EDI Access Center | HDXpress®
Quick Reference Guide

Note: This document is maintained in electronic form. Printed copies are for information only and may be out of date.

Edition Notice

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What's New in This Edition

The following functional and/or technical changes and additions are included in this document.

Changes and Additions	Topic References
This is the first publication of this document.	Not Applicable

Table of Contents

1. About the EDI Access Center | HDXpress Quick Reference Guide

This document contains information about the eligibility web portal; HDXpress. This web portal is also referred to as the EDI Access Center for Soarian Financials clients.

This document may present information differently from other Cerner documents you may use. Please take a few minutes to read this introduction before using this document.

1.1 Intended Audience

This document is intended for Cerner eligibility clients.

1.2 Intended Use

The intended use of the product is also accessible within the software application including the online help.

1.3 Related Documentation

Other documentation that may be helpful includes the following:

N/A	N/A

1.4 Questions and Suggestions

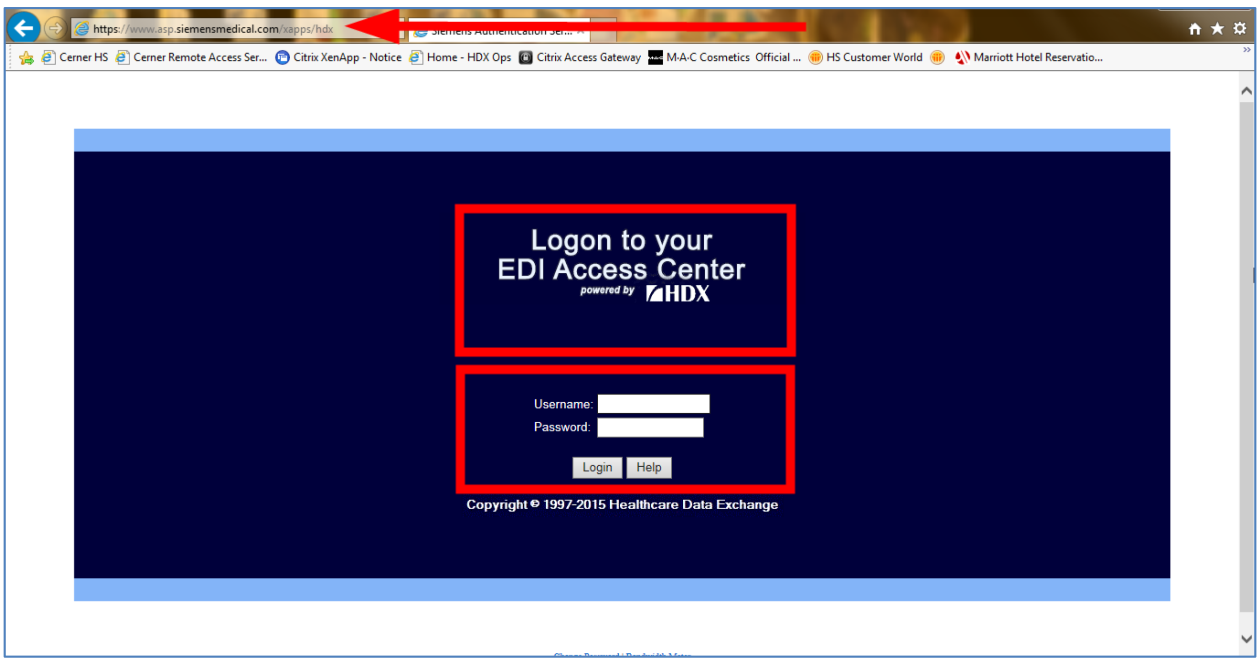
Please e-mail your questions or suggestions about this document to: ***Jennifer.Dorsey@cerner.com***

2. EDI Access Center | HDXpress

URL: https://www.asp.siemensmedical.com/xapps/hdx

SAVE THIS URL AS A FAVORITE

- Below is the signon screen
- The **Username** is followed by username@CHESNY.
- The default password is will sent to you via an email.
- The password requirements are:
  - Minimum length 8 characters;
  - Maximum repeated characters 2;
  - Minimum alphabetic characters required 4;
  - Minimum numer characters required 1

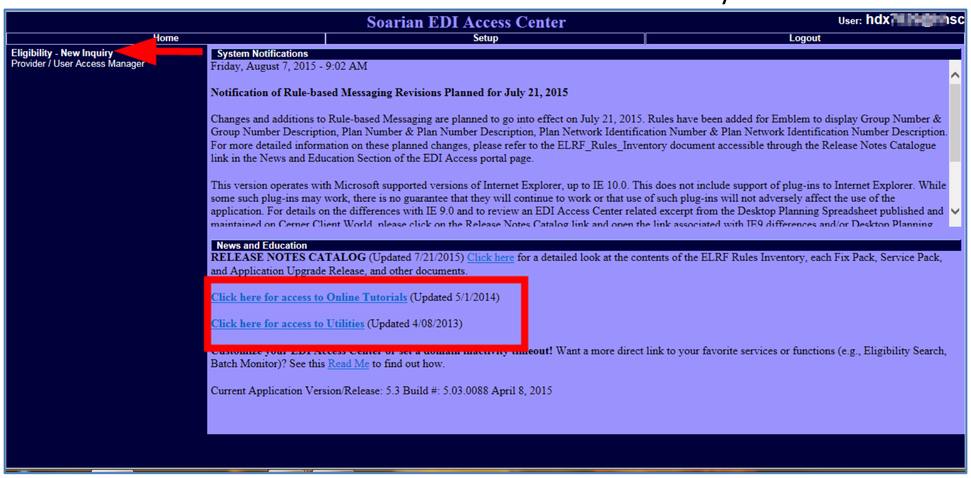


EDI Access Center Login Screen

- **HDX SUPPORT HOTLINE** : (610) 219-1569 OPTION 2, OPTION 1.

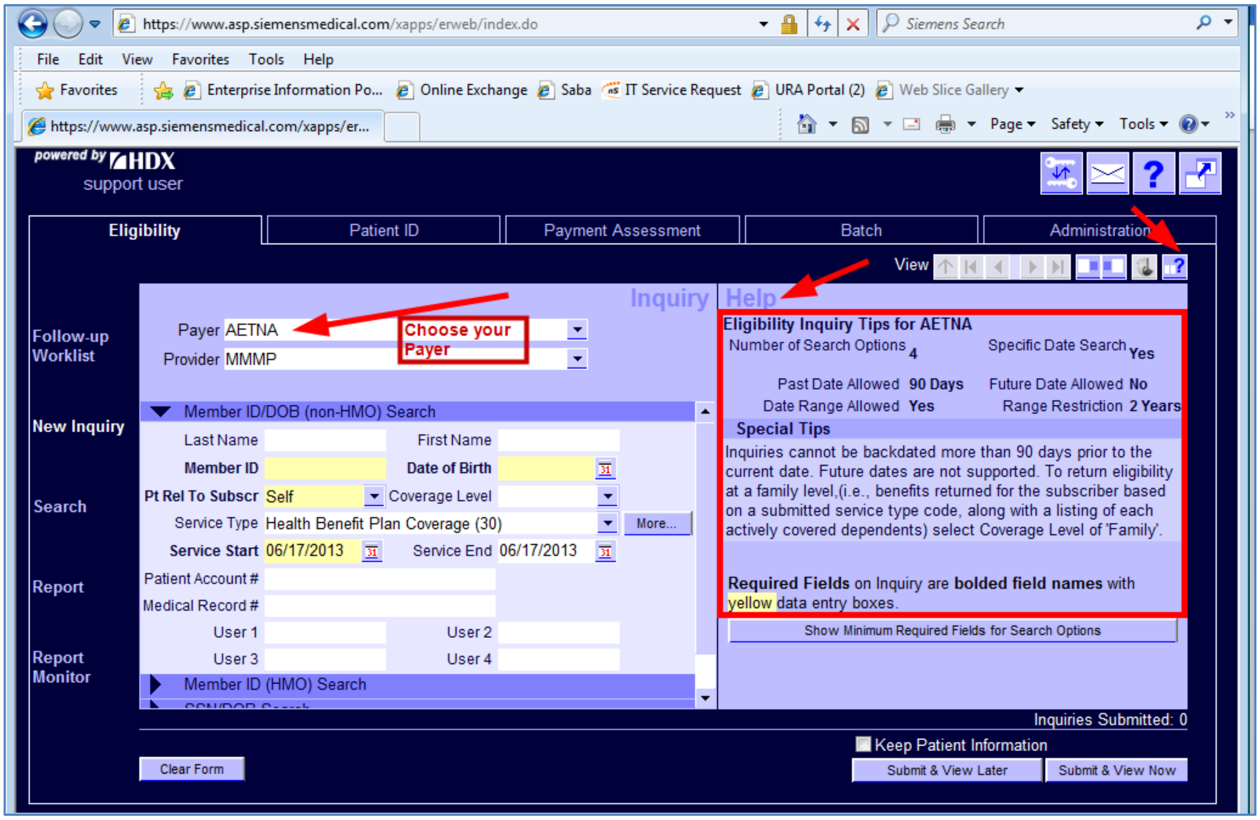
3. EDI Access Center | HDXpress Splash Screen

