

EDI Enrollment Status Messages and Descriptions

APPROVALS	
Approved – Claims	The PTAN has been linked to the Submitter ID on the EDI Application. The Submitter may begin sending electronic claims for this PTAN.
Approved – Remits	The PTAN has been linked to the Submitter ID/Receiver ID on the EDI Application.
Approved - Claims/Remits	The PTAN has been linked to the Submitter ID/Receiver ID on the EDI Application. The Submitter may begin sending electronic claims for this PTAN.
Approved – Claims/Remits/DDE	The PTAN has been linked to the Submitter ID/Receiver ID on the EDI Application. The DDE request has been completed.
Approved – Provider	The EDI Enrollment date has been added to the PTAN record. EDI Enrollment Agreement has been placed on file with EDI Operations for the PTAN/provider.
Approved – DDE	The provider/entity was setup for Direct Data Entry. Ids will be returned to the site.
Approved -New vendor	The new Vendor ID has been assigned and confirmation has been sent.
Approved - Duplicate request	EDI Operations has previously processed forms with the same transactions selected.
Completed – Paper Remittances Only	The ERN Submitter/Receiver ID has been removed from the EDI provider record.
Completed – Reactivated Submitter ID	The Submitter ID has been reactivated to send/receive electronic transactions.
Completed	

GENERAL	
Rejected – Invalid EDI Enrollment Forms	The EDI Enrollment forms that were submitted are not valid for the Line of Business selected. Please go to www.palmettogba.com/medicare , select your Line of Business, Topics – Electronic Data Interchange, EDI Enrollment.
Rejected – Outdated Forms	The EDI Enrollment forms that were submitted are no longer valid documents. Please go to www.palmettogba.com/medicare , select your Line of Business, Topics – Electronic Data Interchange, EDI Enrollment.
Rejected – Altered Forms	Palmetto GBA EDI Enrollment forms have been altered. Please resubmit valid Palmetto GBA EDI Enrollment forms.
Rejected – Multiple PTANs (Provider Numbers)/NPIs listed on request	The EDI Enrollment forms were submitted with multiple PTANS/NPIs. Please correct and resubmit all forms. Note: If the provider is a member of a Group, please list the Group PTAN, Group NPI and Group Name on all documents.
Rejected – Missing Group PTAN on all Forms	Provider number listed is a member of a Group. Please resubmit all EDI forms and include the Group PTAN associated with this PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. Note: If the provider is a member of a Group, please list the Group PTAN, Group NPI and Group Name on all documents. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165

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GENERAL	
Rejected - Invalid Group PTAN on all Forms	The Group PTAN on all forms is invalid. Please resubmit all forms with the correct Group PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected - Missing PTAN on all Forms	The PTAN is missing on all forms. Please correct and resubmit all forms.
Rejected - Invalid PTAN on all Forms	The PTAN on all forms is invalid. Please resubmit all forms with the correct PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing NPI on all Forms	The NPI is missing on all forms. Please correct and resubmit all forms.
Rejected – Invalid NPI on all Forms	The NPI number on all forms is not on the NPI Crosswalk with the legacy PTAN. Please resubmit all forms with a valid NPI.
Rejected – Invalid Provider Address on all EDI Forms	The Provider’s Address on all forms is invalid. If the address on the forms is correct, please contact Provider Enrollment for your Line of Business to update. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected - Invalid Provider Name on all Forms	The Provider’s Name is invalid on all forms. If the name on the forms is correct, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165

