Tools & Tips.
Gateway EDI Vendor Partner Toolkit
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Welcome to Gateway EDI’s family of vendor partners! We look forward to combining your practice management knowledge with our EDI expertise to build a partnership that adds value to your current software solution and creates a strong revenue stream for your organization.

We hope this Vendor Toolkit provides you with a good understanding of the testing and implementation processes at Gateway EDI.

At Gateway EDI we pride ourselves on our excellent customer service, but our service does not stop with the end user. We believe that you, our vendor partner, deserve to be kept informed on the progress of your clients and on any new developments at Gateway EDI. We accomplish this by providing you with dedicated representatives for your marketing and implementation needs. Included here is the contact information for your Gateway EDI Vendor Relations Team. Please feel free to contact us anytime.

We commit resources to you so that you can focus on the support and development of your software. We have years of experience and a superior track record with enrollment, installation, training and customer service so our mutual clients are set up and sending transactions in the most efficient and accurate way possible.

Finally, we feel that communication is key to our success as partners. With this in mind, we have created a quarterly newsletter with information specifically for our vendor partners. Our other goal is to offer quarterly training for your sales and/or support staff to keep them up to date on new web or product enhancements at Gateway EDI. If you are interested in training, please contact your Vendor Relations Representative for more information.

Again, we welcome you and look forward to a long and prosperous partnership!

Contact Information

Vendor Representatives

Lynnette Helmle VP Vendor Sales x1356 lhelmle@gatewayedi.com
Linda Steinway VP Implementations & Vendor Relations x1265 lsteinway@gatewayedi.com
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Customer Service Representatives

Customer Service Line: 800-556-2231
Melody Lyles Customer Service Manager x1525 mlyles@gatewayedi.com
Kelly Triska VP Client Services x1202 ktriska@gatewayedi.com

Office Information

Main Number: 800-969-3666
Main Fax Number: 866-203-4587
Sales Fax Line: 314-588-7095
Provider Enrollment Fax Line: 314-588-7081

Address: One Financial Plaza
501 N. Broadway, Third Floor
St. Louis, MO 63102

Directions: From I-70, Take I-70 East toward St. Louis, Take Exit #249C onto N. Broadway toward 6th St. Arrive at 501 N. Broadway.
About Gateway EDI

History

Gateway EDI’s entry into medical office automation began in 1982 when a practicing physician began to search for a computer system to meet the administrative challenge of delivering high quality care at a reasonable cost. After much research and review, he was still dissatisfied with the alternatives available and chose to develop, design and write software from the perspective of the physician and office staff.

Medtech was born. The reception to the system was so overwhelming that in 1984 Office Tech was formed to further develop and support the increasing demand. The Medtech system evolved into a sophisticated system able to deal effectively with the complex Medicare, PPO, HMO indemnity market common in today’s medical office.

By 1995, Office Tech was servicing over 200 area physicians with Medtech as their office management system. It achieved an outstanding reputation for providing increased efficiency and improved cash flow, all within the framework of “easy-to-do software”.

Meanwhile, in February 1992, Office Tech unveiled the Quick Claims electronic claims Clearinghouse and accompanying software. Quick Claims was initially designed to meet the electronic needs of Medtech users. However, because of its effectiveness and ability to integrate with other practice management systems, it found a broad base of acceptance on its own. Due to the overwhelming success of Quick Claims, the Medtech system was sold in late 1995. Medtech is still in existence and one of our preferred vendors.

With the introduction of Quick EDI in 1997, Gateway EDI was able to provide our customers with the additional EDI transactions of Electronic Eligibility, Electronic Remittance and Electronic Patient Statements.

Along with another name change, many powerful tools were added with the introduction of our website, www.gatewayedi.com, in early 2000. To date these tools include real-time claim status and patient eligibility, various data analyses, on-line reports and the ability to send claims via the web.

Gateway EDI currently has providers in all 50 states and direct connections to government and commercial payers in all 50 states. Dedicated to superior customer service and processing millions of transactions per month, Gateway EDI is one of the leading clearing houses in the nation.

