DRS Frequently Asked Questions: EDS Administrative Services

What is the contact information for EDS?

EDS Administrative Services, LLC (EDS)
P.O. Box 25069
Oklahoma City, OK 73125
1-800-944-7938 (toll free)
Hours: 7:00 am to 7:00 pm Monday through Friday (including state holidays)

When will EDS officially begin processing claims?

EDS will begin customer services as scheduled on January 1, 2009 and claims processing will resume later in January. Online claims and eligibility information will resume at the same time as claims processing.

What happened to the requirement to use Practice Location Numbers (PLN) on all claims?

DRS has discontinued the requirement for Providers to submit a PLN on all claims submitted for payment. Some providers may already be using the PLN on claims. **Please immediately discontinue using the PLN as an identifier and use standard HIPAA identifiers on all claims.**

Will a new Provider Remittance Advice be utilized by EDS?

Yes. EDS will be issuing new Remittance Advices to providers when claims are processed. The Remittance Advices will have separate pages listing paid claims, denied claims, pended claims, and adjustments. There will also be a summary page totaling all claims activity reflected in the Advice. The organization of the new Remittance Advices should make the reconciliation process easier for the providers.

Will EFT be available through EDS?

EDS will be using Electronic Fund Transfers (EFT) to promptly deliver payments to providers. EFT payments are made directly to the provider's bank account which ensures payments are received in a fast, secure manner; and also eliminates the need for manual check processing.

How quickly will EFT payments be made and when will the Remittance Advice be sent?

EDS will be processing payments on a nightly basis, and EFT deposits will be made the next business day. At that same time, a Remittance Advice will be mailed to the provider as notification of the payment.

What does the provider need to do to initiate EFT claim payments through EDS?

If the provider is currently receiving EFT payments, they do not need to do anything. The bank information will be loaded into the EDS system through a secure data exchange. If the provider is not currently receiving EFT payments, they can download an enrollment form from the Network Provider Home Page *https://gateway.sib.ok.gov/DRS.* The provider can also obtain an EFT form by calling Provider Relations at 1-405-717-8921 or toll-free 1-888-835-6919.

Will a payment and Remittance Advice Statement be issued for each individual beneficiary?

Combined payments will be utilized for all payments including EFT. Combined payment takes all a provider's remittance payments for a given day, and combines them into one payment and one Remittance Advice. This eliminates the need to open several envelopes, and process several different payment summaries. All of the payment information is contained in a single document for quick and easy processing.

Will EDS edit claims for incorrect coding?

EDS will continue using the current McKesson ClaimCheck software for clinical reviews of claim coding. ClaimCheck is used to verify the clinical accuracy of claims while enabling DRS to establish a clearly defined medical policy and adhere to consistent provider reimbursement.

Are there any changes for provider filing claims through a clearinghouse?

Yes. If a provider uses a clearinghouse to electronically submit claims for processing, the clearinghouse will need to use the new payer ID number for EDS. **The new number is 22521**. It's important that providers begin using the new payer ID number by **December 13th** to avoid any further delay in claims processing.

Will the ClaimLink feature continue with EDS?

Yes. However, ClaimLink will be redesigned to have many new features available, including the ability to submit claims electronically. After January 1st, all providers must re-register to access the ClaimLink feature. ClaimLink is accessible through the Network Provider Home Page *https://gateway.sib.ok.gov/DRS.*