Medicaid Management Information Systems

Maine Integrated Health Management Solution
Health PAS Online: File Exchange User Guide

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2.0	03/14/2014	Darcy Casey	Finalized per State acceptance email dated 03/14/2014	Final

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HIPAA Notice

This Maine Health PAS Online Portal is for the use of authorized users only. Users of the Maine Health PAS Online Portal may have access to protected and personally identifiable health data. As such, the Maine Health PAS Online Portal and its data are subject to the privacy and security regulations within the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA).

By accessing the Maine Health PAS Online Portal, all users agree to protect the privacy and security of the data contained within as required by law. Access to information on this site is only allowed for necessary business reasons, and is restricted to those persons with a valid user name and password.

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List of Figures

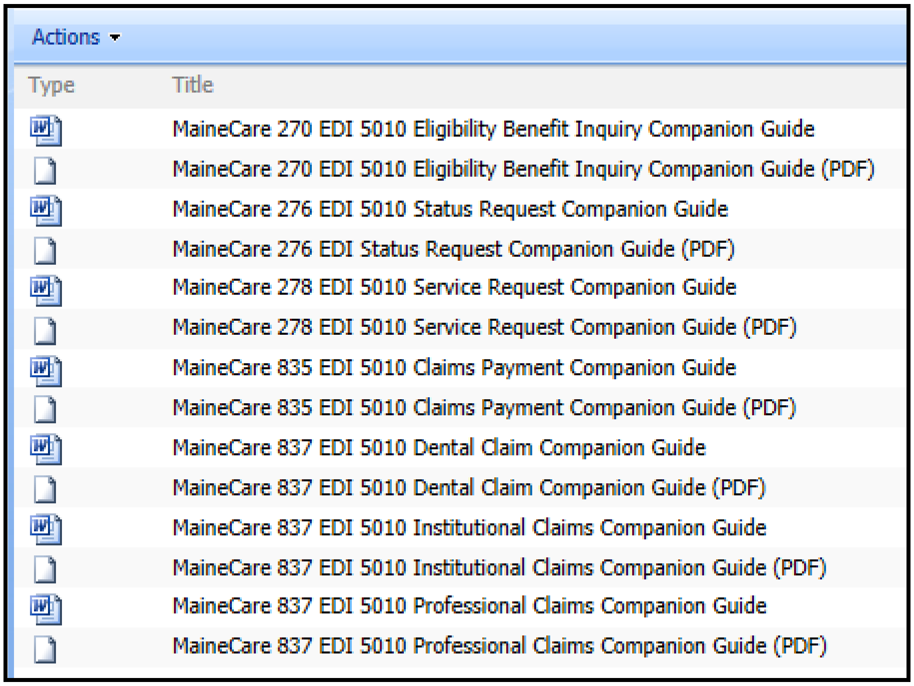
1. Introduction

The Health PAS Online Portal (online portal) enables trading partners to submit (upload) and retrieve (download) X12 HIPAA compliant files electronically with MaineCare.

Figure 1-1: EDI Companion List provides a list of the EDI Companion Guides that are available to Clearinghouses, Billing Agents, and Providers to assist in the successful execution of electronic transactions with MaineCare.

These guides may be found on the Health PAS Online provider portal page under provider manuals at the link provided:

https://mainecare.maine.gov/Claim%20Submission%20Manuals/Forms/Publication.aspx?RootFolder=%2fClaim%20Submission%20Manuals%2fEDI%205010%20Companion%20Guides&FolderCTID=&View=%7b74D47D02%2dA502%2d49C6%2d98C2%2d067207533849%7d



Actions

Type	Title
	MaineCare 270 EDI 5010 Eligibility Benefit Inquiry Companion Guide
	MaineCare 270 EDI 5010 Eligibility Benefit Inquiry Companion Guide (PDF)
	MaineCare 276 EDI 5010 Status Request Companion Guide
	MaineCare 276 EDI Status Request Companion Guide (PDF)
	MaineCare 278 EDI 5010 Service Request Companion Guide
	MaineCare 278 EDI 5010 Service Request Companion Guide (PDF)
	MaineCare 835 EDI 5010 Claims Payment Companion Guide
	MaineCare 835 EDI 5010 Claims Payment Companion Guide (PDF)
	MaineCare 837 EDI 5010 Dental Claim Companion Guide
	MaineCare 837 EDI 5010 Dental Claim Companion Guide (PDF)
	MaineCare 837 EDI 5010 Institutional Claims Companion Guide
	MaineCare 837 EDI 5010 Institutional Claims Companion Guide (PDF)
	MaineCare 837 EDI 5010 Professional Claims Companion Guide
	MaineCare 837 EDI 5010 Professional Claims Companion Guide (PDF)

