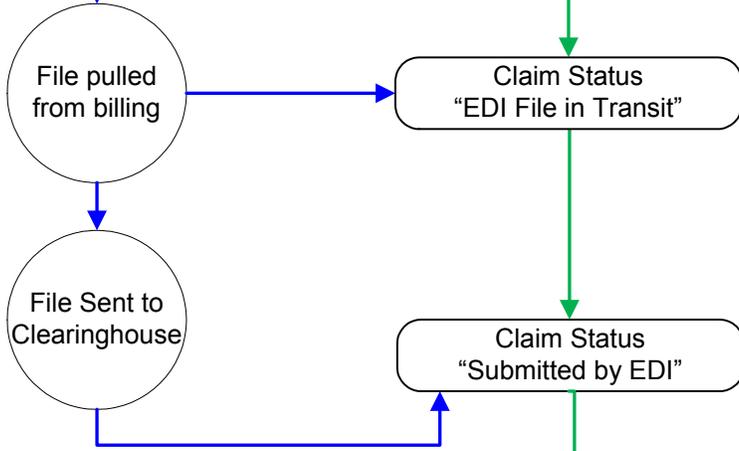
We hope you enjoy this new addition to the PA 'family of solutions'

EDI Claim Flow

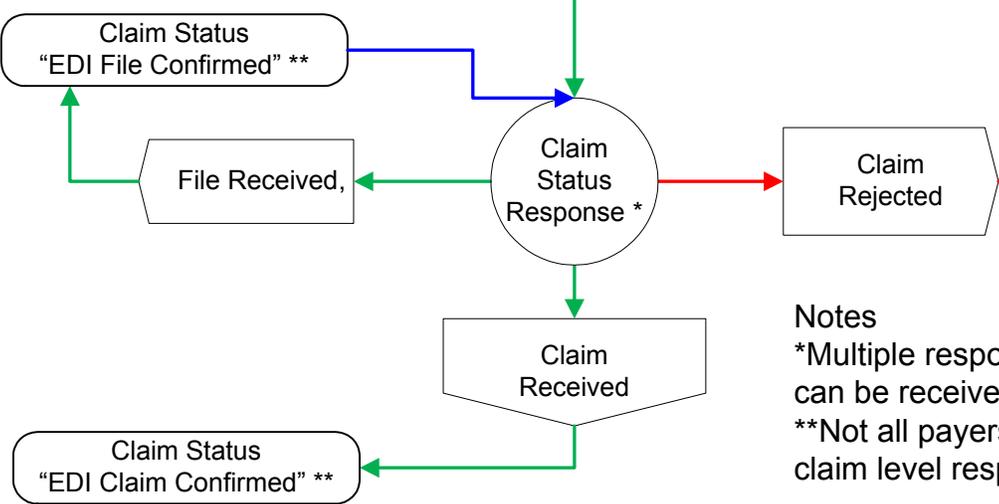
Billing System



EDI Transmission Server



Gateway EDI



Notes
 *Multiple responses can be received per file
 **Not all payers provide claim level responses