- The Splash Screen includes:
  - System Notifications
  - Eligibility Launch
  - Administrator Access
  - Tutorials and Data Assistant Download Utility



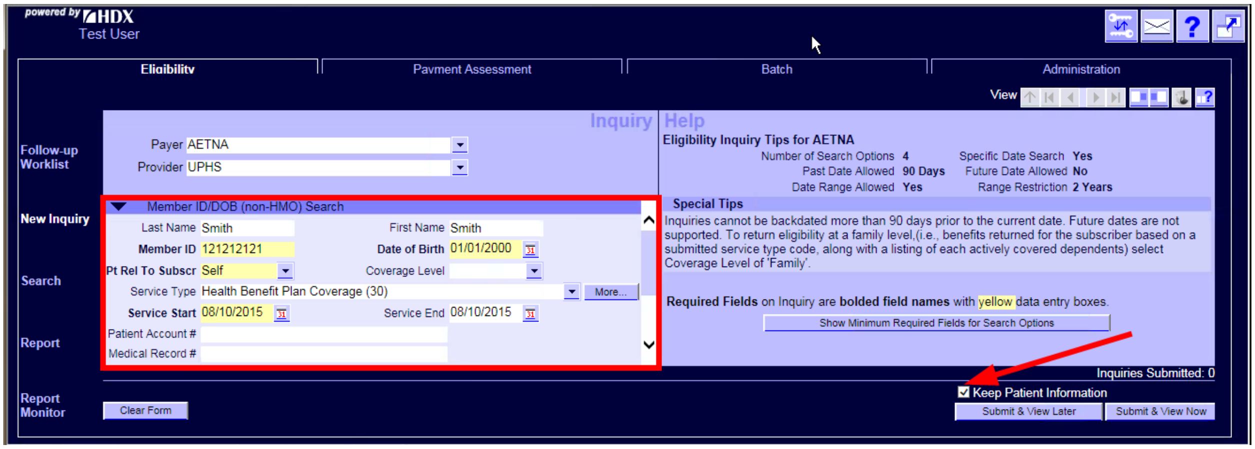
4. EDI Access Center Inquiry Screen

- This screen contains:
  - The **Inquiry screen** on the left
    - Anything highlighted in YELLOW is required to send an inquiry for the selected inquiry option.
  - The **Search Options** and **Inquiry tips** on the right.



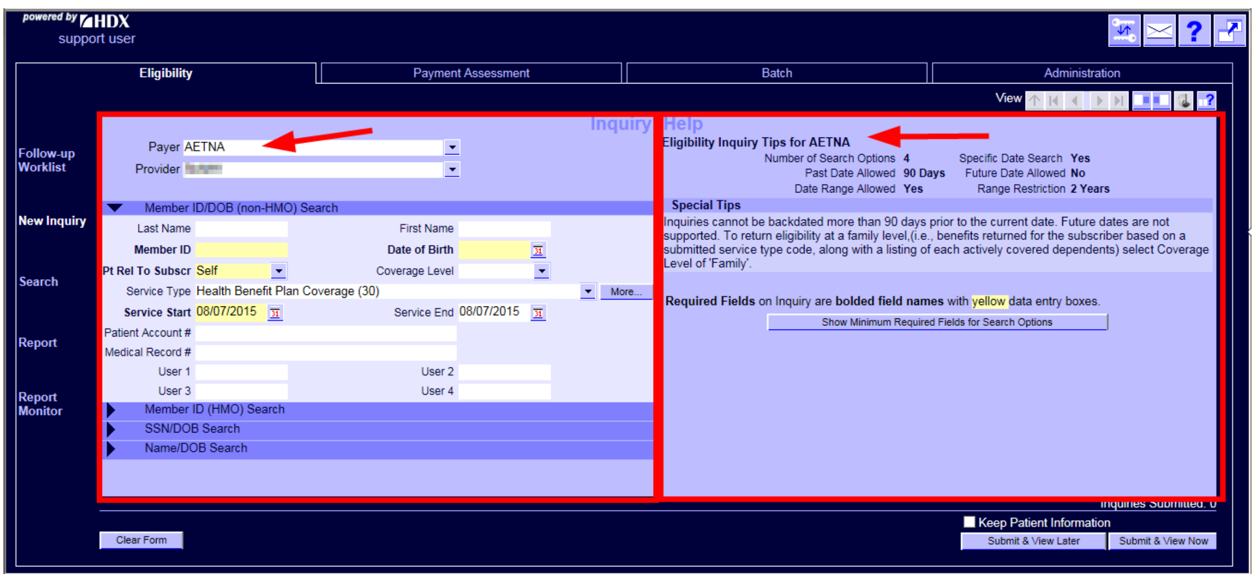
EDI Access Center Inquiry Screen

- While only one payer can be sent at a time, the '**Keep Patient Information'** feature enables the user to send multiple transactions for the same patient easily. This can be done by checking the 'Keep Patient Information' box in the bottom right of the screen.



EDI Access Center Inquiry Screen | Keep Patient Information Check box

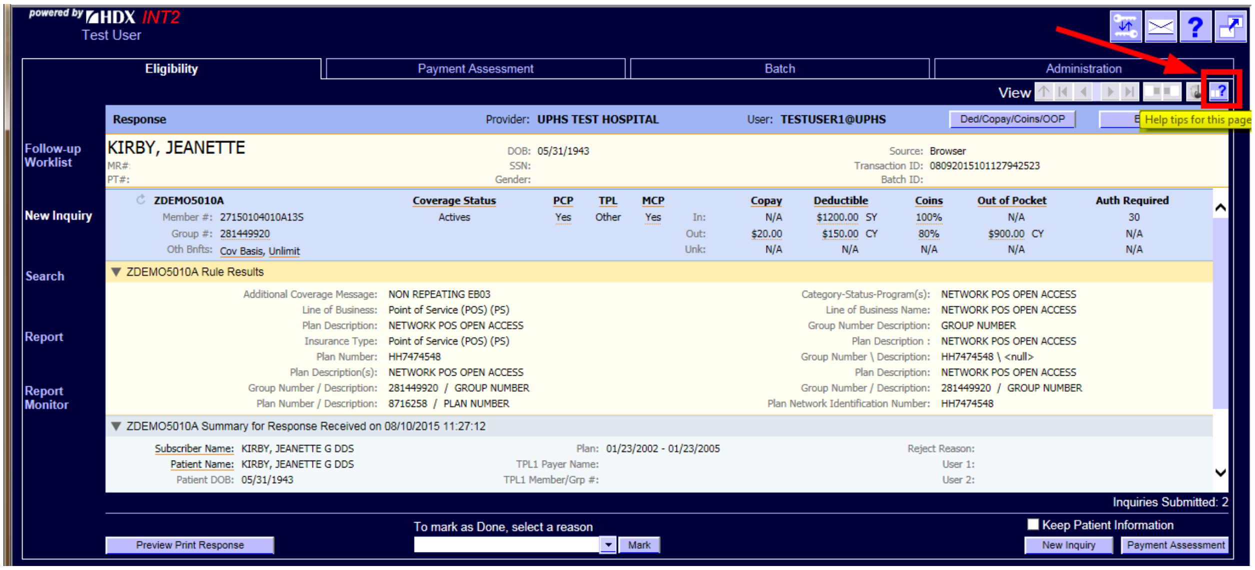
- Always check the information contained in the *HELP screen* for different search options allowed.



