

General

Infinedi - Who are we?

- *Infinedi has been helping medical providers better manage their practices since 1986 by providing the finest EDI services available. Infinedi is a privately held company that has grown into a nationwide organization providing electronic claims submission, electronic remittance advice, premium clinical editing and electronic statement processing. Infinedi works with a network of nationwide affiliates that utilize our technology providing local, state and national medical communities with unsurpassed service. We strive to provide our clients with the highest standards for electronic claims submissions, adhering to professional business ethics, providing client education on important topics within our industry, and ensuring our clients' needs are met. Whether you are a small, single healthcare provider or a large government medical facility, Infinedi can help you manage your insurance revenue by providing quick turnaround on insurance claims. Infinedi has made a name for itself. Our growth is accredited to superb customer service. When you choose Infinedi, you will experience the very best care and support.*

Why should I choose Infinedi?

- *Infinedi wants to make your experience, submitting claims electronically, as efficient and cost effective as possible. We offer a wide range of services and tools to make your life easier and offer expert and friendly customer and technical support. Unlike many payer-sponsored “free “or deeply “discounted” options offered by other clearinghouses, Infinedi receives its payment for services from you, the provider, not the insurance company. This means that Infinedi always has your best interests in mind and is an advocate for the provider, not the insurance companies. We are on your side! Likewise, Infinedi’s services will pay for themselves over the long-term with time-saving and proficient tools, reports and customer service not provided by any other clearinghouse anywhere.*

What is the difference between a clearinghouse and a billing service?

- *A **billing service** is contracted by a healthcare provider to manage the day to day operations like claims filing and claims follow-up to facilitate the reimbursement for patient services rendered.*
- *A **clearinghouse** is contracted by the provider or billing service to accept and edit electronic transactions. Transactions are then translated to a HIPAA compliant language and then routed electronically to the appropriate payer. Confirmation reports and Electronic Remittance Advice are returned by the payer and processed back to the provider or billing service.*

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Services

What services does Infinedi offer?

■ **Standard Services include:**

- *VIC (Visually Integrated Claims) Online claims tracking tool*
- *24/7 claims transmission*
- *Online payer reporting*
- *835 Electronic Remittance Advice (Untranslated) May be downloaded and used with your practice management system's auto-post feature.*
- *INews- Infinedi alerts our providers about industry and payer news as well as EDI issues that may impact claims. Alerts are located on our homepage.*
- *Online claim editing for Print Image and ANSI claims*
- *Free upcoding or downcoding for our ANSI 4010 providers*
- *Conversion of Print Image claims to ANSI 5010 – this negates the need to upgrade expensive billing software*
- *EDI Enrollment Assistance*
- *Unlimited Customer Service and Support*
- *Technical Services*
- *Secure Messaging System Inbox for HIPAA compliant emailing of PHI (protected health information) exchange with Infinedi support staff.*

- *For additional details and pricing, please contact Client Implementation at 1-800-688-8087 or email client.implementation@infinedi.net. Volume pricing available.*

What are Premium Services?

- *Premium Services are add-on services that can be purchased separate from our Standard Services package. Contact our Client Implementation department for pricing and details. 1-800-688-8087*
 - *835 ERAs (Electronic Remittance Advice) Translated into human readable format*
 - *Patient Statements*
 - *Collections*
 - *Clinical Editing*
 - *Workman's Compensation Claims (with or without attachments)*
 - *QOffice (Check Eligibility, Pre-Authorizations & Claims Status)*

Do I need to purchase a separate service contract for customer service & tech support?

- *No. Many practice management vendors will only service their product if a service contract is purchased. Many times these fees can be costly and billed by the hour. In addition, many other clearinghouses make their profits through payer sponsorship and participation contracts. For this reason, customer service is not their priority since technically they are working for the payer not the provider. Infinedi is working for you, the provider, so making sure you get the very best customer service possible is our goal. Help is only a click or a phone call away and is included in your standard service package, free of charge.*

Where can I order CMS-1500 and UB04 forms?

- *Infinedi has made available to our clients the [option to order](#) CMS-1500 and UB-04 forms through our website.*

Technical

Is my billing software compatible with Infinedi?

- **Compatibility = Internet connection and ability to create a claims file.** *Infinedi provides the application used for transmission of the claims file. For assistance submitting your first file, please contact our technical department at 1-800-688-8087.*

How do I send claims to Infinedi?

- *You will create a batch of claims (either ANSI or Print Image) in your practice management system and transmit to Infinedi via our [Connect2Infinedi](#) application.*

What claims formats are accepted by Infinedi?