EDI APPLICATION	
Rejected – Missing EDI Application	The EDI Application was not submitted. You must submit a completed EDI Application when submitting additional EDI forms. Please resubmit all forms.
Rejected - Missing Action Requested on EDI Application	The Action Requested was not selected on the EDI Application. The EDI Application instructions are available in the EDI Enrollment packet. Please correct and resubmit all forms.
Rejected – Incorrect Action Requested on EDI Application	The Action Requested selected is not applicable to request.
Rejected – Missing Line of Business on EDI Application	Missing Line of Business on EDI Application. Please select the line of business and resubmit all forms.
Rejected – Invalid Line of Business on EDI Application	Incorrect Line of Business on EDI Application for PTAN entered. Please select the correct line of business or enter the PTAN associated with the line of business selected.
Rejected – Missing Submitter ID on EDI Application	The option to Submit Claims was selected but the Submitter ID is missing on the EDI Application. Please correct and resubmit all forms. <i>If you are requesting a Submitter ID, please “Apply for New Submitter ID” as Action Requested on the EDI Application.</i>

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EDI APPLICATION	
Rejected – Invalid Submitter ID on EDI Application	The Submitter ID included on the EDI Application is invalid. Please resubmit with a valid Submitter ID. <i>If you are requesting a Submitter ID, please “Apply for New Submitter ID” as Action Requested on the EDI Application.</i>
Rejected – Maximum of 7 Submitters per PTAN	A maximum of 7 submitters can be linked to one PTAN. We are unable to add an additional Submitter ID. Please contact us to verify active Submitter IDs.
Rejected – Missing Receiver ID on EDI Application	The option to receive Electronic Remittances was selected but the Receiver ID is missing on the EDI Application. <i>If you are requesting an ERN Receiver ID, please select “Apply for New Receiver ID” as the Action Requested on the EDI Application. Receiver IDs are only assigned to NC Part A, VA Part B and RR SMAC.</i>
Rejected – Invalid Receiver ID on EDI Application	The Receiver ID included on the EDI Application is invalid. Please resubmit with a valid Receiver ID. <i>If you are requesting an ERN Receiver ID, please select “Apply for New Receiver ID” as the Action Requested on the EDI Application. Receiver IDs are only assigned to NC Part A, VA Part B and RR SMAC.</i>
Rejected – Missing Submitter Name on EDI Application	The Submitter Name is missing on the EDI Application. Please enter a Submitter Name and resubmit all forms.
Rejected – Invalid Submitter Name on EDI Application	The Submitter Name on the EDI Application is invalid. Please correct and resubmit all forms. If the request is to change the Submitter Name, please select Change/Update Submitter Information as the Action Requested on the EDI Application and resubmit all forms.
Rejected – Missing Submitter Address on EDI Application	The Submitter Address is missing on the EDI Application. Please enter the Submitter address and resubmit all forms.
Rejected – Invalid Submitter Address on EDI Application	The Submitter Address on the EDI Application is invalid. Please correct and resubmit all forms. If this is a request to change the Submitter Address, please select Change/Update Submitter Information as the Action Requested on the EDI Application and resubmit all forms.
Rejected – Invalid Submitter Zip code on EDI App	The Submitter Zip Code is invalid. Please enter the correct zip code and resubmit all forms.
Rejected – Missing Type of Submitter on EDI Application	The type of Submitter is missing on the EDI Application. Please enter the type of submitter and resubmit all forms.
Rejected – Missing EDI Contact Person on EDI Application	The EDI Contact Person is missing on the EDI Application. Please correct and resubmit all forms.
Rejected – Missing Prov Action Requested on EDI Ap	The Provider Action Requested was not selected on the EDI Application. Please correct and resubmit all forms.
Rejected – Invalid Action Requested on Prov Auth Form	Please select the correct Action Requested according to which option you are authorizing the Submitter to perform.

