IQVIA COPAY 837P EDI PROVIDER REGISTRATION

Companion Guide

This Companion Guide is designed to streamline the 837P EDI provider registration and management for participating providers in IQVIA copay assistance programs.

IQVIA PSS Affordability Team
PSS_EDI_Support@IQVIA.com

IQVIA COPAY 837P EDI Provider Registration Companion Guide

Contents

Last Revised: October 7, 2025

IQVIA COPAY 837P EDI Provider Registration Companion Guide

DISCLOSURE

The content in this document provides additional information for submitters to assist in their implementation of submitting 837P EDI Claims to IQVIA for adjudication.

The information below are instructions on how to register for the IQVIA EDI system for medical claim submission for select IQVIA copay Programs.

****Please Note, IQVIA is currently only accepting Professional EDI medical claims in the 837P format. Claims submitted in any other format will not be processed at this time.****

KEY INFORMATION FOR GETTING REGISTERED FOR EDI

STEP 1: IQVIA PAYER NAME AND PAYER ID

Please check for and use the following Payer ID and Payer Name when submitting claims:

- Payer Name: IQVIA
- Payer ID: 15060

STEP 2: SETTING UP YOUR PRACTICE ACCOUNT WITH IQVIA

There are two methods that may be available to providers for submitting and registering their practice account information with IQVIA:

- First, using an IQVIA HCP Portal for the specified Copay Program
    - Providers will provide identifiers and their practice demographic information.
    - Providers will be able to select the payment vehicle of their choice, when applicable. (Check, EFT, etc.)
    - If EFT is an option, providers will have access to the IQVIA payment partner (Transcard) via link from IQVIA HCP Portal and provide payment information.
- Second, if provider registration is not available via an IQVIA HCP Portal, then registration via an EFT Microsite may be available.
    - IQVIA Program Support Group (PSG) would need to be notified of a provider's desire to submit their copay claim via EDI.
    - The IQVIA PSG would register the providers practice information and a user's email address.
    - Once the email address is entered, an email is sent out with a unique link to the IQVIA EFT Microsite site.
    - Once the provider has set their password and logged in for the first time, then can then set up their banking information for EFT payments and being submitting EDI claims.

STEP 3: 837P EDI CLAIM ADDITIONAL SUBMISSION INSTRUCTIONS

Once you have received the primary Explanation of Benefits (EOB/ERA) from the patient's insurance provider, please follow the steps listed below for submitting claims to the Copay Assistance Program:

1. Within your billing or clearinghouse software, search for 15060 (IQVIA) as an available payer.
   a. If 15060 is an available payer, you may begin submitting electronic claims transactions (837P files).
   b. If 15060 is not available, please work directly with your billing and/or clearing house software vendor to have 15060 added as an available payer.
      i. *****Please take note, you may be able to have 15060 easily added into your billing software, however, you will still need to contact your claims clearing house vendor to ensure they are registered/contracted to transmit your claims to the IQVIA payer ID 15060. If your clearinghouse does need to have the IQVIA payer and ID added, depending on the providers clearinghouse, it may take upwards of a few weeks to complete. *****
2. After confirming that 15060 is an available payer within your software, please add the specified IQVIA Co-Pay Program to your patient's insurance profile as a secondary or tertiary payer. Make sure to include the payer ID (15060), Copay Card Group Number and Copay Card ID as shown on the copay card. Claims submitted without this information will be rejected automatically.
3. Request that your practice management software vendor accept electronic remittance advice (ERA) (835) transactions from 15060.
4. Depending on the prescriber's billing software set up, they may use a separate clearing house, in which case, the billing software creates an electronic batch file of multiple claims and submits the batches to the clearing house at specific designated times throughout the day.
5. The clearing house will transmit the claims out to the payers (i.e. IQVIA) and a response report is generated showing the status of the claims - accepted for adjudication, rejected by payer, or rejected at the claim level.

Once your practice is registered with IQVIA and the above steps have been cleared, you will need to register with IQVIA's clearinghouse to receive the 835 (ERA) reports. Below are the steps and screenshots to register directly with the SDS Smart Data Solutions Provider Portal.