Setup

Steps to go through before taking advantage of GEDI services include:

- Sales
- Getting a test submitter ID
- Sending test file(s)
- Approving the file(s)
- Setting up the first customer

Currently, the client setup process time is approximately 4-6 weeks. The majority of this time is spent awaiting approvals from BC/BS, Medicare and Medicaid.

Preferred Vendor Partnership

Gateway EDI understands and appreciates the business that our vendor partners bring and we are committed to making it more than just a contractual arrangement; rather it is a true partnership. For more information on our Vendor Partnership, visit: www.gatewayedi.com/partners.
System Requirements

Web Users

FTP Users
System Requirements

Web Users

Security
Our secure client site and the services we offer require a web browser with a minimum of 128-bit encryption. This makes it very difficult for anyone except you and Gateway EDI to intercept information you send to us or we send to you.

Files submitted through our website using our proprietary Java application for encryption are protected.

Acceptable Browsers
We have recently upgraded our web sites and the content should be viewable in all current web browsers. Some visual effects may only be viewable in more modern ‘standards-compliant’ browsers; see below for a list of suggested browsers.

You are welcome to report any problems you find to webadmin@gatewayedi.com. If you need help, have questions, or if you just feel plain nervous about the web, E-mail or call us at 1-800-556-2231.

<table>
<thead>
<tr>
<th>For Windows</th>
<th>For Macintosh</th>
<th>For Linux/Unix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer 7+</td>
<td>Safari</td>
<td>Mozilla/Firefox</td>
</tr>
<tr>
<td>Mozilla/Firefox</td>
<td>Mozilla/Firefox</td>
<td></td>
</tr>
</tbody>
</table>

FTP Users

FTP stands for File Transfer Protocol. This allows any computer that can connect to the internet to communicate with Gateway EDI. The connection type — dial-up, DSL, cable, etc. — does not matter. If a computer can browse the web, it can transmit files via FTP.

SFTP, or Secure FTP, is also available. SFTP is a file transfer method that provides confidentiality between the sender and receiver. There are several versions of SFTP and the terminology is not always clear. The version that we support is SFTP over SSH. The main benefit of SFTP over regular FTP is that communications are automatically encrypted.

Software
The software necessary to make an FTP connection is called an FTP client. Command line (text based) FTP client software is available on operating systems less than 5 years old. GUI (graphical user interface, or point and click) FTP client software is also readily available, both for free or a fee. Modern operating systems also offer an API (application programming interface) for FTP connections. This allows the ability for FTP to be built into any application with any degree of transparency. Gateway EDI’s Web Claims product is an example of a transparent FTP client.
Hardware

No special hardware is needed for FTP transmissions. A computer uses a modem or a network card to connect to the internet and then, the FTP software uses the established internet connection.

Filename Requirements

The files that are transmitted to Gateway EDI must have specific extensions. The table below shows the file types and their corresponding extensions:

<table>
<thead>
<tr>
<th>File/Data Type</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zip File</td>
<td>.zip</td>
</tr>
<tr>
<td>Gateway EDI Encrypted</td>
<td>.enc</td>
</tr>
<tr>
<td>PGP Encrypted</td>
<td>.pgp</td>
</tr>
</tbody>
</table>

Security

HIPAA mandates that protected health information transmitted over a public network like the Internet be encrypted. We support PGP encryption and our proprietary Java Application for encryption.

PGP Encryption -

PGP, or Pretty Good Privacy, is an implementation of public/private key encryption. More information is available at their website: www.pgp.com. It is the responsibility of the client or vendor to secure the appropriate PGP software and license. Gateway EDI and the client will need to exchange public keys after the client is licensed. The client will need to add Gateway EDI’s public key to their key ring.

