



EDI Connection

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Assistance with Submitting Spanned Date Claims After ICD-10 Transition

Below are some references that may assist Medicare billers with claims submitted with a span of dates during the ICD 10 Transition.

Special Instructions for the International Classification of Diseases, Clinical Modification 10th Edition (ICD-10-CM) Coding on Home Health Episodes that Span October 1, 2015 - <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1410.pdf>

Institutional Services Split Claims Billing Instructions for Medicare Fee-For-Service (FFS) Claims that Span the International Classification of Diseases, 10th Edition (ICD-10) Implementation Date - <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1325.pdf>

myCGS Security E-mails Regarding an Account

In the event that any myCGS user, including a provider administrator, attempts to incorrectly log into their account 10 times within a 24-hour period, the Systems Security Team will attempt to contact the provider administrator on the account.

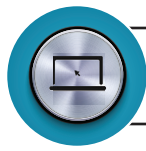
The provider administrator **must** respond to confirm or deny that the person assigned to the ID in question made the login attempts listed. Failure to respond to the email could result in termination of the user ID or, in instances where the user ID in question is the only provider administrator, the entire account.

For additional assistance, please contact the EDI Helpdesk. When contacting the EDI Helpdesk for myCGS inquires please have your Provider Transaction Access Number (PTAN), National Provider Identifier (NPI) and the last 5 digits of the Tax ID Number (TIN) available.

myCGS Information

The myCGS portal is a Web-based application developed specifically to serve the needs of health care providers and their staff in Jurisdiction 15. Access to myCGS is available 24/7 and is free of charge to all CGS providers (<http://www.cgsmedicare.com>).





myCGS System Requirements

Operating System:

- Windows 7 (or later)
- Mac OS X 10.x (or later)

Supported Internet Browsers:

- Internet Explorer: Version 10.x (or later)
- Mozilla Firefox: Version 30.x (or later)
- Google Chrome: Version 35.x (or later)
- Safari: Version 5.X (or later)

Recommended Screen Resolution: 1024 x 768

Additional Requirements:

- Adobe Acrobat Reader Version X (or later) or Adobe Acrobat Pro Version X (or later)
- JavaScript enabled
- Compatibility view disabled
- Pop-up blocker disabled

Use of Multiple Tabs

- myCGS does not currently support simultaneous use of the portal on multiple browser tabs.
- Using myCGS in more than one browser tab at the same time may cause errors in your submissions.
- To avoid delays in processing of your request, please limit your usage of myCGS to one tab in your Internet browser.

Lockouts

- If you click on the 'X' in the upper right corner of the page instead of clicking the Logout button, you will be locked out for 30 minutes.
 - You will receive a message that you are still logged in or logged out improperly.
 - CGS EDI cannot unlock you when this message is received.
 - You must wait the full 30 minutes prior to logging in again.
- Note:** If you do not wait the full 30 minutes, you will be locked out for another 30 minutes.

Top Errors Submitting EDI Application Enrollment Forms

The benefits of submitting claims electronically are enormous, with earlier payment floor and earlier detection of errors, just to name a few. The EDI Enrollment packet provides a clear and comprehensive way to begin electronic billing. Also available is our online EDI Enrollment Packet to start the process.

Take a look at common mistakes that will cause your EDI Application to be returned.

Application Errors	Resolutions
Application received without the Group PTAN/NPI	<ul style="list-style-type: none"> • Please list your group PTAN/NPI if part of a group • List the Individual PTAN/NPI combination if not part of a group • Include the same information on each of the required forms
No Submitter ID included on application, just the name of the clearinghouse	<ul style="list-style-type: none"> • The clearinghouse Submitter ID must be included on the application • PTAN listed erroneously as the Submitter ID
Duplicate Application requests	<ul style="list-style-type: none"> • Remember CGS cannot process incomplete applications or agreements • Please fill all appropriate blank areas on the application
Incorrect Line of Business checked on the application	<ul style="list-style-type: none"> • Please check the correct Line of Business on the application • Do not select multiple Line of Business • Be consistent with the same Line of Business on each form
Signature page not signed or no signature page enclosed with application	<ul style="list-style-type: none"> • EDI applications cannot be processed if the signature page is not completed or missing • The Tax ID number is left blank

For additional assistance, please visit our website: <http://www.cgsmedicare.com>. Select the appropriate line of business, select Electronic Data Interchange (EDI), and click *Enrollment*. Select the EDI Enrollment Packet for paper application submissions or choose *Online EDI Application* for online application submissions.