EDI Access Center Inquiry Screen

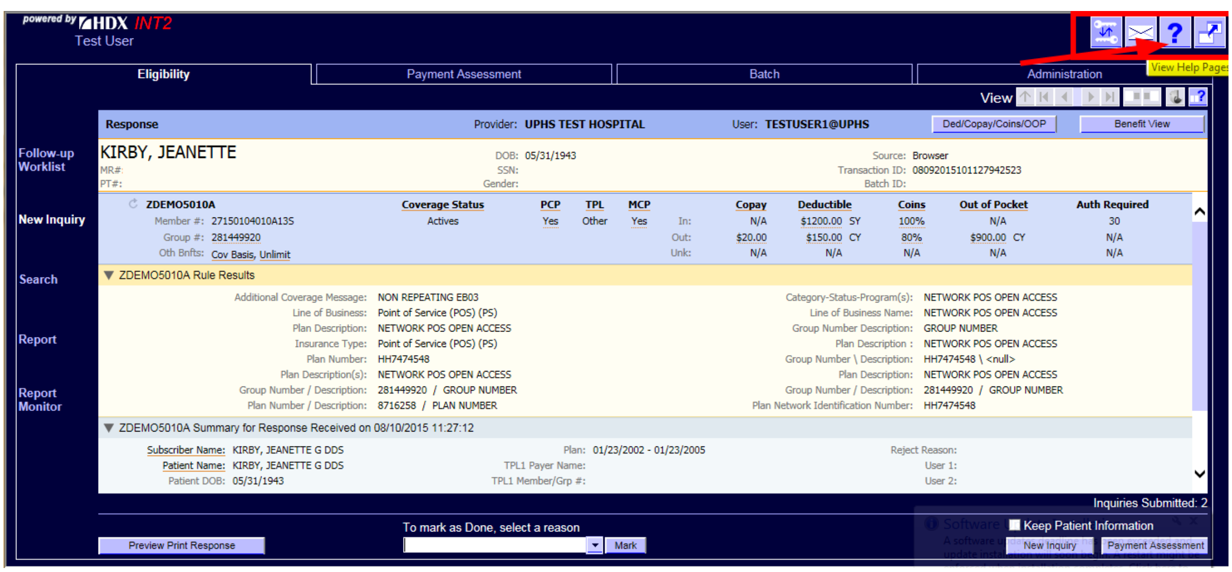
5. Viewing Help Pages

- ❖ There are a 2 different ways to access '**Help Pages'** in the EDIAC/HDXpress.
- ❖ The 'question mark' (with pages icon) inside the tab frame will access help tips for the current page.



Page-specific Help tips

- ❖ The '**HELP'** option in the upper right hand corner will access the overall **'HELP PAGES'** in the EDI Access Center and will give users much more detailed information about navigating through this application.

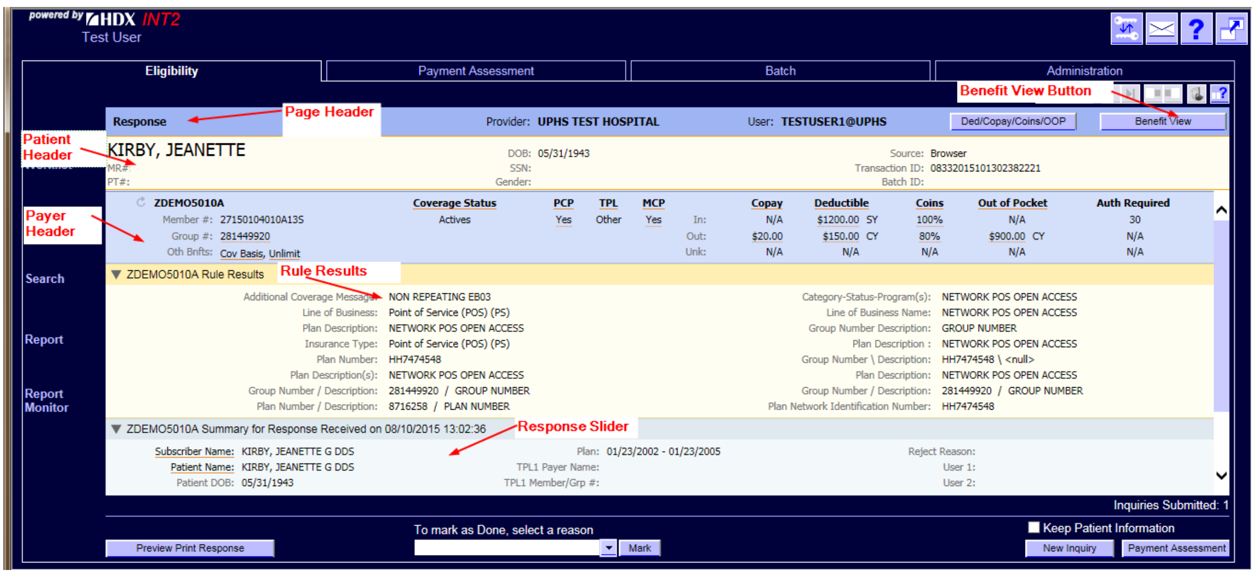


Help Pages

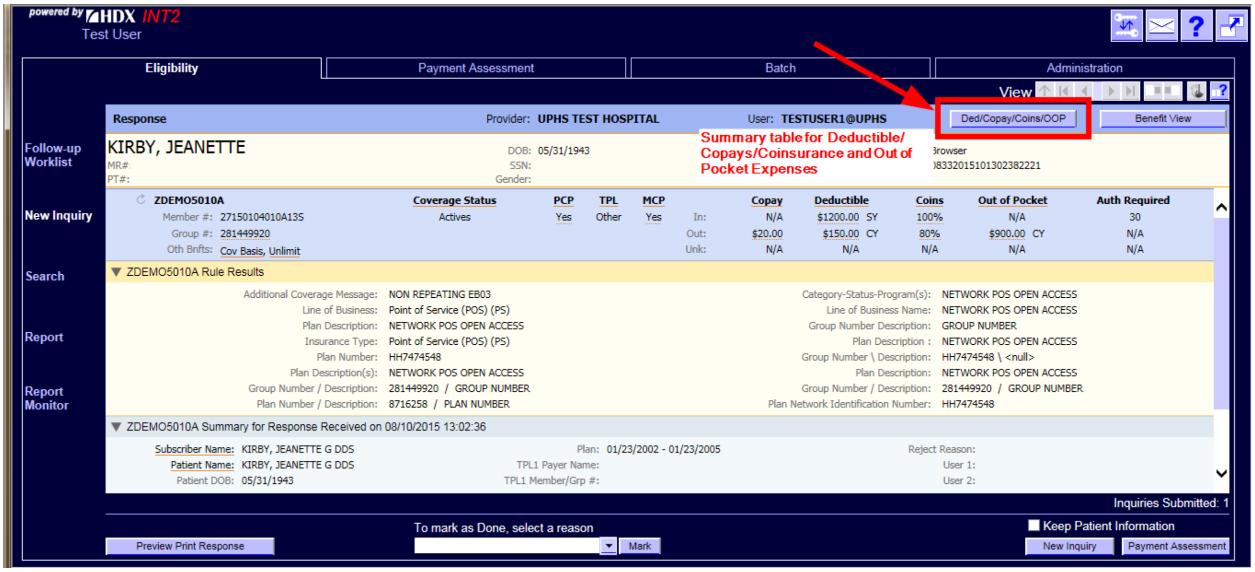
6. EDI Access Center Response Screen

This screen is broken up into several **sections** that contain:

- **Page Header**
  - Contains the name of the page (**RESPONSE**).
- **Patient Header**
  - Contains information sent out in the eligibility inquiry and system generated data.
- **Payer Header**
  - Contains information brought back from the payer as well as data derived from the response through proprietary algorithms.
- **Rule Results**
  - Specific rules brought back from the payer regarding specific eligibility information (populated if client has opted-in for Rules and the specific payer has rules established).
- **Response Slider**
  - Contains additional highlevel response information brought back from the payer as well as additional derived data.
- **Benefit View (link)**
  - Displays all Benefit/Coverage information from the response transaction.