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EDI APPLICATION	
Rejected – Missing Provider Name on EDI App	The Provider Name is missing on the EDI Application. Please enter the provider name and resubmit.
Rejected – Invalid Provider Name on EDI App	The Provider Name on the EDI Application is invalid. Please correct and resubmit all forms. If the name on the form(s) is correct, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Prov Address on EDI App	The Provider’s Address is missing on the EDI Application. Please correct and resubmit all forms.
Rejected – Invalid Prov Address on EDI App	The Provider’s Address on the EDI Application is invalid. If the address on the form is correct, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Invalid Prov Zip Code on EDI App	The Provider Zip Code is invalid. Please resubmit and include the correct zip code.
The Provider Authorization section of the EDI Application must be completed if a Clearinghouse or Billing Service is requesting linkage to a PTAN.	
Rejected – Missing Prov Auth Name on EDI App	The Provider Name is missing on the EDI Application. Please correct and resubmit. The Provider Authorization section of the EDI Application must be completed if a Clearinghouse or Billing Service is requesting linkage to a PTAN.
Rejected – Invalid Prov Auth Name on EDI App	The Provider Name on the EDI Application is invalid. Please correct and resubmit all forms. If the name on the form(s) is correct, if you do not have this information, please contact Provider Enrollment for your Line of Business. The Provider Authorization section of the EDI Application must be completed if a Clearinghouse or Billing Service is requesting linkage to a PTAN. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Prov Auth Signature on EDI App	The Provider Authorization Signature is missing on the EDI Application. Please resubmit all pages and include a provider authorization signature on the EDI Application. The Provider Authorization section of the EDI Application must be completed if a Clearinghouse or Billing Service is requesting linkage to a PTAN.
Rejected – Missing PTAN on EDI Application	The PTAN is missing on the EDI Application. Please correct and resubmit all forms.
Rejected - Invalid PTAN on the EDI Application	The PTAN on the EDI Application is invalid. Please resubmit all forms with the correct PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165

EDI Enrollment Status Messages and Descriptions

EDI APPLICATION	
Rejected – Missing Group PTAN on EDI Application	Provider number listed is a member of a Group. Please resubmit all EDI forms and include the Group PTAN associated with this PTAN. If you do not have this information, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing NPI on EDI Application	The NPI is missing on the EDI Application. Please correct and resubmit all forms.
Rejected – Invalid NPI on EDI Application	The NPI number on the EDI Application is not on the NPI Crosswalk with the legacy PTAN. Please resubmit the forms with a valid NPI.
Rejected – Missing Tax ID on EDI Application	The provider's Tax ID is missing on the EDI Application. Please enter the Tax ID and resubmit all forms.
Rejected – Invalid/Incorrect Tax ID on EDI Application	The provider's Tax ID on the EDI application is invalid or not linked to the PTAN. Please enter the correct Tax ID and resubmit all forms.
Rejected – Missing Provider Info on EDI Application	The Provider section of the EDI Application was not completed. Please correct and resubmit all forms.
Rejected – Missing Provider Transaction Type on EDI Application	The transaction type was not selected. Please correct and resubmit all forms

EDI AGREEMENT	
Rejected - Missing EDI Enrollment Agreement	The EDI Agreement was not submitted. Please resubmit the EDI Agreement and all applicable forms needed for your request.
Rejected - Incomplete EDI Agreement	All pages of the EDI Enrollment Agreement are required. Please resubmit all forms.
Rejected – Missing Provider Name on EDI Agreement	The Provider Name is missing on the EDI Agreement. Please enter the provider name and resubmit all forms.
Rejected – Invalid Provider Name on EDI Agreement	The Provider Name on the EDI Agreement is incorrect. Please correct and resubmit all forms. If the name on the form(s) is correct, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Provider Address on EDI Agreement	The Provider Address is missing on the EDI Agreement. Please enter the provider address and resubmit all forms.
Rejected – Invalid Provider Address on EDI Agreement	The Provider Address on the EDI Agreement is incorrect. Please correct and resubmit all forms. If the address on the form(s) is correct, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Signature on EDI Agreement	The provider signature is missing on the EDI Enrollment Agreement. Please resubmit all pages and include a signature.

