Frequently Asked Questions

Getting Started - - Electronic Claims Submissions

- **Are we required to submit our claims electronically?**
  - Highmark is not requiring providers to submit their claims electronically.
  - Current efforts are strongly focused on increasing the rate and percentage of electronic submissions from all of our providers and trading partners.

- **What are the advantages to submitting claims electronically?**
  - Claims should be received and processed faster than going through the U.S. Postal System.
  - There is an immediate acknowledgment of file receipt and acceptance or rejection of claims into the adjudication system.
  - There are no postage fees, or other costs associated with printing and mailing the paper claims.
  - There is less time spent by office staff on claim submissions.
  - Practice should receive payment more quickly.

- **What Practice Management System (PMS) software packages does Highmark recommend, and what companies offer these packages?**
  - Highmark does not recommend a particular PMS software package or software vendor.
  - Highmark does maintain a list of Software Vendors that have successfully tested their software for electronic claim submission to Highmark.

- **Where can I locate the list of HIPAA Production Ready PMS software vendors?**
  - This list is on our EDI Trading Partner Web site.
  - You can access the "HIPAA Production Ready" list of vendors by clicking on the *Helpful Links* tab and selecting the *HIPAA Production Ready List*.

Becoming Electronically Enabled

- **How do I get started?**
  - Our EDI Trading Partner Web site is dedicated to helping you become electronically enabled. Visit us at http://www.highmark.com/edi
  - This Web site will help you get started applying for and requesting a Trading Partner ID.
  - EDI Operations is a department within Highmark dedicated to assisting you with any questions.

- **How do I contact EDI Operations?**
  - You can contact EDI Operations at 1-800-992-0246, Monday through Friday from 8 a.m. to 5 p.m.
  - You can also contact them via the Web at the following Web site address: http://www.highmark.com/edi

- **Is the EDI Transaction Application available on the Web site?**
  - Yes, this application is located on the Web site.

- Click on the *Getting Started* tab and review the instructions. The application is available as part of the start-up process.

Electronically Enabled Providers

Note: The following questions are applicable if you directly submit electronic claims using your own Trading Partner ID (i.e., you do not submit through a billing service or clearinghouse).

- **Are there any types of claims that cannot be electronically submitted?**
  - All medical and surgical claims, including secondary claims, can be submitted electronically to Highmark.

- **I am electronically enabled. When I have attachments that I send to Highmark, should I submit the claim via paper or electronically?**
  - You should transmit the claim electronically to Highmark, using transmission codes in the PWK segment, loop 2300- claim information to provide detail related to the supplemental information that you are sending for the claim.
  - You should review the specifications in the EDI Reference Guide or work with your Practice Management Software vendor to ensure that the PWK segment is available and properly configured to work with Highmark processing guidelines.

- **How do I indicate that I am sending attachments when electronically submitting the claim?**
  - There are multiple transmission codes within the PWK segment to provide details related to the supplemental information that you are sending for the claim. Specifications for the PWK Segment can be found in the *EDI Reference Guide*.

- **I submitted electronically, but my claims are being rejected. Why?**
  - There are numerous reasons for claim rejections.
  - Trading Partners should work with their PMS software vendor and/or EDI Operations to determine the cause for rejection.
  - EDI Operations can assist you with the analysis of the acknowledgment transactions provided by Highmark throughout the electronic claim submission process.

- **If my electronic claim submission is being rejected, should I drop to a paper submission?**
  - You should NOT drop rejected electronic claims to paper. Effective Jan. 8, 2007, Highmark aligned its electronic and paper submission processing guidelines. Dropping rejected electronically submitted claims to paper will only result in the same rejection, unless a correction to the claim (based on the corresponding rejection code) is made.

EDI Reports for Electronically Enabled Providers

- **How can I review the status of my electronically submitted claims?**
  - Highmark provides a 997 Functional Acknowledgment transaction, which advises whether the file was accepted or rejected.

- Highmark provides a 277 Claim Acknowledgment (277 CA) transaction or a printable version that is used to acknowledge receipt of claim submissions, including the acceptance or rejection of each claim.
- Highmark provides the 276/277 Claim Status Request and Response transaction for verifying status on claims accepted into the adjudication system.

- **How can I receive the 277 CA transaction?**
  - Highmark produces the 277 CA transaction for all electronic submitters for use by those PMS software vendors who have programmed their system to retrieve the file.
  - You should refer to the EDI Trading Partner Web site and talk to your PMS software vendor to determine the necessary data requirements to electronically receive the 277 claim acknowledgment transactions

- **How do I obtain a printable version of the 277CA transaction?**
  - The printable version is an electronic report that utilizes all the data from the 277CA transaction, which has been formatted for ease of viewing by the office staff.
  - This report is available for Trading Partners whose PMS software does not accommodate retrieving the 277 CA transaction.
  - This report can be obtained by contacting EDI Operations at 1-800-992-0246.