PGP version 6.x key (our preferred version) - Click here:

https://mytools.gatewayedi.com/Help/#9E00

GEDI Proprietary Application for Encryption -

Gateway EDI also supports our proprietary package called Java Encryption. It uses 3DES encryption technology, has a command line interface and is free of charge. Install instructions are available at https://mytools.gatewayedi.com/Help/#9E00 under these file names:

- Install instructions: Complete instructions on Installing and Using the Java Encryption
- GediCrypt.jar (command line interface to the encryption module):
- jce1_2-do.jar (cryptographic routines)
- j2re-1.3.1-win.exe (Java Runtime 1.3.1)
FTP Server

Gateway EDI maintains a standard FTP server for internet transactions. The command line FTP client that comes with Win32 operating systems is suitable for connection to the FTP server. Modern operating systems have an API allowing vendors to completely encapsulate the file transmission in whatever interface they prefer.

Mailboxer System / Gateway EDI’s FTP Server Structure

The “Mailboxer” is the term used to describe Gateway EDI’s FTP server structure. Once the “Mailboxer” function is turned on, the user will see several directories when logging on to the server (see below). Some directories are for uploading files, and some are used by Gateway EDI to deposit files.

When using the “Mailboxer” system, files are unpackaged and collected within moments of uploading. Files uploaded to Gateway EDI do not require any special naming convention to identify the transactions they contain. Each file is processed according to the transaction named in its Drop Off Folder.

Inbound (client sends to GEDI): Inbound files are uploaded to GEDI by clients. Clients should upload transaction files to the correct Drop Off Folder, per the table below.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Drop Off Folder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td>claims</td>
<td>Claims to be processed</td>
</tr>
<tr>
<td>Statements</td>
<td>statements</td>
<td>Patient statements to be processed and mailed</td>
</tr>
<tr>
<td>Eligibility Inquiries</td>
<td>eligibility</td>
<td>Eligibility Inquiries to be processed</td>
</tr>
<tr>
<td>Follow Up Letter</td>
<td>letters</td>
<td>Patient follow up letters to be processed</td>
</tr>
<tr>
<td>Worked Claims</td>
<td>workedtrans</td>
<td>Information for processing as “worked” in the GEDI System</td>
</tr>
</tbody>
</table>

Outbound (client receives from GEDI): Response transactions and reports can be downloaded from these “Pick Up Folders”. Depending on the encryption chosen, files will have either an .enc or .pgp extension.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Pick Up Folder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>reports</td>
<td>Text reports for claims</td>
</tr>
<tr>
<td>Remits</td>
<td>remits</td>
<td>Remittance advice files</td>
</tr>
<tr>
<td>CSR Reports</td>
<td>csrreports</td>
<td>Report files in “claim status response” format</td>
</tr>
<tr>
<td>Eligibility Responses</td>
<td>eligibilityresponses</td>
<td>Eligibility response files</td>
</tr>
<tr>
<td>997</td>
<td>997</td>
<td>Claim file acknowledgements</td>
</tr>
<tr>
<td>277</td>
<td>277</td>
<td>Claim responses using 277U</td>
</tr>
</tbody>
</table>

Info

FTP URL: ftp.gatewayedi.com
SFTP URL: sftp.gatewayedi.com
Logon/Password: Logon will be the four digit “Site ID” assigned to you by Gateway EDI. Passwords are created by Gateway EDI at the same time the Site ID is assigned. Please contact Customer Service to find out your FTP password.
Transaction Specifications

Claims
Reports
Remittances
Eligibility
Claim Status
Automated Secondary Claims
Patient Statements
Claims

Professional:

837P - Implementation Guide - Click here:

Addenda to the Implementation Guide - Click here:

Gateway EDI Companion to the Implementation Guide - Click here:

837P Testing Requirements:

The file should contain 20 – 30 claims with a mixture of payers. Please include Medicare, BCBS, Medicaid and commercial claims.

It is best to use valid claim data. This ensures that diagnosis codes, procedure codes, etc. are valid information. Valid data is required to obtain accurate test results of payer specific edits and HIPAA compliancy.

The claims should contain valid payer id numbers. Please use the Medical Payer list available on our website.

