



## Frequently Asked Questions

**Q: Who is ClearConnect?**

**A:** ClearConnect is a health care transaction clearinghouse that offers high quality services for the exchange of electronic transactions between providers and payers. ClearConnect works to create efficiencies and reduce costs by offering electronic transaction services at no charge to health care providers and at a low cost to payers. ClearConnect is committed to health care cost reduction and currently processes more than five million transactions per month for more than 5,000 providers and payers in Minnesota and surrounding states.

**Q: What are the support hours for ClearConnect?**

**A:** ClearConnect is available for support calls Monday thru Friday, except holidays, from 8:00 am to 4:00 pm Central Standard time.

**Q: What transactions does ClearConnect support?**

**A:** ClearConnect offers the following HIPAA-compliant transactions:  
(Availability for transactions may vary by payer.)

- o Claim Submission (837)
- o Remittance Advice (835)
- o Eligibility Benefit Inquiry/Response (270/271)
- o Other transactions may be available in the future

**Q: Where do I go if I have questions about the reports I receive from ClearConnect?**

**A:** For help understanding the **format** of the reports, click on [How to read clearinghouse reports](#).

For help understanding the **content** of the report, go to [www.wpc-edi.com](http://www.wpc-edi.com). Note that registration is required on this site in order to download implementation guides.

**Q: Is ClearConnect an all-payer solution for claims?**

**A:** Yes, ClearConnect can transmit claims to virtually any payer within Minnesota and to many national payers as well. Click [here](#) to see our complete payer list.

**Q: Does ClearConnect offer a claims submission tool?**

**A:** Yes, PC-ACE Connect is a Windows-based tool you can use to submit claims to all of your payers for a low annual fee. For more information on PC-ACE Connect, contact us at [info@clearconnect.com](mailto:info@clearconnect.com).



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**Q: How do I become a ClearConnect trading partner?**

**A:** To begin registration click [here](#)

**Q: What types of edit reports and acknowledgments will be created?**

**A:**

<b>Reports/Acknowledgement</b>	<b>Created and sent by</b>
o TA1 ANSI Acknowledgment	o ClearConnect
o 997 ANSI Acknowledgment	o ClearConnect
o HIPAA Compliance Report – Semantic Errors	o ClearConnect
o ClearConnect Clearinghouse Claims Edit Report	o ClearConnect
o Payer Claim Edit reports	o Certain payers
o 271 Eligibility Response	o Payers

Other reports may be available in the future.

**Q: Who do I contact if I have questions about transactions submitted or reports received?**

**A:** If you submit through a vendor or billing service, contact them directly for questions regarding your transactions. If you submit directly to ClearConnect, contact us at: (651) 662-5742 or (866) 251-6742 (toll free).