iDose™ IQVIA Copay 837 Electronic Data Interchange (EDI) Registration

A Step-by-Step Guide for Provider Offices

This guide walks your office through the steps required to submit iDose copay claims electronically to IQVIA and receive electronic remittance advice (ERA).

What This Process Does

Completing this process allows your office to:

- Submit 837P electronic data interchange copay claims to IQVIA
- Receive 835 electronic remittance advice for those claims
- Reduce paper claims, manual tracking, and payment delays

Before You Start: What You'll Need

Have the following ready:

- Practice demographic information
- Practice/ASC or HOPD tax ID or provider tax ID
- Billing software or clearinghouse contact
- iDose copay card details for the patient
- Access to your billing or practice management system

STEP 01 Set Up Billing

When submitting copay claims, IQVIA, iDoseCareConnect™ Program trusted partner, must be set up correctly in your billing system.

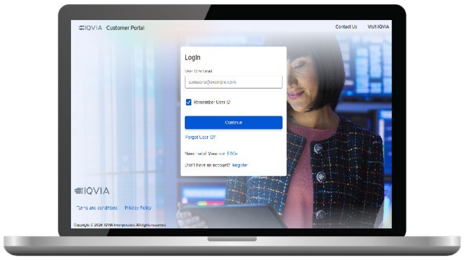
- **Payer Name: IQVIA**
- **Payer ID: 15060**

This payer ID must be used exactly as listed. Claims submitted with the wrong payer information will be rejected.

STEP 02 Register Practice

Your practice must be registered before submitting electronic copay claims.

First, notify the IQVIA Program Support Group (PSG) of EDI Submission Intent



- Provider initiates the process by submitting the **IQVIA Copay Vendor Registration Form for Healthcare Providers**
- The IQVIA Copay Program Support team enters the provider's practice information and the designated user's email address into their system.
- An automated email is sent to the registered user's email address containing a unique link to an IQVIA Electronic Funds Transfer Microsite.
- The provider or authorized administrator follows the link, sets a password, and logs in to the IQVIA EFT Microsite for the first time.
- After the first-time login, the provider sets up their banking information to enable EFT (Electronic Funds Transfer) payments.
  - If your office does not sign up for EFT payments through this process, reimbursement will default to payment by check.

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STEP 03 Set Up IQVIA in Your Billing or Clearinghouse Software

Once registered:

1. Search for Payer ID 15060 in your billing software:
- If available, you can submit 837P claims.
- If not available, contact your billing software or clearinghouse to add it.

Important: Adding IQVIA to your billing software does not automatically mean your clearinghouse is ready. Clearinghouse registration may take several weeks.

2. Add the IQVIA copay program to the patient's insurance profile as a secondary or tertiary payer:

Include:
- Payer ID 15060
- Copay Card Group Number
- Copay Card ID

Missing information will result in claim rejection

3. Confirm your system can receive 835 ERA files from IQVIA

STEP 04 Enroll to Receive Electronic Remittance Advice (ERA)

To receive electronic payment details, you must enroll with Smart Data Solutions (SDS).

ERA Enrollment Steps

1. Go to Smart Data Solutions Provider Portal (sddata.us).
2. Select Register (new users).
3. Choose how to receive your activation code:
   - Phone: ~1 business day
   - Fax: ~1 hour
   - Mail: 3–7 business days
4. Use the activation link emailed to you to:
   - Verify your information
   - Set up a password
   - Complete enrollment

After submitting enrollment, ERA payments typically begin 3 days after submission.

After you're set up:
- Submit copay claims electronically (837)
- Receive ERA files (835) from IQVIA
- Track claim status through your billing system or clearinghouse

Need Help?

If you have questions or run into issues, here are a few options:
Refer to the IQVIA Copay 837 EDI Provider Registration Companion Guide **here**

Contact IQVIA PSS Affordability Team:
PSS_EDI_Support@IQVIA.com

Contact Smart Data Solutions Support:
Phone: **855-297-4436** Email: **stream.support@sdata.us**

Contact **1-844-My iDose (1-844-694-3673)** for assistance with registering your practice in the iDoseCareConnect™ Copay Portal.

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