The claims should contain taxonomy codes. The taxonomy codes should be sent in the 2310B PRV or the 2000A PRV.

Please send National Provider Identifier (NPI) on all claims. You may continue to send Unique Provider Numbers previously assigned by payers such as Medicare, BCBS and Medicaid.

If you plan to utilize the automated secondary claims product offered by Gateway EDI, it is best to report multiple REF segments in the 2010AA and/or 2010AB. You should also include the secondary information on the primary claim submission. This includes insured information, payer information, provider information and provider numbers.

Gateway EDI has added the N3 and N4 in the 2330B Other Payer Name loop. These segments are used to print and mail an automated secondary claim. This information is stored in our system and will not be transmitted to the payers on the primary claim.
Gateway EDI NSF -
  Gateway EDI NSF Claim Specifications - Extended format for HIPAA compliance - Click here:

Print Image -
  Sample 1500 Print Image File - Click here:
  ➤ http://mytools.gatewayedi.com/Help/documents/Claims/HCFA_example.txt
  Print Image Overview - Click here:

Institutional:
  837I -
  Implementation Guide - Click here:
  Addenda to the Implementation Guide - Click here:
  Sample UB04 Print Image File - Click here:
  ➤ https://mytools.gatewayedi.com/Help/documents/Claims/UB04%20example.TXT
Reports

Unsolicited 277 - 277U

This transaction is used for reporting on the status of claims in bulk and without a request. Gateway EDI’s use of the Unsolicited 277(277U) is a non-mandated use of the 277 transaction. However, Gateway EDI’s use of the 277 transaction does refer to the X12N Transaction Guide 004010X093A1: Health Care Claim Status Request and Response. Gateway EDI utilizes the 277U transaction to provide claim level messages either produced by the Gateway EDI front-end edit system or received from the payer.

Gateway EDI Unsolicited 277 Companion Guide (277U) - Click here:

Gateway EDI Proprietary CSR (Claim Status Reports)

This type of report is specially designed to be easy to post back to a Practice Management System. They are machine readable and are the report type used to develop a claims tracking system.

Gateway EDI Proprietary CSR Specs - Click here:

CSR Sample Report - Click here:
https://mytools.gatewayedi.com/Help/documents/Reports/SampleCSRData.txt

Print Image/Legacy Reports/Human Readable

Sample Print Image Report - Click here:
## Remittances

**NSF**

Version 2.01 Specs - Click here: [https://mytools.gatewayedi.com/Help/documents/Remittances/NSFREMITsv2.01.pdf](https://mytools.gatewayedi.com/Help/documents/Remittances/NSFREMITsv2.01.pdf)

Sample Data - Click here: [https://mytools.gatewayedi.com/Help/documents/Remittances/SampleRemittanceData.txt](https://mytools.gatewayedi.com/Help/documents/Remittances/SampleRemittanceData.txt)

Differences Between NSF2 Formats are listed below:

**Record 100 - No Difference**

<table>
<thead>
<tr>
<th>Record 200</th>
<th>NSF 2.0</th>
<th>NSF 2.01</th>
</tr>
</thead>
<tbody>
<tr>
<td>200-19 Filler (139)</td>
<td>200-19 Assigned/Unassigned indicator (1)</td>
<td></td>
</tr>
<tr>
<td>200-20 Filler (138)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Record 400**

<table>
<thead>
<tr>
<th>NSF 2.0</th>
<th>NSF 2.01</th>
</tr>
</thead>
<tbody>
<tr>
<td>400-28 Filler (62)</td>
<td>400-28 Corrected Patient Name (1)</td>
</tr>
<tr>
<td>400-29 Filler (61)</td>
<td></td>
</tr>
</tbody>
</table>

**Record 450**

<table>
<thead>
<tr>
<th>NSF 2.0</th>
<th>NSF 2.01</th>
</tr>
</thead>
<tbody>
<tr>
<td>450-12 Type of Service (2)</td>
<td>452-12 Filler (2)</td>
</tr>
</tbody>
</table>

