

EDI Reports in My Insurance ManagerSM

Electronic claim filers can access EDI claim reports in My Insurance Manager. These reports include all claims received via the EDI Gateway each day and include explanations for rejected claims so you can resubmit them as soon as possible. You can view reports for a specific National Provider Identifier (NPI) or view reports for all of your locations at once.

This function shows reports only for electronic claims that come in through the EDI Gateway. This function does not show reports for Web claims.

My Insurance ManagerSM Healthcare Professionals

Health Dental

Claims Status | Eligibility and Benefits | Professional Claim Entry | UB-92 Claims Entry | Authorization/Pre-Certification/Referral | **EDI**

Verify Primary Care Physician | Other Health Insurance | Remittance Information | Modify Profile | Your Mailbox | Your Patient Directory | Home | Print | Logout

You are signed in as Dr. Blue, Blue Family Practice.

You are now ready to access My Insurance Manager. Simply choose the task you want from the menu at the top of the screen. When you're finished using My Insurance Manager, just "Logout" to return to the rest of our Web site.

New! Electronic Data Interchange (EDI) Claims Rejection/Acceptance Summary and Detail Reports
Electronic claim filers can now access EDI claim reports. These reports include all claims received each day and include explanations for rejected claims so you can resubmit them as soon as possible. You can view reports for a specific National Provider Identifier (NPI) or view reports for all of your locations at once. Choose EDI from the top menu to get started!

Important! NPI Mandate Updates for My Insurance Manager
We are integrating the National Provider Identifier (NPI) into My Insurance Manager. As part of this HIPAA mandate, most providers must have an NPI for their organizations and for each individual doctor or other healthcare provider. Most importantly, you must have an NPI number to file claims, view claims status, check eligibility and submit pre-certifications and referrals. If you do not have your NPI numbers on file with us by the time the Centers for Medicare & Medicaid Services implements NPI, you will no longer be able to perform these transactions.

For consistency, we're also integrating the NPI into the Remittance Information feature of My Insurance Manager. If you have not given us your NPI numbers yet, please visit the [HIPAA Critical Center](#) to learn more about our registration process.

New! Federal Employee Program (FEP) Service Benefit Plan Link
Do you need FEP benefits information? We provide some details in our Voice Response Unit (VRU), but you'll find much more on the [FEP Web site](#). There, you can access the Service Benefit Plan Brochure, benefit information for both Standard and Basic contracts, and general information about the program.

System News Updates
We've added information to help you reduce hard copy claims and increase your electronic HIPAA-compliant claims percentage. This information will also help you resolve claims filing issues. [System News](#) includes APC claims information, upcoming IT updates, system availability information, common provider call reasons with explanations, and common claim edits and how to correct them. Access [System News](#) now.

State Health Plan Fee Schedules
The latest State Health Plan professional fee schedules are available for download in an Excel file format. Download the files [here](#).

HIPAA Compliant Transactions
HIPAA has set the standards for electronic healthcare transactions. Visit the [HIPAA Critical Center](#) for Trading Partner Agreements, transaction information and useful HIPAA information.

BlueChoice HealthPlan Facilities and Physicians' Manuals
The BlueChoice HealthPlan Facilities Manual is available for download [here](#). The Physician Office Administrative Manual is available for download [here](#). You will need the [Adobe Acrobat Reader](#) to view or print the manual.

Log into My Insurance Manager. Then click on "EDI" on the top menu.

SMMy Insurance Manager is a Service Mark of BlueCross BlueShield of South Carolina.

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

NOTE: This guide is for training purposes only. This is not a guarantee of payment. Non-payment of premiums and other contractual limitations may result in denial of benefits or refunds.

Location Selection

My Insurance ManagerSM Healthcare Professionals

Claims Status | Eligibility and Benefits | Professional Claim Entry | UB-92 Claims Entry | Authorization/Pre-Certification/Referral | EDI

Verify Primary Care Physician | Other Health Insurance | Remittance Information | Modify Profile | Your Mailbox | Your Patient Directory | Home | Print | Logout

You are signed in as Dr. Blue, Blue Family Practice.

Electronic Data Interchange

Location Selection

Please choose a Primary ID to view the EDI claim reports for that number. You can also choose to view reports for all locations.

Primary ID ▲	Provider Name	Address	City
222222220	BLUE FAMILY PRACTICE	123 ELM ST	COLUMBIA
333333330	BLUE FAMILY PRACTICE NORTH 1 PINE ST		COLUMBIA

[View Reports for All Locations](#)

Cancel

Choose the location for the EDI reports you want to view. To view all EDI reports associated with your Tax ID, click on “View Reports for All Locations.”

