MICHIGAN DEPARTMENT OF COMMUNITY HEALTH

ELECTRONIC SUBMISSION MANUAL

March 2013

Submitting Claims Electronically to the
State of Michigan (SOM)
Data Exchange Gateway (DEG)

&

Electronic Funds Transfer (EFT)

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Section 1 – INTRODUCTION

This Electronic Submission Manual describes how to submit data electronically to the Michigan Department of Community Health (MDCH). This manual will explain how to communicate with MDCH via the Data Exchange Gateway (DEG) through an Internet connection.

This manual will help all billing agents in the submission of electronic files. If you do not have a billing agent ID, please contact Tory Doney at DoneyT@michigan.gov.

There are several advantages to submitting claims and other data electronically:
- Electronic data reduces the need to re-type information;
- Electronic data eliminates the amount of errors;
- Electronic claims can be processed and paid much more quickly;
- Electronic claims can be posted more easily; and
- Electronic claims can be used for additional services, such as claim status information.

This manual will explain the necessary information for the actual transmission and receipt of electronic information. Only billing agents will be able to send and retrieve information to MDCH.

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Section 2 – ELECTRONIC BILLING RESOURCES

Many of the MDCH resources for electronic billing can be found at the MDCH website. Please make sure to review the resources available at this website before contacting BCCCP/WW/MCRCEDP directly.

EDI website: www.michigan.gov/tradingpartners

Resources that will be available at the MDCH website are:
- 837 B2B Testing Instructions
- Electronic Updates
- Companion Guides
- 835 Instructions
- 835 Change Request Form
- Approved Billing Agents Listing

Section 3 – EFT RESOURCES

Provider website: http://www.michigan.gov/mdch/0,1607,7-132-2945_42542_42543_42546-104293--,00.html

Resources that will be available at the MDCH website are:
- New Enrollment Webinar
- User Guide
- Quick Reference Guide
- Listing of Billing Agents currently enrolled

Provider Enrollment is no longer accepting any new provider paper applications (DCH-1625). Beginning March 31, 2008 all new providers will need to complete an enrollment through the online application.

All new providers must have their SSN or EIN/TIN enrolled with Vendor Registration prior to enrolling within the PE subsystem. To register your SSN or EIN/TIN visit **http://www.mi.gov/cpexpress**.

<u>Electronic Funds Transfer (EFT)</u>

Access the Internet and log onto the Contract & Payment Express (C&PE) Web site at
http://www.mi.gov/cpexpress.

1. Follow the C&PE steps to request a password. The password will be mailed to you via U.S. mail.
2. When you receive your password, access the C&PE website again and follow the steps to sign up to receive payments via EFT.
3. Take the Web site EFT authorization form that you completed and printed to your bank for verification and a signature. Then sign and mail the form to the address on the form.
4. Within two or three weeks after the form is mailed, you should start to receive payments via EFT.

If you have questions regarding this process, contact Vendor Payee Help Desk 888-734-9749.

WHY YOU SHOULD TAKE ADVANTAGE OF BEING PAID ELECTRONICALLY

There are many advantages associated with choosing to receive payments via Electronic Funds Transfer (EFT). With the use of EFT, BCCCP/WW/MCRCEDP will send payments directly to a provider's financial institution whether claims are filed electronically or on paper. All BCCCP/WW/MCRCEDP providers may apply for EFT.

First and foremost, the BCCCP/WW/MCRCEDP reimbursement paid to a provider is available in the provider's account the day after BCCCP/WW/MCRCEDP transmits an EFT to the bank. Paper checks must first be mailed, manually processed in the provider's business office, deposited, and then cleared by the bank.

THIS MEANS AN EFT PAYMENT WILL TYPICALLY BE AVAILABLE TO YOU ONE WEEK SOONER THAN PAPER FUNDS.

