

DME Medicare News

DMERC Region A Service Office ❖ P. O. Box 6800 ❖ Wilkes-Barre, PA 18773-6800

No. 11, Special Edition



July, 1994

The Travelers Region A DMERC Opens New Office

Contents

Bulletin Board	7
Edit Error Messages	7
EMC Electronic Claim Acknowledgment	4
EMC Notice	1
Region A DMERC Directory	
Alphabetical Directory	2
Functional Directory	3
Supplier Toll-Free Number to be Discontinued ..	1

Contacts

DME Region A Service Office	(717) 735-9400
Beneficiary Toll-Free Number	(800) 842-2052
Bulletin Board	
Participating Suppliers	(800) 842-5713
Non-Participating Suppliers	(717) 735-9515
Electronic Media Claims	(800) 842-1305
FAX	(717) 735-9510
National Supplier Clearinghouse	(803) 754-3951

The Travelers Region A DMERC is moving its operations. Effective August 15, 1994, the DMERC office will be located at 60 East Main Street, Nanticoke, PA 18634-1685. The mailing address for the Region A DMERC will remain the same. Claims and correspondence must be sent to:

Region A DMERC
The Travelers Insurance Group
P.O. Box 6800
Wilkes-Barre, PA 18773-6800

The telephone numbers of the DMERC staff will change after the office's relocation to Nanticoke. The next two pages of this newsletter list the new phone numbers for key DMERC staff and service units. These numbers will be in effect on Monday, August 15, 1994.

Supplier Toll-Free Number to be Discontinued

Beginning October 1, 1994, the Supplier Toll-Free Number (800-842-2563) will be no longer in service. Providers may have questions answered on October 1, 1994 by calling the DMERC's Provider Services Unit at (717) 735-9445.

EMC Notice

Effective for all electronic claim (EMC) files received on or after Monday, August 8, 1994, an electronic acknowledgment will be available from our bulletin board. As of September 5, 1994, we will no longer call to notify submitters that files have been received nor to identify rejected claims. Submitters will be able to retrieve acknowledgment files directly from our bulletin board.

Supplier Toll-Free Number (800) 842-2563

The Region A "DME Medicare News" is published by The Travelers Government Operations DMERC Professional Relations Unit for DMEPOS suppliers in Region A. For further information on this publication, please contact:

Region A DMERC
Professional Relations - Outreach
P. O. Box 6800
Wilkes-Barre, PA 18773-6800

Region A DMERC Directory - Alphabetical

Effective August 15, 1994

Joanne Quaglia, Editor (717) 735-9400

Mailing Address:

**Region A DMERC
The Travelers Insurance Group
P. O. Box 6800
Wilkes-Barre, PA 18773-6800**

Office Location:

**Region A DMERC
The Travelers Insurance Group
60 East Main Street
Nanticoke, PA 18634-1685**

**Telephone: (717) 735-9400
FAX: (717) 735-9402**

B

Vikki Bacso
Professional Relations Manager . . . (717) 735-9410
Diane Belles
Professional Relations
Nurse Consultant (717) 735-9411
Mary Boggs
Provider Services Manager (717) 735-9450
Diane Brendley
Human Resources Manager (717) 735-9504

C

Beth Chabala
Electronic Media Claims Manager .. (717) 735-9516

D

William Davis
Accounting,
Medicare Secondary Payor,
Resolutions Manager (717) 735-9555

F

Karen Furman
Pricing,
Quality Assurance Manager (717) 735-9420

M

Lon Melonas
Training Manager (717) 735-9500
Sherry Melonas
Medical Review Manager (717) 735-9540

N

Joanne Nerbecki
Fraud and Abuse Manager (717) 735-9430

R

Geraldine Ram
Beneficiary Services Manager (717) 735-9470

S

Cheryl Snow
Mail and Control Manager (717) 735-9590
Terrence Southward
Claim Entry Manager (Day) (717) 735-9600
Doris Spencer
Ombudsman: New England. (717) 735-9412
Martin Szmaj
Ombudsman: PA, DE, NJ (717) 735-9414

T

Vince Temples
Ombudsman: NY (717) 735-9413
Dwayne Thomas
Claim Entry Manager (Nights) (717) 735-9495
Mike Tushup
Claim Entry Manager (Nights) (717) 735-9490

V

John Van Sicklin
Performance Management Manager (717) 735-9666

DMERC Region A Directory - Functional

General

General Information
If Not Listed Below (717) 735-9400
FAX (717) 735-9402
Supplier Toll-Free Number (800) 842-2563

Managers

District Manager
Connie Parry (717) 735-9501
Assistant District Manager
Steve Crittenden (717) 735-9502

Accounting

Manager
William Davis (717) 735-9555

Beneficiary Services

Manager
Geraldine Ram (717) 735-9470
General Information
Local (717) 735-7383
Toll-Free (800) 842-2052

