Provider EDI Manual

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Purpose and Scope

The purpose and scope of this manual is to detail how providers can submit electronic claims and receive electronic remittance from Northwood, Inc. (Northwood).

Other Northwood policies such as claim processing, claim rules, authorizations and other requirements for providers are not in the scope of this manual, and providers should reference the appropriate Northwood provider manual and contracts.

EDI Transactions

This manual refers to the following HIPAA 5010 EDI transactions:

- Health Care Claim Professional (837) 005010X222A2 (June 2014)
- Implementation Acknowledgement for Health Care Insurance (999) 005010X231A1 (February 2011)
- Health Care Claim Acknowledgement (277) 005010X214 (January 2007) (aka 277CA)
- Health Care Claim Payment/Advice (835) 00510X221A1 (June 2010)

EDI Submission Methods

There are two methods that providers can use to submit EDI to Northwood:

Method	Description	Requires Northwood Application
Direct Connection	Directly connect to Northwood's secure FTP server.	Yes. Participating providers only.
	If you already have an existing direct connection to Northwood you are not required to re-apply or change your configuration. However, we recommend that you review this document, especially the Payer Identification section, review the insurance plan acronyms you are using, and transition to be compliant with the new Payer Identification methods.	
EDI Clearinghouse	Providers can use their own clearinghouse connections to route EDI to Northwood. Northwood's national EDI Payer ID is NWOOD.	837 – No, 835 – No.
	If your clearinghouse does not recognize the NWOOD national EDI Payer ID please have them contact David Meier, Trading Partner Executive, Waystar/Zirmed, David.Meier@zirmed.com, or Waystar/Zirmed Support at (877)494-7633.	

HIPAA EDI Implementation

Northwood adheres to the Washington Publishing HIPAA EDI Implementation Guides which are available for purchase at http://www.wpc-edi.com. Unless otherwise noted in this manual, providers should follow the Washington Publishing implementation guides.

Payer Identification

Northwood is a third-party administrator of DMEPOS benefits and is contracted with many insurance plans across the USA. It is important that the appropriate insurance plan be identified with your claim submission. If Northwood is unable to identify the proper insurance plan for your claim then your claim will not be accepted for processing and will be front-end rejected as not being a clean claim.

Northwood uses the following methods to identify the insurance plan that is identified with your claim submission:
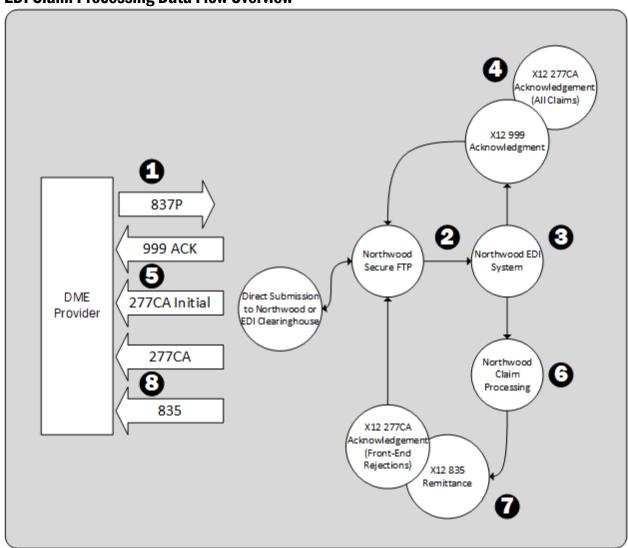
1. Submit a Northwood specified insurance plan acronym in the 837/2010BB/REF/FY (Payer Secondary Identification) data segments. For example, "REF*FY*BCBS~". The latest list of Northwood specified insurance plan acronyms is located in the Provider section of the Northwood web site at https://www.northwoodinc.com.

2. Submit a valid Northwood issued Prior Authorization Number in the 837/2300/REF/G1 (Prior Authorization) data segment.

3. Northwood will use the submitted subscriber/patient identifier, first name, last name, and date of birth in the 2000B Subscriber Hierarchical Level, or the 2000C Patient Hierarchical Level when the patient is not the subscriber. Northwood cannot guarantee that subscriber/patient identifiers are unique across the insurance plans that we administer so we recommend using method #1 or method #2 if possible for insurance plan identification.