Note: EDI report searches will differ for atypical and non-atypical providers or locations. The law does not require an atypical provider or location to have an NPI. A non-atypical provider or location must have an NPI.

Only non-atypical locations with National Provider Identifiers (NPIs) will appear on the Location Selection list. To look up EDI reports for claims you filed without an NPI — whether for atypical or non-atypical locations — you **must** click on “View Reports for All Locations.”

If there is no NPI associated with your Tax ID, the Location Selection page will not appear. My Insurance Manager will go directly to the Claim Rejection/Acceptance Reports screen and show EDI reports for all locations associated with your Tax ID.

Claim Rejection/Acceptance Reports Summary Report List, Specific Location

My Insurance ManagerSM Healthcare Professionals

Health Dental

Claims Status | Eligibility and Benefits | Professional Claim Entry | UB-92 Claims Entry | Authorization/Pre-Certification/Referral | EDI

Verify Primary Care Physician | Other Health Insurance | Remittance Information | Modify Profile | Your Mailbox | Your Patient Directory | Home | Print | Logout

You are signed in as Dr. Blue, Blue Family Practice.

Electronic Data Interchange (EDI)

Electronic Data Interchange

Claim Rejection/Acceptance Reports

Choose an EDI claims report type:

Summary Report Detail Report

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims. Also, retrieving a large report using a dial-up connection may take considerable time.

Summary Reports for Primary ID : 222222220

Choose an EDI claims received date to view a report. (You will need [Adobe Acrobat Reader](#) to view or print reports.)

Received Date	Status
07/04/2007	No Claims Received
07/05/2007	No Claims Received
07/06/2007	No Claims Received
07/07/2007	No Claims Received
07/08/2007	No Claims Received
<u>07/09/2007</u>	
07/10/2007	No Claims Received
07/11/2007	No Claims Received
07/12/2007	No Claims Received
<u>07/13/2007</u>	
07/14/2007	No Claims Received
07/15/2007	No Claims Received
<u>07/16/2007</u>	
<u>07/17/2007</u>	

Choose a Different Location

If you choose a specific location from the screen on page 2, you will see a list of EDI summary reports filed with the NPI for that location. If we did not receive claims for this location and NPI on a particular date, "No Claims Received" will appear next to the date, and there will be no report. Dates for which there is a report available will appear in underlined blue link text. Click on a date link to view the summary report for that date (see page 4).

From this page, you may also select "Detail Report" to go to a list of reports showing detailed information about claims filed with this NPI.

Click on the "Choose a Different Location" button to return to the location selection list.

EDI Summary Report

07/18/2007 EDI GATEWAY
08:20:18 COLUMBIA, SC 29219

E837P602
CLAIMS SUMMARY REPORT

PAGE : 1
CYCLE : DAILY

RECEIVED DATE : 07/16/2007 **1**

STATUS : PROD

SUBMITTER ID : AAA1111AA1 CLEARINGHOUSE INC
BILLING PROVIDER : 123456789 BLUE FAMILY MEDICINE
NATIONAL PROVIDER ID : 222222220
PAY TO PROVIDER :
PROCESSOR : 570287419 BLUECROSS BLUESHIELD OF SOUTH CAROLINA
TRANSACTION TYPE : 837 PROFESSIONAL

TOTAL CLAIMS	ACCEPTED CLAIMS	% OF ACCEPTED	REJECTED CLAIMS	% OF REJECT
11	9	82	2	18

TOTAL DOLLARS	ACCEPTED DOLLARS	% OF ACCEPTED	REJECTED DOLLARS	% OF REJECT
1,308.00	\$ 1,101.00	84	\$ 207.00	16

11.00 x 9.50 in

1 of 2 **3**

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims. **4**

[View Detail Report](#) **5**

[Close Summary Report](#) **6**

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This report summarizes the claims we received for the chosen NPI and date.

1. The Received Date is the date we received the claims.
2. The body of the report shows acceptance and rejection totals and rates for claims, and claim dollar amounts.
3. The report will have multiple pages if certain information in the report header changes. For example, there will be a separate total for each Processor (health plan). There will also be a separate total for each location associated with an NPI.
4. For questions about claims missing from the reports, contact your clearinghouse or trading partner.
5. Click on View Detail Report to see a report listing each individual claim (see page 5).
6. Click on Close Summary Report to return to the report list.