STEP 4: ENROLLING WITH SMART DATA SOLUTIONS (SDS) TO RECEIVE 835 ELECTRONIC REMITTANCE ADVICE (ERA)

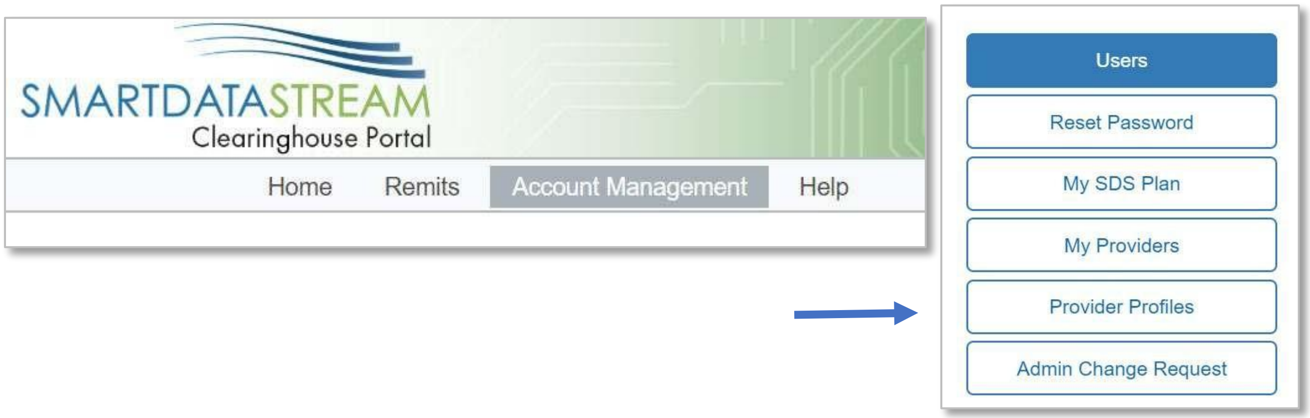
- Go to Home | Smart Data Solutions (sdata.us)
- At the top, right of that page, select Provider Portal.
  - New User – Select Register.
  - Fill in the requested information.
- Once the form has been filled out, providers will need to select how they want the activation code to be delivered.
  - Phone – 1 Business Day.
  - Fax – 1 Hour.
  - Mail – 3 to 7 Business Days.

IQVIA COPAY 837P EDI Provider Registration Companion Guide

- Once the selection of the activation code delivery has been selected, providers will get a pop up informing them of the timeframe for the activation code delivery and an email detailing the next steps.
- Once the provider has their activation code, they will need to finalize their SDS account.
  - To finalize their account, the provider will need to go here: https://quickclaim.smart-data-solutions.com/quickclaim/servlet/quickclaim/template/ClearingHouse%2COpenEnrollmentAccountVerification.vm, this link is sent to the provider in an email
  - The provider will need to enter the exact information they did during registration to verify their account and have it created.
  - Next, they will need their activation/verification code sent via phone, fax, or mail.
  - They will set up a password.
  - Lastly, they will be given their login name.
- Once registration is successfully completed and you've logged in for the first time, you should be prompted to start your ERA enrollment.
- Follow these next steps:

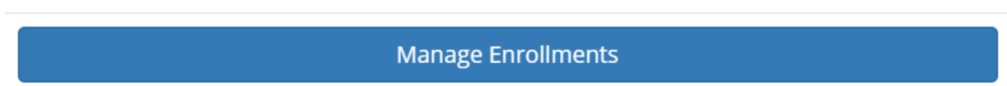
After you've logged in and changed your password, you should be immediately prompted to start your ERA enrollment.

If the above screen does not automatically appear you can select Account Management at the top bar. Then select Provider Profiles.



