



5010 Frequently Asked Questions

General Questions

Q: Where can I find the 5010 implementation guides?

A: Ordering and other information is available from the Washington Publishing Company (WPC) at www.wpc-edi.com. The implementation guides for the 5010 are now referred to as TR3s (Technical Reports Type 3).

Q: Where can I find the 5010 Implementation Guides for NCPDP transactions?

A: The NCPDP Implementation Guide is available for purchase and download from the NCPDP website: www.ncdp.org/standards_purchase.aspx.

Q: What versions of the HIPAA transactions will Michigan Medicaid support effective 1/1/2012?

A: The versions MDCH will be testing with providers and health plans during 2011, and supporting in production effective 1/1/2012 are:

| Transaction Type | Version Control Number | Addenda / Errata |
|------------------|---------------------------|------------------|
| 276/277 | 005010X212 | E1 & E2 |
| 278 | 005010X217 | E1 & E2 |
| 820 | 005010X218 | E1 |
| 834 | 005010X220A1 | A1 & E1 |
| 835 | 005010X221A1 | A1 & E1 |
| 837P | 005010X222A1 | A1 & E1 |
| 837I | 005010X223A2 | A1, A2 & E1 |
| 837D | 005010X224A2 | A1, A2 & E1 |
| 270/271 | 005010X279A1 | A1 & E1 |
| NCPDP | Telecom D.0 and Batch 1.2 | Aug 2010 |

Q: Are there any lower-cost 5010 (not WPC) specification resources for smaller vendors and providers?

A: Not that we are aware of. The 5010 TR3s are the intellectual property of X12. Since X12 has partnered with WPC for distribution, the TR3s cannot be duplicated or re-distributed by another source.



Q: Will MDCH process 4010A1 and 5010 transactions during 2011?

A: No. The date for moving to version 5010 is 1/1/2012, a federally mandated compliance date. Version 4010A1 will be used for production transactions submitted through 12/31/2011 and Version 5010 must be used for all transactions submitted 1/1/2012 and after.

Q: I have a billing agent. Aren't they required to make the changes needed for 5010?

A: While some 5010 changes are technical in nature, many are business changes and providers should understand the impact of those changes on their business practices. Providers should contact their billing agents to make sure that they are making the required changes and will be ready for the 5010 testing and migration. Do not depend solely on your billing agent!

Q: Will MDCH be publishing a companion guide for 5010?

A: Yes, the companion guides are posted on the MDCH website at:
www.michigan.gov/5010icd10.

Q: Will MDCH be implementing live 5010 processing prior to 1/1/2012 (presuming testing has been completed successfully)?

A: MDCH will not implement production (live) processing of the 5010 transactions prior to 1/1/2012.

Q: Where can I get more information about 5010?

A: Additional information and helpful links are located on the MDCH website:
www.michigan.gov/5010icd10, and on the CMS website:
www.cms.gov/Versions5010andD0/40_Educational_Resources.asp.

Q: I understand that MDCH will be discontinuing the 277 Unsolicited Responses for pended claims and will only be producing an 835 transaction. Will the pended claims appear on the 835? Will a 277CA Acknowledgement be provided?

A: MDCH will be discontinuing the 277 Unsolicited Response for suspended claims on 1/1/2012. The 835 transaction will only include paid and denied claims per pay cycle. To get information on suspended claims, providers may either inquire regarding claims status using the CHAMPS provider portal or submit a 276 claim status request so that a 277 claim status response will be returned. **(Updated)**

Q: Will MDCH require provider re-enrollment?

A: No re-enrollment activities are required to support 5010 processing.

Q: Is MDCH going to continue using a 997 acknowledgement transaction or will you be moving to a 999? If you are moving to the 999, do you have a new 5010 companion guide?

A: MDCH will begin using the 999 acknowledgement transaction and will no longer be producing the 997 effective 01/01/2012. At this time there is no 5010 999 Companion Guide. Providers should follow the TR3.



Q: Will changes be made to the CHAMPS Direct Data Entry (DDE) screens?

A: Yes, changes to the CHAMPS online DDE for claims submission are in process and will be operational by 01/01/2012. MDCH will be offering classes to provide training for claims entry and adjustment for the 837 D, P and I. Information about the screen changes will also be available on the MDCH website as soon as it is available.

Testing

Q: What is business-to-business (B2B) testing?

A: Michigan Medicaid B2B testing consists of two stages of testing: (1) Integrity Testing and (2) Test Transaction Processing through CHAMPS. Integrity Testing will be performed through a self-service web site that allows our trading partners to upload small batches of 5010 transactions (e.g., 837 claims and encounters, 276 claim status requests) to test compliance against the HIPAA 5010 guidelines and MDCH Companion Guides, to ensure that a "clean" TA1 and/or 999 response file will be generated and that the transactions will be acceptable to MDCH for processing. Following successful completion of Integrity Testing, trading partners will be asked to submit small batches of 5010 transactions to the CHAMPS B2B test environment for processing/adjudication and reporting back to trading partners. Detailed B2B testing instructions for all HIPAA 5010 (and NCPDP D.0) transactions are posted on the MDCH web site. Note that NCPDP encounter claims are tested through MDCH B2B testing and NCPDP fee-for-service claims are tested through Magellan, the MDCH Pharmacy Benefits Manager (PBM).

