

Questions Received from the OMES EDI Trading Partner Training on 10/28/22

	QUESTION	ANSWER
1	Should we be using the updated codes now?	No. Not until the 12/1 go-live when all EDI transactions are exchanged with the new EDI Vendor, Deloitte.
2	Do you need to complete this process if you process through a clearing house?	If you do not exchange EDI transactions directly with ODM this training really isn't for you. Please reach out to your clearinghouse to ensure they are engaged with ODM.
3	We have also not been contacted about testing. Last e-mail I recieved is that testing would be scheduled for the month of October, and a notification will go out regarding the same. Scioto County Counseling Center (The Counseling Center) - Lindsey Barlowe 740-357-0563	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
4	Please add my info to the connectivity info: Poncey Benford pbenford@beechbrook.org	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
5	I need to be added to the Connectivity List as well. HCF Management, Jodi Bennett 419-999-2010 ext 01176	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
6	I completed my form as well and did not test connectivity	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date. (bbooth@jaghealthcare.com)
7	connectivity also please let me know mbrackney@mcadamhs	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
8	lost sound	n/a
9	People keep saying MCE, which is not the same thing as an MCO as far as I'm aware. You mean MCO, correct?	Yes, in our content, Managed Care Entity (MCE) is the same as Managed Care Organization (MCO)
10	Same applies to connectivity for me. Reached out to Deloitte but get told have everything they need. Levering Management, Inc. Judy Cline 740-397-8940. Thank you	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
11	Not sure if I'm understanding correctly with the HTTPS EDI Web Application, is this another avenue for trading partners to submit billing files?	Yes. Submission through HTTPS EDI Web Application allows user to browse and upload EDI files.
12	I also have not been contacted regarding testing the connectivity. Please contact me Debbie Carver 216-581-2900 ext 2350 from Jennings.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
13	If a trading partner submits Fee for Service claims, then can a Clearinghouse submit Medicaid Mycare claims for the same provider using their ODM trading partner ID?	All clearinghouses or vendors that submit EDI transactions for any of the Ohio Department of Medicaid Programs must enroll and have an authorized ODM trading partner ID for EDI submissions.
14	Connectivity issues: Allyson Clarkson, 317-681-7133, Ernst & Young	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
15	I have an OH ID and have tried to reset my password a dozen times on different browsers, different passwords (that all meet the criteria), etc. and I keep getting an error message when saving. Is there someone I can talk to about this?	Please contact https://ohid.ohio.gov/wps/portal/gov/ohid/help-center/help-logging-in/help-logging-in
16	is the 275 attachment solicited or unsolicited?	It can be either. If a provider knows in advance they need to include an attachment, the 275 can be submitted at the same time as the claim submission. If the provider receives notice from the plan that additional information is needed, the provider may submit additional 275 attachments as a response to that notification. The 277RFI however will not be used at go-live.
17	is this validation process that begins on 11/1 in production?	No. It is open for SFTP testing only.
18	we lost your voice	n/a
19	we have submitted our connection form many weeks ago. But did not hear anything back. Or we good? OUR number OH0004800	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
20	Yes...Ray from Etactics is on the line and can talk to Tracy if needed.	n/a
21	When is the TP Mgmt available?	11/14/2022
22	what clearinghouses work with omes?	The EDI team has no idea whether a company is a clearinghouse or just an authorized trading partner with ODM. We would be happy to check if you want to ask about a specific clearinghouse. Send to EDI-TP-Comments@medicaid.ohio.gov You may also find them listed on the Authorized Trading Partner list on the website.