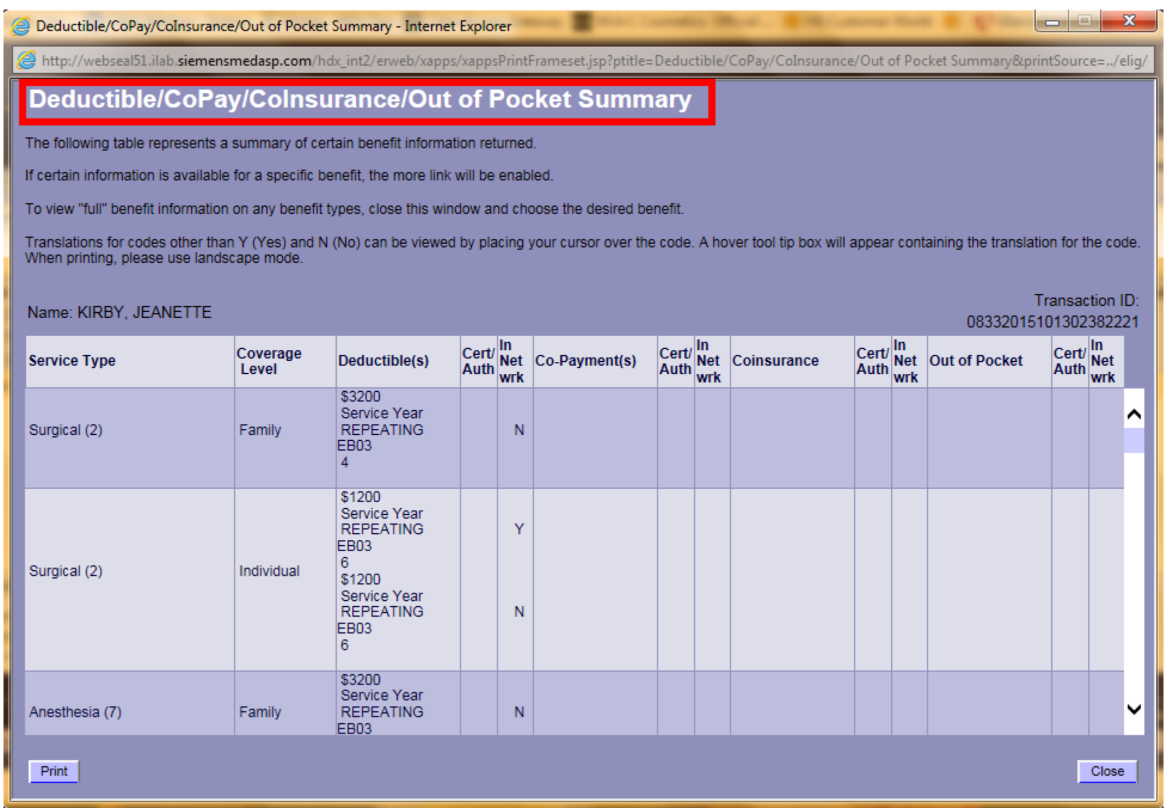


EDI Access Center Response Screen



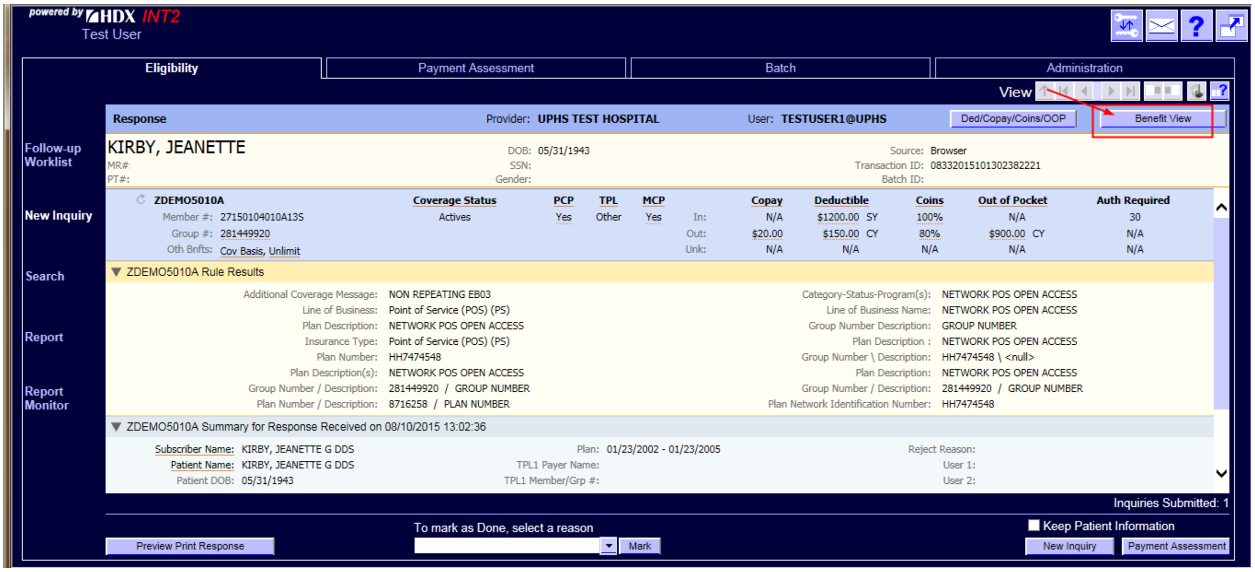
EDI Access Center Response Screen / Deductible Summary

- **Deductible/Copay/Coins/OOP Summary**
  - Contains deductible, copay, coinsurance, and out of pocket information sorted by Service Type.



Deductible/Copay/Coinsurance/Out of Pocket Summary

- **Benefit View Button**
  - Enables users to view all benefit/coverage information in a sortable and filterable table.

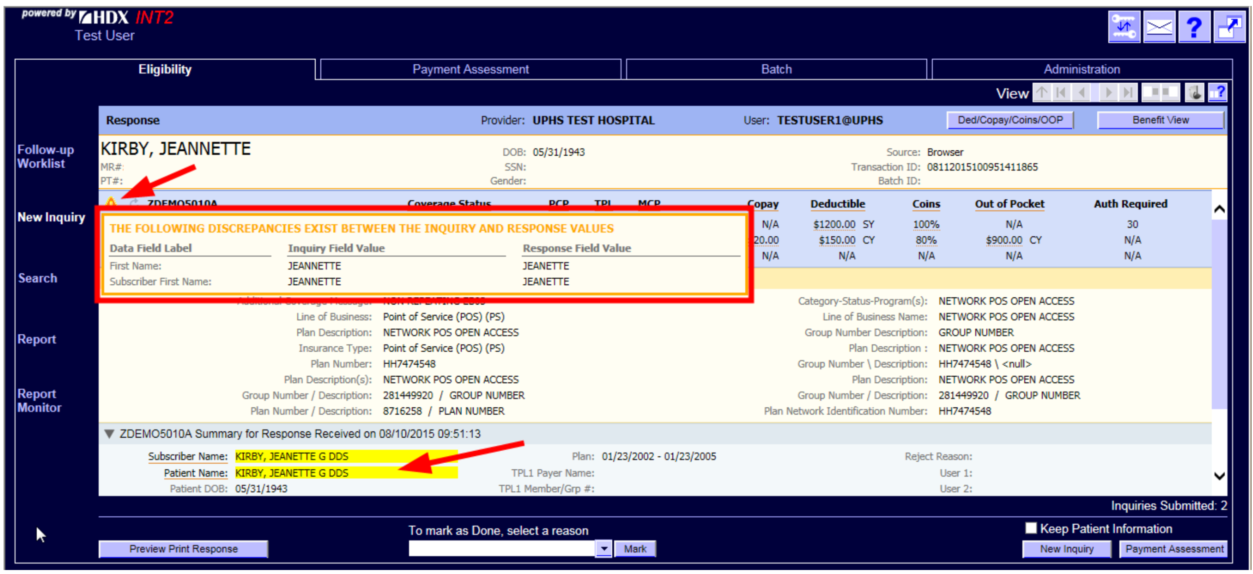


Benefit View Button

7. Discrepancies between inquiries and response

- Discrepancies between the data entered on the inquiry and that returned on the response are highlighted on the screen displays in **bright yellow.**
- **Green highlighting** indicates that there is no value on the response for a field in which data was entered on the inquiry. This applies to both the display lists and the full inquiry and response.
- Discrepancies are highlighted on printed versions of the display list and full response, and in reports with an asterisk (*).