**Record 451**

<table>
<thead>
<tr>
<th>NSF 2.0</th>
<th>NSF 2.01</th>
</tr>
</thead>
<tbody>
<tr>
<td>451-26 Investigational Device # (7)</td>
<td>451-26 Filler (130)</td>
</tr>
<tr>
<td>451-27 Filler (123)</td>
<td></td>
</tr>
</tbody>
</table>

**Record 500, 700, 800 & 900 - No Difference**
835

Implementation Guide - Click here:

Addenda to Implementation Guide - Click here:

Sample Data - Click here:

Eligibility

Gateway EDI 270-271 Implementation Guide - Click here:

Realtime Eligibility Webservice Companion Guide - Click here:

Realtime Eligibility Webservice Vendor Toolkit - Click here:

Batch Eligibility Companion Guide - Click here:

Batch Eligibility Inquiry Response Specifications - Click here:

Claim Status

Implementation Guide - Click here:
Automated Secondary Claims
Gateway EDI offers Secondary Claims Processing Environment (SCoPE). Below are requirements for each claim format.

**NSF & ANSI Requirements**

As a reminder, Gateway EDI offers secondary claim services. We currently create secondary claims using data sent on the primary claim and from the corresponding Electronic Remittance Advice (ERA). All primary claims should be submitted with primary and secondary insurance information. The site must be set up for automated secondary claims and for electronic remittances (ERA). Once the primary insurance company processes the claim, they will return an Electronic Remittance Advice (ERA) to Gateway EDI. If the primary payer did not forward the claim to the secondary payer, Gateway EDI will then create a secondary claim using the information from the original claim submission. We will include the Explanation of Benefits (EOB) information from the ERA. Gateway EDI will either send the claim electronically or on paper, depending on the payer’s ability to accept secondary claims. If the primary payer does not return an ERA to Gateway EDI then we are not able to generate the secondary claim.

The following information is needed for NSF and ANSI clients.

<table>
<thead>
<tr>
<th>Field/Description</th>
<th>NSF - DA records, 2nd Sequence</th>
<th>ANSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payer ID #</td>
<td>DA0.07</td>
<td>2330B NM109</td>
</tr>
<tr>
<td>Payer Name</td>
<td>DA0.09</td>
<td>2330B NM103</td>
</tr>
<tr>
<td>Payer Address</td>
<td>DA1.04-DA1.08</td>
<td>2330B N3 &amp; N4</td>
</tr>
<tr>
<td>NPI #/#(s)</td>
<td>DA0.32 billing NPI, pos 288-297</td>
<td>2010AA NM109 billing</td>
</tr>
<tr>
<td></td>
<td>DA0.33 rendering NPI, pos 298-307</td>
<td>2330E NM109 rendering</td>
</tr>
<tr>
<td></td>
<td>Enter the NPI numbers in both DA0 sequences.</td>
<td></td>
</tr>
<tr>
<td>Provider #/#(s)</td>
<td>BA1.19 billing provider, pos 237-266</td>
<td>2010AA REF02 billing</td>
</tr>
<tr>
<td></td>
<td>BA1.20 rendering provider, pos 267-296</td>
<td>2330E REF02 rendering</td>
</tr>
<tr>
<td>Insured Name</td>
<td>DA0.19 last name</td>
<td>2330A NM103 last name</td>
</tr>
<tr>
<td></td>
<td>DA0.20 first name</td>
<td>2330A NM104 first name</td>
</tr>
<tr>
<td>Insured ID #</td>
<td>DA0.18</td>
<td>2330A NM109</td>
</tr>
<tr>
<td>Insured Date of Birth</td>
<td>DA0.24</td>
<td>2320 DMG02</td>
</tr>
<tr>
<td>Insured Sex</td>
<td>DA0.23</td>
<td>2320 DMG03</td>
</tr>
<tr>
<td>*Submitter ID #</td>
<td>BA1.21 pos. 297-311</td>
<td>Gateway EDI will populate</td>
</tr>
</tbody>
</table>