Figure 1-1: EDI Companion List

2. Information You Will Need

Before you begin the File Exchange process, it will be useful to have the following information and files on hand:

- Trading Partner ID
- X12 HIPAA compliant files

NOTE: To access the File Exchange features, you must be a registered Trading Partner with the appropriate permissions for this function.

If the billing provider/user already has a Trading Partner Account but the File Exchange option is not available, contact the organization's Trading Partner Administrator to have the File Exchange permission(s) added to the user.

Detailed instructions for adding function permissions and registering as a Trading Partner are included in the Trading Partner Guides, available at the link provided:

https://mainecare.maine.gov/Trading%20Partner%20Guides/Forms/Publication.aspx

3. System Requirements

To successfully use all features of the Health PAS Online Portal, ensure that your computer system meets the following minimum requirements:

- Reliable Online connection
- Web browser- The latest version of Microsoft Internet Explorer is recommended. As versions of Internet Explorer become available it is recommended that these versions are used.
- The latest version of Adobe Acrobat Reader

4. File Exchange

To begin a **File Exchange**, or the submission or retrieval of X12 HIPAA compliant files through the portal, navigate to the File Exchange heading on the portal links list as shown in Figure 4-1: Portal Links List.

Figure 4-1: Portal Links List

4.1 X12 Upload

Any trading partner may submit test EDI transactions. Trading Partners who intend to submit EDI transactions must first be authorized by submitting three (3) successful test files of the same transaction type and version. In order to become certified for production, each test file must:

- Contain a minimum of fifteen (15) transactions within each file.
- Have no failures or rejections

Notification will be sent to the trading partner via email and will be made available on the Trading Partner Status page of Health PAS Online when testing for a particular transaction type has been completed.

Certification is granted on the basis of a transaction type and X12 version. For example, a trading partner may be certified to submit 837P version 5010 professional claims but not certified to submit 837I 5010 institutional claim files. Reference Figure 4-2 for a list of EDI types.

Once these test files have been submitted and the trading partner has been certified, the provider may commence submitting production EDI transactions. The Usage Indicator, element 15 of the Interchange Control Header (ISA) of an X12 file, indicates whether a file is test "T" or production "P".

The Electronic Data Interchange (EDI) Gateway tracks all file submissions and logs the sender ID, the transaction type, the usage indicator, the number of transactions in the file, and the success or failure of each transaction within the file.

If a trading partner attempts to upload a transaction for which they are not authorized, an immediate notification will be displayed on the upload confirmation web page and a TA1 will be generated with an error code indicating that the transaction is not authorized. A link to the EDI Testing Procedures page will be provided when this error is generated.

Electronic Data Interchange Types		
EDI Transaction Types		
Type	**Inbound**	**Outbound**
Eligibility Benefit	270	271
Claim Status	276	277
Dental, Professional & Institutional Claims	837	
Remittance Advice		835
Health Services Review (PA/Referral)	278	278
EDI Responses		
For Inbound files and available for the Trading Partner		
Technical Acknowledgement		TA1
Implementation Acknowledgement (5010)		999
Application Advice		824
Business Rejection Report		BRR

Figure 4-2: EDI Types

4.1.1 X12 Submission

Trading Partners use the X12 upload link to locate and upload X12 files to the Health PAS Online portal for processing. These files may be either **test** or **production** transactions.

To submit X12 files, follow the steps below:

1. Log into the secure online portal using the user name and password that was created when you signed your Trading Partner Agreement.
2. Select File Exchange.
3. Click on the **X12 Upload** link under the File Exchange heading as shown in Figure 4-3: X12 Upload.