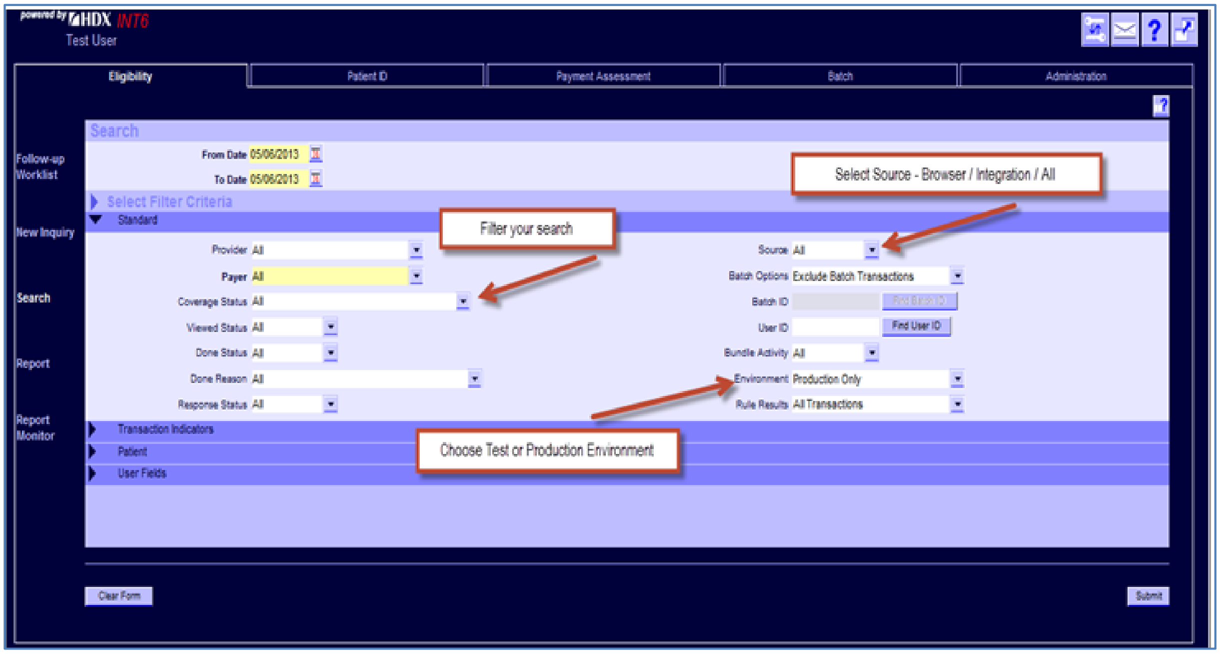
A yellow yield sign and fields highlighted in yellow show a discrepancy. Clicking the icon opens the flyout that details the differences between what was entered and what was returned.



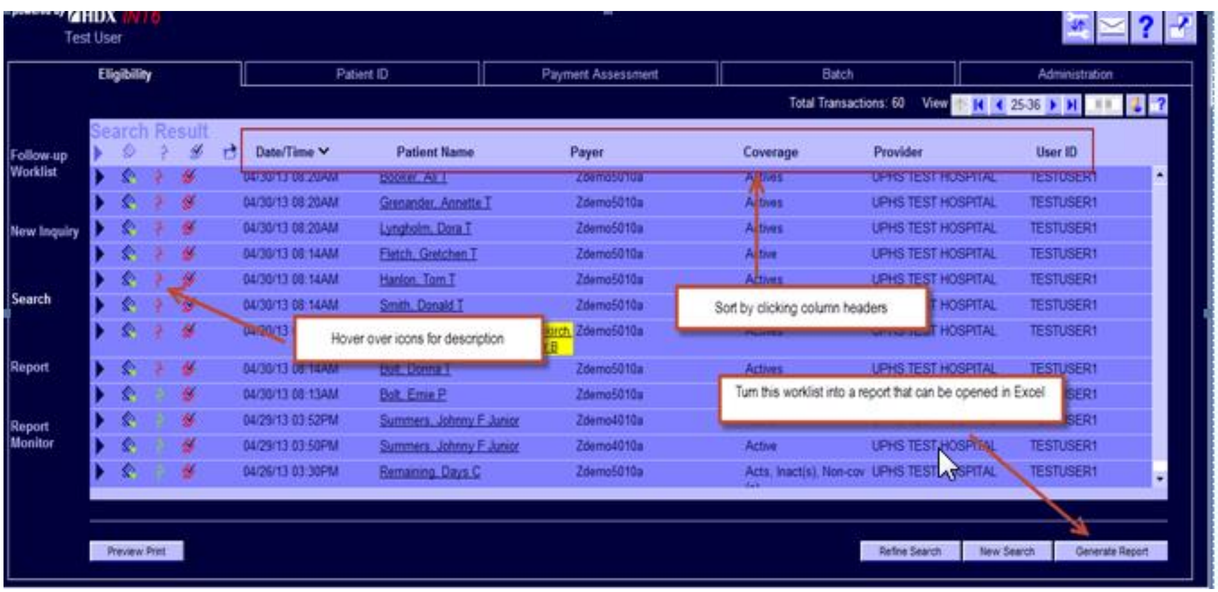
Response discrepancy

8. Creating a Work list by using the 'Search' option

- Filter the search results by utilizing the criteria options in the dropdown boxes on the standard and/or transaction indicator sliders. A specific patient response can be looked up using the patient slider.
- All selected values are used to qualify a transaction.



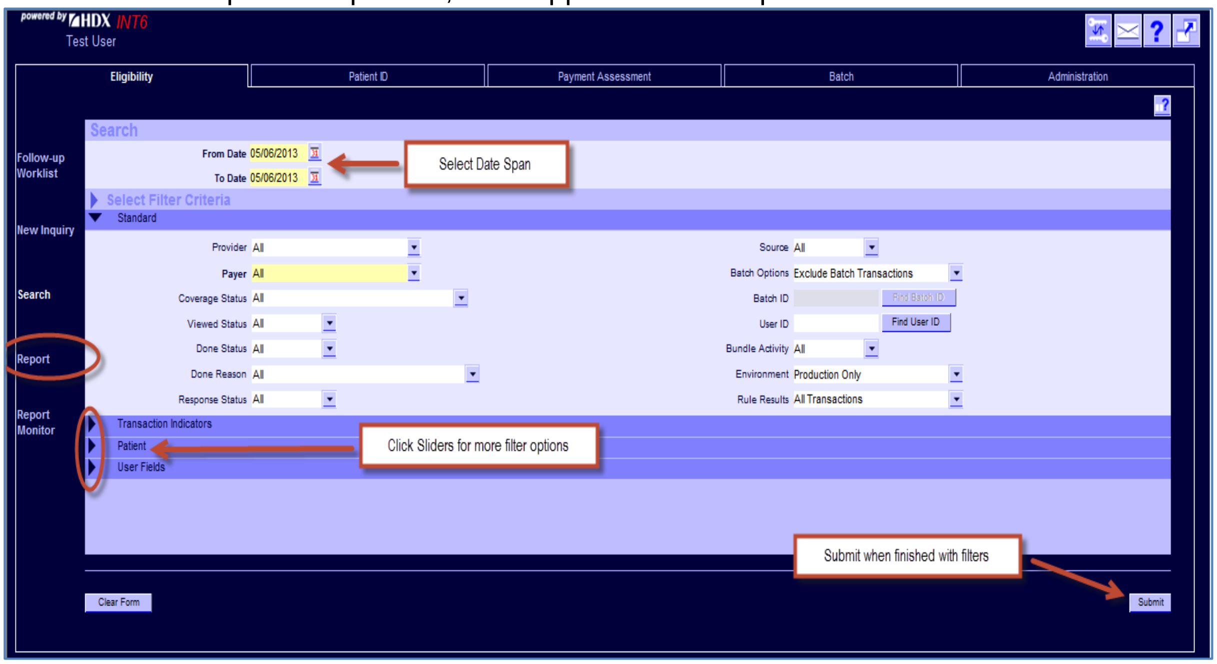
EDI Access Center / Search Option



EDI Access Center Search Results Work list

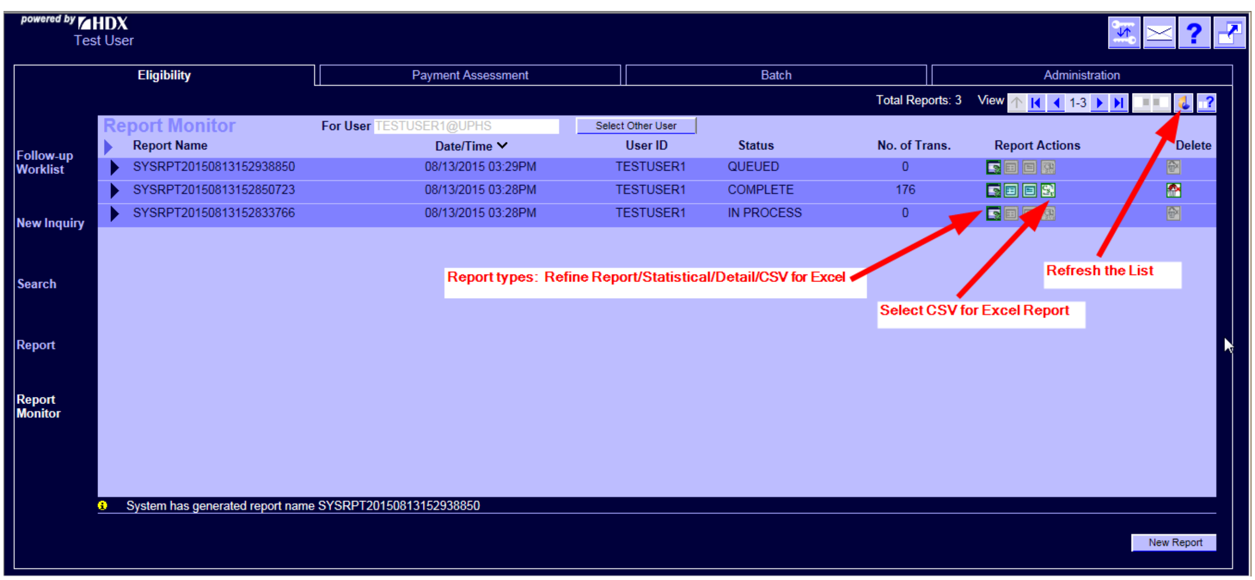
9. Creating a Report in the EDI Access Center

- ❖ Using the same 'Search' filters, you can create/name a report in the EDI Access Center.
- ❖ Once a report is requested, it will appear on the Report Monitor.



