

Web Quick Reference

- **Where to Find (some of the commonly requested items)**

Adjustment Request (paper) – Downloads, Forms
Aid Categories - Information, What's New
Banner Pages (old) – Information, Banner Archives
Billing Information – Downloads, Manuals
Billing Software (electronic) – Downloads, Software
Carrier Codes – Downloads, Manuals
Contact Information (HP) – Information, Contacts
EDI Registration – Downloads, HIPAA Tools
Enrollment Directions and Forms – Downloads, Forms
Fee Schedules – Downloads, Manuals
Healthcare Links – Links
NDC / Drug Rebate Instructions – Information, What's New
Prior Authorization Forms -Downloads, Forms
Provider Lists – Downloads, Provider Listings
Technical Specifications – Downloads, HIPAA Tools
Trading Partner Agreement – Downloads, HIPAA Tools
VT Health Access Advisories – Downloads, Bulletins

Please note: Many of our documents, forms and manuals have a PDF extension. You must have a PDF reader in order to view and download them. A free viewer is available from Adobe® at <http://get.adobe.com/reader/>.

- **To Apply for a Transaction Services Account**

To apply for an account go to www.vtmedicaid.com and select Downloads and then select HIPAA Tools. Print the EDI Registration and Trading Partner Agreement. Fill out both documents and mail to:

HP – EDI Coordinator
312 Hurricane Lane, PO Box 888
Williston, VT 05495

HP will set up an account and mail the information back to you.

Please note: A transaction services account is required if you intend to upload electronic claims or download files. If you need an account for only the Web RA, Claim Status and Eligibility, and will not be submitting claims electronically or downloading transactions, see *Provider Web Services Account*.

- **To Add a Provider to an Existing Transaction Services Account**

Print the EDI Registration from the web site www.vtmedicaid.com under Downloads, HIPAA Tools. Fill out parts 1a and 1b on the first page. On the second page enter your Trading Partner ID and the provider name and number for each provider you want to add to your account. Make sure you get provider signatures. If you bill under a group, only the group number needs to be entered. Mail the EDI Registration with original signatures to HP, Attention: EDI.

- **To Apply for a Provider Web Services Account**

Go to www.vtmedicaid.com and select Provider Web Services. At the bottom of the page, select where it says "click here" if you don't have an account. Enter your NPI, Taxonomy, and Email address. Choose Request Account and follow the instructions from there. Your account information will be emailed to you.*

*If you get an error saying your information cannot be found, chances are your Service Location email (the address where your account information will be sent) is not on file. Fax your service location email address to 802 878-3440, Attention: Provider Enrollment. Allow approximately one week to have it entered in the system.

- **If Your Account is Suspended**

If you have a Transaction Services account contact EDI support at: 802 879-4450 Option 3 to get your account activated. Once your account is activated you can try to logon or use the Forgot Password option.

If you have a Provider Web Services account, contact Provider Services at: 802 879-4450 Option 1. Once your account is activated you can try to logon or use the Forgot Password option.

Please note: Your account will suspend if more than five attempts are made with an incorrect password.

- **If you Forgot your Password**

Click on the "forgot password?" option. You will then be asked to enter your User ID. Select continue. You will then see two questions which must be answered. Provided the answers are correct, you can then create a new password and continue using your account. If you cannot answer the questions successfully, please contact EDI Support or Provider Services for a Transaction Services account or Provider Web Services account respectively.

- **Provider Electronic Solutions (PES) Software**

The Full Install as well as the upgrades and user guide can all be found under Downloads/Software. This HP software is free and can be used to submit Vermont Medicaid claims electronically.

Please note: In order to *use* the software you must have a Transaction Services account.

Additional notes: **1)** In order to *display* the manuals, you must have Adobe on your machine. If you do not have it, click on Adobe Acrobat (at the bottom of the Downloads/Software page) to get to their site where you can download a free read-only copy. **2)** In order to *download* the software you must have WinZip on your machine. If you do not have it, go to www.winzip.com to obtain a copy.

- **Technical Specifications**

These specifications are for anyone who needs to see the X12N loops, segments and Vermont Medicaid related requirements for electronic transactions. The documents are split up by transaction type. If your software vendor, clearinghouse, or billing service has technical questions regarding electronic claims and Vermont Medicaid requirements, please direct them to these documents which can be found at www.vtmedicaid.com under Downloads, HIPAA Tools.

Please note: There is a link at the bottom of the page under Downloads/Manuals to Washington Publishing Clearinghouse. This site supports the actual X12N implementation guides.