

*Your Link to Independent Living*

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*For  
Over  
25 Years*

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## MEMORANDUM

**TO:** PASSPORT Providers

**DATE:** March 30, 2017

### **ONLINE Billing Program**

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We are glad to have your organization as a PASSPORT Provider. The ONLINE electronic billing process, Direct Data Entry (DDE), will enable providers to electronically transmit bills and receive correspondence via the Internet. In order to utilize this data transmission process, your organization will need a computer system with Internet access (preferably high speed) and an email address.

This system provides the following online benefits:

- 1) Ability to track invoices
- 2) Remittance advice download with consumer/service/date paid and disapproved details
- 3) No need to mail billing documents
- 4) Simple billing process

A manual and computer based training (CBT) videos have been developed and made available on our website. To access these items, visit [www.coaaa.org](http://www.coaaa.org), click on 'For Providers' and 'Billing'. You can download the manual and training videos.

AFTER you have begun providing services, email [helpdesk@coaaa.org](mailto:helpdesk@coaaa.org) to request your login ID, password, and access to the practice area. Also, please view the Frequently Asked Questions document.

If you have any questions, please contact our Agency helpdesk at (614) 645-1937 or any of our billing staff:

Jackie Williams  
Billing Specialist, providers A-Q     [jwilliams@coaaa.org](mailto:jwilliams@coaaa.org)     614-645-2104

David Tapp  
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**PASSPORT Billing**  
**DDE Frequently Asked Questions**  
*(effective 7/17/07)*

- Q. What should I do if I forgot my password?**  
A. Access the website, enter your login name and click on 'Forgot My Password'. After entering your password incorrectly three times, you will be locked out of the program and must contact the helpdesk to regain access.
- Q. Should I change my password?**  
A. Yes, it is imperative you change your password after your first successful login.
- Q. I'm a provider for another Area Agency on Aging, can I use this program to process their bills?**  
A. Yes, all sites are using this electronic program. You will need a unique user name to log in for billing to each Area Agency on Aging. Contact the appropriate site for assistance with login/password setup.
- Q. What invoice number should I use when doing my billing?**  
A. Use the billing month and year (i.e. June2007).
- Q. Can I submit my bill several times per month?**  
A. Although you can enter information daily, you can **only submit ONE bill ONCE per month.**
- Q. When can I bill for services?**  
A. You must wait until the first of the month following the date of service.  
You can bill at any time during the month.
- Q. After I submit my bill, how long does it take to reach the billing person?**  
A. Billing is ready to be processed at our office within 8 hours
- Q. Where do I get my Paid Invoice Report (Remittance Advice)?**  
A. From the DDE website, you will be able to open, save and print this report. Allow 5-7 business days from the date your bill is submitted for the report to be available. To access the Remittance Advice report:  
  1. Log on to the DDE website
  2. From the top menu, select 'Reports'
  3. Select 'Download EDI Reports'
  4. Select the appropriate Remittance Advice based on Invoice ID or Filename.
- Q. What should I do if a service was disapproved, but I should have received payment?**  
A. Contact the case manager. If the case manager agrees that you should have been paid, you must rebill for the line item(s).
- Q. Who do I contact for additional help**  
A. For application related assistance, the first step is to read the manual; the second is to view the tutorial. If you are unable to find help in those areas, contact our helpdesk at [helpdesk@coaaa.org](mailto:helpdesk@coaaa.org) or 614-645-1937. For billing questions, contact the appropriate case manager or billing staff.

## DDE Invoice Status Definitions

Dropdown List Text	Definition	Status Value
Invoices in Progress	These are invoices still being worked on in DDE. The invoice can be still be modified or deleted	WIP
Invoices Submitted to ODA	The data entry in DDE is complete and the provider has submitted the invoice. No more changes can be made to it. The input file is waiting for the batch validation process to start.	Submitted
Rejected Invoices	Invoices that could not be validated and have been rejected by the batch validation process. The invoice will need to be corrected and re-submitted (or is it re-entered and re-submitted ??)	Rejected
Invoices Received by ODA	These invoices have been successfully loaded into PIMS. They are ready to be adjudicated, or are actively being adjudicated	Loaded
Invoices under Review	An error was found during the batch validation process. At least one rejection was made at the consumer, claim, or service level, but the rest of the data was loaded into PIMS.	Errors
Invoices under Review with Remittance Advice	Partial payment was made to the provider but there are still suspended items that need to be resolved	REMIT_ERR
Invoices with Remittance Advice	Full payment has been made to the provider; all items have been either approved or disapproved.	REMIT