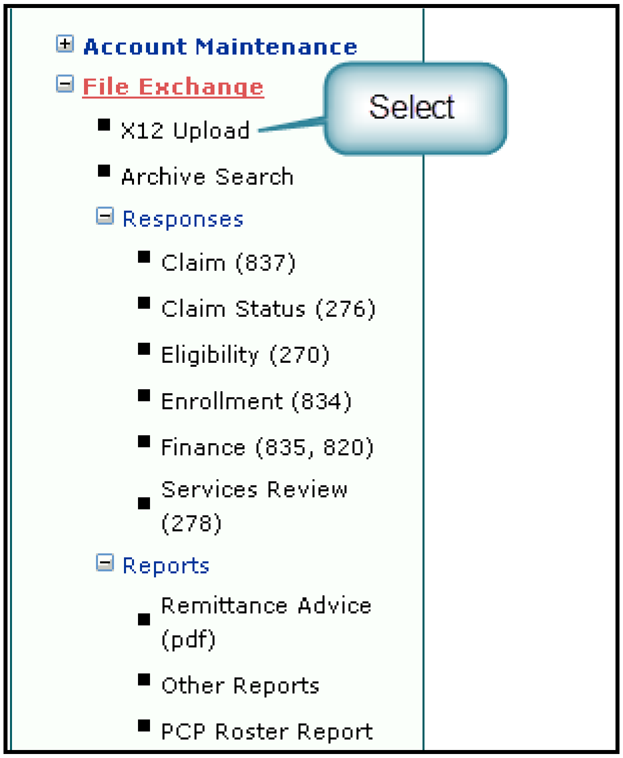


Figure 4-3: X12 Upload

4. The upload screen will appear as shown in Figure 4-4: X12 Submission.

Figure 4-4: X12 Submission

5. Click the **Select** button to locate the file on your local computer or network.
6. Confirm that you have selected the appropriate file.

7. Click the **Upload** button.
    - Any files that have been previously submitted cannot be resubmitted and will return an error message that reads, "File Upload Failed: Duplicate Interchange Control Number."
    - Every file submitted has a tracking number, also known as an Interchange Control Number (ICN), for identification.

4.1.2 X12 Confirmations

Upon submission, the confirmation page will display the following:

- An acknowledgement that the submitted transaction has been received
- Any Interchange Acknowledgement (TA1) level Acceptance or Rejection codes that have been generated (if applicable)
- A description of any codes generated (if applicable)

Figure 4-5: Successful File Upload shows an example of a successful file upload.

Figure 4-5: Successful File Upload

The Interchange Acknowledgement Acceptance and Rejection Codes are listed in Table 4-1.

Table 4-1: Interchange Acknowledgement Acceptance and Rejection Codes

Code	Description
000	No error
001	The Interchange Control Number in the header and trailer do not match. The value from the header is used in the acknowledgment.
002	This standard as noted in the Control Standards Identifier is not supported.
003	This version of the controls is not supported.
005	Invalid Interchange ID Qualifier for sender
006	Invalid Interchange Sender ID
008	Invalid Interchange Receiver ID
009	Unknown Interchange Receiver ID
012	Invalid Security Information Qualifier Value
013	Invalid Security Information Value

Code	**Description**
018	Invalid Interchange Control Number Value
019	Invalid Acknowledgment Requested Value
020	Invalid Test Indicator Value
021	Invalid Number of Included Groups Value
023	Improper (Premature) End of File (Transmission)
025	Duplicate Interchange Control Number

4.2 Archive Search

The Archive Search provides a method to search for, display, and retrieve responses to inbound X12 transactions, reports, and outbound-only X12 files such as 835s directly from the EDI Transaction Archive.

Transactions will be stored and made available in online archives for one year. Transactions will be stored in offline archives for five years. Requests can be made for offline storage items via the EDI help desk at 1-866-690-5585, option 3, or via email at mainecaresupport@molinahealthcare.com. The EDI help desk will furnish offline storage items upon request by posting the items to a secured document library.