EDI Enrollment Status Messages and Descriptions

EDI AGREEMENT	
Rejected - Missing PTAN on EDI Agreement	The PTAN is missing on the EDI Agreement. Please correct and resubmit all forms.
Rejected - Invalid PTAN on EDI Agreement	The PTAN on the EDI Agreement is invalid. Please resubmit all forms with the correct PTAN. If you do not have this information, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Group PTAN on EDI Agreement	Provider number listed is a member of a Group. Please resubmit all EDI forms and include the Group PTAN, Group Name and Group NPI associated with this PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing NPI on EDI Agreement	The NPI is missing on the EDI Application. Please enter the NPI associated with the PTAN and resubmit all forms.
Rejected – Invalid NPI on EDI Agreement	The NPI on the EDI Agreement is not linked to the PTAN on the NPI Crosswalk. Please enter the correct NPI and resubmit all forms.

PROVIDER AUTHORIZATION FORM	
Rejected - Missing Prov Auth Form	The Provider Authorization Form was not included. If a Billing Service or Clearinghouse is requesting linkage to a provider, the Provider Authorization Form must be submitted. Please resubmit all applicable forms needed for your request.
Rejected - Missing Action Requested on Prov Auth Form	The Action Requested was not selected on the Provider Authorization Form. Please correct and resubmit all forms.
Rejected – Incorrect Action Requested on Prov Auth Form	Please select the correct Action Requested according to which option you are authorizing the Submitter to perform.
Rejected – Missing Provider Name on Prov Auth Form	The Provider Name is missing on the Provider Authorization Form. Please correct and resubmit.
Rejected – Invalid Provider Name on Prov Auth Form	The Provider Name on the Provider Authorization Form is invalid. Please correct and resubmit all forms. If the name on the form(s) is correct, if you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Provider Address on Prov Auth Form	The Provider’s Address is missing on the Provider Authorization Form. Please correct and resubmit all forms.
Rejected – Invalid Provider Address on Prov Auth Form	The Provider’s Address on the Provider Authorization Form is invalid. If the address on the form is correct, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected - Missing PTAN on Prov Auth Form	The PTAN is missing on the Provider Authorization Form. Please correct and resubmit all forms.

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PROVIDER AUTHORIZATION FORM	
Rejected - Invalid PTAN on Prov Auth Form	The PTAN on the Provider Authorization Form is invalid. Please resubmit all forms with the correct PTAN. If you do not have this information, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Group PTAN on Prov Auth Form	The PTAN is a member of a Group. Please resubmit all EDI forms and include the Group PTAN associated with this PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing NPI on Prov Auth Form	The NPI is missing on the Provider Authorization Form. Please correct and resubmit all forms.
Rejected – Invalid NPI on Prov Auth Form	The NPI on the Provider Authorization Form is not linked to this PTAN on the NPI Crosswalk or the NPI is invalid. Please resubmit the forms with the correct NPI.
Rejected – Missing Name on Prov Auth Form	The Name is missing on the Provider Authorization Form. Please include the name of the contact person regarding the Provider Authorization Form and resubmit all forms.
Rejected – Invalid Name on Prov Auth Form	The Name listed is not a valid Contact Name for the provider listed on the Provider Authorization Form. Please include a valid name of the contact person on the Provider Authorization Form and resubmit all forms. Note: The provider/practice name is not acceptable.
Rejected – Missing Signature on Prov Auth Form	The Provider Authorization Form was submitted without a signature. Please resubmit all pages and include a signature of the provider’s authorized contact on the Provider Authorization Form.
Rejected – Missing Submitter Name on Prov Auth Form	The Provider Authorization Form was submitted but the Submitter Name was not included. Please correct and resubmit all forms.
Rejected – Invalid Submitter Name on Prov Auth Form	The Submitter Name listed must be associated with the Submitter ID listed on the EDI Application or Entity Name on the DDE Enrollment Form. Please correct and resubmit all forms.
Rejected – Missing Tax ID on Prov Auth Form	The Tax ID is missing on the Provider Authorization Form. Please resubmit all pages and include the Tax ID on the Provider Authorization Form.
Rejected – Invalid/Incorrect Tax ID on Prov Auth Form	The provider’s Tax ID on the Provider Authorization Form is invalid or not linked to the PTAN. Please enter the correct Tax ID and resubmit all forms.