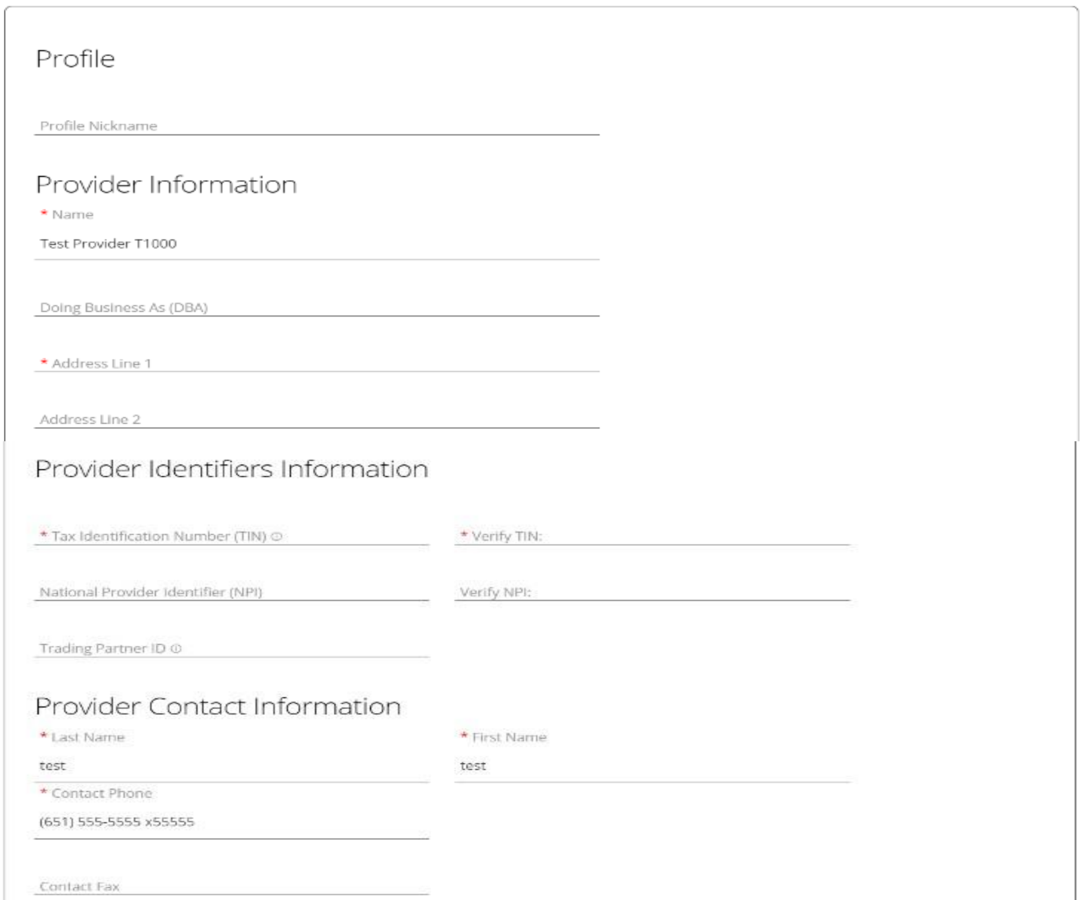
OR

Select Remits at the top bar then Manage Enrollments.



The next step is to complete the enrollment form. Please take note of the following:

*Profile Name will not affect your ERAs and is only for labeling enrollments.
*Don't forget to verify your Tax ID.
*NPI is not required for your ERA enrollment. If left blank, you will receive ERAs for all NPIs associated with the Tax ID you enroll.
*Trading Partner ID is not required if you do not have one.
*Fax may be left blank if unavailable.



Profile

Profile Nickname

Provider Information

* Name
Test Provider T1000

Doing Business As (DBA)

* Address Line 1

Address Line 2

Provider Identifiers Information

* Tax Identification Number (TIN) | * Verify TIN:

National Provider Identifier (NPI) | Verify NPI:

