



## Integra Partners

# Electronic Data Interchange (EDI) & Que

## Frequently Asked Questions

### OVERVIEW

#### 1. What is Electronic Data Interchange (EDI)?

Electronic Data Interchange (EDI) is a secure system-to-system file exchange for providers using *Que* in conjunction with other Payment Management System (PMS). With EDI, the two systems can be seamless and automatically talk to each other.

#### 2. What are the benefits of EDI?

EDI eliminates manual data entry, thereby reducing human errors associated with manual data entry. It simplifies the claims submission workflow and shortens your reimbursement timeline.

#### 3. What systems can connect to *Que* using EDI?

If your organization's PMS can generate an ANSI 837 standard claim and can send Integra a unique four-character Payer ID, then you are eligible for EDI.

We are currently connected to several PMS systems including, but not limited to:

- Fastrack
- Brightree
- Cortex
- Medical Manager
- DMEworks
- HDMS
- Lytec
- Opie
- Futura
- Custom systems.

#### 4. What Clearinghouses are Integra connected to?

Integra's primary clearinghouse is Waystar, through which we are able to connect to all other clearinghouses.

Please note: The submitter/receiver ID, also known as the Payer ID, is INTEG (many other insurer's Payer IDs are numeric, but Integra's is alpha). Providers should use Integra's Payer ID only when submitting claims to our contracted Payers.

## 5. Can I submit claims with attachments via EDI?

Currently, we do not have the functionality to submit claims with attachments via EDI. Claims requiring additional attachments will need to be done manually via *Que*.

## 6. If a *Que* validation rule fails, will I receive a notification of that and how should I proceed to correct an error?

Integra sends a Claims Status Response 277—this is an automated status update including both accepted and rejected claims. You may enroll to receive 277s through your Clearinghouse. You may also review rejected EDI claims on your “My EDI” tab in *Que*; however, you must make changes to the claim via your Clearinghouse.

## 7. What information is contained in the 999 Acknowledgement (ACK 999)?

A 999 Acknowledgement (ACK 999) is used to confirm if a file was received and if it contains any errors. The ACK 999 will indicate whether a file was:

1. Accepted (A)
2. Rejected (R)
3. Accepted with errors (E)

It is recommended to review the ACK 999 in order to confirm that each file was accepted. The claims in this file that were rejected will not be submitted to the Payer or populate in *Que*. Rejected files must be resubmitted as soon as possible in order to move forward.

## 8. How can I sign up to receive 835 (ERA) files?

The Electronic Remittance Advice (ERA), or 835, is the end-to-end electronic payment and remittance information from *Que* to your PMS. Integra sends out 835s twice per week. To sign up to receive 835 files, you will need to reach out directly to your Clearinghouse.

## 9. How long does EDI setup take?

EDI testing may take up to a week, depending on claim volume, technical issues, and other potential factors. Please allocate capacity accordingly and coordinate with our EDI Team to submit test files to Integra in a timely manner.

## 10. How do I sign up?

Please complete the [EDI Enrollment Form](#) and our EDI Team will get back to you with next steps.

# EDI on *Que*

## 1. “My EDI” Tab

After logging into *Que*, Providers should see a tab titled “My EDI”. Under the “My EDI” tab Providers can view rejected claims, claims that are marked as “Needs Attention”, and processed claims.

- Please note that “Rejected Claims” are those rejected by *Que*. It does not include rejections from our Clearinghouse or your Clearinghouse. These claims are rejected by the *Que* system and are sent via a 277 Response report.

- It is strongly recommended that Providers hooked up to EDI review their 999 Acknowledgement (ACK 999) to determine if the initial file was accepted or rejected. If submitted claims are not appearing in *Que*, there is a high likelihood that the file was rejected. Providers will need to work with their Clearinghouse to make the necessary changes to successfully transmit the file and get the claims loaded into *Que*.
- Claims that are marked as “Needs Attention” are claims that have been received in the *Que* system but require additional action from the Provider. You will need to log in to your *Que* account and update the claims manually in order to successfully submit them.
- Claims that populate under “Processed” have been accepted and processed.

Please note that the “My EDI” tab defaults to show Rejected Claims only.

- Using the Advanced Toolbar on the left side of the screen, you can use filters to find the claims you’re interested in. Filter options include claim #, transaction date, and archived vs. not archived.

As the “My EDI” tab is an informational tool only, you will not be able to resubmit claims through this tab but will instead need to resubmit through your EDI Clearinghouse.

## 2. Payer Report

On *Que* you can locate the Payer Report, which includes the unique, 4-digit Payer ID for each health plan billed. To locate this report, go to the “My Reports” tab on and select “Integra Payer Report” at the bottom right corner. Here you can review the Payer Report on the *Que* platform, or you can click the “x” in the right corner to export the report to an Excel file.

## 3. Forms & Training

Access the Help Center from the *Que* Homepage by clicking the question mark icon at the top right side of the page.

Click “Integra Partners Forms and Resources,” then “Forms and Training” twice to continue.

Click the link at the end of the sentence: “To access documentation pertaining to the below information, please access the following link, “Click Here”.

Here, you can click “Resources” to find the Electronic Data Interchange (EDI) Enrollment Guide. This guide contains additional information on the EDI setup process, as well as the business benefits of EDI.

In our Help Center you will also find fee schedule information, Integra’s Provider Manual, training guides, authorization forms, and Integra GPO materials.

## Contact

If you have additional questions about the EDI enrollment process, you may reach out to our EDI Team at [EDIhelp@accessintegra.com](mailto:EDIhelp@accessintegra.com).

Please note that our EDI Team cannot assist with specific claim inquiries. Any and all claim inquiries must be submitted to the Integra Partners Claims Team at <https://accessintegra.com/crmform/>.