

# Testing Procedures for Electronic Claim Submissions

## Provider and Payee Instructions

1. If you are interested in submitting and receiving electronic transactions, you must complete the following steps:
  - a. Sign a Trading Partner Agreement (TPA) – It can be downloaded from the HIPAA Documents page on the Service Matrix at:  
<http://www.eikids.com/LA/matrix/>
  - b. Make sure you fill out the section on page 4 which specifies whether you want the information in paper or electronic format.
  - c. Sign a "Certification Statement for Providers Submitting Claims by Means Other Than Standard Paper" located in the provider billing manual. This can also be found on the Matrix in the HIPAA Documents Paged. It is called Certification for Online Claims.
  - d. Sign any appropriate riders.
  - e. Mail the Trading Partner Agreement to the CFO Helpdesk:

CFO Provider Enrollment  
c/o Covansys  
P.O. Box 29134  
Shawnee Mission, KS 66201-9134

2. After the TPA has been accepted and entered into the system by the CFO, you will be invited (via email) to participate in online testing through our HIPAA Desk Community. The email will provide the website address along with User ID and password information. The website will enable you to complete a series of steps to test HIPAA transactions. Your Payee account will also be set up on the File Distribution System for internal testing after the HIPAA Desk testing has been completed.

Note: These two activities usually occur on the same day the CFO receives the required documentation. If you do not receive the Invitation to the HIPAA Desk community within 14 days of mailing your TPA to the CFO, please contact us at [edi@covansys.com](mailto:edi@covansys.com) so that we can check on the status of your request.

3. User Manuals for our HIPAA Desk Community may be downloaded from the HIPAA Documents page on the Service matrix website at:

<http://www.eikids.com/LA/matrix/>

4. Companion Guides (guides which specify Covansys data requirements), will be available on the Service Matrix website and the HIPAA Desk Community website. All files must adhere to the HIPAA Implementation Guides and Addenda, which can be downloaded free of charge from [www.wpc-edi.com](http://www.wpc-edi.com), as well as the Covansys Companion Guide.

5. You must submit three successful test files using HIPAA Desk Community. The test files need to have valid data because the provider, child and authorization information is verified against actual information in our databases. However, the files are processed into our test system and will not create check or payments.
6. Covansys will be able to follow your progress as you proceed through the Commerce Desk Solution. However, you must send an e-mail to notify us upon successful completion of the testing at [edi@covansys.com](mailto:edi@covansys.com). This mailbox has been established for Providers and payees to ask questions about electronic authorization and claim submission and retrieval. All other queries must be directed elsewhere.
7. After successfully testing on the HIPAA Desk Community website, you must then log into Service Matrix website. In the Edit Service Matrix section, you should see an additional icon titled "HIPAA Files". If you do not see this icon:
  - a. Make sure you have logged in with your administrative password.

Note: Each agency is issued a standard password and an administrative password. The administrative password is the one you use to edit information. This is also required to submit Hipaa files. If you don't know what it is, you need to contact the CFO Helpdesk to inquire.
  - b. If you are logged in with your administrative password, contact the Early Intervention Support Group at [EDI@Covansys.com](mailto:EDI@Covansys.com).
8. After you click on "HIPAA Files" icon, you will be redirected to the File Distribution System (FDS) screen. In the upper right corner of the grid, you will see a blue circle with a white question mark. This is Help icon and it will guide you through the step-by-step process for submitting files.
9. Follow the directions above, and submit the same three files that were successfully processed on the HIPAA Desk Community website. When you see the green checkmark in the Status column, you must e-mail us at [edi@covansys.com](mailto:edi@covansys.com) and let us know that the files have been submitted. We will give them a checkmark in the Data column. The files will then be ready for testing during the nightly process.
10. The nightly processing is completely automated after the check mark has been entered in the "Data" Column. Results can be viewed on the FDS website the next morning. The "Final" column can contain three possible results:
  - a. green checkmark = everything was accepted
  - b. red icon = everything was rejected
  - c. yellow triangle = some claims were rejected – clicking on the yellow triangle will provide detailed rejection reasons. Those specific claims need to be fixed and resubmitted.
11. All three files must complete successfully and obtain a green checkmark in all three columns. If your file was rejected completely or gets a Yellow Triangle warning, the mistakes in that file must be fixed and resubmitted for testing during the next nightly process. When you have gotten three files completely processed, you will be granted LIVE status to submit 837P claim files. You can then submit claims for payment through the File Distribution System.

Questions regarding this process should be directed to Early Intervention Support Group using [EDI@Covansys.com](mailto:EDI@Covansys.com). This mailbox is monitored on a regular basis.

## Other Transactions

The electronic authorization (278) and the remittance advice (835) are transactions created by First Steps. Steps 1-4 apply to these transactions as well as claims.

Providers can download outbound files for testing purposes from the FDS website. There is an HIPAA INBOX icon in the upper left hand corner next to the HELP icon. Authorization and remittance advice files are stored here and available to be downloaded. The providers are in control of requesting "Live" status by notifying First Steps when they have completed their testing.

Each transaction is monitored separately and should be implemented one at a time.