Other advantages to EFT:
- Reduction in the amount of paper in the office
- Valuable time savings for staff (the hassle associated with going to the bank to deposit a check no longer exists)
- Elimination of the risk of paper checks being lost or stolen in the mail
- Easier reconciliation of payments with bank statements
- Satisfaction associated with making a 'Go Green' decision

All other inquiries (claim status) should be directed to the Michigan BCCCP/WW/MCRCEDP:
Phone: 866-930-6324
Fax: 517-335-8752
Email: DoneyT@michigan.gov
Website: www.michigancancer.org/bcccp

Section 4 – SOFTWARE AND PROGRAMMING

Michigan BCCCP/WW/MCRCEDP does not provide software to billing agents for electronic claims submissions. All billing agents must have a way to create or produce electronic files to submit to Michigan BCCCP/WW/MCRCEDP.

Section 5 – DATA EXCHANGE GATEWAY (DEG)

MDCH has established a communications connection for the DEG. The connection, referred to as the Internet connection, is a Secure Sockets Layer connection. This connection is independent of the platform used to transmit data.

Billing agents will use the DEG to submit and retrieve files electronically with MDCH. Every billing agent receives a "mailbox", which is where their files are stored and maintained. You can access this mailbox to send and retrieve files through an Internet connection.

Section 6 – INTERNET CONNECTION

The Internet connection is the best PC setup to get the most reliable and fastest performance with DEG https Secure Internet File Transfer. Https provides for secure file transfer over the Internet. Https uses your Internet browser and provides secure connections.

PC Setup

1. You must have an Internet Browser installed on your PC. If you use Microsoft Internet Explorer, you must use version 5 or higher. You may use other web browsers as well. If you are not sure you have a browser installed, check with your PC technical support person. Internet Explorer 5 or later is included free on most Windows PCs.

2. **Note** that if you a different web browser, some screens you see may be quite different than the screens you see in this documentation, which is based on Internet Explorer version 6.

3. Make sure you have a reliable Internet Service Provider (ISP) for your PC's Internet connection.

4. For the most reliable and fastest transfers, use a high-speed internet connection from your PC. This is a LAN, T1, DSL, or Cable connection to the internet. If your company already has such a connection, we strongly advise you to use it--almost always there's no added charge because this kind of connection has a flat monthly fee. If your PC has been dialing a phone number directly at the State, this high-speed connection has not been an option you could use. With https, you can use a high-speed connection if you have it. If you have no high-speed internet connection, getting one greatly speeds up all internet operations.

5. If you use a dial-up connection to the internet, we suggest that you use a 56K bps modem.

6. If you are using a dial-up connection, the version of Windows you are using will have an important effect on reliability. The Internet dial-up code included with Windows has made big improvements in later versions of Windows. For a dialup SSL FTP connection, the best version of Windows to use is Windows XP (or later). Windows 98 is preferred over Windows 95. Windows 95 is not acceptable unless a patch is downloaded.

7. We strongly recommend that you set your PC's screen to show a resolution of 800 x 600 pixels for readability. If you have a lower resolution (normally 640 x 480 pixels), you may have to scroll the screen horizontally; if you have a higher resolution (typically 1024 x 768 pixels) you will have some unused borders in a full-screen window.

8. Whether you use a dial-up or high-speed connections, for best performance, do not use an ancient PC. *However*, almost any PC is acceptable as long as it has a Pentium class processor or higher.

9. We ask that you limit the use of HTTPS to file smaller than 20 Million Bytes. We have another product coming that will move the larger files utilizing a different form of SSL.

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Logging onto the MDCH Internet Connection

1. Log into: **https://dxgweb.state.mi.us**

2. In the first box, "Enter your login ID", you will enter you billing agent ID, such as DCH00XX, where the XX is your unique number assigned by MDCH.

3. In the second box, "Enter your password", you will enter your password. Then click on the "Logon" button. After the first time you logon, it is suggested that you change your password to any unique combination or number or letters. Please make sure you save this new password and remember it because MDCH does not keep record of this password and will not be able to retrieve it.

Uploading Files to the DEG

1. To start the Uploading process, click on **Upload**.
   The screen below will then appear.

- ▪ **Mailbox** will be DCHEDI for all BCCCP/WW/MCRCEDP files that you are uploading to MDCH.

