1. **What is a "Network Service Vendor"?**

   A Network Service Vendor (NSV) is an entity specializing in providing connectivity to the Common Electronic Data Interchange (CEDI) Secure File Transfer Process (SFTP) Gateway, where you will login with your CEDI assigned Trading Partner ID (TPID) to submit files and download any available transactions and/or reports. The CEDI SFTP Gateway is also utilized for the initial submission of X.509 Certificates for Trading Partners who will use the CEDI Internet Gateway.

2. **What is the CEDI SFTP Gateway?**

   The CEDI SFTP Gateway supports connections via Network Service Vendors (NSVs) and can be used for all transactions – X12 837 claims, NCPDP claims, X12 276/277 Claim Status Request/Claim Status Response, X12 835 Electronic Remittance Advice, and the associated response transactions and reports. Trading Partners will connect to the CEDI SFTP Gateway through their NSV and log in using their CEDI assigned Login ID and password.

   CEDI also offers the CAQH CORE compliant CEDI Internet Gateway to submit the X12 276 Claim Status Request file and retrieve the X12 835 Electronic Remittance Advice (ERA) and 277 Claim Status without the use of an NSV. The CEDI Internet Gateway uses X.509 Certificates for authentication which must be initially submitted to the CEDI SFTP Gateway.

   More information about the CEDI Internet Gateway and the CAQH CORE Rules can be found in the following resources:

   - CEDI Companion Guide for 5010 Transactions
   - CEDI Internet Gateway FAQ
   - CAQH CORE Website www.caqh.org
   - CEDI Transaction Flows at https://www.ngscedi.com/faqs-reference-documents

3. **Why does National Government Services (NGS) CEDI require me to connect with a Network Service Vendor (NSV)?**

   CEDI requires all Trading Partners connect to the CEDI SFTP Gateway through an NGS approved NSV to provide additional layers of security between external Trading Partners and the Medicare systems and applications.

4. **Is there a way to submit claims without using a Network Service Vendor (NSV)?**

   The CEDI Claims Portal (CCP) is a web based manual claim entry option for suppliers with small claim volumes. This option does not require the use of a NSV for connectivity. More information regarding the CEDI Claims Portal is available on the CEDI website on

the CEDI Claims Portal page under Self-Service Tools or at the following link https://www.ngscedi.com/cedi-claims-portal.

5. **Who are the National Government Services approved Network Service Vendors (NSVs)?**

    A listing of all approved NSVs who have connectivity to the CEDI SFTP Gateway is provided on the CEDI website https://www.ngscedi.com/telecommunications.

6. **I already use a Network Service Vendor (NSV) to connect to a DME MAC for CSI/VPIQ/PINQ. Can I use the same NSV to connect to CEDI?**

    If the NSV is on the CEDI website list of approved NSVs, they can be used to connect to the CEDI SFTP Gateway. Contact your NSV to find out what you need to do to begin exchanging electronic transactions with CEDI through their service.

7. **I use Secure File Transfer Protocol (SFTP). Do I still need to use a Network Service Vendor (NSV)?**

    All connections to the CEDI SFTP Gateway must come through an NSV. SFTP may be an option for connecting to the NSV and then to the CEDI SFTP Gateway.

8. **What are the approximate prices the Network Service Vendors (NSVs) will charge?**

    You will need to contact the NSVs for more information about their rates.

9. **If I use the PC-ACE or Medicare Remit Easy Print (MREP) software, will I need to use a Network Service Vendor (NSV)?**

    Yes, you will need to contact one of theCEDI approved NSVs in order to connect and either send or receive files with CEDI. This does not impact your ability to use any of the free Medicare software products to create claims files or translate remit files.

10. **Will the Network Service Vendor (NSV) support my billing or practice management software?**

    No, the software used to create the files you transmit to CEDI will still be supported by your software vendor. The NSV will only support the connection for uploading and downloading the files.

11. **Do I need to work with my software vendor to get setup?**

    You can contact your vendor to see if they have a preferred NSV for use by their customers or with their software. After you have been setup with a NSV, contact your

software vendor to have any changes made to the communications piece of your software.

12. **Who do I contact if I have problems sending and receiving files to CEDI once I am setup to use a Network Service Vendor (NSV)?**

You should contact the NSV and/or your software vendor for further assistance if you are experiencing issues connecting to CEDI.

13. **Will there be any delay in sending my claims through a Network Service Vendor (NSV)?**

No. An NSV is only a communications method. The NSV will not handle, translate, re-format, or store your transactions.

14. **What happens when the Network Service Vendor (NSV) "accidentally" resends our claim(s) without our instruction?**

An NSV is only a communications method. They will not handle, translate, re-format, or store your transactions. They are not a clearinghouse or billing service and they cannot resend a file for a Trading Partner.

15. **What is the difference between a Supplier, Trading Partner, Billing Service, Clearinghouse, Self Biller, Software Vendor, and In-House Programmer?**

Supplier – the entity who renders services to beneficiaries and submits Medicare DME claims to CEDI.

Trading Partner – the entity who owns the ID assigned by CEDI and used to connect to the CEDI Gateway.

Billing Service – a third party who prepares and/or submits claims for a DME supplier.

Clearinghouse – a third party who exchanges electronic transactions (claims, electronic remittance advice, etc.) on behalf of a DME supplier.

Self Biller – a supplier who has their own Trading Partner ID and exchanges their own DME electronic transactions. A "self biller" does not use a third party.

User – an individual with a unique ID to log in to the CEDI Claims Portal to submit claims using direct data entry.

Software Vendor – an entity who creates a program used by billing services, clearinghouses, and self billers to exchange electronic transactions with Medicare.

In-House Programmer – a Trading Partner who does their own programming of the electronic transactions and does not use a software vendor's product.