

# Emdeon (formally WebMD) Electronic Data Submission Quick Tips

- Calls regarding EDI issues should be routed to VISTA's EDI Help Desk at **866-883-7623** or **Extension 7623**.
- The payer ID for Emdeon is 55248.
- Each billing office that currently submits to Vista via Emdeon (formally WebMD) should update their practice management system to reflect new Emdeon's payer ID number (55248).

VISTA has implemented four Electronic Claim Rejection Edits.

1. **BF: Subscriber/Member Not Found** – Make sure that the member ID number does not have dashes or spaces and is complete. Confirmation of the member ID number can be obtained through [www.vistahealthplan.com](http://www.vistahealthplan.com) or by using the IVR phone system at 1-866-847-8235.
2. **8J: Patient Not on Carrier File** – Confirm this is a VISTA member and confirm member's date of birth (DOB). To confirm the date of birth log onto [www.vistahealthplan.com](http://www.vistahealthplan.com) or call the IVR phone system at 1-866-847-8235. If the birth date is incorrect in Vista's practice management system it is the member's responsibility to contact Vista and have it corrected.
3. **Z7: Invalid Federal Tax ID** prevents the payer from processing the claim – Check the tax ID number submitted. If the number is correct, contact the Provider Relations department to add/or correct the tax ID number.

**The last edit is the one that is causing the most confusion and has the highest number of rejects.**

4. **Z8: Claims Service Date outside of Provider/Federal Tax ID** prevents the payer from processing the Claim or  
**Z9: Invalid Provider ID and Federal Tax ID combination** prevents the payer from processing the Claim.  
This edit uses the federal tax id, the provider number submitted and the date of service on the claim to verify that the federal tax id and provider number are a valid combination.
  - a. In relation to a HCFA – Provider number can be populated in either box **24k** or box **33** (PIN # or GRP#).
  - b. Some practice management systems or billing offices default the Medical license or Federal Tax ID in these fields if they do not have a specific provider id.
    - i. Please contact the Vista EDI Help Desk at 866-883-7623 to obtain all Vista Provider Numbers associated to your Federal Tax ID.
  - c. If you are unable to populate the boxes 24k or box 33 with any value other than the federal tax id because of system set up requirements.
    - i. Please contact your practice management vendor or billing office directly and request specific edits for your federal tax id.
      1. Information that the you will need to communicate to your practice management vendor or billing office is:
        - a. Vista is requesting that REF\*G2 or REF\*N5 of the NM1\*82 or NM1\*85 should be populated with the Vista Provider Number for payer id 55248 for their federal tax id. Vista Provider numbers which can be obtained from the Vista EDI Help Desk at 866-883-7623.