

Frequently Asked Questions: Electronic Claims Submission

Q. Does DMAS accept electronic claims submission?

A. Yes, DMAS strongly encourages electronic claims submissions for services normally submitted on a Form CMS-1500 and for institutional claims normally submitted on a UB-04.

Q. What are the benefits of electronic claims filing?

A. Electronic claims filing allows for earlier detection of errors and drastically reduces the likelihood of claims being rejected or denied for payment and, more often than not, will result in faster processing. In addition, submitting electronically reduces postage and other paper related expenses and supports improvement to your overall efficiency.

Q. How can I submit electronic claims to DMAS?

A. DMAS providers have three convenient options for submitting electronic claims:

1. Clearinghouse
2. Direct Data Entry (DDE)

Please refer to the EDI Companion Guide for more information regarding Clearinghouse guidelines. DDE instructions can be found on the Provider Portal

Q. Will I be charged a fee to submit my claims electronically?

A. DMAS will not charge a fee for claims submitted through our DDE option. However, contracted clearinghouses do charge fees based on your ability to submit a HIPAA-compliant (X12) transactions.

Q. Will DMAS continue to accept paper claims?

A. DMAS strongly encourages electronic claim submissions, except when indicated that paper is required.

Q. Are there HIPAA-compliant billing code requirements for electronic claims submissions?

A. Yes. All electronic claims submissions must include HIPAA-compliant billing codes to be processed.

Q. What if I already use a clearinghouse and it's not the same as the clearinghouses that DMAS is using?

A. All entities that send electronic transactions to Virginia Medicaid for processing and retrieve reports and responses must enroll as EDI Trading Partners/service centers.

Inform the clearinghouse to enroll as a service center with DMAS to exchange transactions. Visit the EDI support page at [EDI Support Page | MES \(virginia.gov\)](#)

Q. Can a practice of any size file electronic claims?

A. Yes.

Q. Can claims be filed electronically for all DMAS lines of business?

A. Most claims for which DMAS is the payor can be received electronically. TDO claims require paper claim submissions.

Q. What should I do if my claim is rejected for payment?

A. Read any reject notices you receive. After reviewing the rejection notice, the claim should be corrected and re-submitted. If you use a clearinghouse, it is critical that you read the reject reports from the clearinghouse and work with the clearinghouse to resolve.

Q. What should I do if I receive a notice that my claim was accepted, but then don't receive payment?

A. If you receive a notice that DMAS accepted your claim, you can check the status of your claim through DMAS portal after securely logging on to the DMAS provider website.