NOTE: *For more information, the History Archive Data document is available at Health PAS Online>Provider Tab>Provider Manuals>Billing Instructions>Data Retention Information at the link provided:*

https://mainecare.maine.gov/Billing%20Instructions/Forms/Publication.aspx

To search the online archive for transactions:

1. Click on the **Archive Search** link under the File Exchange heading as shown in Figure 4-6: Archive Search.

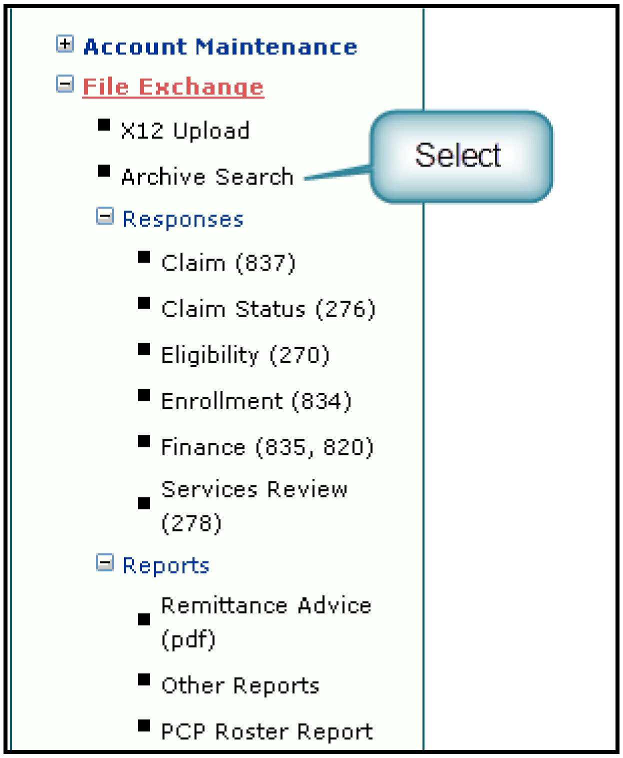


Figure 4-6: Archive Search

2. The Archive Search screen will display, as shown in Figure 4-7: Archive Search Screen.

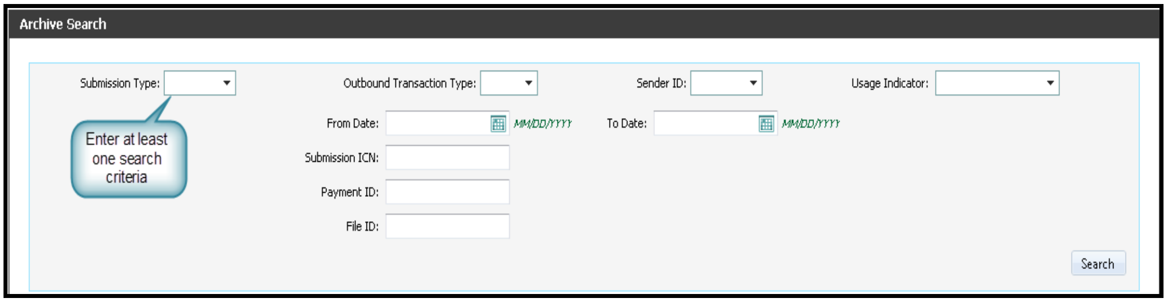


Figure 4-7: Archive Search Screen

3. Select or enter your search criteria in one or more fields. The search is limited to a three-month window to reduce the impact on various systems. The date range will not be pre-populated.

   For assistance filling in the searchable fields, use Table 4-2: Searchable Fields.

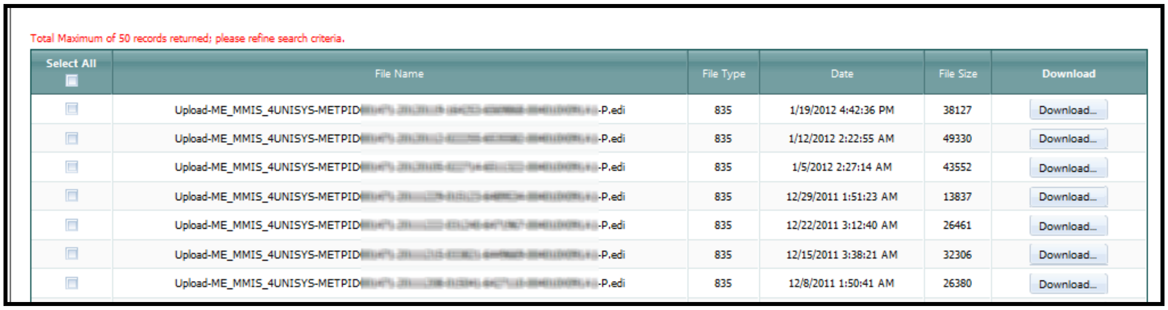
NOTE: *If only a Submission ICN is entered, the search will produce all existing transactions, within the archive, for the specific ID entered.*

