

Resources and EDI Help Desk Information

- The EDI Help Desk assists with general information regarding Portal submission of 837 files.
- We do not support creating 837 files. Contact the EDI Help Desk at 866-416-4979.
- The EDI Help Desk is available Monday–Friday, 8:30 a.m.–4:30 p.m. (Central time, except for state-observed holidays).
- For additional questions, please reach out to Lana Moyer at lmoyer3@gainwelltechnologies.com

Companion documents links:

837P: <https://www.dhs.wisconsin.gov/publications/p0/p00265.pdf> 837I: <https://www.dhs.wisconsin.gov/publications/p0/p00266.pdf>

User Guide links:

https://www.forwardhealth.wi.gov/WIPortal/Subsystem/SW/StaticContent/Provider/userguides/partner_portal_user_guide.pdf.spage

Disclaimer: ForwardHealth/Gainwell does not endorse, promote, or support the vendor information referenced in this document. This is only presented to share information and options that are available for providers to consider as they evaluate what is best for their business.

EDI software vendors:

- ARC Data: <https://arc.cdata.com/trial/>
- Practice Suite: <https://practicesuite.com/blog/medical-software-for-apple-mac-safari-ipad/>
- Aggregate list of “top EMR Systems 2024”: <https://www.selecthub.com/medical-software/popular-emr-ehr-software-list/>

Low-Cost/Free Options: Basic EDI converters or small-scale software solutions

Examples: [Practice Fusion](#), [Kareo](#), [Availity](#), [Waystar](#), [Red Fish](#), [PC Ace](#)

Comprehensive EDI Solutions: These products connect directly with your EHR or accounting systems, automating data transfer and submission.

Example: [Office Ally](#), [Grey Swan Software](#)