EDI Access Center / Creating a Report

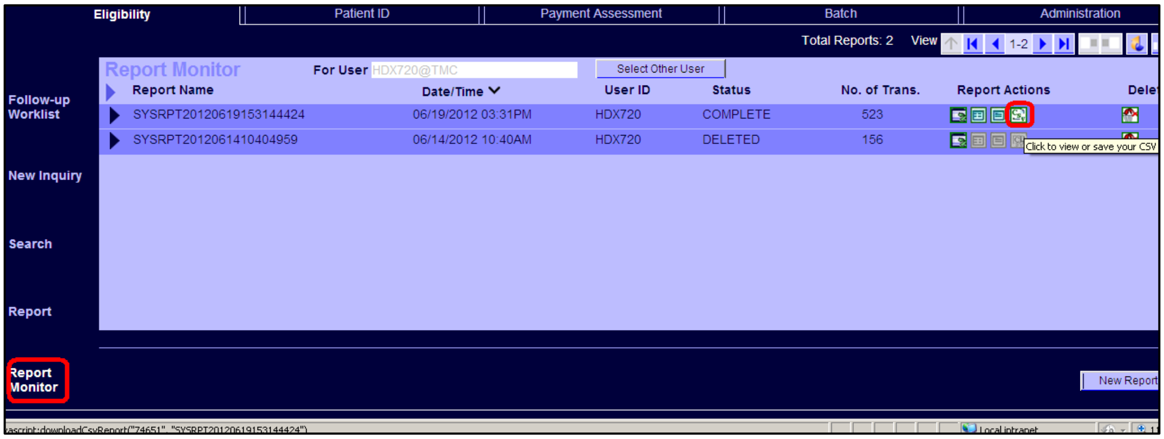
- ❖ Report Monitor
  - o Reports with a Complete status can be accessed.



EDI Access Center / Report Monitor

10. Exporting the report results to MS Excel

- From the Report Monitor, a report can be exported to MS Excel.
- Click on the 4th icon under 'REPORT OPTIONS' to export the report to Excel.
- The report must be saved to the hard drive.



Report monitor / Open the report in Excel.

- The following fields in the below table are exported to excel when the **'SELECT CSV FOR EXCEL REPORT'** button is selected. Fields are from either the inquiry, response, or are derived.
- To reduce the number of fields displayed in Excel (customize the Excel spreadsheet to only see pertinent fields), download the EXCEL QUERY BUILDER from the EDI Access Center (see Section 11 for details).

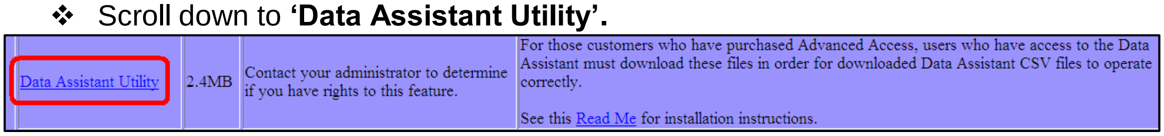
EDI Access Center Response Field Name	CSV Position	**EDI Access Center Response Field Name**	CSV Position
TID (HDX Transaction ID)	1	TPL Indicator	48
Response Status Code	2	TPL1 Payer Name	49
Response Error	3	TPL1 Member No.	50
Reject Reason Code	4	TPL1 Group No.	51
Reject Reason Code Translation	5	TPL1 Start Date	52
Viewed	6	TPL1 Stop Date	53
Done Status	7	TPL 2 Payer Name	54

11. Downloading the Excel query builder from the EDI Access Center Home Page

- ❖ On the EDI Access Center Home Page, select '**Click here for access to Utilities'.**

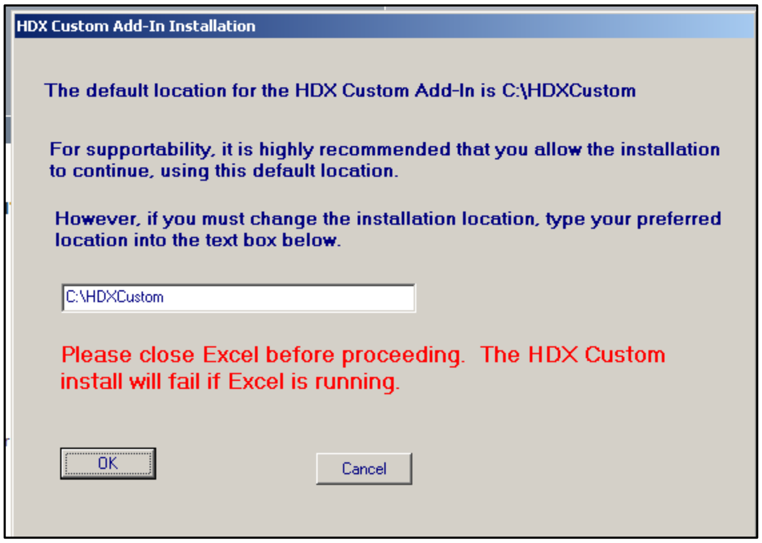
EDI Access Center / Access to utilities

- ❖ Scroll down to **'Data Assistant Utility'.**



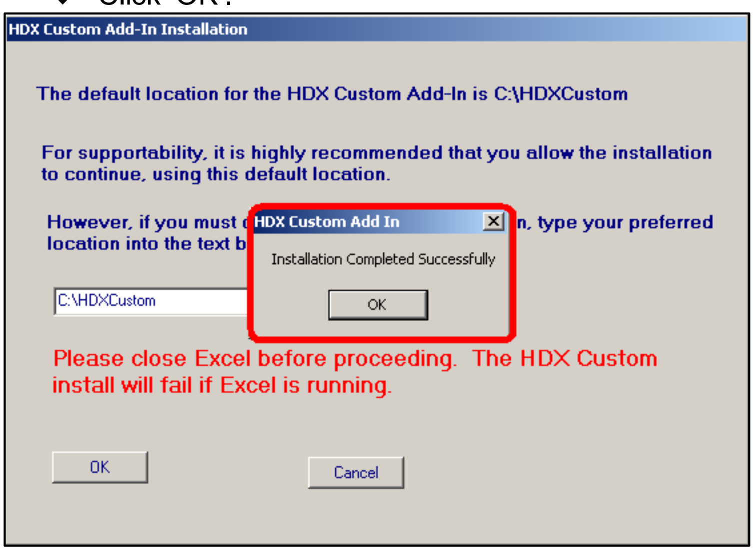
EDI Access Center / Data Assistant Utility

- ❖ Data Assistant Utility and Click Submit.
- ❖ Follow the on screen instructions.



Custom Add In Installation window

- When complete, the below installation completed successfully message will appear.
- Click 'OK'.