- ▪ **Application ID** is the MDCH File Name of the file that you are submitting (5495 for BCCCP, WISEWOMAN or MCRCEDP).

- ▪ **Transfer Mode** is normally set to text for most files submitted.

- ▪ **File** is the file that you are submitting to MDCH through the DEG. You will need to click on the **Browse** button to attach the file that is saved on your PC.

1. When completed click on **Upload** to submit the file

2. Once the upload has completed the following message will appear across the bottom of the upload screen.

Message 20110211122138op8366 successfully uploaded
from DCH00xx to DCHEDI

NOTE: This is **not** your 997 Acknowledgement file. If you are submitting a file to MDCH and would like to verify your 997, you will have to go to **Available Msgs** to verify that your 997 acknowledgement file is accepted for the file that you sent. The Application ID or Filename of your 997 is the same Application ID of the file you sent.

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Downloading Files from the DEG

Downloading files allows billing agents to download files from their "mailbox". These files can be the 997 Acknowledgement file or the agency's 835 RA. Your available messages to download are displayed on the screen when you log on.

Once a file is downloaded it will no longer appear on this page, you will need to click on **Downloaded Msgs** to view and/or re-download previously downloaded files.

✕	This icon is for canceling files. You may cancel files you sent, located in the **Uploaded Msgs** area, or files sent to you in the **Available Msgs** area
🖥	This download icon is used if you are authorized to receive your data in a zip format. If so, you also need an unzip program on your PC and you are solely responsible for its proper use.
IO	This download icon is used if you need to receive your data in a binary format.
📖	This is the most commonly used download icon. It is used for just about any data file.

1. Click on the download icon you're authorized to use for the file you want to download. The screen below will then appear. At this time make sure you choose "Save" and point the browser to the location on your PC's hard disk where you want to save the file you are downloading.

2. When the download is complete you may open the file or choose to close the file and open the file later. The file may save in an unrecognizable format. You may have to manually choose to open the file in Notepad, WordPad, Microsoft Word, etc. Please check with your IT department for more information on this process.

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Section 7 – DIAL-UP CONNECTION

The dial-up connection is a two-part process which involves establishing a connection through the dial-up, and then establishing a connection with a file transfer protocol (FTP).

Hardware, Software and Connection Requirements

Transmitting Computer: Any

Modem: Up to 56 kilobytes per second

Software: Both dial-up and FTP required once a connection is
                              made into the DEG.

Dial-Up Number: 517-373-6181

TCP/IP address: 204.23.253.97

Dial-Up Specifications

The following instructions are provided as an example of how to establish a connection using Microsoft Windows software on a personal computer (PC). Since the dial-up connection does not depend on a particular platform or software, all of the possible methods of connecting cannot be addressed here. Figures are shown with applicable to help with the connection process. These instructions will only need to be done the first time to set up the connection. Once it is set up, you can go to the MDCH link that you are creating to log-in.

Setting up the MDCH Dial-Up Connection

1.   Double-click the "My Computer" icon on the computer desktop.

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2. Double-click the "Dial-Up Networking" icon in the "My Computer" configuration window

.

3. Double-click the "Make a New Connection" icon. The Make New Connection window appears. See figure below

.
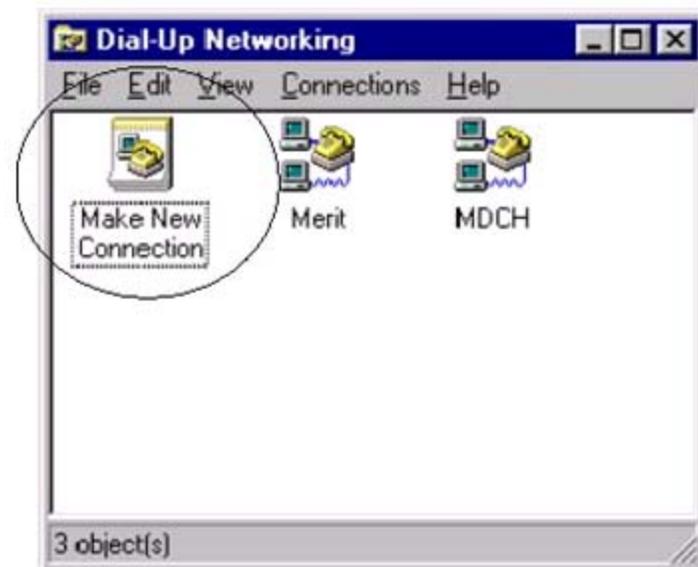
4.   Enter **MDCH** in the first window and then select a modem or accept "Standard Modem". Click "Next" when finished.

