

WINASAP 2003 Frequently Asked Questions for Georgia Medicaid/PeachCare for Kids

The following are questions often asked about WINASAP2003 and ACS EDI by the Georgia Medicaid/PeachCare for Kids submitter community:

- ***Will WINASAP2003 import data from WINASAP2000?***

Provider tables, member tables, and code sets may be converted from WINASAP2000 to WINASAP2003. Please be advised that, depending on the payer, code sets used prior to October 16, 2003 may no longer be permitted. Note that HIPAA requires additional information that is not maintained in WINASAP2000 and this information must be added to the converted tables in WINASAP2003 prior to the use of WINASAP2003.

Stored claim information may not be converted from WINASAP2000 to WINASAP2003.

- ***When I convert WINASAP2000 to WINASAP2003, should I be concerned if my version of WINASAP2000 is not the most current available?***

If your current WINASAP2000 application is older than version 6.0, you may experience some difficulty in converting existing tables to WINASAP2003. It is recommended that you install the latest update located at www.acs-gcro.com on the Georgia Medicaid/PeachCare for Kids software updates page if you have a version prior to 6.0.

- ***Can WINASAP2003 be utilized through a network?***

No, WINASAP2003 is not designed to be used with a network. It operates on a stand-alone PC operating Windows.

- ***Why does WINASAP2003 require a modem?***

WINASAP2003 requires a modem because it processes electronic medical claims through a dial-up electronic bulletin board system (BBS).

- ***Are there plans to allow for other means of connection in the future?***

There are no plans to develop other methods of connectivity for WINASAP2003.

- ***Can you adjust the sort type when you print reports (ex. Alphabetical)?***

No, sort types may not be adjusted.

- ***How do I know if I need to test?***

The WINASAP2003 software has been thoroughly tested by ACS experts. For this reason, EDI does not require WINASAP2003 users to test.

- ***What are HIPAA Response Files 997 and 824?***

HIPAA response files 997 and 824 are not required transaction sets; however, ACS provides these standard responses to claims submission to inform the submitter of the success with input of the claim. It does not confirm payment of the claim which is provided through the Remittance Advice (RA). The 997 response viewed from within WINASAP2003 is positive (an “A” for Accepted) for meeting the HIPAA data and file structure and negative (an “R” for Rejected) if a HIPAA requirement is not met. The 824 is an additional response that occurs after the positive 997 and indicates a problem with a Georgia Medicaid value, usually when the member relationship is not input with the required “Self” code. Any questions about the 997 or 824 responses should be directed to the ACS EDI Support Unit Monday – Friday, 8:00 am to 5:00 pm EST at (800) 987-6715.

- ***If it is determined that a claim is in error by use of my 824 response, will I also be told why?***

For further clarification, the user will call the EDI Support Unit at (800) 987-6715 Monday – Friday, 8:00 am to 5:00 pm EST.

- ***What is the difference between the responses I use to get with WINASAP2000 versus those that I will be getting with WINASAP2003?***

WINASAP2003 provides a confirmation response that verifies the time of submission, electronic file name, data of submission, and number of claims. In addition to the confirmation response, WINASAP2003 also allows the user to download any ANSI X12N 997s associated with any claims submitted with the software. The Functional Acknowledgment (997) transaction is used as the first X12 response to receive an 837. The 997 informs the submitter that the transmission arrived. In addition, the 997 can be constructed to send information about the syntactical quality of the transaction received.

The 824, which is an ANSI X12 response transaction, allows ACS to advise the submitter of Implementation Guide, or Payer-specific errors that are not reported in the 997 Functional Acknowledgement. Currently, WINASAP2003 does not allow for the 824's to be viewed via the WINASAP2003 software. Should the claim not be accepted into the claims processing system, you will be notified with an 824 response through the ACS bulletin board system (BBS) that an additional problem was found with the submitted claims. Any questions about the 997 or 824 responses should be directed to the ACS EDI Support Unit at (800) 987-6715 Monday through Friday, 8:00AM to 5:00PM, EST. For more information about the BBS, go to www.acs-gcro.com. Click

on Medicaid, and then choose Georgia Medicaid/PeachCare for Kids. On this page choose the “Manuals” tab. The BBS User Manual is listed on this page.

- ***Is the primary identification number in my trading partner data the same as my Trading Partner ID?***

Yes.

- ***Will I be able to use WINASAP2003 to retrieve my 835-remittance advice?***

No. WINASAP2003 only allows you to retrieve the 997 transactions.

- ***Can WINASAP2003 be used to determine eligibility?***

No.

- ***Are the standard codes available in WINASAP2003, or do they need to be manually keyed in prior to use?***

All codes must be manually keyed or imported from earlier versions of WINASAP. WINASAP2003 does not have any codes resident in the software.

- ***How do I get additional training for my staff?***

Contact your Fiscal Agent or ACS Field Representative.

- ***Why is there required information in WINASAP2003 that wasn't required in WINASAP2000?***

The Transactions and Code Sets Rule of the HIPAA legislation has defined the ANSI X12N as the standard for conducting healthcare electronic data interchange. The WINASAP2003 software produces and sends this format to the ACS EDI Gateway for processing. Therefore, it must ensure that all HIPAA-mandated information is required. The WINASAP2000 product produces and sends the National Standard Format v. 3.1 or UB-92 v. 5 formats. Again, WINASAP2000 ensures that all minimally required information is present. However, in general, the NSF and UB-92 formats do not have as stringent requirements as the ANSI X12N formats.

- ***What do I do if I am in the process of keying in a claim and I don't have access to some of this new required information?***

WINASAP2003 will not allow you to complete and send a transaction without the minimally required data.

- ***When accessing options available by use of a drop down box, where should I turn if I'm not sure which to choose?***

Refer to your billing manual or call Georgia Health Partnership Customer Interaction Center at 404-298-1228 (metro Atlanta) or 800-766-4456. For technical support, please call ACS EDI Support Unit at 800-987-6715.

- ***How often should I purge my database?***

If the software is running slowly or you feel that you have too many claims stored, you may find it prudent to store the database, and then purge the data from WINASAP 2003. However, it is a subjective decision whether to purge or remove your data from the PC. If you decide to store then purge your database, you should first back it up to a diskette, CD-ROM, or network location for future access. You are encouraged to identify the legal requirements for maintaining access to historical information.

- ***What should I do if I am experiencing a delay, but I don't want to purge my database because I might need that information in the future?***

Data may be purged from the PC; however, you should first back it up to a diskette, CD-ROM or network location for future access. You are encouraged to identify the legal requirements for maintaining access to historical information.

- ***Once I start using WINASAP2003, will I be able to access claim information that was submitted using WINASAP2000?***

You will only be able to access claim information if you still have WINASAP2000 loaded on your computer. Claim information does not convert to WINASAP2003. Users will only be able to access provider, member, and code set information within the WINASAP2003 application.

- ***When going through the submission process with WINASAP2003, do I still need to generate and transmit?***

No, the generate functionality has been removed. WINASAP2003 just requires the user to complete and send the claims.

- ***Why does the software require me to choose a value for Patient Signature Source Code, even though the field name is not underlined?***

This field is situational. Depending on the value that is chosen for Release of Information Code, it may become required. If the user chooses anything other than "No, Provider is not allowed to release data", the software will require Patient Signature Source Code.

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- *Is the password still case sensitive?*

No, the password is no longer case sensitive.

- *Will the dial-in phone number change for WINASAP2003?*

No, the phone number will stay the same.

- *Will my logon information change for WINASAP2003?*

No, you will use the same logon information you used for WINASAP2000.