Trading Partner ID

Provider Contact Information

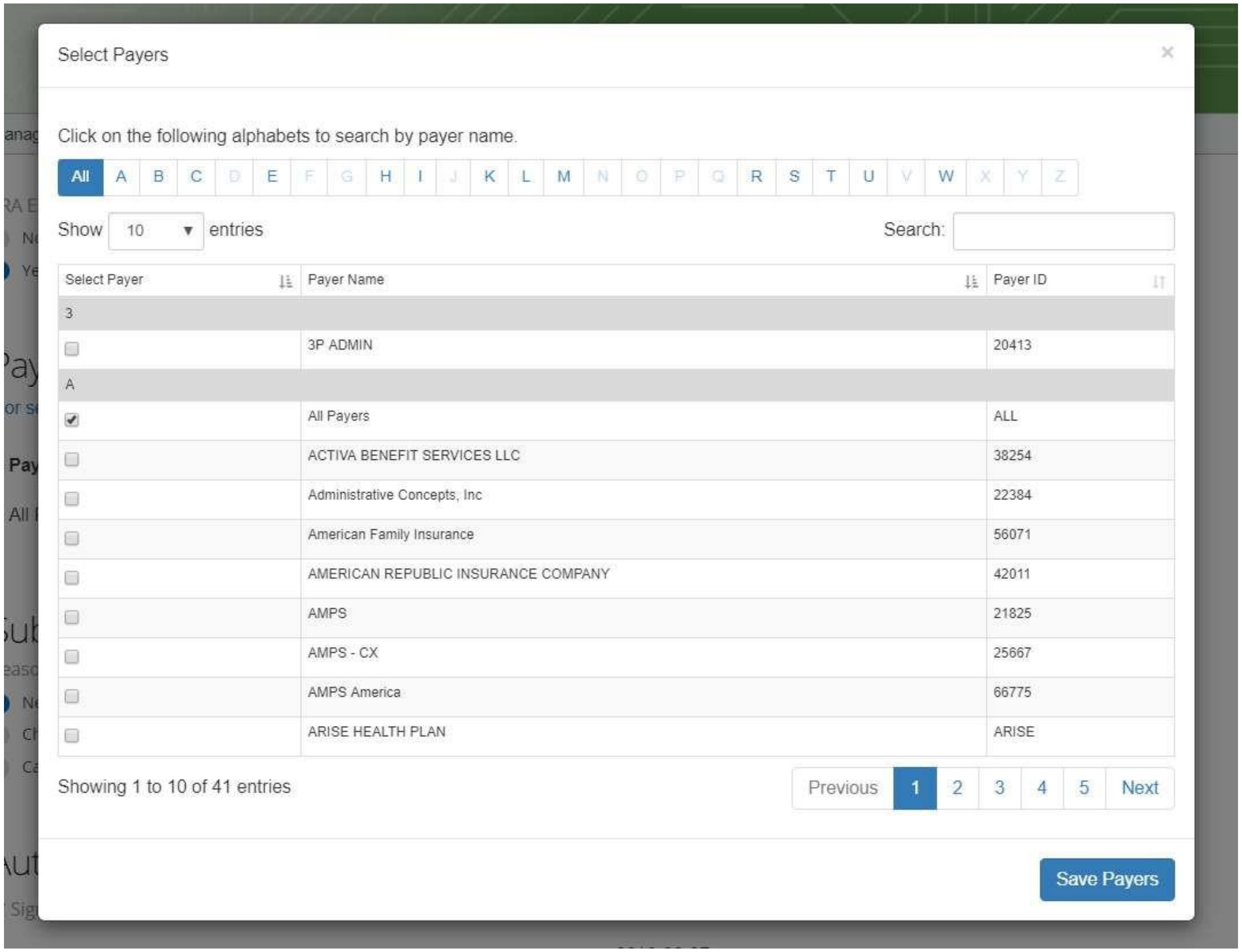
* Last Name
test

* First Name
test

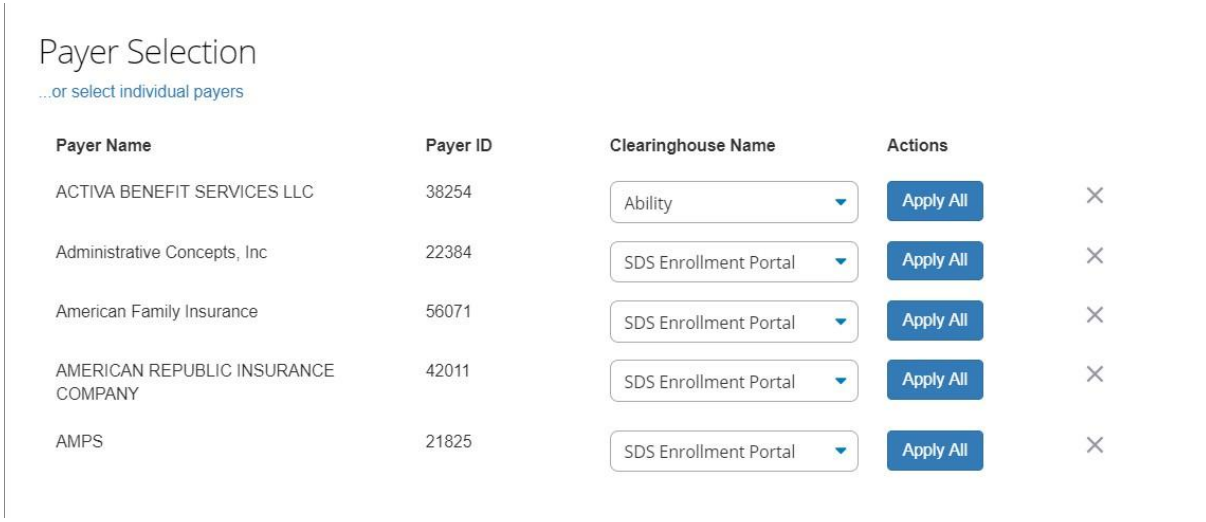
* Contact Phone
(651) 555-5555 x55555

Contact Fax

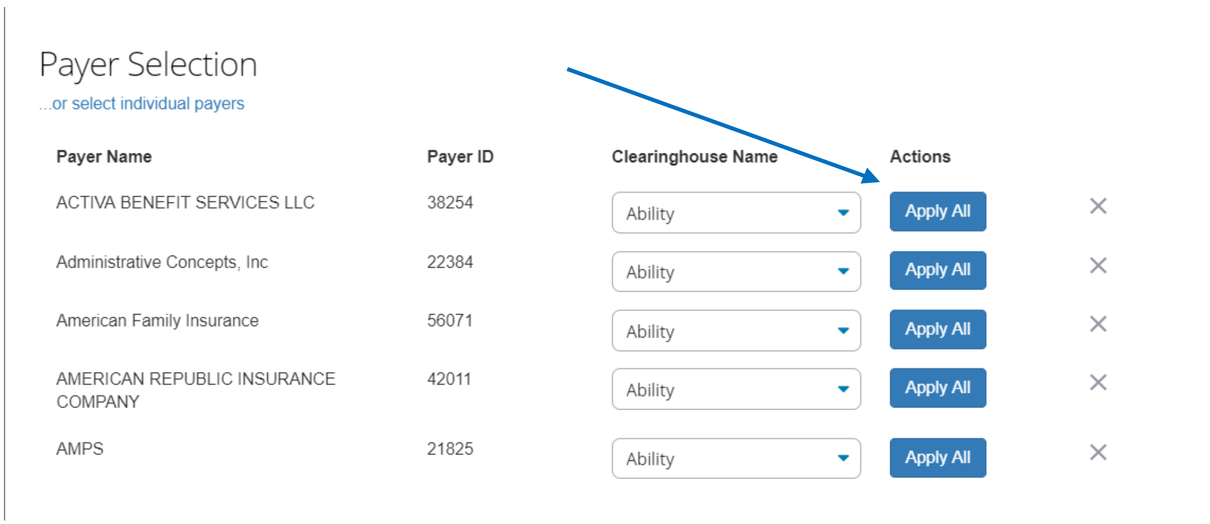