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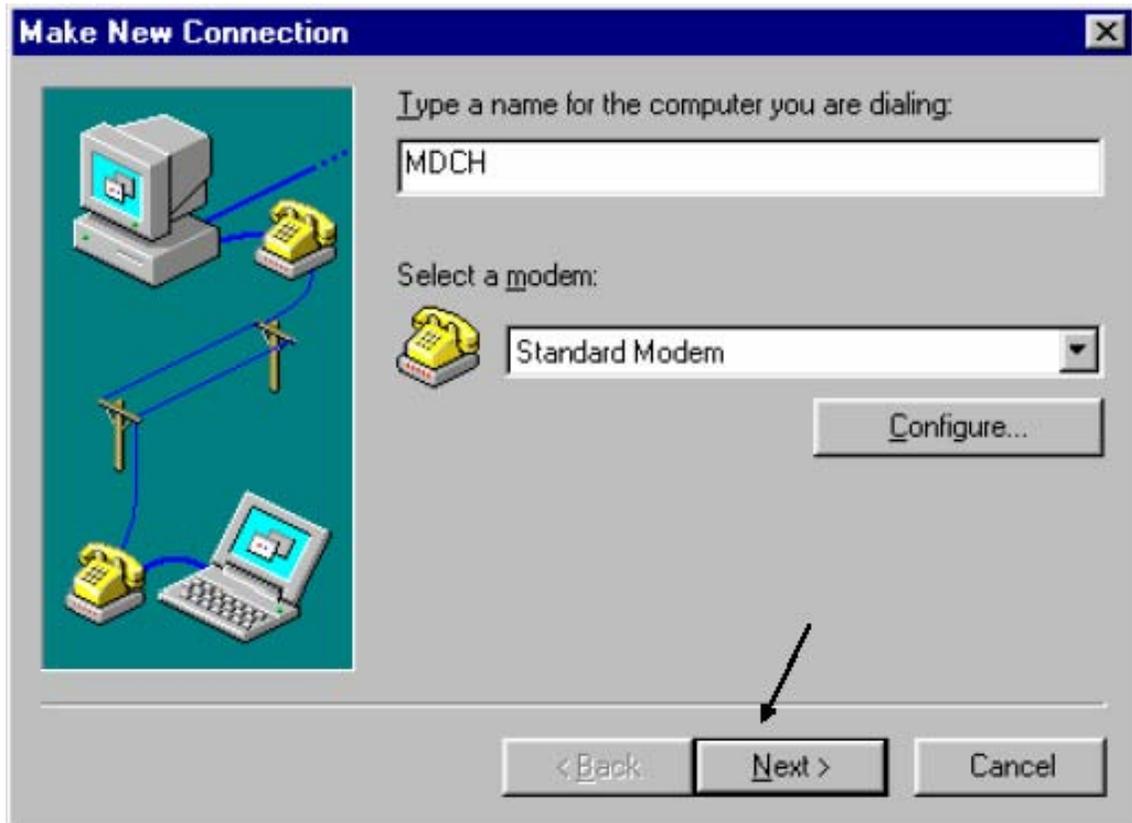
5.   In the "Make New Connection" window, enter the area code **517** and telephone number **373-6181** in the appropriate fields; then enter **United States of America (1)** as the country code. Click "Next" when finished.

