



PROVIDER QUICK TIPS

#130

**The ANSI X12 v5010/D.0 Certification Help Desk
will be Discontinued as of March 30, 2012**

Certification Help Desk Update

On January 3, 2011, The Department of Human Services (the department) created a dedicated Certification Help Desk to assist providers, vendors and clearinghouses with the CMS federally mandated upgrades for electronic health care transactions. As described in QuickTip #101, “ANSI X12 v5010/NCPDP D.0 Certification Assistance Center”, the help desk was tasked with recertifying new and existing PROMISe™ trading partners with the new transaction standards.

On January 1, 2012, PROMISe™ became compliant with the new transaction standards and has only been processing health care transactions in the v5010 and vD.0 formats. As a result of this successful implementation, the department will be closing down the dedicated v5010/D.0 Certification Help Desk. Effective March 30, 2012, the Certification Help Desk phone number will be turned off and the v5010/D.0 help desk will no longer be taking calls.

Providers who are new to submitting electronic batch transactions with PROMISe™ are required to certify. New providers should contact the Provider Assistance Center to begin the certification process.

Providers with Medical Assistance billing questions should call the department. See link below for contact information.

<http://www.dhs.pa.gov/learnaboutdhs/helpfultelephonenumber/contactinformationhelpformproviders/index.htm>

Providers can continue to contact the Provider Assistance Center (PAC) if they have questions on electronic claims and transaction submissions. These questions will be prioritized as needed. If providers, vendors, or clearinghouses require assistance with electronic health care transactions, they can contact the PAC via email: pahipaa@hp.com or by calling 800-248-5152 or 717-975-4100.

Reminder: Providers are also encouraged to make sure their vendors and clearinghouses provide the department with updated contact information.

Thank you for your service to our Medical Assistance recipients.
We value your participation.
Check the department’s website often at: www.dhs.pa.gov