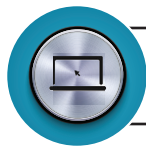
Benefits of myCGS

myCGS is a **FREE** online tool that provides you with the convenience of accessing your claims payment information, beneficiary eligibility information, claims status and remits, and more directly from your office computer.

Why register for myCGS?

- No calling or waiting for information to be mailed.
- Ability to view and print copies of your remittance advice for **FREE**.
- Form submission capabilities: Redeterminations, Reopenings (Part B only), e-Offset, Additional Documentation Responses (ADRs) and Cost Reporting.
- Part B providers can submit electronic claims (e-Claims) including Medicare Secondary Payer (MSP) for **FREE**.
- Safe and secure. CGS follows strict federal information and data protection guidelines.

You may register for myCGS by visiting our website at <http://www.cgsmedicare.com>, click on your contract link and choose myCGS portal, click *myCGS Login* and click on *Register for myCGS*.



Direct Data Entry (DDE)

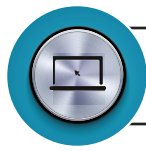
Direct Data Entry (DDE) users should refer to the DDE Manual for detailed information about the Fiscal Intermediary Standard System (FISS). The manual explains how to correct and enter claims, check claim status and eligibility. The DDE manual may be found on the CGS website: <https://www.cgsmedicare.com/>.

The CGS EDI helpdesk does not have the capability or access to reset passwords for the DDE system. Please call or e-mail the CGS Security (OPID) department to have your DDE user ID password reset:

- **Phone:** 1.615.660.5444
- **E-mail:** CGS.Medicare.OPID@cgsadmin.com

Top 10 ANSI Claim Rejections - Ohio & Kentucky Part A

	Edit Number	Business Edit Message	Resolution
1	X223.424. 2400.SV202- 3.020	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 453: Procedure Code Modifier(s) for Service(s) Rendered	Please verify that the HCPCS/Modifier codes are valid and active for the date of service. The procedure code modifiers in SV202 must not be duplicated within the same detail service line.
2	X223.424.2400. SV202-2.020	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 507: HCPCS	Please verify that the HCPCS code is valid and active for the date of service.
3	X223.090. 2010AA. REF02.050	CSCC A8: Acknowledgement/Rejected for relational field in error CSC 562: Entity's National Provider Identifier (NPI) CSC 128: Entity's tax id EIC: 85 Billing Provider	Please verify the Tax Identification (ID) and Billing Provider NPI corresponds with the information on file with Provider Enrollment at CGS. The claims will reject if the Tax ID and Billing Provider NPI information does not match our records.
4	X223.189.2300. HI01-2.050	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 673: Patient reason for visit	If 2300 HI01-1 is APR or PR the patient reason for visit codes in this HI segment cannot be duplicated.
5	X223.387. 330B.N403. 030	CSCC A7: Acknowledgement /Rejected for Invalid Information... 2330B.N403 must be a valid zip code. CSC 500: Entity's Postal/Zip Code CSC 286: Other payer's Explanation of Benefits/payment information EIC: PR Payer	Verify the zip code for Other payer's Explanation of Benefits/payment information is valid. 2330B.N403 must be a valid zip code.
6	X223.424. 2400.SV202- 7.025	CSCC A8: Acknowledgement/Rejected for relational field in error CSC 306 Detailed description of service	When the 2400 SV202-2 contains a non-specific code, a description in SV202-7 must be present.
7	X223.143. 2300.CLM02. 080	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 400: Claim is out of Balance CSC 672 Payer's payment information is out of balance	This Claim is rejected due to the Claim being out of Balance within the Payer's payment information. CLM02 must = the sum of all 2320 CAS amounts & all 2430 CAS amounts and the 2320 AMT02 (when AMT01=D) for each other payer occurrence.
8	X223.220. 2300.HI07-2.010	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 255: Diagnosis Code	Please verify the diagnosis code is valid and applicable for the DOS. Claims with Date(s) of Service prior to 10/01/2015 should only have ICD-9 codes. Claims with Date(s) of Service as of 10/1/2015 and after should only have ICD-10 codes.
9	X223.112. 2010BA. NM109.020	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 164: Entity's contract/member number EIC: IL Subscriber	The Member Identification Number , must be 10 – 11 positions in the format of NNNNNNNNNNA or NNNNNNNNNNAA or NNNNNNNNNNAN where A represents an alpha character and N represents a numeric digit.
10	X223.116. 2010BA. N403.030	CSCC A7: Acknowledgement /Rejected for Invalid Information... CSC 500: Entity's Postal/Zip Code EIC: IL Subscriber	The zip code must be a valid zip code.