4. Providers that submit EDI to Northwood using a direct connection can submit a Northwood specified insurance plan acronym in the 837/2010BB/NM109 (Payer Name/Identification Code) data element for Payer Identification. For example, "NM1*PR2*PAYER NAME*****PI*BCBS~". The latest list of Northwood specified insurance plan acronyms is located in the Provider section of the Northwood web site at https://www.northwoodinc.com.

    Providers that submit EDI to Northwood using their own EDI clearinghouse cannot use this method because this data element is used by many clearinghouses for you to specify the Northwood national EDI Payer ID NWOOD.

Do not mix insurance plans within the same subscriber/patient loop.

Regardless of the insurance plan identification method used, you must submit the subscriber/patient identifier, first name, last name, and date of birth that matches Northwood's records in order to have a valid clean claim submission.

EDI Claim Processing Data Flow Overview

1. Provider submits 837P EDI either through a direct connection with Northwood, or through the provider's EDI clearinghouse.
2. The EDI file is delivered to the Northwood secure FTP system.
3. Northwood's EDI system processes the interchange data.
4. 999 acknowledgement and 277CA claim acknowledgment files are prepared for all claims submitted and are transferred to the Northwood secure FTP system for delivery to the provider/clearinghouse.
5. The provider receives the 999 and 277CA.
6. The submitted claims are processed on the Northwood claim system.
7. 835 remittance and 277CA front-end rejections are prepared and are transferred to the Northwood secure FTP system for delivery to the provider/clearinghouse.
8. The provider receives the 835 or 277CA.

Existing Direct Connections with Northwood

If you already have an existing direct connection to Northwood you are not required to re-apply or change your configuration. You should review this document, especially the Payer Identification section, and review the insurance plan acronyms you are using against the Northwood specified insurance plan acronyms that can be found in the Provider section of the Northwood web site at https://www.northwoodinc.com.

Setting Up a Direct Connection with Northwood

Participating Northwood Providers with the technical know-how to configure, manage, and support a direct connection with Northwood to exchange EDI should meet the following requirements:

1. Have an SFTP software client such as PUTTY SFTP, Core FTP Lite, or any other SFTP software client.

2. Be able to control an SFTP session and be responsible for initiating the sending and receiving of data files through that SFTP session.

3. Be able and willing to test the EDI connection with Northwood.

The steps to set up a direct connection with Northwood are as follows:

1. Complete the Northwood Provider EDI Direct Connection Application.

2. Email the completed application to support@northwoodinc.com with the subject line, "Northwood EDI Direct Connection Application". A Northwood EDI Help Desk ticket will be automatically created on Northwood's system to track your application process.

3. You will receive an email from Northwood with your SFTP login, other information about testing the connection, and a Northwood Production Notification form. Your technical contact may submit any questions to Northwood at support@northwoodinc.com. When sending any email to Northwood regarding your application process please reply all to this email (or subsequent emails in the thread) that Northwood has sent to you in order to update your related Northwood EDI Help Desk ticket.

4. Test your login account. Once you have connected you will see two folders in your home directory: *in* and *out*. Your *in* folder will be empty and you can use this folder to upload your EDI claim processing test file. Your *out* folder is where you will retrieve your EDI claim processing acknowledgement files.

5. Upload your test 837 EDI file to the Northwood SFTP system. Be sure to mark in the ISA that the file is a test file. Email the Northwood EDI Help Desk to let them know you uploaded the test file.

6. You will receive an email reply from Northwood with your test results and/or your EDI acknowledgements notifications.

7. Repeat steps #5 and #6 until any issues are resolved.

8. Once any issues are resolved, complete the Northwood Production Notification form and email it to Northwood by replying all to your latest Northwood EDI Help Desk email message.   This form will notify Northwood that you are ready to exchange production EDI files with Northwood.

Sending EDI Using Your EDI Clearinghouse

Northwood's national EDI Payer ID is NWOOD. You will need to check with your EDI clearinghouse or billing software provider as to how to configure your system for a new payer. You can use this national EDI Payer ID for all of Northwood's insurance plans. Please see the Payer Identification section in this document so that you properly identify the Northwood insurance plan in your EDI claims. If Northwood is unable to identify the proper insurance plan for your claim then your claim will not be accepted for processing and will be front-end rejected as not being a clean claim.

