

Frequently Asked Questions:

- Q. How does a Trading Partner register for electronic claims submission?**
A. Send a request via email to: hipaaeditest@dhmh.state.md.us
- Q. Where can a Trading Partner find information to begin testing for electronic claims submission?**
A. Go to: <http://www.dhmh.state.md.us/hipaa/testinstruct.html>
- Q. Who should the Trading Partner contact to verify EDI test/production status?**
A. Send a request, with submitter id, via email to: hipaaeditest@dhmh.state.md.us
- Q. How does a Trading Partner register to submit electronic claims via FTP?**
A. Send a request via email to: hipaaeditest@dhmh.state.md.us
- Q. If a Provider's claims are denied on their electronic remittance advice, whom should they contact for assistance?**
A. For 837-P and 837-D, contact Provider Relations at 410-767-5503
For 837-I, contact Problem Resolution at 410-767-5457
- Q. How does the Provider register their NPI with MD Medicaid?**
A. Go to: http://www.dhmh.state.md.us/mma/html/npi_info.htm
- Q. How can the Provider verify NPI registration with MD Medicaid?**
A. Go to: <http://www.emdhealthchoice.org/> or
Contact Provider Enrollment at 410-767-5340
- Q. Who should a Provider contact regarding change of address?**
A. Contact Provider Enrollment at 410-767-5340
- Q. Who should a Trading Partner contact regarding change of submitter address and/or contact information for electronic claims?**
A. Send a request, with submitter id, via email to: hipaaeditest@dhmh.state.md.us
- Q. What if the Trading Partner has forgotten their login/password?**
A. Contact EDIOPS at 410-767-5863 or ediops@dhmh.state.md.us
- Q. Who should the Provider contact regarding missing checks?**
A. Contact Provider Relations at: 410-767-5503
- Q. How does the Provider sign up for Electronic Funds Transfer (EFT)?**
A. Go to: http://compnet.comp.state.md.us/General_Accounting_Division/
Click on FORMS AND MANUALS;
Under ASSOCIATED FORMS, click on GAD X-10;
Follow instructions.
*They may also call the General Accounting Division at 410-260-7375 for assistance.
- Q. Who should the Provider contact regarding direct deposit (EFT) changes/information?**
A. They should contact General Accounting Division at 410-260-7375
- Q. What is the weekly cutoff time for claim submission?**
A. Thursdays at 1:00pm EST for guaranteed processing.
Holiday schedules will be posted when applicable.
- Q. Where can the Trading Partner find EDI format information regarding National Provider Identifiers (NPI)?**
A. Refer to HIPAA Implementation Guide: <http://www.wpc-edi.com> (Washington Publishing Co.)
Maryland Medicaid Companion Guides: <http://www.dhmh.state.md.us/hipaa/transandcodesets.html>
Additional NPI information can be found at:
http://www.dhmh.state.md.us/mma/html/npi_info.htm
- Q. How can the Trading Partner resolve a negative 997 acknowledgement?**
A. Refer to HIPAA Implementation Guide ([Appendix B](#)) for assistance:
<http://www.wpc-edi.com> (Washington Publishing Co.)
They may run a test file through the Commerce Desk: <https://sites.edifecs.com/index.jsp?mddhmh>
They may also contact EDIOPS at 410-767-5863 or ediops@dhmh.state.md.us
- Q. If the Trading Partner is missing an expected 835 file, whom may they contact for assistance?**
A. Contact EDIOPS at 410-767-5863 or ediops@dhmh.state.md.us
- Q. If the Provider needs assistance with specific pharmacy claims errors, whom should they contact?**
A. Contact ACS at 1-800-932-3918 or DHMH Rx at 1-800-492-5231