

High Volume Cause of an EDI Enrollment Rejection- Contact Information for the Provider is Invalid

September 17, 2018

The contact information for the provider must be a contact within the provider's office. A billing service or clearinghouse may not place their contact information in this section.

This data is found in different sections on different EDI enrollment forms.

Please educate yourself by reviewing the [EDI Guided Enrollment User Guide](#) found on our website to populate the correct section for each form.

The general information contact; first and last name of the authorized or delegated official, or a person within your company should be the authorized contact or a contact if NGS has questions about the enrollment. The telephone number and email address in the general information section should be for the person that is listed as the contact.

The contact information will be collected one time within the form and then the data populates the correct section(s) on each form.

Once you submit an accurate form with valid contact information, your request will be approved and processed without any delay.