

# Electronic Data Interchange

Get Connected! Submit Claims Electronically!

KAISER PERMANENTE • NATIONAL CLAIMS ADMINISTRATION



## Electronic Data Interchange (EDI) The Benefits are Numerous!

- Electronic claims are not subject to postal delays.
- Claims may be transmitted 24 hours a day, seven days a week.
- Electronic claims are faster and more accurate than paper claims.
- Reduce phone calls by obtaining electronic claim status.
- An electronic remittance advice is offered to all electronic submitters. This provides a cost savings and allows the provider to post payments automatically.

**To sign up, please contact your clearinghouse and provide the appropriate payer ID from the table below.**

### Regional Clearinghouse Payer IDs (835)

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	Colorado
ChangeHealthcare (CHC)	94135	94134	94123	21313	93079	52095	91617
OptimumInsight/Ingenix	N/A	N/A	N/A	NG010**	NG009**	NG008**	COKSR
Navicare	N/A	N/A	N/A	21313	N/A	N/A	N/A
Office Ally	94135	94134	N/A	N/A	NW002	52095	N/A
Availity (formerly REALMED)	N/A	N/A	N/A	N/A	N/A	54294	N/A
Relay Health	RH009	94134	RH0011	RH008	RH002	RH010	RH003
SSI	NKAISERCA	SKAISERCA	N/A	21313	SS002	N/A	999990273

**\*\*For 837 via CHC**

Even if your clearinghouse is not directly affiliated, they may re-route claims to one of our direct trading partners!

**For more information, please contact:**

### Provider Self-Service Strategy Team:

(866) 285-0361, option 2  
or email: [EDISupport@kp.org](mailto:EDISupport@kp.org)

### Member Services Contact Center:

For general claim inquiries, claim status, eligibility, obtain a copy of an EOP, or other member-related issues, please call the following numbers:

Region	Phone Number
Colorado	303-338-3600
Georgia	404-261-2825
Hawaii	877-875-3805
Northern CA	800-390-3510
Southern CA	800-390-3510
Mid-Atlantic	800-777-7902
Northwest	866-441-1221

### EFT and ERA

Providers seeking to register or manage account changes for EFT and ERA will need to use the Council for Affordable and Quality Healthcare (CAQH) [Enrollment Tool](#), a secure electronic ERA/EFT registration platform.

This tool will eliminate the need for paper registration and reduce administrative time, cost and allow you to register with multiple payers at one time.

