



## **Frequently Asked Questions**

For additional copies of letter and form with latest FAQ, see [www.nhpri.org](http://www.nhpri.org) on right at 'For Providers'- click on 'New Core System Communications'.

### **Remittance Advice**

#### **Q. What is an ASC X12 835 file?**

A. An ASC X12 835 (835) file is an electronic form of HIPAA compliant transmission of data. It can be opened but is not in human readable format and requires processing systems, software and IT resources conversant in EDI processing. Medical facilities, institutions and clearinghouses that require electronic manipulation of data and process very large amounts of data use the 835 file to update their claims data as paid, pending, or denied. There is information on the web about 835 files.

#### **Q. If I have a billing company process my claims, do I need an 835?**

A. If you have a clearinghouse or billing company process your claims, discuss with them whether they would prefer your remittance advice sent in 835 or pdf format. With your permission, Neighborhood will work with your vendor to determine availability of the 835.

#### **Q. If I do not submit my claims electronically, do I need an 835 file?**

A. No. The pdf remittance advice file is the most appropriate for your processing method.

#### **Q. How do I process the 835 file?**

A. Neighborhood cannot make recommendations on systems and resources necessary to process the 835 file.

#### **Q. Should the remittance advice be sent to my clearinghouse or billing company?**

A. The remittance advice will be sent to the provider unless Neighborhood is instructed using the form provided to send it to their clearinghouse or billing company.

#### **Q. What steps do I need to take to retrieve my pdf remittance advice?**

A. First, providers will send Neighborhood their authorized e-mail address. Neighborhood will send an e-mail using the provider's authorized e-mail on file. This e-mail will contain a link to Neighborhood's facility which provider will double click to access their pdf-formatted remittance advice. Provider will open the file and save it to their local computer system and send to their local printer as needed.



## ***Frequently Asked Questions***

### **Electronic Funds Transfer**

**Q. Can I receive a paper check?**

A. Generally no.

**Q. Is my banking information secure?**

A. Yes your banking information will be restricted.

**Q. Once I have sent my banking information, how do I know that Neighborhood will deposit to the correct account?**

A. Neighborhood will run all provider banking information through Bank of America's validation process to ensure that the provider's bank routing and account numbers are correct.

**Q. Will there be any delay in receiving the e-mail remittance advice and posting the remittance to my checking account?**

A. The remittance advice and electronic payment will be received within twenty-four hours of each other.

**Q. I received my electronic remittance advice but I have not received my EFT payment, what should I do?**

A. Payments to providers will be sent by Bank of America's automated clearing house which is an overnight process. Your payment will be deposited the next day at the latest. If no payment is received at your bank, please call **Neighborhood Customer Service** right away at **401-459-6020**.

**Q. If I need to update my form with a change in any of the data submitted already, what steps do I follow?**

A. Any changes must be submitted no later than **thirty days (30)** in advance. Download a form from the Neighborhood website located at [www.nhpri.org](http://www.nhpri.org) and under 'For Providers' on right, click on 'New Core System Communications', fill in all the information including any changes, and fax to **Neighborhood** at **401-709-7050**.

**Q. If I'm set up to receive EFT payments and I close my bank account without notifying Neighborhood of the change, before the account is closed, what will happen to the payments?**

A. If the payments are rejected back from your bank because you closed the account, the claims will need to be reprocessed and redelivered. Reprocessing time is estimated to be within 30 days. If you notify Neighborhood 30 days in advance of account closure, Neighborhood will set up the new bank account information and send a validation request to the bank and test payment delivery to your account.



## ***Frequently Asked Questions***

### **Filling out the Form**

**Q. Where do I find the Neighborhood vendor remittance advice number?**

A. It is located on your current remittance advice on the upper left hand corner under run date.

**Q. What is receiver information?**

A. This is the place where you want the remittance advice to go.

**Q. What does supplier authorization mean?**

A. This is the provider or manager-level individual (who may or may not be the same individual acting bank signatory) having the authority to approve direct deposit of claim payment to provider's bank and individual authorized to receive electronic remittance transmission.

**Q. What does the term 'authorized' e-mail address mean?**

A. The word 'authorized' reflects the requirement that provider certifies access to the pdf remittance advice will be in a HIPAA-compliant, secure destination and environment with handling by authorized personnel only.

**Q. Why are there two blocks for 835 in the media transmission type?**

A. The first check box for "ASC X12 835" is to indicate those who do not currently receive an 835 transmission and would like to initiate the process. The third check box for "Currently receive 835" are for those who want to continue to receive the 835 transmission.

**Q. What does TIN mean?**

A. Tax identification number.

**Q. Do I fill in an NPI number for our group or for our site?**

A. Fill in the NPI number for the medical facility or practitioner receiving the remittance advice and payment.