Q: How do I let MDCH know that I would like to participate in 5010 pilot testing?

A: Contact the MDCH testing team at MDCH-B2B-Testing@Michigan.gov.

Q: What are the requirements for a billing agent to be approved for 5010 submission in production?

A: Billing agents must test with MDCH and meet the certification criteria published in the test instructions for each transaction type. Test instructions are available at www.michigan.gov/5010icd10 in the 5010 Business-to-Business (B2B) Testing Section.

Q: Will MDCH B2B testing utilize the 5010 or the 5010 errata?

A: MDCH will use the 5010 errata for all testing with trading partners and production transactions.

Q: When will you be able to test 5010 835 transactions with trading partners?

A: MDCH began generating test 5010 835 transactions for selected trading partners in June 2011, and for all interested trading partners in July 2011. For details on the 835 cutoff and production dates, please see the 5010 Transaction Schedule for B2B Testing in the B2B Testing Information section at www.michigan.gov/5010icd10. For example, if you successfully submitted claims in Stage 2 testing with CHAMPS between July 6th and July 20th, then an 835 would be generated for your claims approximately July 27th.



Q: When will you be able to test 5010 820 and 834 transactions with Trading Partners?

A: MDCH will be generating test 5010 820 and 834 transactions for selected trading partners in July 2011, and for all interested trading partners in August 2011. For details on the 820 and 834 production dates, please see the 5010 Transaction Schedule for B2B Testing in the B2B Testing Information section at www.michigan.gov/5010icd10.

Q: How will test 5010 835 files be made available?

A: We will generate test 5010 835s in our B2B Test environment, in response to test 837 claims submitted by our trading partners. We plan to generate test 5010 835s on a bi-weekly basis. Test 5010 835s will be made available in your mailbox on the State's Data Exchange Gateway (DEG), which is the same mechanism used for current production 835 files. The File ID used to retrieve the production 835 from the DEG is **4987**. Test 835s will be posted to your mailbox using a file ID of **4987T**. Additional testing instructions for the 5010 835 are referenced at www.michigan.gov/5010icd10.

Q: How can I recover my Ramp Manager username and password?

A: Go to the Ramp Manager login page (<https://sites.edifecs.com/index.jsp?michigan>) and select either "Recover username" or "Recover password" on the left side of the page. Ramp Manager will ask for the e-mail address associated with your username and will e-mail the information to that address.

Q: I submit my claims to MDCH through a service bureau or billing agent. How can I be sure my claims will be properly processed and paid in January 2012, after HIPAA 5010 has been implemented by MDCH?

A: You need to work with your service bureau and send test claims to your service bureau to ensure those test claims are properly processed and paid. You should also monitor your service bureau's testing status with MDCH to ensure your service bureau has completed B2B testing with MDCH and is ready to communicate with MDCH using 5010. We will be publishing a list of service bureaus approved to send 5010 837 claims and encounter transactions to MDCH on the MDCH web site at www.michigan.gov/5010icd10. Should you have any questions regarding the readiness of your service bureau and their testing status, you are welcome to send an email to MDCH-B2B-Testing@Michigan.gov.

Q: MDCH provides Health Plans with test 834 eligibility enrollment transactions and test 820 payment transactions by posting test 5010 versions of these transactions to the trading partners' electronic mailbox on the Data Exchange Gateway (DEG). How long do these transactions remain in the mailbox?

A: These transactions generally remain in your DEG mailbox, available for retrieval for seven days. Should you not be able to retrieve test 5010 transactions before the files are deleted, e-mail the B2B test support team at MDCH-B2B-Testing@Michigan.gov. They may be able to obtain an archived copy of a test file and re-post it to your mailbox for you.

(New)



Q: I submitted a batch of test 5010 claims (or encounters) for Stage 2 testing through the DEG, but all of the transactions were rejected as duplicates. How can I avoid that problem?

A: MDCH refreshed the B2B Test database with claims and encounter history transactions through July 24, 2011. If you submit a 5010 version of a production 4010 claim or encounter transaction through CHAMPS on or before July 24, 2011, it will probably be rejected as a duplicate. To avoid this problem and successfully complete Stage 2 B2B testing, submit 5010 claims or encounters with dates of service on July 25, 2011 or later, which were not in the CHAMPS production system on July 24, 2011. **(New)**

Format/Structure

Q: Loop 2010 Pay to Provider will no longer allow a PO Box address. Does this mean that a PO Box can't be used for claims payment?

A: The PO Box restriction pertains to the billing provider loop (2010AA). Payments are sent to the address stored in CHAMPS provider enrollment information, not to the address reported in the 837 transaction.

Q: Is a nine digit zip code required?

A: A nine digit zip code is required in loop 2010AA, segment N4, element 03 (postal code). This is a required element when the billing provider is based in the United States.

Q: Will the format of the 835 change with the 5010?

A: Refer to the 5010 TR3 for detailed information on the format of the 835. The MDCH website also contains a link to the CMS side-by-side comparison of the 4010A1 and the 5010 versions of the 835 at www.michigan.gov/5010icd10.

Q: What file IDs should I use for 5010 inbound transactions?

A: New file IDs for the 5010 inbound transactions can be found on page 31 of the Electronic Submissions Manual. The manual is posted online at www.michigan.gov/5010icd10.