Table 4-2: Searchable Fields

Field Name	Field Description
Submission Type	This field is for "Inbound" submission types, and will display the following options: • 837 • 270 • 276 • 278
Outbound Transaction Type	This field is for "Outbound" transaction types, and will display the following options: • TA1 • 999 • 824 • BRR • 271 • 277 • 278 • 835
Sender ID	This is a drop-down menu: • Molina

Field Name	**Field Description**
Usage Indicator	This field offers the following options: • Production • Test
From Date/To Date	Enter the beginning and ending dates of the period in which the service was provided. Dates must be entered in MM/DD/CCYY format. For example, February 14th, 2008 would be entered as "02/14/2008"
Submission Interchange Control Number (ICN)	Applies to "Inbound" submission types only Nine digits, numeric
Payment ID	Check number or EFT Authorization Code for 835s
File ID	Unique numeric system-assigned ID given to all inbound and outbound transactions including X12 and reports. This ID can be used by the helpdesk to locate the file.

4. The results of the archive search are displayed in spreadsheet view from the newest to the oldest as shown in Figure 4-8: Archive Search Results.



Total Maximum of 50 records returned; please refine search criteria.

Select All	File Name	File Type	Date	File Size	Download
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	1/19/2012 4:42:36 PM	38127	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	1/12/2012 2:22:55 AM	49330	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	1/5/2012 2:27:14 AM	43552	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	12/29/2011 1:51:23 AM	13837	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	12/22/2011 3:12:40 AM	26461	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	12/15/2011 3:38:21 AM	32306	Download...
	Upload-ME_MMIS_4UNISYS-METPID[redacted]-P.edi	835	12/8/2011 1:50:41 AM	26380	Download...

Figure 4-8: Archive Search Results

5. Select the check boxes in the search results display for each file you would like to download.

   Selecting the **Download** button initiates transfer of a single ZIP file containing the file(s) selected. The user may also download multiple zipped files.

4.3 Responses

The response menu offers the following options: **Claim (837)**, **Claim Status (276)**, **Eligibility (270)**, **Enrollment (834)**, **Finance (835, 820)**, and **Services Review (278)**, as shown in Figure 4-9: EDI Responses.

NOTE: *The Finance 820 and Enrollment 834 options are visible options under the Responses, but are not functional for Maine at this time and will yield no results.*

Each link pulls up a table of responses to EDI submissions of that type.

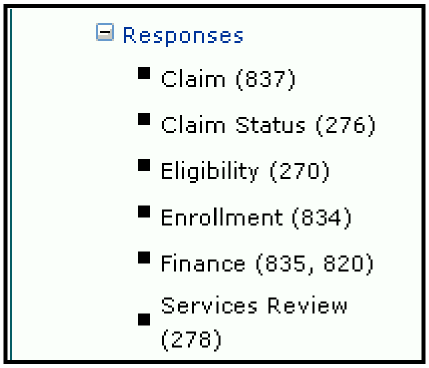


Figure 4-9: EDI Responses

The example shown in Figure 4-10: Example of Response Results illustrates the result of clicking on the **Claim (837)** link, which returns twenty of the newest claim submissions. To navigate the table, use the directions below:

1. Clicking on any column header will sort the lines according to the values in that column.
2. To download all the results at once, click the **Download All** button.
3. To view or download any individual claim, click the transaction number link, as shown in Figure 4-10: Example of Response Results.

