VISIBILEDI

Provider Portal Support

Information to Collect when Escalating an Inquiry

When triaging issues, gather the following information:

Inquiries Regarding:	Provide the following:
Files	Batch ID File Name Type (claim, enrollment, response) Destination (To VisibilEDI = import; From VisibilEDI = export)
Claims/Encounters	VisibilEDI Claim ID, if available Your claim #
Rules	Rule type: Prepend (VisibilEDI rule) or rejection (Destination rule) Rule/Edit ID Example Claim #

Answers to Providers' Frequently Asked Questions

Q: I cannot locate my Tax ID and/or Billing NPI when attempting to register for the portal or request access to an additional organization.

A: Per the portal registration instructions (https://visibiledi.com/ihcs/Home/SelfRegistrationGuide), providers should enter their Tax ID, without the hyphen, to then perform a search of vendor records available in the portal. VisibilEDI receives a weekly file from IHCS claim systems that contain vendor records. A missing Tax ID or Billing NPI in the registration search means VisibilEDI has not received that vendor record yet.

Please consult with your lead or manager for the IHCS escalation protocol. In addition, are some suggestions:

- Ask the provider whether they have submitted a W-9 for the Tax ID / NPI in question. Once processed, keep in mind it will take one additional day for the new vendor record to be available in the portal.
- Escalate to the IHCS team who processes vendor W9s to find out whether the W-9 has been received, and to see if processing can be expedited.

Q: I need access to additional Tax IDs and/or NPIs, i.e. organizations.

A: Provider users gain access to additional organizations by submitting Organization Requests from the Account Info tab. The instructions for submitting these requests is in the Provider User Guide, available to provider users from the portal.

Here is the excerpt:

> To request access to an additional organization, go to Account Info > Organization Request.
>
> 1. Enter the Tax ID in the first field and click Find.
>
> 2. Select the provider description and corresponding NPI in the second field, then click Submit.
>
> You will receive an email when your request has been approved.

Q: How do I find my payments in the portal?

A: Refer the provider to the User Guide within the portal to navigate the Payments modules. But if the provider is unable to locate a payment from the Payment Downloads tab:

1. On the Payment Downloads tab, ensure they have expanded the date range in the left navigation to cover the appropriate date span for the payments in question. If they still do not find the record…
2. Obtain the Check/EFT # from them and look it up through your portal account. On the Payment Downloads tab, expand the date range in the left navigation, then click on the filter option in the EFT/Check column and enter the check # and click Search. If you can locate it, go to Step 3. If not, see Step 4.
3. Check the provider's account to see if they are linked to all necessary provider organizations. Payments are linked to IHCS vendor records based on Tax ID and Billing NPI. If the provider's user account is not linked to the record with the matching Tax ID and Billing NPI, associated payment records will not be visible to them.
4. If you cannot locate the payment from the Downloads module, locate the check # from the appropriate inbound batch (in to VisibilEDI from IHCS) in the Payment Submissions module. Payments must be in Exported status. If the record is in any other status, submit a ticket within the Support Center.

Q: What if IHCS's Payer ID isn't available in my software or through my clearinghouse?

A: Submit a ticket to your software vendor or clearinghouse to have Payer ID **IHCS1** added. You should mention in the ticket that IHCS's clearinghouse is VisibilEDI.

Q: Why am I not getting 835s through my clearinghouse?

A: First, verify that the provider is set up with Gather the below information from the provider and email it to your VisibilEDI Account Manager:

- Billing Provider Name
- Tax ID
- Billing NPI
- Their clearinghouse

If your Account Manager verifies that the provider is set up to receive 835s, the provider may then need to submit an inquiry to their clearinghouse to find out why the 835s are not reaching them. Your Account Manager will indicate whether s/he advises this next step.

By default, clearinghouse providers receive their 835s through the clearinghouse that submits their claims, however, if they wish to receive 835s from a different clearinghouse, send the following information to your VisibilEDI Account Manager:

- Billing Provider Name
- Tax ID
- Billing NPI
- The clearinghouse to which we should send their 835s

Q: How do I select the Payer ID for a claim to send it to you?

A: Check your software user manual or submit an inquiry to your software vendor (clearinghouse, etc.).

Q: How do I submit a replacement claim?

A: If the original claim was submitted electronically: find the claim in the portal. If it is in 'Accepted' status, make the necessary changes then go to the 'Other' tab, change the frequency ID to '7', enter the ICN if it is not present, and click save.

If the original was submitted via paper the provider can submit a Frequency ID of 7 on the resubmission via their Clearinghouse or claims management system.

Q: Can a third-party biller access the portal?

A: Consult your company's security policies about how to verify whether a third-party biller is authorized to submit claims and/or access claim and payment information on behalf of the practice. If permission is granted by the practice/facility, those users can register as a provider using the self-registration link.

Q: Why can't I locate the status of my claim (Claim Status Inquiry)?

A: To assist providers with Claim Status Inquiries, first, have them share their username and a claim example. Either the PCN they supplied or the IHCS claim number are both useful search criteria, but a search can also be executed using a combination of service date, Member ID, and the provider's Tax ID or NPI. Once you have the information you need to triage…

1. Attempt to look up the claim(s) yourself through the Claim Status Inquiry module. If you cannot locate the record(s) through the Claim Status tool, verify the claim number(s) in HRP and try again.

