

eBill Information and FAQs for Medical Providers

Summary: Progressive is providing the following information to assist Providers in submitting electronic claims (eBills) to Progressive. This document outlines the requirements to submit compliant transactions, Frequently Asked Questions about the process, and who to contact with questions about the process.

- **Date Progressive will accept eBills:** September 1, 2019
- **Progressive's Selected Clearinghouse/eBill Agent:** AccidentEDI
- **AccidentEDI Support Phone Number:** 800-297-6909
- **AccidentEDI Web Portal Address:** <http://www.accidentedi.com/progressive>
- **Progressive Payer ID:** 24260 or J1748
- **Progressive Attachment FAX Number:** (877) 213-7258
- **Progressive Contact:** [email: MedEDI@progressive.com](mailto:MedEDI@progressive.com)

Our 9-digit Progressive claim number is required in the 2010BA or 2010CA for all bills.

Provider Frequently Asked Questions (FAQ)

| Question | Answer |
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| How will Progressive accept eBills? | Progressive has chosen AccidentEDI as our designated eBill agent. |
| When will Progressive be ready to accept electronic bills (eBills)? | Progressive is currently accepting 837P (CMS-1500), 837I (UB), 837D (Dental) and NCPDP 5.1 (Pharmacy) transactions. |
| What is Progressive's Payer ID or NAIC number? | Though Progressive has several Payer ID/NAIC numbers listed, you can use 24260 as the default Payer ID for Progressive eBills. If you use a different Clearinghouse, they could have a different payor ID in their system. Your Clearinghouse can reach out to AccidentEDI to ensure successful transmission to payer ID 24260. |
| Will AccidentEDI support the standard transactions on behalf of Progressive? | AccidentEDI will support all transaction formats and associated code sets. |

| Question | Answer |
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| <p>Who should I contact to submit electronic transactions? Who should I contact to schedule testing with AccidentEDI? Who should I contact for edits, warnings and rejections?</p> | <p>If you are ready to send transactions or wish to schedule testing with AccidentEDI, please contact AccidentEDI Customer Support at 800-297-6909 or submit a ticket on www.accidentedi.com</p> |
| <p>If claims are rejected, will we know through our reports or will we have to wait for the Explanation of Benefits and Remittance Advice?</p> | <p>If the claim is rejected as a non-compliant, AccidentEDI will notify you or your agent via a 997 and/or the Submissions Report available in the AccidentEDI web portal. A claim could also be rejected for a variety of reasons once it gets into the claim adjudication system. If that happens, it will appear on the eRemittance (835).</p> |
| <p>What type of rejections will I find on my reports?</p> | <p>The submissions report will show any rejections that occurred during the HIPAA and/or validation process as well as show all claims accepted.</p> |
| <p>Will Progressive continue to receive paper claims?</p> | <p>The spirit and intent of the legislation is to encourage electronic commerce in health care billing and to reduce administrative costs. However, Progressive will continue to receive paper claims as providers adapt to the eBilling processes.</p> |
| <p>How will Progressive handle the receipt of medical records and other supporting documentation?</p> | <ol style="list-style-type: none"> 1. AccidentEDI can receive electronic attachments using the 275 transaction. 2. AccidentEDI will be providing a web portal where the attachments can be sent along with the eBill. 3. Progressive will accept records via Fax. The Fax number is (877) 213-7258. <p>Please include the Identification Code used in PWK06 and our 9-digit claim number on all correspondence.</p> |
| <p>How will I receive my remittance advice, explanation of benefits (EOB) and payment?</p> | <ol style="list-style-type: none"> 1. After Progressive adjudicates the bill, AccidentEDI will send an 835 (eRemittance) to the original submitter of the related bill. The eRemittance serves as both the remittance advice and EOB. 2. Progressive will continue to send paper remittances and EOBs until further notice. |