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To: All Providers That Submit Claims Electronically

Subject: Electronic Claim Submission Telephone Number Change

Overview

EDS has recently upgraded communication capabilities for providers that submit claims through the Electronic Claims Submission (ECS) network.

These changes should have little or no technical impact on providers, however, the telephone numbers used to access the network have changed.

This upgrade will benefit providers in the following ways:

- The number of modems available has been increased to accept incoming calls.
- The maximum transmission rate has also increased.

Providers using asynchronous xmodem submission, asynchronous UUCP submission, and National Electronic Claim Submission (NECS) will be affected by this change.

Changes to Dial Up Telephone Numbers

Effective November 1, 1999, asynchronous xmodem **and** asynchronous UUCP providers may begin dialing **(317) 713-1895** to connect to the ECS network. This number replaces the both of the current dial in numbers, (317) 488-5300 and (317) 488-5308.

Note: EDS sent letters to all software vendors in mid-October to notify them of this change. Please contact your software vendor to address any questions concerning your submission method or for the procedure to change the telephone number.

NECS providers should use **(317) 713-1894**. This replaces the current number, (317) 488-5328. NECS users should use the following instructions to change the batch telephone number in NECS:

1. From the NECS Main Menu click **Utilities**.
2. Click **Dial-Up Setup** from the drop down box.
3. In the Batch Phone field, type the new telephone number (317) 713-1894. Please include any necessary prefixes (1, 9, and so forth) needed to access an outside line.
4. After typing the new telephone number, click **OK** and click **Enter**. This will save the change to the Dial-Up Setting screen.

*Please note that there has been **NO** change to the telephone number used for bisynchronous submission. Please contact your software vendor to address any questions concerning your method of submission. Bisynchronous users should continue to dial (317) 488-5304 to send and receive files.*

Additionally, the POS method of submitting pharmacy claims is unaffected by this change.

The new numbers are currently active, so providers may begin using the new numbers at any time. The old numbers will continue to be active until December 15, 1999. During the 45 day timeframe between November 1 and December 15, 1999, providers may use either the old telephone number **OR** the new number. Because of the large number of modems in use today, this extended timeframe gives users the opportunity to confirm that existing configurations work appropriately with the updated technology or to make any upgrades for compatibility.

If there are any questions regarding this change, please contact EDS' ECS Help Desk at (317) 488-5160.