Under Payer Selection select “or select individual payers” You will then see the screen below:



Select Clearinghouse.



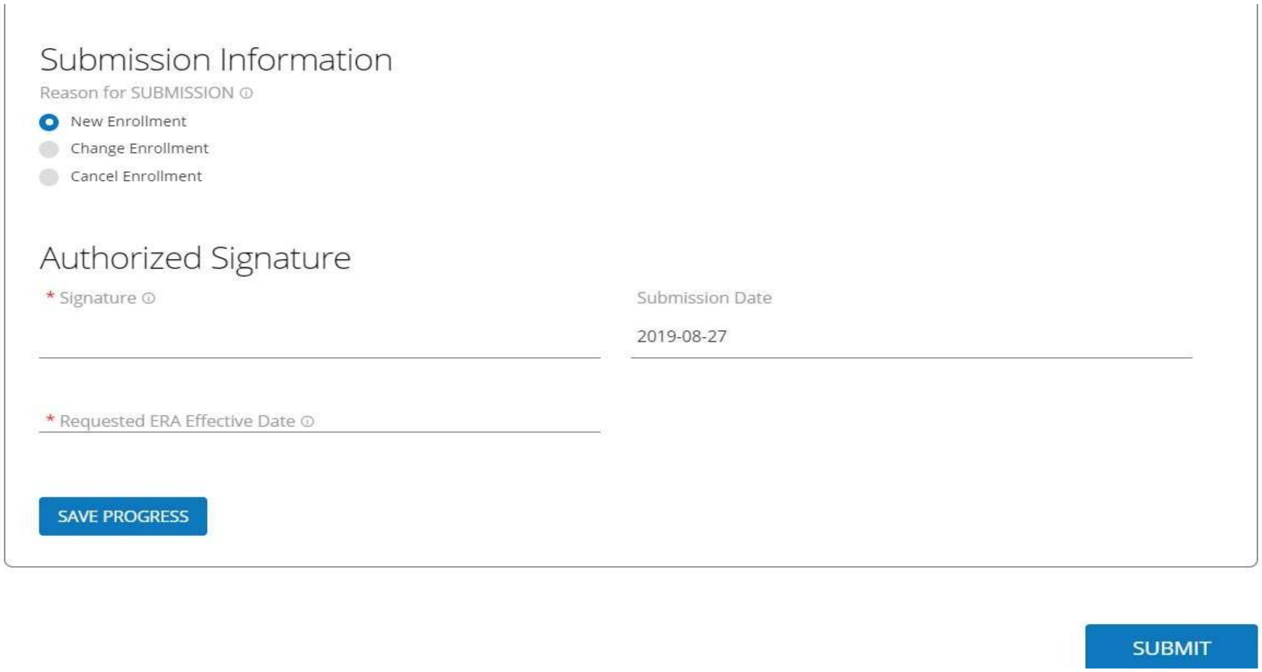
Select “Apply All” to the right of the Clearinghouse Name and you will see the following result.