Claim Entry

Manager, Day
Terrence Southward (717) 735-9600
Managers, Night
Dwayne Thomas (717) 735-9495
Mike Tushup (717) 735-9490

Electronic Media Claims

Manager
Beth Chabala (717) 735-9516
Bulletin Board
Participating Suppliers (800) 842-5713
Non-Participating Suppliers (717) 735-9515
EMC Helpline (800) 842-1305
FAX (717) 735-9510

Fraud and Abuse

Manager
Joanne Nerbecki (717) 735-9430

Human Resources

Manager
Diane Brendley (717) 735-9504

Mail & Control

Manager
Cheryl Snow (717) 735-9590

Medical Review

Manager
Sherry Melonas (717) 735-9540

Medicare Secondary Payor

Manager
William Davis (717) 735-9555

National Supplier Clearinghouse

NSC (803) 754-3951

Performance Management

Manager
John Van Sicklin (717) 735-9666

Pricing

Manager
Karen Furman (717) 735-9420

Professional Relations

Manager
Vikki Bacso (717) 735-9410
Nurse Consultant
Diane Belles (717) 735-9411
Ombudsmen
Doris Spencer (New England) (717) 735-9412
Martin Szmaj (Delaware,
New Jersey, Pennsylvania) (717) 735-9414
Vince Temples (New York) (717) 735-9413

Provider Services

Manager
Mary Boggs (717) 735-9450
General Information
Local (717) 735-9445

Quality Assurance

Manager
Karen Furman (717) 735-9420

Resolutions

Manager
William Davis (717) 735-9555

Training

Manager
Lon Melonas (717) 735-9500

EMC Electronic Claim Acknowledgment

Each time The Travelers successfully receives an electronic file of claims, an electronic acknowledgment will be available to the submitter. The acknowledgment will contain submitter identification information and the number of claims and charges submitted, accepted, and rejected. For each claim rejected, edit error messages will be included (see below).

Each electronic claim acknowledgment record contains a total of 4000 characters. Up to 25 edit messages can be returned per record. If 25 or less edit messages are generated, only one acknowledgment record will be returned to the submitter. If more than 25 edit messages are generated, more than one record will be sent.

Specifications

This is intended as a reference to be used to interpret The Travelers electronic claim acknowledgment. This reference addresses only Medicare Part B and Commercial claim-specific information.

Field Number:	Positions From:	To:	PIC - Field Length:	Field Name/Description:
01	01	16	X(16)	SUBMITTER ID Submitter ID number contained in the EMC transmission. (NSF AA0-02.0)
02	17	22	X(06)	PROCESS DATE The date the EMC file was processed at The Travelers. Format is YYMMDD, where: YY = Year MM= Month DD = Day
03	23	30	X(08)	PROCESS TIME The time of day that the EMC file was processed at The Travelers. Format is HHMMSSZZ, where: HH= Hours MM = Minutes SS = Seconds ZZ = Hundreds of a second
04	31	36	X(06)	FILLER
05	37	41	X(05)	CARRIER NUMBER The five position carrier ID number from the EMC transmission. (NSF AA0-17.0)
06	42	57	X(16)	SUBMITTER CODE Submitter ID number contained in the EMC transmission. Same as field # 01.0.
07	58	63	X(06)	SUBMISSION NUMBER The unique number assigned by the submitter's system to identify the EMC file. (NSF AA0-05.0)
08	64	71	X(08)	SUBMITTER CREATE DATE The date the file was created by the submitter. (NSF AA0-15.0)

09	72	79	X(08)	SUBMISSION TIME Submitter's time stamp on the EMC file. (NSF AA0-16.0)
10	80	83	X(04)	TEST/PRODUCTION INDICATOR Code used by the submitter to indicate whether the EMC file was for test or production. Values are: TEST or PROD. (NSF AA0-21.0)
11	84	86	9(03)	RECORD SEQUENCE NUMBER Unique sequence number used to identify how many confirmation records are sent as part of the this acknowledgment. Begins at 001 and increases by one after each set of 215 edit messages sent back to the submitter.
12	87	88	X(02)	REGION INDICATOR Internal code used by The Travelers to identify submitted files. Will be set to "MC" for commercial submissions.
13	89	89	X(01)	EMC MEDIUM A code used to indicate the telecommunications method of transmission for this EMC file. Values : A = Asynch S = Supertracks N = NDM I = Advantis
14	90	100	9(09)V99	CHARGES SUBMITTED The total amount of charges received in this EMC file. Format is \$\$\$\$\$\$.cc, implied decimal point.
15	101	109	9(09)	CLAIMS SUBMITTED The number of claims received in this EMC file. The total number of claims received in this EMC file. Maximum value is 999999999.
16	110	120	9(09)V99	CHARGES ACCEPTED The amount of charges from this file that were accepted for processing. Format is \$\$\$\$\$\$.cc, implied decimal point.
17	121	129	9(09)	CLAIMS ACCEPTED The number of claims received in this EMC file that were accepted for processing. Maximum value is 999999999.
18	130	140	9(09)V99	CHARGES REJECTED The amount of charges from this file that were rejected because of errors. Format is \$\$\$\$\$\$.cc, implied decimal point.
19	141	149	9(09)	CLAIMS REJECTED The number of claims received in this EMC file that were rejected because of errors. Maximum value is 999999999.
20	150	189	X(40)	EMC CONTACT The name of The Travelers' EMC unit to be contacted for further information regarding this EMC confirmation.
21	190	199	X(10)	EMC CONTACT PHONE NUMBER The telephone number of The Travelers' EMC unit.
22	200	350	X(151)	FILLER

