

# ADDENDUM 11

## Electronic Data Interchange (EDI) Process

*Handwritten signature in blue ink.*

ADMINISTRACION DE  
SEGUROS DE SALUD ,

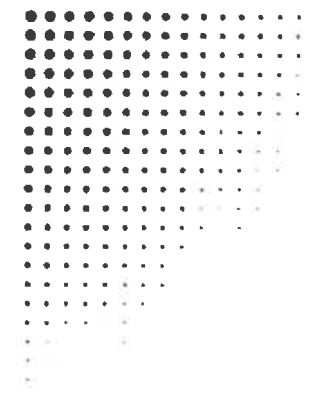
23 - 00047 *H*

Contrato Número

*Handwritten signature in blue ink.*

*[Handwritten signature]*

*[Handwritten signature]*



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



ADMINISTRACION DE  
SEGUROS DE SALUD



DEPARTAMENTO DE  
**SALUD**

23 - 00047A

Contrato Número



# 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

ADMINISTRACION DE  
SEGUROS DE SALUD

23 - 000474

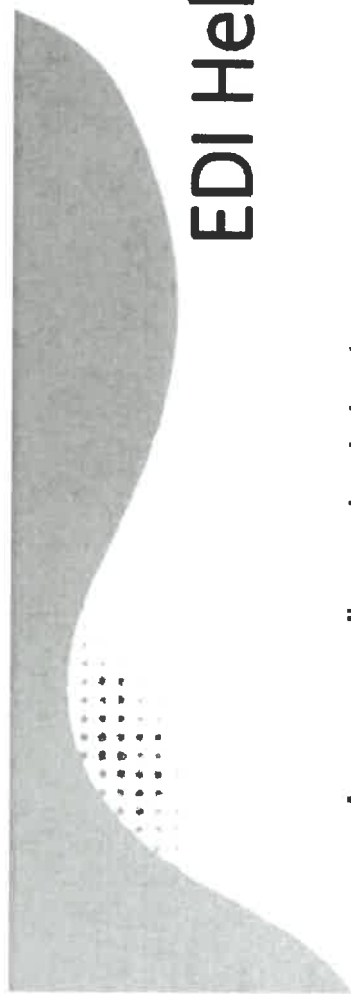
Contrato Número



DEPARTAMENTO DE  
**SALUD**

*[Handwritten signature]*

*[Handwritten signature]*



# 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)

ADMINISTRACION D<sup>B</sup>  
SEGUROS DE SALUD

23 - 00047<sup>h</sup>

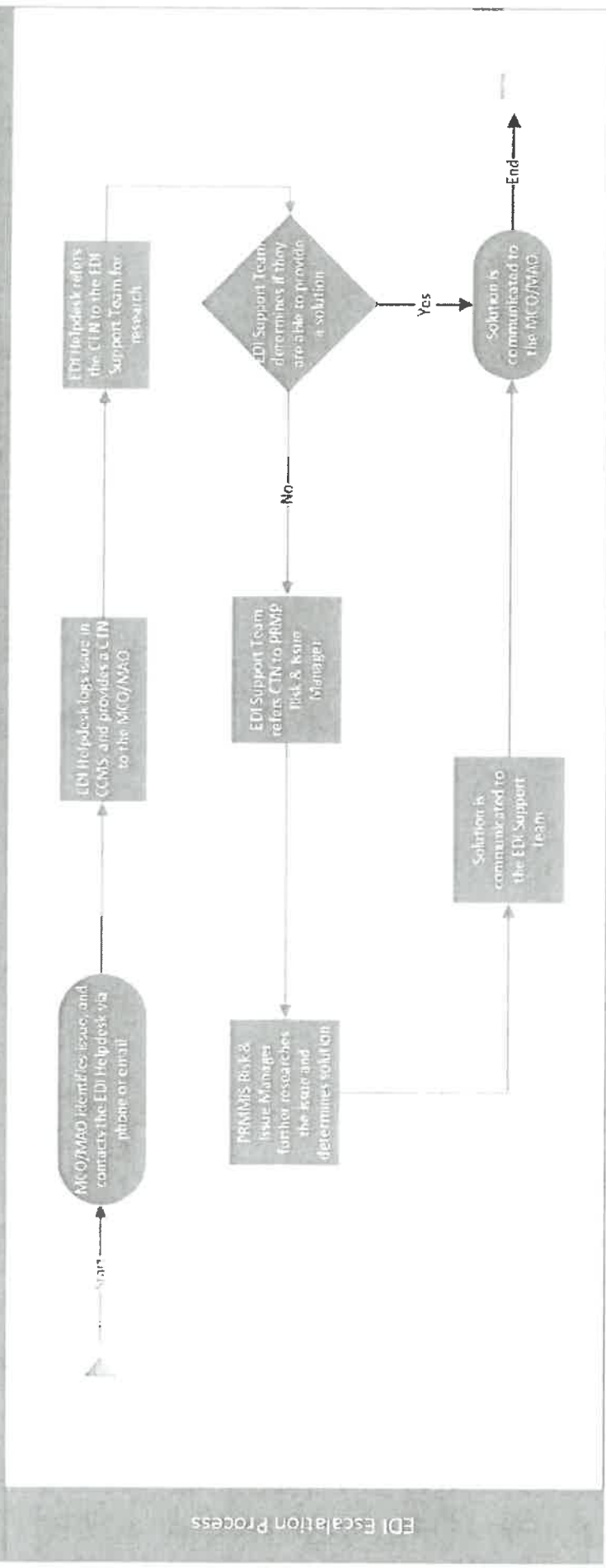
Contrato Número



*[Handwritten signature]*

*[Handwritten signature]*

# EDI Escalation Process



EDI Escalation Process



DEPARTAMENTO DE **SALUD**

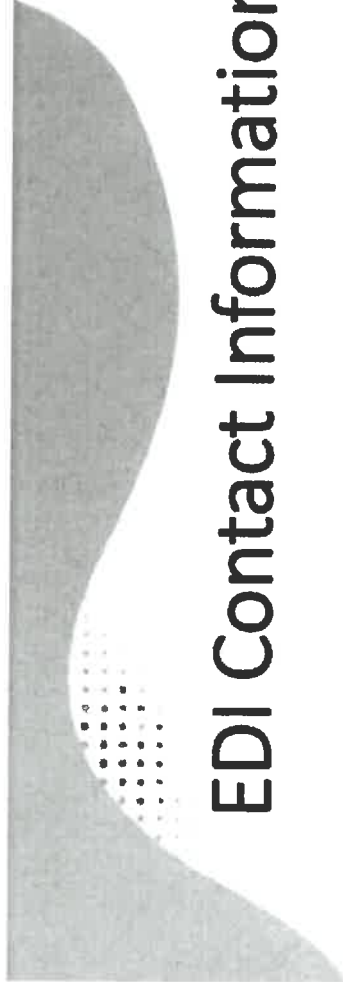
ADMINISTRACION DE **DS** SEGUROS DE SALUD

23 - 00047 *[Handwritten 'd']*

Contrato Número

*Handwritten signature*

*Handwritten signature*



## EDI Contact Information

- Via Phone: (833) 209-8326
- Via Email: [prmmis\\_edi\\_support@gainwelltechnologies.com](mailto:prmmis_edi_support@gainwelltechnologies.com)
- EDI Operation hours: 8:00am – 5:00pm M-F

ADMINISTRACION DE  
SEGUROS DE SALUD

23 - 000474

Contrato Número