*the submitter ID number is a state specific requirement

The secondary provider numbers are important for Medicare, BCBS and Medicaid claims. If the secondary provider number is not supplied on the original claim, the secondary payer may return or deny the claim due to missing provider numbers. NSF – we will read the BA1 record provider numbers first. If the BA1 fields are blank we will check the BA0 record for Medicare (BA0.09), Medicaid (BA0.12) and BCBS (BA0.14) for the corresponding provider numbers. The BA1.20 is important for sites that must report a rendering number with a group number. ANSI – we will read the 2010AA for the billing/group number and 2330E for the rendering/individual provider number.
If the secondary payer is commercial and the provider number fields are blank, we will default to the Tax ID.

Please contact Donna Kiethline at 800-969-3666 ext 1263 if you have additional questions.

Print Image Requirements

The following information is needed for HCFA 1500/print image clients:

- Secondary payer name or payer ID number
- Secondary payer address – need a complete mailing address
- Secondary billing provider number
- Secondary rendering provider number
- Boxes 9-9d

The payer name, address, and provider numbers are typically reported at the top left corner of each claim. An automated secondary claim can be generated using only the data from boxes 9-9d, but the client may need to use our Secondary Online Claims Correction (SOCC) tool to add the payer address if needed.

If you submit the HCFA 1500/print image format, you may add the submitter id number to the claim form and Gateway EDI will map it. If you are unable to add the submitter id number to your claim form, please contact Donna Kiethline at 800-969-3666 ext 1263 to discuss other options.
Patient Communication

Effortless Patient Statements:

Gateway EDI offers Effortless Patient Statements. These are easy to read, electronic statements that increase the providers’ collections in a cost efficient way. Providers just print their patient statements to a text file instead of on forms and send the file to Gateway EDI – no paper, no postage. Below (left) you can see a sample for the text file with all the information needed for the statement file.

Gateway EDI works with the provider to include individualized information such as credit cards accepted, return address and notes. Once a provider approves a proof, electronic statements are ready to go live. Below is a sample of a completed statement ready to go to the patient (right).

Sample Patient Statement Raw Data File

Sample Formatted Patient Statement

Gateway EDI
Vendor Communications

Vendor Website
Vendor Communications

Vendor Website

Gateway EDI Preferred Vendor Partners have special access to a secure website where they can view information about their clients. This Vendor Website was designed to provide our partners with immediate, user-friendly reports to help analyze their clients’ success with EDI transactions.

When logging into the Vendor Website, our vendors are able to customize areas of their “Performance at a glance” section to meet their individual needs. The Overview tab indicates overall rejection rate percentages for all clients in a summarized graph. The next tab, Watch List, is designed to help partners manage and monitor important information about their clients, such as their rejection rates. Partners have the ability to customize the Watch List by selecting sites they want to keep a close eye on, and the list can contain as many sites as one would like. The last tab, Top Rejections, allows partners to prioritize which clients may need the most assistance with rejections. In addition, a 12-month report card is available in both the Watch List and the Top Rejections areas. This is available to help benchmark a particular client’s statistics against the rejection rate of the Gateway EDI client base as a whole.

Other reporting tools on the Vendor Website include a rejection analysis and a transaction summary. The rejection analysis can be run by all sites or by individual sites to determine which rejections occur most frequently and the dollar amount of the claims that are tied up in those rejections. This report is a great training tool to help clients focus in on the areas where they need the most education. Next, the transaction summary can be run to give a synopsis of all the important data in any specified time period. For example, it can be run to show how many claims were submitted by a certain provider or to a specific insurance company. The data is broken down to show how many claims rejected at Gateway EDI or at the insurance company, if any claims went on paper and the amount of charges and percentages for all of the related information. Both the rejection analysis and the transaction summary can be exported to an Excel spreadsheet for easy use.