The form will automatically have New Enrollment selected. If you click Save Progress and then come back to it, it will say Change Enrollment.

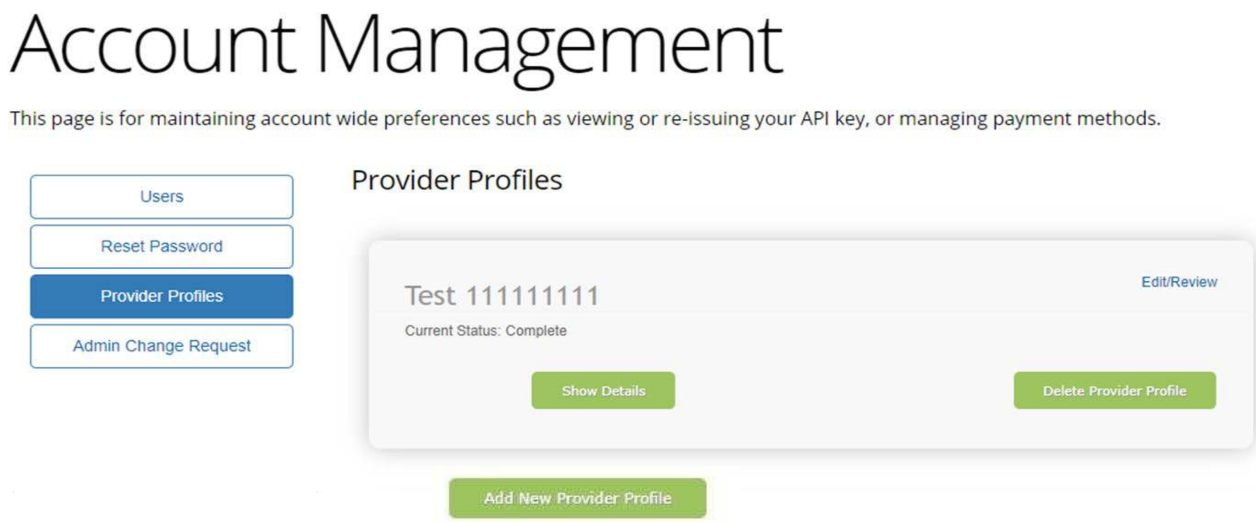
Type your name for the signature.

For the effective date, the soonest date available will be three days after the submission date. Any payments you receive after that submission date will have a corresponding ERA sent to your account.



IQVIA COPAY 837P EDI Provider Registration Companion Guide

After you click Submit it will redirect you to a page that looks like this. If you see this page, you have successfully submitted your ERA enrollment.



- Lastly, for any help or assistance, you can select help on the provider portal and then select Smart Data Stream Guide.
    - Providers can also contact Smart Data Solutions at 855-297-4436 or via email at stream.support@sdata.us

Thank you,

IQVIA PSS Affordability Team

Last Revised: October 7, 2025