23	Needed to be added to the Connectivity list	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
24	Needed to be added to the Connectivity Tracy Devaux Child Focus 513-752-1555	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
25	We are in the same place - our organization does not know what it means to test connectivity.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
26	We need a call at 513-673-6372 - Tawnya Dunn - Transitional Living/ Sojourner Recovery	Spoke to Tawnya. They connect via Portal and are now aware that testing will begin on 11/14/22.
27	Must MCE prior authorization requests be sent via EDI on 12/1/22. These are faxed on a client by client basis now.	Yes. Prior authorization requests should be sent via EDI X12 278 transaction or through the PNM Portal
28	Are the SNIP Level 5 and 7 validations occurring in OMES or will that be done by the MCE and the 999 will return to the TP via OMES?	The SNIP 5 and 7 validations are being done by the OMES EDI solution. If EDI transactions do not pass these validations the MCE will not receive the submitted EDI transaction. Testing is critical to your success.
29	Just to clarify, for MSP the Medicaid School Program, if we send one 837 file for many school districts (each their Provider) will we be receiving individual 835 files for each district?	An 835 file will be produced for each billing/pay-to provider
30	Do providers use the PNM portal or ODM 06305 to enroll for ERA and select us as their clearinghouse?	ODM 06305 form is used to authorize a clearinghouse to received the ERA on behalf of the provider indicated on the form
31	So, A9-"E" 999 report means that entire file is rejected?	No. If the entire file is rejected the AK9 = R. If the AK9 within the 999 shows an 'E' this would mean that there were individual claims within an ST/SE transaction have been rejected.
32	Currently, if we have 999 with A9-"R", then we know that entire file is rejected, but not sure how to proceed with A9-"E".	If the AK9 shows an 'E', this means that individual claims within the ST/SE transaction set have been rejected. An 824 transaction will also be returned to the trading partner with additional information about the claim(s) which were rejected.
33	We need to check connectivity as well. Whom can I contact?	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
34	Add to Connectivity list; Irina Fler with Community Behavioral Health Center, irinaf@cbhcweb.com, phone number is 440-212-0502, TP# 0021111. We need to check connectivity.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
35	When you say the connectivity information was "mailed" out, do you mean e-mailed or USPS? Thank you.	Emailed
36	Can we get a link to the current EDI companion Guides?	https://medicaid.ohio.gov/resources-for-providers/billing/trading-partners/companion-guides/companion-guides
37	When will level 5 and 7 snip be fully supported?	12/1/2022
38	For 278/275 Request – We are consumers of 278 request - What validations / snip edits will be coordinated between ODM PMN portal and OMES? Will the same data required in the PNM portal be required in the OMES externally sources 278/275 requests? For example, requestor's (LOOP ID - 2000B REQUESTER LEVEL) phone number and address information look to be required in the PNM portal. Will that information be required in OMES externally sources 278 EDI?	Yes. All data elements required according to the TR3s in the 278 and 275 X12 transactions will be required for PNM
39	We are reviewing 278 Request – What level of detail is required for HCPCS Drugs codes – We don't know if we can get dosing / scheduling / frequency details for each drug or if we will be given a total unit over a date range.	Please refer to the ODM billing policy/guide for information related to the data content requirements.
40	what service dates be used for testing?	For the initial connectivity testing you can use whatever dates you want to use. For end-to-end testing we will include information about any recommended dates when we announce testing.
41	Will testing occur on the test login or the production login (using a 'T' in the ISA)?	'T' must be in the ISA
42	Will testing occur on the test login or production login?	Test
43	Please explain what happens to submitted claims based on Snip 7 edits. Does it simply kick the claim out of the file or does it cause the entire file to fail?	It could be either depending on at what level the rejection happens. If the rejection is prior to the 2300 CLAIM loop, it will reject the entire ST/SE transaction set. If the rejection is within the claim level we expect to only reject the impacted claims.
44	Will claim numbers related to provider errors be reported back to the Trading Partner?	We will have to take this back and reply in the next TP meeting.

45	Is November 1st when the EDI portal will be available?	No, the HTTPS EDI web application will be available to trading partners on 11/14
46	Behavioral Health Billing Solutions is forming a support group for Trading Partners. If interested, email Decfirstinfo@bhbillingsolutions.com.	n/a
47	What is a 06305 form?	The ODM 06305 form is the form the trading partner would complete if you want to offer your EDI services to other providers. This form gives ODM the approval to add your company information to the Authorized Trading Partner list(s) on our website. This is not required.
48	Connectivity issues- Sally Hess 217-709-2335 sally.hess@walgreens.com	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
49	When TP sends a claim to the State and the claim is accepted (passes the SNIP), what is the time we should expect to get the claim back with the FI tracking number? And the follow up, what is the process handle the claims that don't ever come back?	The FI tracking ID number is used internally and will not be passed to trading partners.
50	If we send a batch with each claim or providers batch of claims separated into their own ST/SE loop, will we receive a 999 for each ST/SE loop, or just the batch file itself?	A 999 is produced for each file (ISA-IEA) that is submitted
51	Dawn Iles, Appleseed Community Mental Health Center, Inc (diles@appleseedcmhc.org) Regarding connectivity testing.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
52	tracy ilkanic 216-538-1177 Progressive Quality Care. We have 8 Skilled Nurisng homes	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
53	thank you	Thank you
54	Do all existing trading partners have to re-enroll as a NEW trading partner in order to get a OHID?	Existing trading partners do not have to re-enroll as a new trading partner but due to additional security requirements individuals who work for the trading partner and will be involved in the process of EDI exchanges, individuals must obtain an OH ID to access the system. This ID is for individual persons, not by trading partner.
55	my questin was answered	Great. Thanks for attending!
56	if you are not going to send doucmentation out via email, can you at least send out the link to all via email?	Yes. The presentation has been posted on the website and a link will be provided in an email communciation to all attendees.
57	Need connectivity informaiton needed TPID 0013363 - Contact Cecilia Jefferson 612-395-8379	Email communication was sent to Cecilia on 11/1 confirming SFTP connection is in process with an ETA of next week.
58	TPID requested SFTP. We did not get the connectivity information as of yet. Our contact information is Cecilia Jefferson 612-395-8379	Email communication was sent to Cecilia on 11/1 confirming SFTP connection is in process with an ETA of next week.
59	I have completed the forms with Deloitte. I have contacted them after, the acknowledge receipt but I've received nothing further. How do I test connectivity?	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
60	It sounds like a lot of us have not received information from Deloitte about testing connectivity.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
61	No connectivity communication from Deloitte Annemarie Katz, Bayshore Counseling Services 419/626-9156	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
62	I am in the same boat that I have not tested connectivity. Deloitte told me that I had everything I needed submitted to them. My name is Shawna Kendall with Home Health Connection, 614-547-1514	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
63	Can we please have clarification on the ST-SE failure for invalid rendering provider. In the chart from the 10/7 trading partner pilot group, it states that invalid BILLING provider outside of the 2300 CLM loop will cause ST-SE rejection but it states that invalid rendering provider inside the 2300 CLM Loop will only cause individual claim level rejection. Is this accurate?	Yes, your description is accurate.
64	I have contacted Deloitte repeatedly and have been told that there is nothing additional I can do and testing is not available. I have not been able to get direction regards even testing connectivity. I Is there a phone number for Deloitte where I could call and speak with someone directly?	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.