- *Infinedi accepts claims Print Image Professional and Institutional claims*
- *Infinedi accepts claims [ANSI 4010 837P and ANSI 4010 837I](#) and [ANSI 5010 837P and ANSI 5010 837I](#)*

I am receiving an error when trying to transmit claims "Host not Found". What do I do?

- *Your internet is down. Please contact your ISP internet service provider for assistance.*

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What if I transmit an electronic claim or batch of claims to Infinedi that I need to stop from being sent to the payer?

- You can contact Infinedi at 1-800-688-8087 and ask our technical support to delete the claim or batch as long as you call the same date the claim was transmitted. **Claim or batch deletion requests must be received no later than 4:30 PM CST or the claim(s) will transmit to the payer and cannot be deleted.**

Who do I call if I need service for my practice management software?

- Please contact your practice management software vendor or consult your user manual for technical assistance. Infinedi has developed a rapport with many software vendors and can offer assistance to your software company when possible. When your software has an issue that causes EDI specific issues to occur that either prevent or impede your ability to use our service, Infinedi will make every effort to provide the necessary information and technical assistance to your software vendor. Infinedi wants to ensure every provider is able to file their claims to the payer for reimbursement.

Claims

Are there resources available to assist me in understanding how the VIC system works?

- [Resource documents](#) are available under the downloads tab on our homepage. From there, expand the tabs for General Documents, Customer Service Documents or Practice Management Software Guides and select the link for the information needed.

Can all payers receive electronic claims?

- No. There are still some payers that cannot accept electronic claims. Infinedi has our [payer listing](#) published on our website for your convenience. Claims that cannot go electronically to the payer will be printed to paper and mailed to the payer by Infinedi unless you prefer to print and mail your own paper claims from your office. You may consult your fee schedule to determine pricing for paper claims.

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Does Infinedi submit claims directly to all payers?

- *No. Like all clearinghouses, Infinedi must utilize other gateways, in some cases, in order to get your claims to their destination. Payers with exclusive contracts with other gateways require all claims to be processed through that entity only.*

Once Infinedi has received my batch, how long will I need to wait for payer claim status?

- *You will immediately receive claims status from Infinedi letting you know we have received and processed your claims. However, payers will not typically respond with status reports for 24 hours to 7 days. It is always a good idea to check Infinedi website regularly to verify status of your claims. Likewise, all payers do not return status reports at all. Again, it would be advantageous to contact the payer to make sure they have received and accepted all claims. Sometimes, claim status will be unavailable for a few days while claim is routed through the payer's process.*

My Medicare payer report says that Medicare has deleted my batch due to a crosswalk or NPI problem. How can I fix this?

- *If Medicare has rejected and deleted your batches due to a crosswalk problem, there may be one or more issues going on with your claim.*
 - *Are you using the same tax id number on your claims that you have enrolled with Medicare?*
 - *Are you filing with the correct filing status? Anytime you have made a change from sole proprietor to group or group to sole proprietor, this will determine if you are enrolled with Medicare as a group or as an individual and the NPI number(s) on the claim will reflect this.*
 - *Have you recently updated your profile on the NPPES website and it differs from the information submitted on your claims or your EDI enrollment? See our [provider credentialing alert](#).*
 - *Is the combination of NPI and tax information on your claim the same as your Medicare enrollment information?*
 - *You will need to take steps to make sure all of your information on your claims matches, Medicare, NPPES and the IRS in order for you claims to process correctly. If all of these items have been verified with Medicare enrollment and appear to be correct, you need to make sure you have notified Infinedi of any recent changes to your NPI or tax information so we can make sure your EDI enrollment matches Medicare's records and that we are editing your claims against the correct information in our provider database.*

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Can I submit my Secondary claims electronically?

- Yes. Infinedi can accept print image secondary claims via [batch or online submission](#). We also accept claims in the ANSI format as well. Please consult your practice management manual or vendor for details on submitting claims in ANSI format. We also have our [Infinedi ANSI Secondary Companion Guide](#) available on our website. Our [payer list](#) will indicate if a payer will accept electronic secondary claims. (In most cases, Medicare will cross claims over to the secondary payer for you.)

Can I correct and resubmit my claims online?

- Yes. Infinedi offers online claims correction for both [Print Image CMS-1500 claims](#) and [ANSI 837P and ANSI 837I](#). Please see our [4010](#) and [5010](#) companion guides.

Can I send attachments with my Worker's Comp/ Personal Injury/Auto claims?

- Yes. Infinedi now offers this premium service. You can see more [details](#) on our website regarding this product. This service does require enrollment. You may contact Client Implementation at 1-800-688-8087.

I received a message online that I have submitted an Invalid File to Infinedi. What do I do?