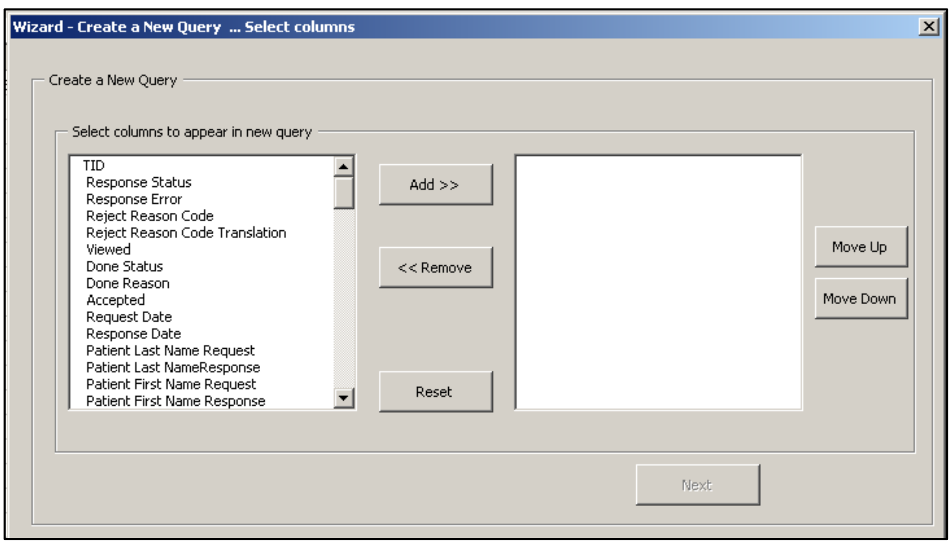
Installation completed successfully window

12. Creating a custom query after installation

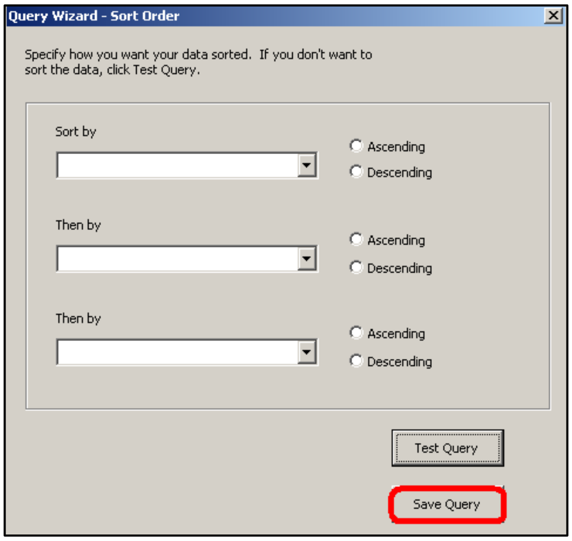
- Once installed, open MS Excel.
- “HDX Custom” will appear as anew icon on the toolbar.
- Open a report that was exported to MS Excel.
- To create a custom report format, click on ‘**HDX custom’, ‘Query builder’, ‘Create new query’.**

Opening the report in Excel

- Add the fields in the ‘Select columns to appear in new query’ box that you would like to appear on the report.
- Click ‘Next’.
- Click ‘Next’.
- Click ‘Test Query’.

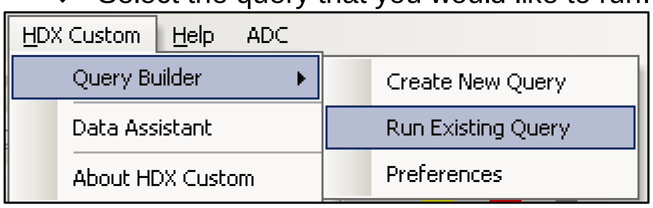


Create a new query wizard



Save query window

- To save and re-use this query, click on **'Save query'.**
- To run a saved query, click on **'HDX custom', 'Query builder', 'Run existing query'.**
- Select the query that you would like to run.



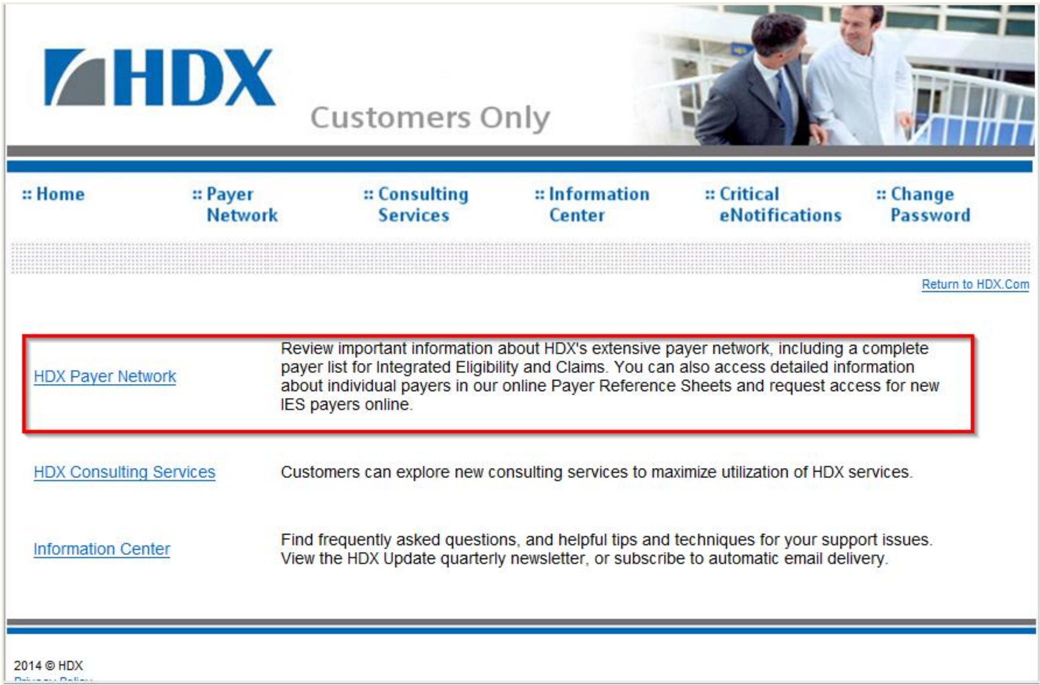
Running a saved query

13. Sharing a custom query

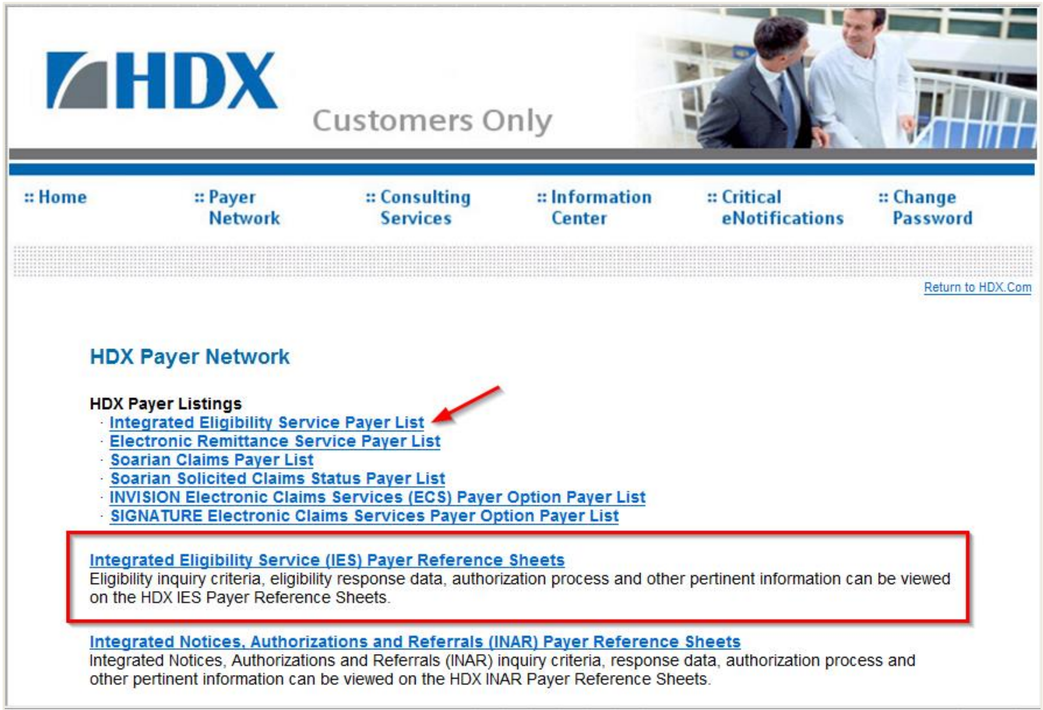
- Open the folder **C:\HDX custom** in Windows Explorer.
- Copy the saved query to the clipboard.
- Paste it into an email.
- Instruct the recipient to save the query in **C:\HDX custom** in the queries folder.