   Claim Status records come from a daily feed from HRP to VisibilEDI. So, if you cannot locate the claim within the portal, the next step is to escalate internally to find out whether it was exported in the daily Claim Status feed.

2. If you do find the record in the portal, this means either the provider is using the incorrect search criteria, or they do not have the appropriate permissions. Look up the user's account by searching on their first or last name, then verifying you are on the correct account by matching it to their username.

   - Is the user's account linked to a provider record with the matching Tax ID and NPI for the Claim Status role? If not, they need to submit an Organization Request to have that record added to their account. If it is linked…
   - Is there more than one vendor record with that Tax ID/NPI combination? If so, identify which record is active in HRP. If both are active, one needs to be deactivated. Once deactivated, submit a vendor merge request to VisibilEDI to merge the deactivated record into the prevailing record.

Electronic Claim Submission Decision Tree

There are multiple methods offered to providers to enable electronic claim submission, but there are a few pieces of information to gather before you can recommend the best option to any given provider.

Does the provider currently use a clearinghouse?

a) If yes, is Payer ID **IHCS1** available to them in their claim submission vehicle?

   i) If yes, they can immediately begin to submit claims via their clearinghouse by linking them to the IHCS Payer ID.

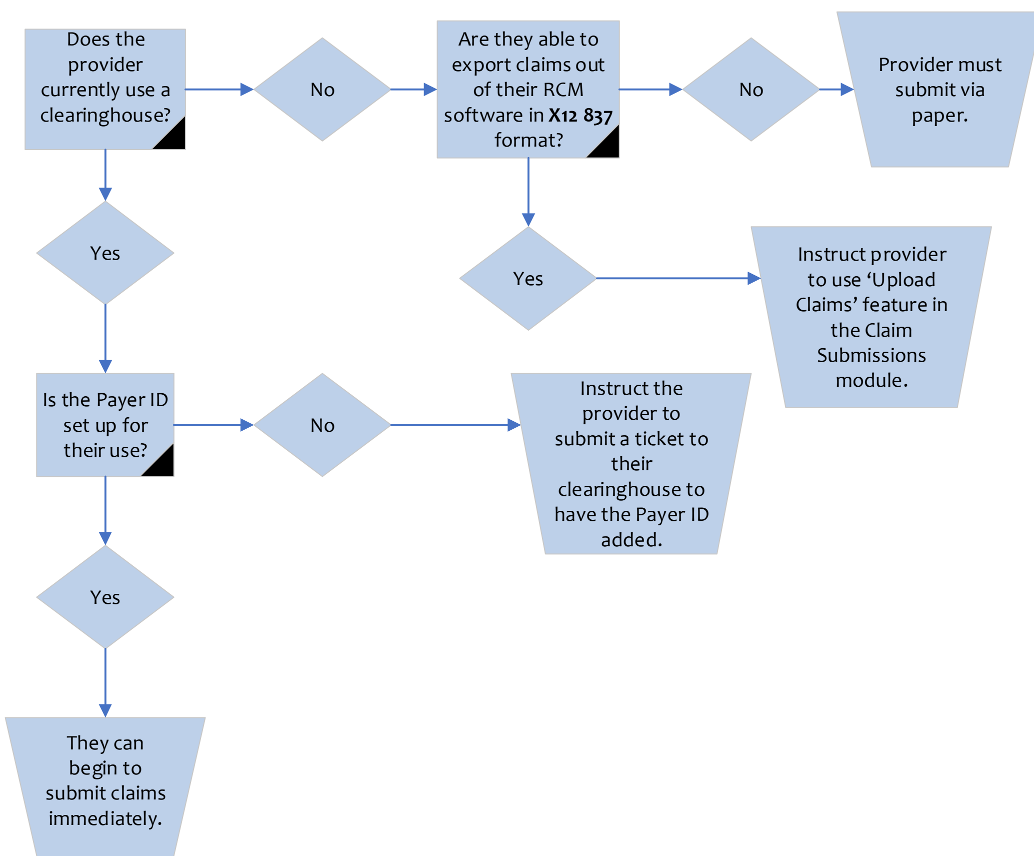
   ii) If no, instruct the provider to submit a ticket to their clearinghouse to have the IHCS Payer ID **IHCS1** added. You can also let them know that IHCS's clearinghouse is VisibilEDI, and that it may be helpful for them to include that information in the ticket if possible.

b) If no, are they able to export claims out of their RCM software in **X12 837** format?

   i) If they answer yes, refer the provider to the 'Upload Claims' feature on the Claim Submissions tab.

   ii) If no, paper submission is there only option.

Decision Tree



Electronic Remittances (ERA's)

What does a provider have to do to begin receiving 835s?

- Clearinghouse Providers: Providers will be set up to receive 835s from the clearinghouse who delivers their claims to VisibilEDI unless otherwise requested. They should check with their clearinghouse to make sure there are no enrollment requirements to begin receiving them. Note that if their clearinghouse gets their claims to VisibilEDI via another clearinghouse, 835 delivery will need to be verified between those clearinghouses.
- Direct Submitters: Direct submitters can retrieve 835s and EOPs from the **Payment Download** module within the portal. 835s are usually available within one business day of VisibilEDI's receipt of the payment file from the plan.