EDI Detail Report

07/18/2007 EDI GATEWAY
08:20:18 COLUMBIA, SC 29219

E837P602
CLAIMS ACCEPTANCE/REJECTION DETAIL REPORT

PAGE : 1
CYCLE : DAILY

RECEIVED DATE : 07/16/2007 STATUS : PROD

SUBMITTER ID : AAA1111AA1 CLEARINGHOUSE INC
BILLING PROVIDER : 123456789 BLUE FAMILY MEDICINE
NATIONAL PROVIDER ID: 222222220
PAY TO PROVIDER :
PROCESSOR : 570287419 BLUECROSS BLUESHIELD OF SOUTH CAROLINA
TRANSACTION TYPE : 837 PROFESSIONAL

SUBSCRIBER MEMBER ID	PATIENT CONTROL NUMBER	PATIENT LAST NAME	F	SERVICE DATE FROM TO	TOTAL CHARGES	GROUP CNTL NUMBER	ERROR/REJECT CODES
999574317	22222222	JONES	P	07/13/07 07/13/07	\$ 153.00	000222222	251
44444444	33333333	SMITH	A	07/12/07 07/12/07	\$ 54.00	000222222	E02
AAA222222222222	44444444	JOHNSON	P	07/13/07 07/13/07	\$ 252.00	000222222	
AAA888888888888	55555555	TESTING	C	07/13/07 07/13/07	\$ 208.00	000222222	
AAA4444444444	66666666	SMITH	C	07/13/07 07/13/07	\$ 142.00	000222222	
BBB333333333333	77777777	JONES	S	07/13/07 07/13/07	\$ 108.00	000222222	
AAA444444444444	88888888	DOE	J	07/13/07 07/13/07	\$ 97.00	000222222	
CCC555555555555	99999999	SMITH	A	07/13/07 07/13/07	\$ 90.00	000222222	
AAA333333333333	A2222222	MILLER	H	07/12/07 07/12/07	\$ 75.00	000222222	
AAA9999999999	A3333333	ANDREWS	D	07/13/07 07/13/07	\$ 75.00	000222222	
CCC777777777	A4444444	JONES	T	07/13/07 07/13/07	\$ 54.00	000222222	

REJECTED CLAIMS 2 ACCEPTED CLAIMS 9

ERROR CODES: VERBIAGE
251 SUBSCRIBER ID NOT ON FILE AS ENTERED
E02 INVALID SUBSCRIBER ID FOR CARRIER CODE

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11.00 x 9.50 in 1 of 2

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims.
[View Summary Report](#)
[Close Rejection/Acceptance Detail Report](#)

This report shows a detailed list of claims we received for this NPI and date. As with the EDI Summary Report, the Detail report will contain separate totals if certain header information changes. For each report section, rejected claims appear at the top of the list with the error or reject code. Code definitions are located just after the report totals.

Claim Rejection/Acceptance Reports Summary Report List, View Reports for All Locations

My Insurance ManagerSM Healthcare Professionals **Health** **Dental**

Claims Status | Eligibility and Benefits | Professional Claim Entry | UB-92 Claims Entry | Authorization/Pre-Certification/Referral | EDI

Verify Primary Care Physician | Other Health Insurance | Remittance Information | Modify Profile | Your Mailbox | Your Patient Directory Home Print Log

You are signed in as Dr. Blue, Blue Family Pract

Electronic Data Interchange (EDI)

Electronic Data Interchange

Claim Rejection/Acceptance Reports

Choose an EDI claims report type:

Summary Report Detail Report

Please note: Contact your clearinghouse or trading partner with inquiries about missing claims. Also, retrieving a large report using a dial-up connection may take considerable time.

Summary Reports

Choose an EDI claims received date to view a report. (You will need [Adobe Acrobat Reader](#) to view or print reports.)

Received Date	Primary ID	
07/20/2007	No Claims Received	
07/21/2007	No Claims Received	
07/22/2007	No Claims Received	
07/23/2007	No Claims Received	
07/24/2007	123456789	
07/24/2007	222222220	
07/25/2007	No Claims Received	
07/26/2007	No Claims Received	
07/27/2007	123456789	
07/27/2007	222222220	
07/27/2007	333333330	
07/28/2007	No Claims Received	
07/29/2007	No Claims Received	
07/30/2007	123456789	Section 1
07/30/2007	123456789	Section 2
07/30/2007	222222220	
07/30/2007	333333330	Section 1
07/30/2007	333333330	Section 2
07/31/2007	No Claims Received	
08/01/2007	222222220	
08/01/2007	333333330	
08/02/2007	No Claims Received	

If you choose “View Reports for All Locations” from the screen shown on page 2, you will see a screen like this. Again, the Received Date column contains links to EDI claims reports received on particular dates. The Primary ID column shows the provider ID (NPI or Tax ID) with which you filed the claims.

Large reports will be broken into 50-page increments. When this happens, you will see links with section numbers as shown above.

From here, this function operates as described in pages 3-5.