65	There is no phone number for Deloitte listed on this website. It says TBD.	The Intergrated Help Desk number for Deloitte will be activated on 12/1/22. usomesedisupport@deloitte.com is currently available for EDI support information.
66	There was mention of rejections with a 999 from FI after having a file accepted with 999 from EDI. Did you mean a 277 from FI?	Yes, the 277CA and 835 will be produced by the FI for ODM fee-for-service claims.
67	I cant hear the speaker	n/a
68	We also need information on testing connectivity. Submitted connectivity form in Spring and did verify that they had everything they needed. Name is Jody McCluggage (Jody.McCluggage@StarkMHAR.org). Do you need Trading Partner ID too? Thanks!	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
69	Will this recording be sent out after	Yes. The slide deck and the video will be available on the trading partner website.
70	Is there going to be an alternative time for testing. I am on vacation next week and no one else to do it?	Testing will remain available for an undermined amount of time. There will be an authorization region available to the trading partners on an ongoing basis similar to the CERT/Test region we have today.
71	Where do we send the email to to request 835 trans. only.?	Bobbi, please send your trading partner number to usomesedisupport@deloitte.com and let them know you will participate in OMES but you only want to test for 835 transaction.
72	Melissa Newkirk with Physicians Prof Mgmt, 614.457.8180x200 - connectivity testing info not received	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
73	OMES will now accept all claims outside of My Care Ohio, commercial and Medicare claims?	Yes. All claims for members covered in the Medicaid program, Fee-for-service and Next Generation managed care, will now be submitted either by direct data entry to the PNM portal or using EDI through the new Deloitte vendor.
74	Will there be a consolidated denial reason code list across all MCP?	Angela, please send your question with additional details to EDI-TP-Comments@medicaid.ohio.gov I'm not sure I understand your question.
75	Will reall-time member eligibility inquiries go through this new site as well? If so, must provider wait until 12/1 to resume real-time eligibility look-up?	Yes, real-time 270 transactions will come through the new OMES. The test date for testing real-time connections will be provided at a later date.
76	Is home health provider getting prior auth from MCO by using this system also?	If a MCO requires a prior authorization, the provider has the option of submitting the prior authorization through the PNM module by direct data entry or using EDI in the 278 transaction. The prior authorization will be forwarded to the managed care plan through the OMES/EDI connections
77	Audio on the presentation cut out	n/a
78	How can we get these structural changes in all the file types to our software vendors so they have ample time to put in changes?	Please see the ODM TP website. These changes have all been posted there. Communications via email have also been sent to trading partners. medicaid.ohio.gov/resources-for-providers/billing/trading-partners
79	by 'test connectivity' are you talking about strictly filling out the form? I think the context of our questions is does test connectivity mean actually connecting to an SFTP site, or logging in to the new web portal, etc.	Test connectivity means actually testing your SFTP connection to OMES EDI which began 11/1. Portal testing will begin on 11/14.
80	My name is Robert Peare rpeare@ohiopps.org, I have not received any information on how to do connectivity testing. If it is strictly filling out the form with a list of contacts for each one of the ADAMh boards I work for, we have done that, but we have not received anything telling us *how* to complete the testing if there are more steps	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
81	I do not see Aetna Better Health listed as a provider. I see Aetna Ohio Rise?? But not Aetna	Aetna OhioRISE is the new plan for our multisystem youth. The Aetna Better Health of Ohio plan only handles the Ohio MyCare program. The MyCare plans are NOT part of this change. All processes with the MyCare plans should continue using the same methods that are used today.
82	i lost audio....just me?	n/a
83	back, thanks	n/a