14. Resources for HDX clients – www.HDX.com /Payer Reference Sheets

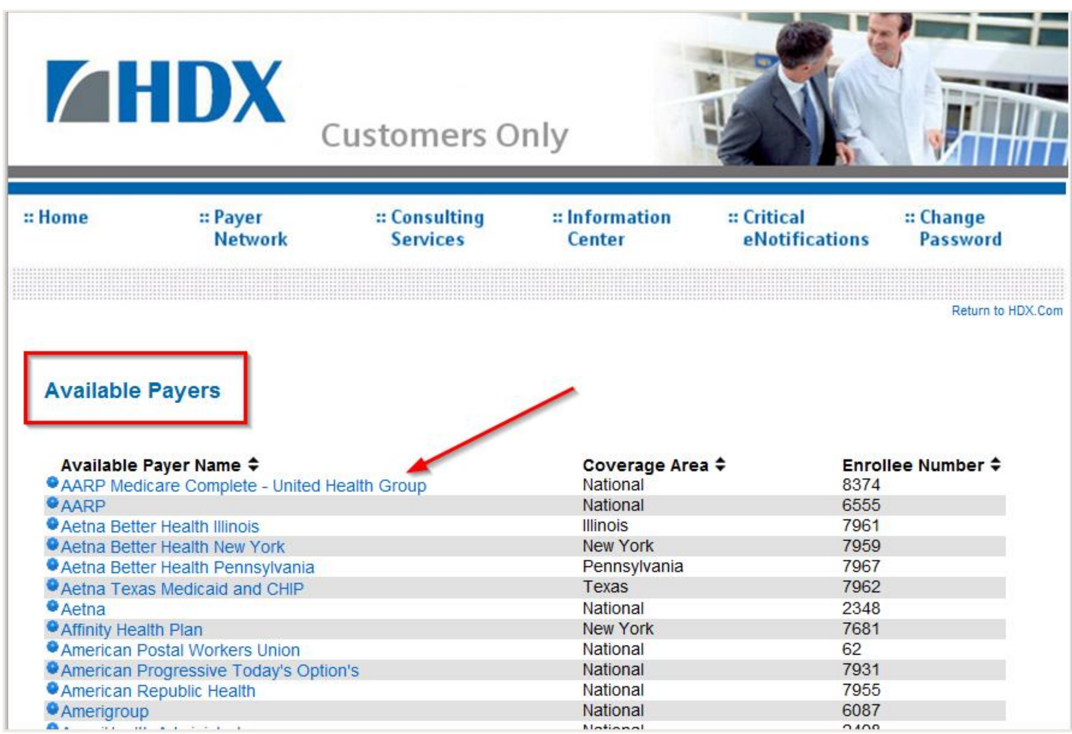
- HDX.com contains all resources for customers – *(Instructions for access to HDX.com will be given).*



HDX client resources



HDX client resources



HDX Payer Network / Payer Reference Sheets

HDX Reference Sheet for Aetna Better Health Illinois Version 5010A1

General Information:

Latest Revision: 11/19/2013

Area of Coverage:	Illinois
Area of Coverage Details:	
HDX Enrollee Number:	7961
Customer Service Phone:	Call HDX Customer Support at 610-219-1569, option 2 then option 1
Customer Service Hours of Coverage:	Days: Mon - Fri Hours: 8:00 AM to 5:00 PM ET

Payer Fees:

Payer Fee:	None

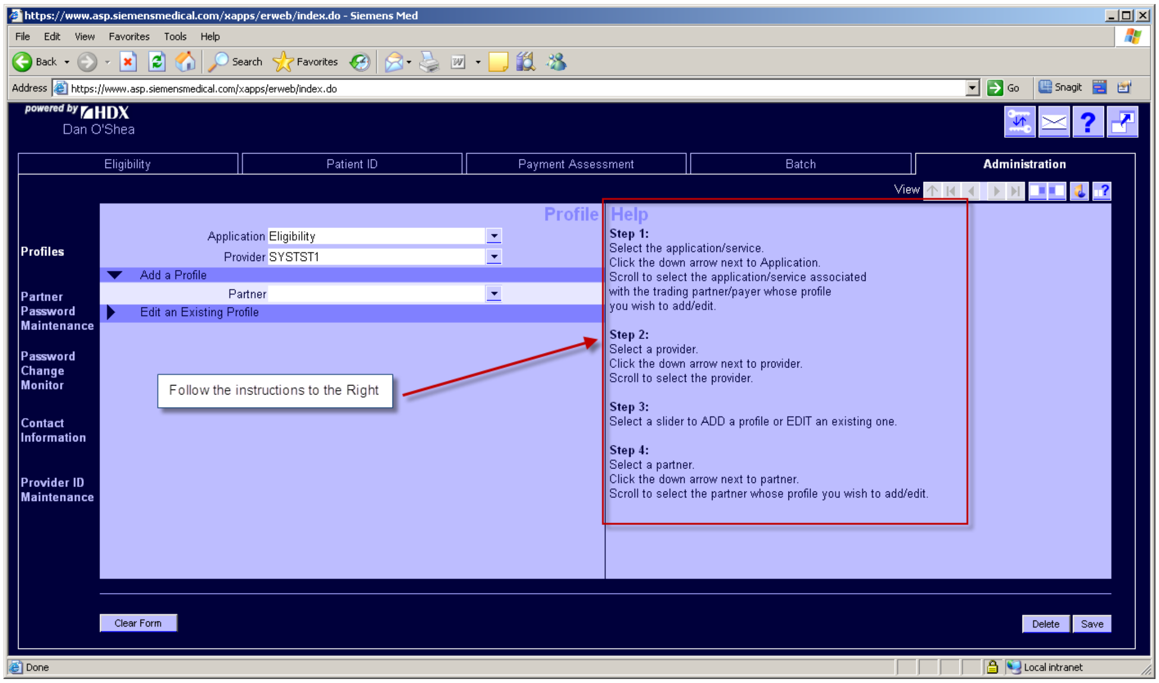
Availability:

Payer System Availability	24/7
Access	Real time
Database Updates	Real-time updates

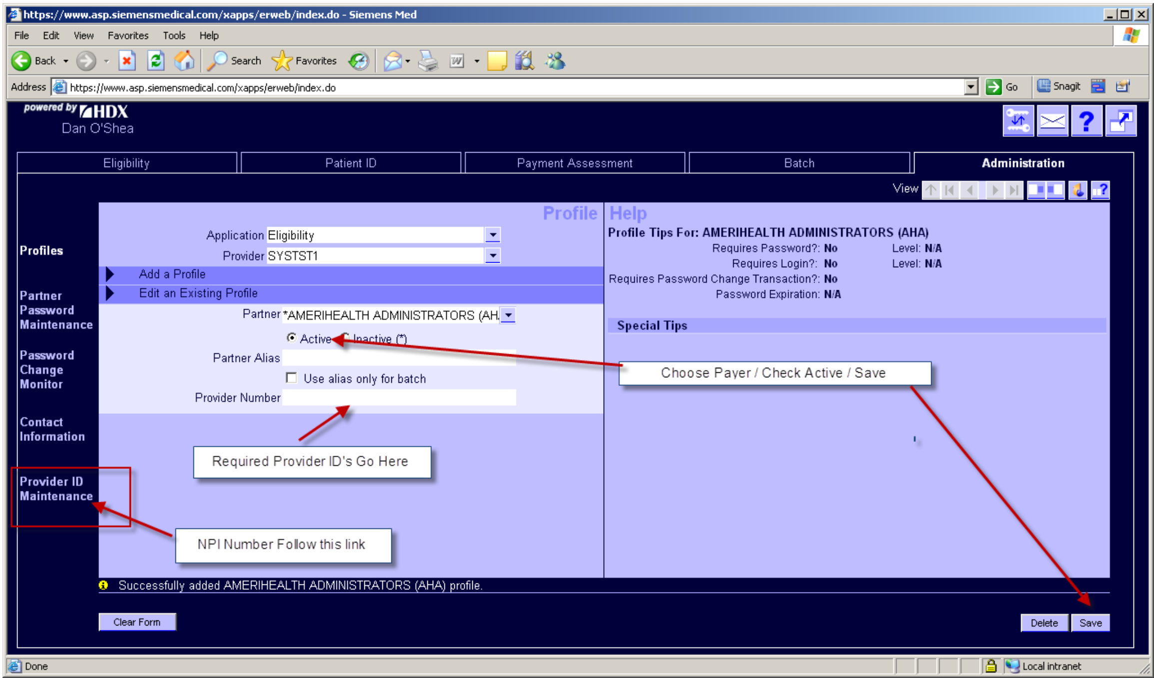
Products Available for Eligibility:

HDX Payer Reference Sheet (Aetna)

15. Adding Payers / NPI Numbers / Provider ID's



EDI Access Center / Adding a payer



EDI Access Center / Adding a payer / Provider ID