

# FREQUENTLY ASKED QUESTIONS

We often get questions surrounding EDI services, so we have provided a list of frequently asked questions that we hope you will find helpful.

**Q: HOW DO I GET STARTED?**

**A:** Complete the EDI Intake form: [apprizetechnology.com/edi](https://apprizetechnology.com/edi)  
We'll follow up with you within 2-3 business days.

**Q: HOW LONG WILL IT TAKE TO COMPLETE?**

**A:** Three to eight weeks for medical/dental/vision/flex, three to twelve weeks for life/voluntary life/disability.

**Q: IS THERE ANYTHING I CAN DO TO SPEED UP THE PROCESS?**

**A:** Yes! We highly recommend a bill reconciliation and/or enrollment audit before the process begins so any enrollment discrepancies can be resolved before we send the first test file.

**Q: DO I NEED TO CONTACT THE CARRIER?**

**A:** No, Apprize will handle all communication with the vendors.

**Q: HOW ARE DISCREPANCIES MANAGED?**

**A:** Apprize handles all carrier discrepancies and will work with our broker partners and clients to confirm any issues related to employee or dependent data.

**Q: DO I HAVE TO CONTINUE TO PROCESS ENROLLMENTS WHILE THE EDI FILE IS BEING PRODUCED?**

**A:** Yes! Please do not change your current process. Apprize will communicate when the EDI has been approved for production, so your internal process can stop.

## CAN YOU WALK ME THROUGH THE PROCESS?

### START EDI INTAKE FORM

[apprizetechnology.com/edi](https://apprizetechnology.com/edi)



#### Apprize EDI Project Management

Apprize does the heavy lifting working with carriers and testing.



#### Ongoing Maintenance

Apprize handles discrepancy reporting to save you time and money.

### HAVE MORE QUESTIONS?

Send an email any time to: [edi\\_requests@apprizetechnology.com](mailto:edi_requests@apprizetechnology.com)