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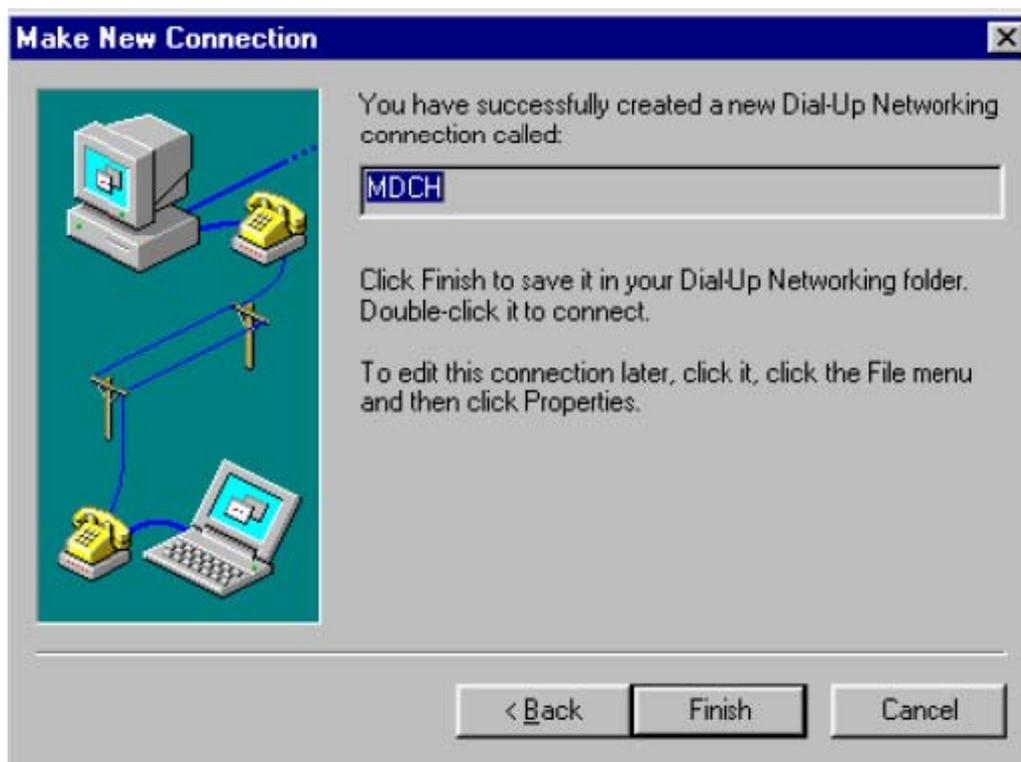
6. Click "Finish". A new connection is established. The "Make New Connection" window automatically closes, and the connection appears in the "My Computer" window.
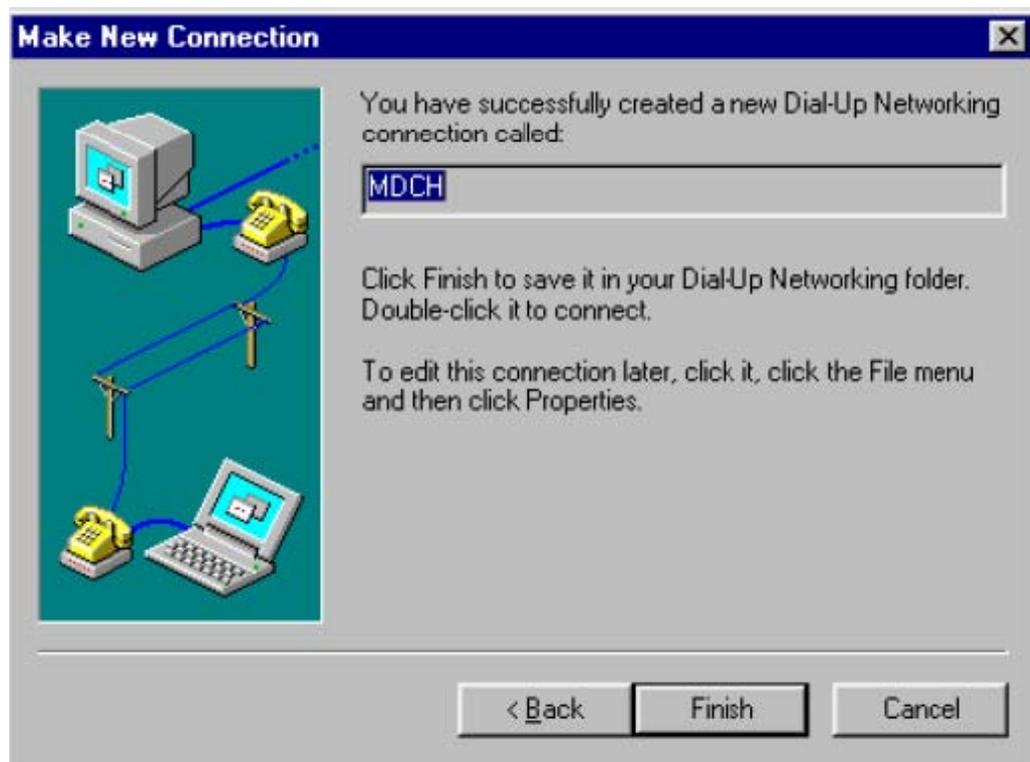
7. Return to the "Dial-Up Networking" window.