In addition to providing specific data on our Preferred Vendors’ clients, the Vendor Website is also used as a communication tool. Gateway EDI provides our vendors with resources to help them understand the technical aspects of working with us, such as data format specifications and information pertinent to sending and receiving files to and from Gateway EDI. The Medical Payer List and news about Gateway EDI and the industry as a whole are other features we offer on the Vendor Website. If you’d like to see an on-line demo of your Vendor Website, please contact the Vendor Relations Department.
Glossary

Terms
Glossary

Terms

API (Application Programming Interface):

a set of functions that exist to enable a programmer to perform certain programming tasks, or to give access to certain computer functionality. For example, OpenGL is an API for doing graphics programming. The OpenGL API has function calls that programmers can use to draw lines and shapes in many colors. Another example is Gateway EDI’s GediCrypt API. The GediCrypt API exposes three functions: Encrypt, Decrypt and GenKey. These functions are used to secure the contents of a file before transmitting it to Gateway EDI. Gateway EDI gives this API away so that trading partners can build the encryption functionality right into their own programs.

Cryptographic routines (Encryption module):

code that handles cryptographic operations, like encrypting and decrypting files and generating key pairs.

FTP (File Transfer Protocol):

allows any computer that can connect to the internet to communicate with Gateway EDI. The connection type - dial-up, DSL, cable - does not matter. If a computer can browse the web, it can transmit files via FTP.

Generic Batch Eligibility Inquiry Files:

a proprietary flat file format developed by Gateway EDI for eligibility Inquiries in large batches. It is “generic” because the format is designed to work for querying any payer, regardless of the query option the individual payer offer.

GUI (Graphical User Interface):

a type of user interface which allows people to interact with a computer and computer-controlled devices. As opposed to traditional interface, it presents graphical icons, visual indicators or special graphical elements called “widgets”. Often the icons are used in conjunction with text, labels or text navigation to fully represent the information and actions available to a user. Instead of offering only text menus or requiring typed commands, the actions are usually performed through direct manipulation of the graphical elements.

Mailboxer:

the term used to describe Gateway EDI’s FTP server structure. Once the “Mailboxer” function is active, the user will see several directories when logging on to the server. Some directories are for uploading files, and some are used by Gateway EDI to deposit files.

Inbound files are uploaded to GEDI by clients. Outbound files can be downloaded from GEDI by clients.

The “Mailboxer” system unpackages and collects files within moments of uploading. Files uploaded to Gateway EDI do not require any special naming convention to identify the transactions they hold. The “Drop Off Folder” where they are uploaded controls the transaction type.
PGP (Pretty Good Privacy):

an implementation of public/private key encryption. More information can be found at the website:


RSA public key:

one half of a “key pair” used to encrypt and decrypt files. The keys are actually just very large prime numbers.
A public key is mathematically “applied” to a file. This operation creates a new file with the contents encrypted
(mathematically “scrambled”). The only feasible method to decrypt the file is to reverse the process by using the
private key. Not even the same public key can decrypt a file it just encrypted. So a public key only works “one way”, it
only encrypts. That is why it is called a public key. A user gives it away to anyone because all that can be done with it is
encrypt data. RSA is a particular algorithm for generating key pairs.

SFTP (Secure File Transfer Protocol):

a file transfer method that provides confidentiality between the sender and receiver. There are several versions of
SFTP and the terminology is not always clear. The version that we support is SFTP over SSH. The main benefit of
SFTP over regular FTP is that communications are automatically encrypted.

Standard asynchronous communications package:

communications software designed to allow two computers to talk over a modem. Once a connection is estab-
lished, data is typically transferred using the ACII protocol for menus and prompts and a more robust protocol such
as ZMODEM or YMODEM to send files. This type of communication is often referred to as a “bulletin board”. Before
the internet existed, computers communicated with each other through bulletin boards. The communication pack-
age is software that will run the modem to dial the phone, establish the connection, and then show the data as it
comes across, allowing the user access to simple menus. Some packages support scripting. Examples are Procomm
Plus (used by Gateway EDI) and HyperTerminal (a standard Windows feature).