

ADDENDUM 11

Electronic Data Interchange (EDI) Process

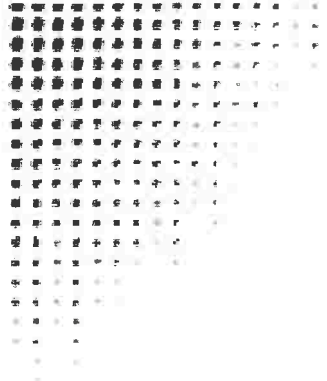
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Puerto Rico Medicaid Management Information System (PRMMIS) Electronic Data Interchange (EDI) Process

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EDI Responsibilities

- Ensures that incoming and outgoing transactions are in compliance with Health Insurance Portability and Accountability Act (HIPAA) standards
- Provides connectivity support to external entities by providing the necessary protocol required to transmit files (such as claims) electronically
- Provides support for trading partners via EDI Helpdesk (by phone and by email) and researches issues related to EDI transmissions as they arise
- Tracks incoming and outgoing referrals for assistance with EDI problems, using the Call Center Management System (CCMS) interface

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EDI Help Desk

- Answers calls received via phone and respond to EDI related emails
- Provides technical assistance to users who are experiencing transmission difficulties, related documents and requests
- Assists MCO/MAO's with electronic 5010 X12 HIPAA batches and real-time transactions
- Verifies receipt of electronic transmissions
- Escalate PRMMIS and E&E (Eligibility & Enrollment) related issues
- Account support (password reset & login fail)

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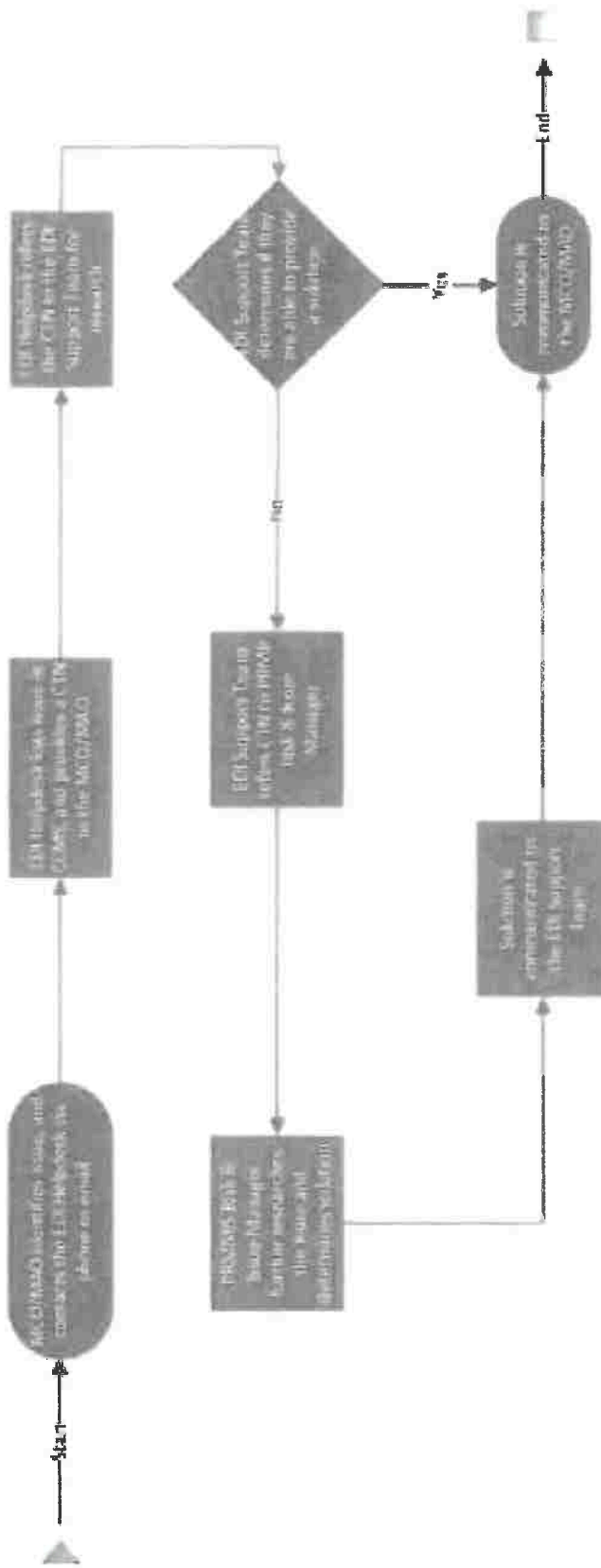
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EDI Escalation Process



EDI Escalation Process

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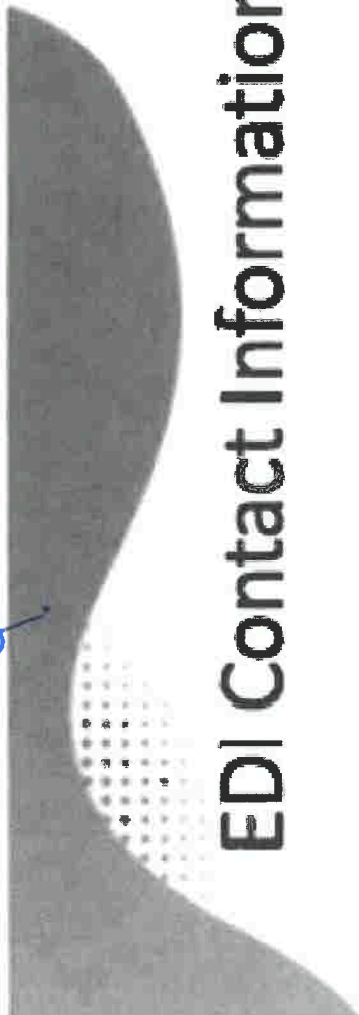
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EDI Contact Information

- Via Phone: (833) 209-8326
- Via Email: prmmis_edi_support@gainwelltechnologies.com
- EDI Operation hours: 8:00am – 5:00pm M-F

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