Northwood has partnered with Waystar (Navicure + Zirmed) to exchange EDI with all clearinghouses and they have reached out to the top health care EDI clearinghouses to set up the national Payer ID. If your clearinghouse does not recognize the NWOOD national Payer ID please ask them to contact David Meier, Trading Partner Executive, Waystar/Zirmed, David.Meier@zirmed.com, or Waystar/Zirmed Support at (877)494-7633.

If you are sending EDI through your clearinghouse you are not required to complete an application or to test with Northwood. However, you are responsible for preparing your EDI according to Northwood's requirements, specifically the Payer Identification requirements.

Interchange Sender ID and Application Sender's Code

Participating providers that are submitting EDI through a direct connection to Northwood should use their U.S. Federal Tax Identification Number as their Interchange Sender ID and Application Sender's Code. Providers submitting EDI through their own EDI clearinghouse should follow their clearinghouse requirements.

Interchange Receiver ID and Application Receiver's Code

Participating providers that are submitting EDI through a direction connection to Northwood should use Northwood's U.S. Federal Tax Identification Number, 383064979, as the Interchange Receiver ID and Application Receiver's Code. Providers submitting EDI through their own EDI clearinghouse should follow their clearinghouse requirements.

EDI Acknowledgements

Submitters will receive an Implementation Acknowledgement for Health Care Insurance (999) 005010X231A1 (February 2011) EDI file and a Health Care Claim Acknowledgement (277) 005010X214 (January 2007) (aka 277CA) EDI file following an EDI claim file submission.

Submitters are responsible for checking the Northwood secure FTP system for new outgoing EDI files on a periodic basis.

EDI Submission Schedule

Providers can submit EDI claims any day of the week and any time of the day.

Claim Corrections (Voids and Replacements)

The 837 Professional 837/2300/CLM05-3 Claim Frequency Type Code is used to indicate the type of claim you are submitting.

Claim Frequency Type Code Value	Description
1=Original Claim	The claim will be processed as an initial original claim.
7=Replacement	Use to replace an entire previously submitted claim. Any previous related submitted claims will be voided and any previous payment amounts will be retracted as part of processing the replacement claim. You must submit the original Northwood Claim Number in 837/2300/REF/F8 Payer Claim Control Number data element. You cannot submit a replacement claim until you have received an electronic remittance from Northwood for the originally submitted claim.
8=Void	Use to void an entire previously submitted claim. Any previous payment amounts will be retracted. You must submit the original Northwood Claim Number in 837/2300/REF/F8 Payer Claim Control Number data element. You cannot submit a voided claim until you have received an electronic remittance from Northwood for the originally submitted claim.

Coordination of Benefits Secondary Claim Submission

Coordination of Benefits or secondary claims must be submitted with full other payer claim submission and remittance data at the Claim and Service Line levels. Refer to section 1.4.1 Coordination of Benefits section in the Health Care Claim: Professional (837) 005010X222A2 implementation guide available through Washington Publishing Company.

Claim Attachments

Northwood does not support electronic claim attachments at this time.

Electronic Claim Remittance

Submitters will receive a Health Care Claim Payment/Advice (835) 00510X221A1 EDI transaction in the *out* folder of their Northwood secure FTP account.

Submitters are responsible for checking the Northwood secure FTP system for new outgoing EDI files on a periodic basis.

Technical Support

Any further questions about exchanging EDI files with Northwood can be directed to support@northwoodinc.com. Questions regarding Northwood claim processing or claim status should be directed to the Northwood Claim Department.

Provider EDI Direct Connection Application

Northwood

EDI DIRECT CONNECTION APPLICATION

Provider Name: _____   Federal Id Number: _____

Contact Name: _____   Telephone: _____

Address: _____   Email Address: _____

_____   Fax: _____

_____

TECHNICAL CONTACT

Contact Name: _____   Telephone: _____

Address: _____   Email Address: _____

_____   Fax: _____

_____

AUTHORIZATION AND ACKNOWLEDGEMENT

We request that Northwood, Inc. proceed to set up a secure direct connection on the Northwood FTP system that will be used by the above named participating Northwood provider to exchange electronic data interchange files with Northwood, Inc.

We have read the Northwood, Inc. Provider EDI Manual and meet the specified requirements and understand the direct connection set up process.

Print Name(s): _____

Signature(s): _____

Date: _____

FOR INTERNAL USE   ☐ Application Approved
☐ Application Denied

Processed By: _____   Date: _____

Please email this completed application to support@northwoodinc.com
with the Subject: Northwood EDI Direct Connection Application

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