- Typically, Infinedi will notify your office that we have received an unprocessable file. We will explain the issue and direct you how your issue can best be resolved. If you receive this message, you may contact Customer Service at 1-800-688-8087.

Can I send my paper claims through Infinedi?

- Yes. Infinedi does process paper claims. Claims going to payers that do not accept electronic claims will go out via U.S. Mail. Any claims mailed on paper will be reflected on your monthly invoice.
- Additionally, clients that prefer a specific claim or group of claims to be mailed to the payer on paper may use the following protocol:
 - Print Image claims can be forced to paper with the word "paper" in front of the payer name on the HCFA 1500.

For Example:

**PAPER/USAA
P. O. BOX 31643
Tampa, FL 33631**

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Enrollment

How do I update my practice/provider information with Infinedi?

- *Infinedi has forms available under the “Downloads” tab on our homepage that can be downloaded, completed and faxed back to our Client Implementation Department. For address changes, use our [Change of Information Form](#). To Enroll, Add a provider to existing enrollment or delete a provider, please use our [Provider Information Sheet](#).*

How do I enroll with Infinedi?

- *Our provider enrollment system is accessed from the Infinedi homepage. Click on enrollment tab from www.infinedi.net and follow prompts. Providers may contact our Client Implementation department if questions or issues with enrollment. 1-800-688-8087.*

Once enrolled, how long before I can begin submitting claims?

- *Generally, upon completion of the enrollment process, providers may begin submitting their commercial claims within a few days. Payers that require a separate EDI enrollment with the payer have varying time frames for electronic claim approvals. Some payer enrollments take a few days and some take a few weeks.*

What is a taxonomy code?

- *An administrative code set that classifies health care providers by type, classification and specialization. (You may refer to our [Glossary of Terms](#) for EDI (Electronic Data Interchange) specific terms.)*

What is a legacy provider number?

- *Pre-NPI provider numbers used by payers to identify providers. (You may refer to our [Glossary of Terms](#) for EDI (Electronic Data Interchange) specific terms.)*

What is an NPI number?

- *A standard unique health identifier for health care providers that is all-numeric 10 digit number used by insurance carriers to identify providers. NPI designations are made and maintained by [NPPES](#). The NPI number was mandated by the federal government to replace all other provider numbers on claims as of 05/23/08. Provider numbers used prior to this mandate are commonly called Legacy Numbers. (You may refer to our [Glossary of Terms](#) for EDI (Electronic Data Interchange) specific terms.)*

Online Account Access

I am unable to login to my account. What do I do?

- *To maintain a secure and HIPAA compliant online environment, Infinedi passwords expire every 90 days. You will need to reset your password if you are unable to login.*

My password has expired. How do I change it?

- *If you need to reset an expired password, follow the link Change/Forgot Password from the Infinedi homepage. You can enter your username and old password and set up a new password. Customer Service may also be contacted if this option is unavailable. 1-800-688-8087*

I forgot my password. What do I do?

- *From the Change/Forgot Password link on the Infinedi homepage, another link is available for forgotten passwords. Click "For forgotten passwords, click here" and enter your user name and email address and you will receive an email with your password. Customer Service may also be contacted if this option is unavailable. 1-800-688-8087*

What is the VIC Inbox?

- *This system allows you to exchange HIPAA compliant secure messages with Infinedi and can be easily accessed from your Infinedi Dashboard. You can view received messages and create messages to send to Infinedi. This functions much like your regular email and will allow the exchange of PHI (private health information) with Infinedi in a secure online environment.*

Invoice

How do I receive and view my monthly invoice?

- *Infinedi sends monthly electronic invoices through the Infinedi I-Pay system tab located within your Infinedi dashboard. Monthly bills can be viewed when logging into the Infinedi web portal. Additionally, payer summaries, previous invoices and accounting history may be retrieved and viewed in the new I-Pay system.*

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How do I pay my bill?

- *Infinedi accepts all major credit cards, debit cards & electronic checks through the I-Pay system. In addition, automatic credit/debit cards payments may be set up through the I-Pay system to insure that your payment is made on the same day each month. Invoices may be viewed and printed if providers choose to mail their payments.*
- *Infinedi invoice payments can be mailed to:*

***Infinedi, LLC
Department 1600
PO Box 21820
Tulsa, OK 74121-1820***

I need help using the I-Pay system. What resources are available?

- *Infinedi has posted instructions on our website for I-Pay. If further assistance is needed, please contact Customer Service at 1-800-688-8087.*

I have questions about my invoice. Who do I call?

- *Questions regarding your invoice may be directed to our Finance department at 1-800-688-8087.*

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