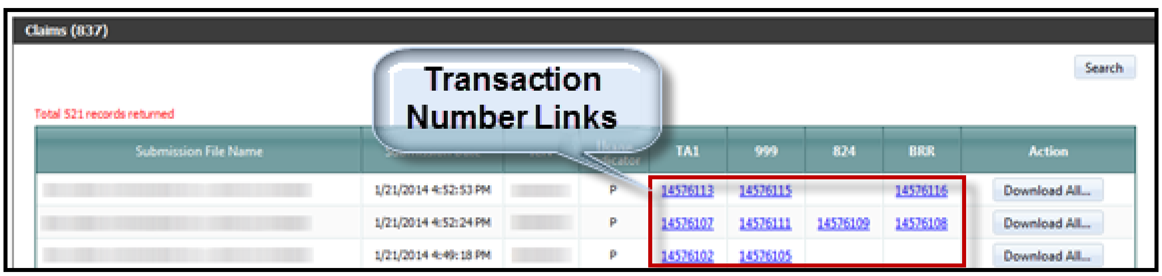


Figure 4-10: Example of Response Results

NOTE: The Claim Responses received will describe the type of errors found within that file.

- TA1 – Indicates whether the file is a duplicate, if the Trading Partner does not match, etc.
- 999 (5010) – Indicates whether the submission syntax, format, etc. are correct.
- 824 – Validates the business rules that are applicable for the State of Maine, like member validation, etc.
- BRR – Business Rules Rejection is the 824 in plain language form. See Figure 4-11: BRR Report.

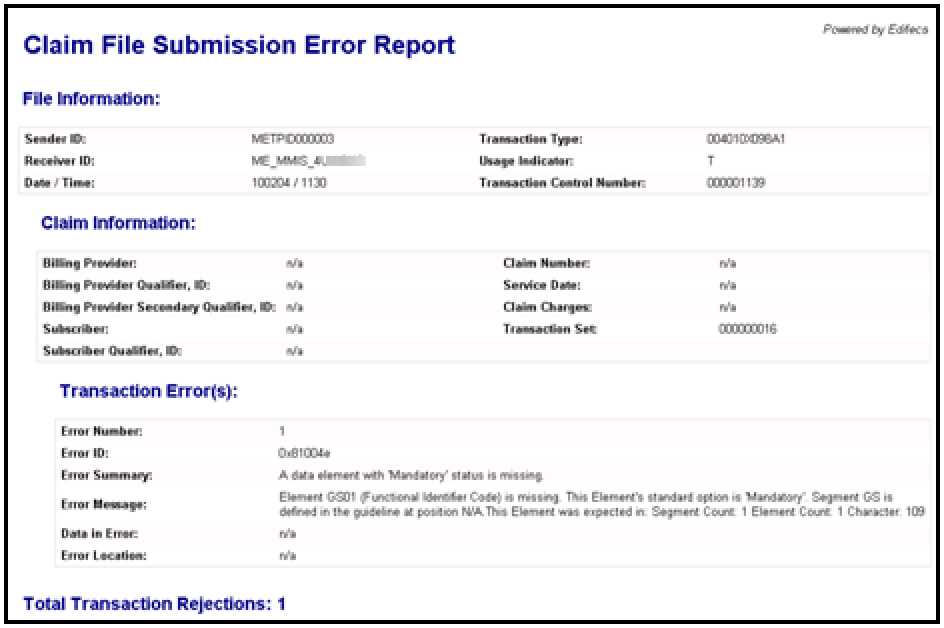


Figure 4-11: BRR Report

4. To search for a specific transaction, click the **Search** button shown in Figure 4-12. Enter at least one criterion to conduct a search. More fields may be added to refine your search.

   The **From Date, To Date, ICN, and Usage Indicator** are the fields offered for the Claims (837) search.

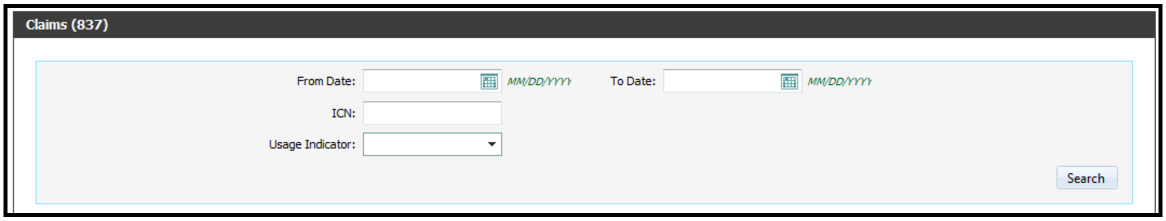


Figure 4-12 Search for Transactions

4.4 Reports

Remittance Advice (RA) reports are MaineCare's legible version of X12 835 outputs for claim payments and are available in PDF format on the online portal, if the option to receive a PDF copy of the paper RA was elected. To manage RA preferences, users with the appropriate permissions must navigate to Account Maintenance> Provider Associations and navigate to the option as shown in Figure 4-13: Edit RA Options. Detailed instructions regarding editing the RA options are displayed after selecting Edit RA.

