

Provider Update

EDI Errors – Address and Required NDC Codes

Date: April 11, 2018

Applicable Plan: Elite Plus (MLTSS)

Summary:

Proper EDI billing guidelines require the complete service address and should include a valid NDC number (if applicable), unit of measure, and valid quantity. This notification is alerting you that recent EDI transactions submitted by your organization included the PO Box and/or missing NDC code. Due to an error within the system, there is a delay in the response file back to your organization.

What this means to you:

If you have not done so already, please resubmit any claims containing PO Box and missing NDC number. Ensure claims submitted previously with a PO Box are corrected to contain a complete service address or claims previously submitted with a missing or invalid NDC number are corrected. Virginia Premier is working to fix response files but do not want to delay the payment process.

If you have any questions, please contact Provider Services. We are available Monday through Friday from 8:00 a.m. to 5:00 p.m. at 804-819-5151 or toll-free 800-727-7536 (TTY: 711).

Thank you for continuing to provide quality care to our members.

Thank you



Patrick McMahon

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