The following data items occur 25 times for each claim which was rejected. They point to specific claims and indicate specific edit messages.

Field Number:	Positions From: To:	PIC - Field Length:	Field Name/Description:
23	351 362	X(12)	INSURED ID NUMBER The insured's identification number. Can be either the SSN or HICN. (NSF DA0-18.0)
24	363 379	X(17)	PATIENT CONTROL NUMBER The unique patient control number used to identify claims for this patient. (NSF CA0-03.0)
25	380 396	X(17)	FILLER
26	397 411	X(15)	EMC PROVIDER ID Code used to identify the provider submitting this claim. Can be either the EMC Biller Code or the Provider Tax ID number. (NSF BA0-02.0)
27	412 415	X(04)	BATCH NUMBER Sequential number assigned by the submitter to each batch of claims. (NSF BA0-04.0)
28	416 421	X(06)	SEQUENCE NUMBER The Travelers internally generated number.
29	422 424	X(03)	LINE NUMBER The Travelers internally generated number.
30	425 426	X(02)	EDIT SEQUENCE NUMBER The Travelers internally generated number.
31	427 429	X(03)	RECORD ID The record identifier that this edit message pertains to.
32	430 436	X(07)	EDIT MESSAGE CODE The code that identifies the edit message pertaining to this record. See EMC CLAIM REJECT ERROR CODES documentation for details.
33	437 444	X(08)	SERVICE FROM DATE The service from date that this edit message pertains to.
34	445 452	X(08)	SERVICE TO DATE The service to date that this edit message pertains to.
35	453 467	X(15)	INPUT FIELD The submitted input field value that this edit message pertains to.
36	468 482	X(15)	COMPUTED FIELD The computed or expected value, if applicable, for the specific input field that this edit message pertains to.
37	483 496	X(14)	FILLER

Bulletin Board

The electronic acknowledgment file will be available from the Region A DMERC's electronic bulletin Board. The electronic bulletin board is available at these numbers:

Non-Participating Suppliers (717) 735-9515
Participating Suppliers. (800) 842-5713

The electronic acknowledgment is available under the bulletin board's menu option <G>, System Support Files. Electronic claim files received before 1:00 P.M. each day will be processed during that night. The electronic acknowledgment will be available on the bulletin board by 8:00 A.M. on the following day.

Example

- Electronic claim file received Monday before 1:00 P.M.
- Claims are processed Monday night.
- Electronic acknowledgment is available on the bulletin board by 8:00 A.M. on Tuesday.
- Electronic claims received Monday after 1:00 P.M. are processed Tuesday night.
- Electronic acknowledgment is available on the bulletin board by 8:00 A.M. on Wednesday.

Electronic acknowledgments will remain on the bulletin board for 10 working days. However, space on the bulletin board is limited. Please retrieve the files promptly. New files will not overlay uncollected acknowledgments from prior days.

Paper acknowledgments will continue to be available for a period of time.

Additional Documentation

In addition to the actual transmittals, the following documentation files are also available under the bulletin board's menu option <G>, System Support Files:

- Electronic Claim Acknowledgment
- File Format Explanation (in Word for Windows)
- Error Code Explanation (in Word for Windows)
- File Format Explanation (in ASCII)
- Error Code Explanation (in ASCII)

The File Format Explanation Document is approximately seven pages in length. The Error Code Explanation Document is approximately 45 pages in length.

Edit Error Messages

Claim records received electronically are edited to ensure the record is formatted correctly, required fields are present, and acceptable values and codes have been used. Claim records containing errors are rejected with an explanatory error code. The description of each error code can be obtained from our bulletin board (see above). *Rejected claims do not enter the system and must be corrected and resubmitted.*

Claim records which pass these "front-end" edits enter our system and receive further editing and may suspend for manual review and development for a variety of reasons, including medical or utilization, secondary payor, pricing, etc. The suspension of any claim record for these reasons occurs after the electronic acknowledgment has been created and is *not* reflected on the acknowledgment.