DDE ENROLLMENT FORM	
Rejected – Missing Line of Business on DDE Form	Missing Line of Business on DDE Enrollment Form. Please select the line of business and resubmit all forms.
Rejected – Missing Entity Name on DDE Form	The entity name is missing on the DDE Form. Please correct and resubmit all forms.

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DDE ENROLLMENT FORM	
Rejected – Missing Entity Type on DDE Form	Missing Entity Type on DDE Enrollment Form. Please select the line of business and resubmit all forms.
Rejected – Missing Contact Person on DDE Form	The Contact Person is missing on the DDE Form. Please correct and resubmit all forms.
Rejected – Missing Address on DDE Form	The Submitter Address is missing on the DDE Form. Please correct and resubmit all forms.
Rejected – Missing Provider Name on DDE Form	The Provider Name is missing on the DDE Form. Please correct and resubmit.
Rejected – Invalid Provider Name on DDE Form	The Provider Name on the DDE Form is invalid. Please correct and resubmit all forms. If the name on the form(s) is correct, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected - Missing PTAN on DDE Form	The PTAN is missing on the DDE Form. Please correct and resubmit all forms.
Rejected - Invalid PTAN on DDE Form	The PTAN on the DDE Form is invalid. Please resubmit all forms with the correct PTAN. If you do not have this information, please contact Provider Enrollment for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing Group PTAN on DDE Form	Provider number listed is a member of a Group. Please resubmit all EDI forms and include the Group PTAN associated with this PTAN. If you do not have this information, please contact the Provider Enrollment department for your Line of Business. (JJ) 877-567-7271 (JM) 855-696-0705 (RR SMAC) 888-355-9165
Rejected – Missing NPI on DDE Form	The NPI is missing on the DDE Form. Please correct and resubmit all forms.
Rejected – Invalid NPI on DDE Form	The NPI on the DDE Form is not linked to this PTAN on the NPI Crosswalk or the NPI is invalid. Please resubmit the forms with the correct NPI.
Rejected – Missing Action Requested on DDE Form	The Action Requested is missing on the DDE Form. Please select an Action Requested for each line on the DDE Form.
Rejected – Missing DDE Owner Name on DDE Form	The DDE Owner Name is missing on the DDE Form. Please correct and resubmit all forms.
Rejected – Missing Valid DDE Owner Name	The DDE Form does not contain valid DDE Owner Name. Please correct and resubmit all forms.
Rejected – Invalid Existing ID on DDE Form	The existing DDE ID is invalid. Please include a valid DDE ID and resubmit all forms.
Rejected – DDE ID assigned to a different entity	The DDE ID is valid but assigned to a different entity.
Rejected – Invalid Submitter ID on DDE Form	Invalid Submitter ID on DDE form. Please enter the entity’s Submitter ID linked to this entity or leave blank.

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DDE ENROLLMENT FORM	
Rejected – User has an Existing DDE ID	User has an existing DDE ID
Rejected – Missing DDE ID on DDE Form	The DDE ID is missing on the DDE Form. Please correct and resubmit all forms.
Rejected – Invalid Entity Name on DDE Form	The Entity Name on the DDE Form is invalid. Please update and resubmit all forms.
Rejected – Invalid Entity Address on DDE Form	The Entity Address on the DDE Form is invalid. Please update and resubmit all forms.
Rejected – Invalid Entity Zip Code on DDE Form	The Entity Zip Code is invalid. Please enter the correct zip code and resubmit all forms.
Rejected – Invalid Provider Name on DDE Form	The Provider Name on the DDE Form is incorrect. Please update and resubmit all forms.
Rejected – Missing DDE Enrollment Form	The DDE Form is missing. Please complete a DDE Form and resubmit.
Rejected – Missing Address on DDE Form	The Entity Address is missing on the DDE Form. Please correct and resubmit all forms.