

Introduction

This Quick Reference Guide (QRG) is designed for Clearinghouses and Billing Agents (CH/BA) only.

- For CH/BAs not yet enrolled with CNSI: Refer to the *Enrollment Quick Reference Guide*. It will take you through the steps you must complete before your Providers can authorize you to receive 835 transactions.
- For Providers other than CH/BAs: Refer to the *835 Authorization Quick Reference Guide*.

Notify your Provider soon after you are enrolled and provide them with your Clearinghouse or Billing Agent ID. Once they have your CH/BA ID, they can authorize the proper BA/CH.

Research Prior to Requesting an 835

- Be sure to give your Providers your unique Wyoming Billing Agent ID. This is extremely important for missing 835 transactions.
- Advise Providers to check Step 9 in their Provider Access Profile to validate they have the proper Clearinghouse or Billing Agent ID associated in their Provider account.

Example: Emdeon dba Change Healthcare has two Provider ID numbers, an old number that is no longer used and a new number. The new, correct Provider ID number is 500000400. However, many Providers authorized the old Provider ID 500052700. When a Provider authorizes the wrong number, 835s cannot be delivered.

Note: You will not receive an 835 until one week after the correct authorization date.

Billing Agent ID	Billing Agent Name	Start Date	End Date	835 Auth.	Auth. Start Date
▲▼	▲▼	▲▼	▲▼	▲▼	▲▼
500000300	MCKESSON	11/01/1993	12/31/2999	No	
500000400	Emdeon dba CHANGE HEALTHCARE	11/01/1993	12/31/2999	Yes(Other)	10/19/2021
500003800	ST JOHNS HOSPITAL	11/01/1993	12/31/2999	No	
500048000	EXPERIAN HEALTH INC	10/19/2021	12/31/2999	Yes	10/19/2021
500048000	EXPERIAN HEALTH INC	11/01/1993	10/18/2021	Yes	10/19/2021
500052700	EMDEON dba CHANGE HEALTHCARE	11/01/1993	12/31/2999	No	

New
Provider ID

Old
Provider ID

Requesting a Missing 835 Transaction

Once you verify the Provider has correctly authorized you, proceed with the following:

1. Identify the Electronic Funds Transfer (EFT) number and the Remittance Advice (RA) number, if possible.
 - If you can obtain from the Provider, proceed to step 2.
 - If you cannot obtain from the Provider, search your database by the Provider's ID number or National Provider Identifier (NPI).
2. Search your database with both numbers. Refer to the *Wyoming Medicaid EDI Companion Guide* located on the Wyoming Medicaid website for further instructions.

Note: The Provider's unique Wyoming Provider number is nine (9) digits and their NPI is ten (10) digits.

Note: EFT or warrant numbers are 14 digits and begin with the year (four digits) the EFT was issued.

Example: 20221234567891.

Note: We often receive requests without the correct EFT. In this case, we are unable to provide the 835. It is important to use the correct terminology when asking for a missing 835 to be recovered or reposted. The 835 number is also known as the Remittance Advice (RA) number, which is eight (8) digits long. If the proper number is not received, we cannot provide the missing 835.

Example: 78312345

Information Required to Process a Request for a Missing 835 Transaction

The following information is necessary to process a request for a missing 835 transaction. The more information that is provided, the faster we can locate the missing 835 information.

- NPI for the Provider
- Unique Provider ID Number
- EFT and Date of Issue
- 835/RA Number
- Explanation of the steps you have followed to try to located the 835 transaction in your own database

Once you have gathered all the above information, email Cindy.Izadi@cns-inc.com with your request.