**RI Medicaid Healthcare Portal**

**Quick Reference Guide**

835/277U

| Issue | What to do |
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| Trading Partner account is missing an X12 transaction, such as the 277U/835 electronic remittance advice | Send an email to: riediservices@gainwelltechnologies.com listing your Trading Partner ID and requesting that the specific transaction be added. |
| A provider needs to be listed on the Trading Partner account for the purpose of receiving the 277U/835 electronic remittance advice. | On the Trading Partner Profile screen in the Healthcare Portal, add the provider as a covered provider. Check the box for the 277U/835 transactions below the provider's information.<br><br>Once the Save button is selected, the ERA application will display. After submission, an email will automatically be sent to the EDI Department and an email will be returned upon completion to the email on file. |
| A provider is listed on the Trading Partner profile but the billing entity (Trading Partner) is not receiving the 277U/835 transaction. | On the Trading Partner profile screen, display the covered providers by selecting the display button to display all, or searching for the provider by the ID Number and ID Type. Next select the plus sign next to the NPI of the specific provider to expand and show the details for that provider. Check the boxes for the transactions you wish to receive. |
| Provider is moving business from one clearinghouse/billing company to another and needs to have the 277U/835 electronic remittance advice sent to the new billing company. | The provider must contact the original billing entity. They must ask to be removed as a covered provider from the original billing entity's Trading Partner profile for the purposes of receiving the 277U/835. The original billing entity must do this electronically within the Healthcare Portal.<br><br>Once that is completed, the provider should contact the new billing entity, and ask to be |

|  | added as a covered provider to the new billing entities trading partner number.  The billing entity should also select the X12 transactions for this provider by checking the appropriate boxes.<br><br>*Please note:* To ensure continuous receipt of the 277U/835, the new billing entity must add the provider as a covered provider before the cut-off date of the financial cycle. |
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| A provider is listed as a covered provider for the purposes of receiving the 277U/835.  The provider needs to be removed from the account so that another entity can add that provider, and begin to receive those transactions. | On the Trading Partner profile screen, display the covered providers by selecting the display button to display all, or searching for the provider by the ID Number and ID Type. Next select the plus sign next to the NPI of the specific provider.<br><br>The details for that covered provider will expand.  Under the identifying information, deselect the boxes next to the 835 and 277U transactions.  Select save, and then confirm. |