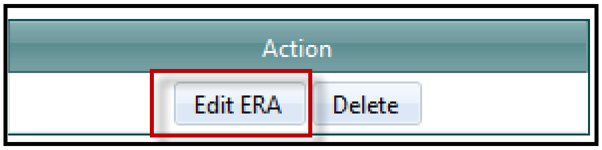


Figure 4-13: Edit RA Options

The PDF RA, if elected, is available under Reports, as shown in Figure 4-14: Navigating to the RA. Figure 4-15: Remittance Advice provides an example of an RA search.

Any other reports presented may be found under **Other Reports**.

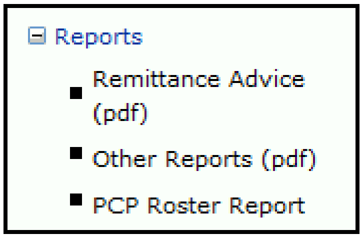
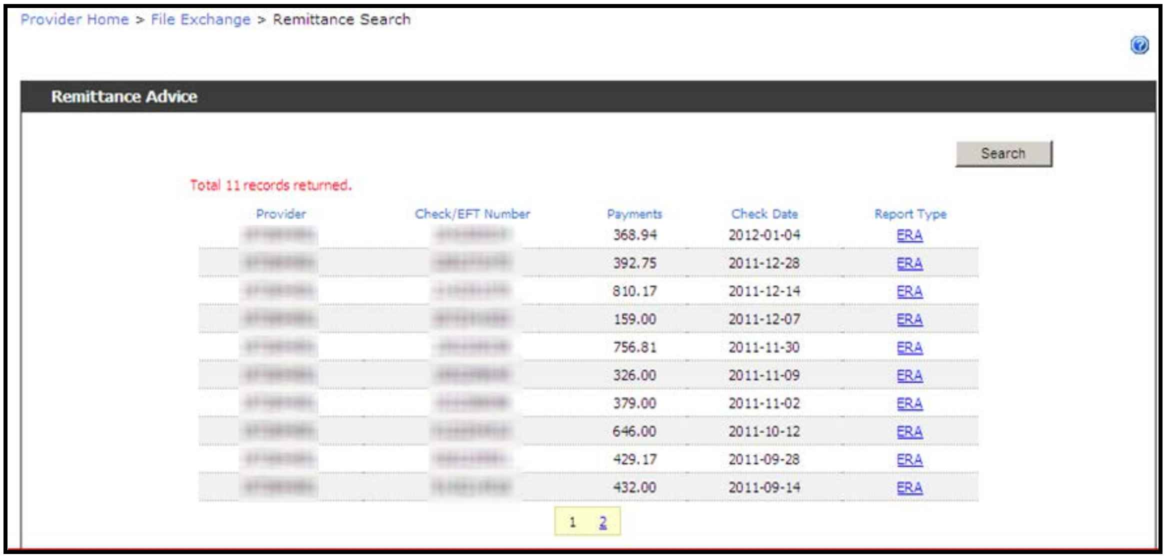


Figure 4-14: Navigating to the RA



Provider	Check/EFT Number	Payments	Check Date	Report Type
[illegible]	[illegible]	368.94	2012-01-04	ERA
[illegible]	[illegible]	392.75	2011-12-28	ERA
[illegible]	[illegible]	810.17	2011-12-14	ERA
[illegible]	[illegible]	159.00	2011-12-07	ERA
[illegible]	[illegible]	756.81	2011-11-30	ERA
[illegible]	[illegible]	326.00	2011-11-09	ERA
[illegible]	[illegible]	379.00	2011-11-02	ERA
[illegible]	[illegible]	646.00	2011-10-12	ERA
[illegible]	[illegible]	429.17	2011-09-28	ERA
[illegible]	[illegible]	432.00	2011-09-14	ERA

Figure 4-15 Remittance Advice