84	i am not an IT person, is there someone available to help me interpret ISA, loops, segments, etc? or am I on my own?	The Deloitte EDI support team as well as the ODM EDI team are available to assist. Please use the following email to reach out. usomesedisupport@deloitte.com or EDI-TP-Comments@medicaid.ohio.gov
85	not to be a downer.....with all of the problems that the small portion of the PNM that went live on 10/1/22 not working correctly, still almost a month into it.....am I the only one with massive concerns about the full implementation of OMES?	Your concerns are understood. Every effort is being made for a successful implementation.
86	i apologize, can you give me again the information for where to find the Connectivity Form?	The connectivity form can be found in the "For more information" box at this link: https://medicaid.ohio.gov/resources-for-providers/billing/trading-partners/enrollment-testing/dxc-vendor-information
87	i cannot locate this official form. when we sent our info in, back in May, it was in response via email to an email that we had received	LGRC submitted the Connectivity Form for Portal connection. EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
88	Please add me to connectivity as well - Susan Rice South Community Inc. Thank you	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
89	Is the Trading partners still going to be on separate website or is it on the OHID portal, and if so, where to link it on OHID portal	The EDI Trading Partner Management Application is a separate location which will require and route users to log into OHID. The URL for the TP mgmt application will be provided at a later date.
90	Did I understand that you will reject an entire file for a bad subscriber ID?	Yes, if an unknown subscriber ID is submitted, the entire ST/SE transaction will be rejected.
91	Is this registration required for eligibility only providers?	If you are talking about the OH ID enrollment then yes. Each individual person who will be involved in the EDI exchange must have an OH ID to access the EDI web application
92	How do you test connectivity?	Portage Path enrolled to connect via EDI Portal. EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
93	How do you test connectivity?	Portage Path enrolled to connect via EDI Portal. EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
94	Contact for connectivity testing - Laura Shilling, Portage Path Behavioral Health, 330-253-3100, ext. 1133	Portage Path enrolled to connect via EDI Portal. EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
95	Will the questions and answers in this chat be with the recording and slides as well?	Q&A's and TP Training Presentation will be available on the ODM website.
96	For connectivity - Shelley Shoaff, CommQuest Services Inc. The old organization name was Community Services of Stark County. The trading partner ID is still the same. I am the main contact for our Trading Partner.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
97	Can't hear you	Sound should be restored now.
98	Can you just send out the info to everyone since there are so many people asking the question about connectivity...I also sent an email stating that the had everything they needed, but need the info...tinas@foundationsbhs.org	An email communication clarifying EDI validation testing for SFTP connections was sent to all attendees on 10/31. Further testing communications will be forthcoming.
99	Is Medicaid currently accepting new Trading Partner enrollments?	No. New Trading Partner enrollments are expected to resume after go-live. Probably around the first of the year.
100	I will like to be added to the connectivity list	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
101	Jeff Tucker Park Village Health Care Center 330-447-3490 for connectivity contact. I sent an email to Deloitte. They told me that they did not need anything from me.	EDI Portal testing will begin on 11/14/22. Additional details to be provided at a later date.
102	http://www.rdp crystal.com/sniplevels/	n/a
103	Are their any reports produced by OMES for file submission compliance reporting?	OMES will produce the standard TA1, 999, and/or 824 transactions depending on the level of edits invoked from the file submission.
104	Hello, can you follow up with me after this call I have specific questions regarding connectivity form: The City of Cleveland EMS Billing 216-664-3690	Spoke to Brandy & will set up a conference to determine their current workflow and determine connectivity option.
105	Hello, can you follow up with me after this call I have specific questions regarding connectivity form: The City of Cleveland EMS Billing, Brandy Wilson 216-664-3690	Spoke to Brandy & will set up a conference to determine their current workflow and determine connectivity option.

106	Connectivity testing - Debbie Whims, 216-378-7227 HW&Co., trading partner ID 0007094. Thank you!	See request below to ignore this question
107	Ignore the request from Debbie Whims - we signed up for Portal only. Thank you!	Thank you