Top 10 ANSI Claim Rejections - Ohio & Kentucky Part B

	Edit Number	Business Edit Message	Resolution
1	X222.094.2010AA. REF02.050	CSCC A8: Acknowledgement/Rejected for relational field in error CSC 562: Entity's National Provider Identifier (NPI) CSC 128: Entity's Tax ID EIC: 85 Billing Provider	Please verify the Tax Identification (ID) and Billing Provider NPI corresponds with information on file with Provider Enrollment at CGS. Claims will reject if the Tax ID and Billing Provider's NPI information does not match our records.
2	X222.087.2010AA. NM109.050	CSCC A8: Acknowledgement/Rejected for relational field in error CSC 496 Submitter not approved for electronic claim submissions on behalf of this entity. EIC: 85 Billing Provider	Please verify that the Billing Provider's Submitter ID has been approved to submit claims in production with CGS.
3	X222.121.2010BA. NM109.020	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 164: Entity's contract/member number EIC: IL Subscriber	The Member Identification Number, must be 10 – 11 positions in the format of NNNNNNNNNNA or NNNNNNNNNAA or NNNNNNNNNAN where A represents an alpha character and N represents a numeric digit.
4	X222.351.2400. SV101-3.010	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 453: Procedure Code Modifier(s) for Service(s) Rendered	Please verify that the HCPCS/Modifier codes are valid and active for the date of service sent on your claims electronically.
5	X222.351.2400. SV101-2.020	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 507: HCPCS	Please verify that the HCPCS code is valid and active for the date of service sent on your claims electronically.
6	X222.262.2310B. NM109.030	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 562: Entity's National Provider Identifier (NPI) EIC: 82 Rendering Provider	Please verify that the Rendering Provider NPI at the claim level (2310B) matches the information on file with Provider Enrollment at CGS. The Rendering Provider NPI information must also be linked with the Billing Provider NPI and Tax Identification (ID). If rendering provider NPI is not correct or linked it will cause the claims to reject.
7	X222.087.2010AA. NM109.030	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 562: Entity's National Provider Identifier (NPI) EIC: 85 Billing Provider	Please verify the Billing Provider NPI in 2010 AA NM109 is a valid National Provider Identifier (NPI) on the Crosswalk.
8	X222.125.2010BA. N403.020	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 500: Entity's Postal/Zip Code EIC: IL Subscriber	The zip code in the 2010BA subscriber loop must be a valid zip code.
9	X222.157.2300. CLM05-3.020	CSCC A7: Acknowledgement/Rejected for Invalid Information... CSC 535: Claim Frequency Code	The Claim Frequency Code must be a 1 in the 2300 CLM05-3.
10	X222.351.2400. SV101-7.020	CSCC A8: Acknowledgement/Rejected for relational field in error CSC 306 Detailed description of service	When 2400 SV101-2 contains a non-specific or not otherwise classified code you must submit a detailed description of the procedure codes in 2400 SV101-7.