8. Select the MDCH icon just created by clicking on it once to select it.

9. Click "File" from the menu bar; then select "Properties" from the drop-down list.

10.   When the "MDCH" window appears, verify that the information is correct; then click the "Server Types" tab.
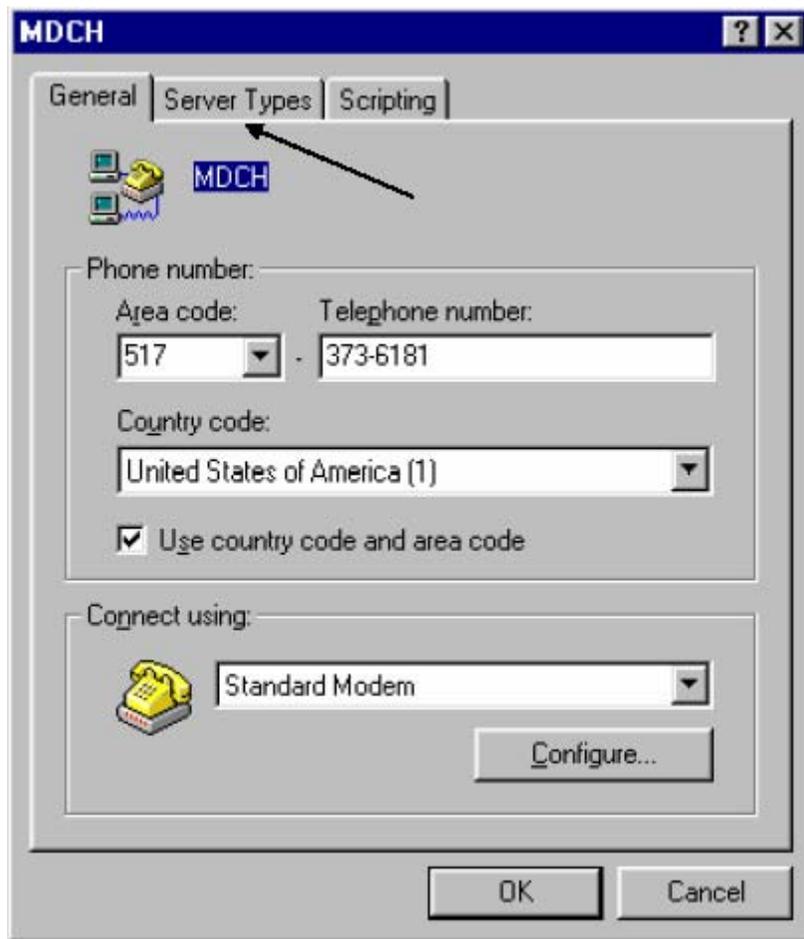
11.   Select, "Type of Dial-Up Server" as "PPP: Windows 95, Windows NT 3.5, Internet". Then check the box next to "Enable software compression" by clicking in it once. Also check the "TCP/IP" box. Then click on the "TCP/IP Settings…" button.

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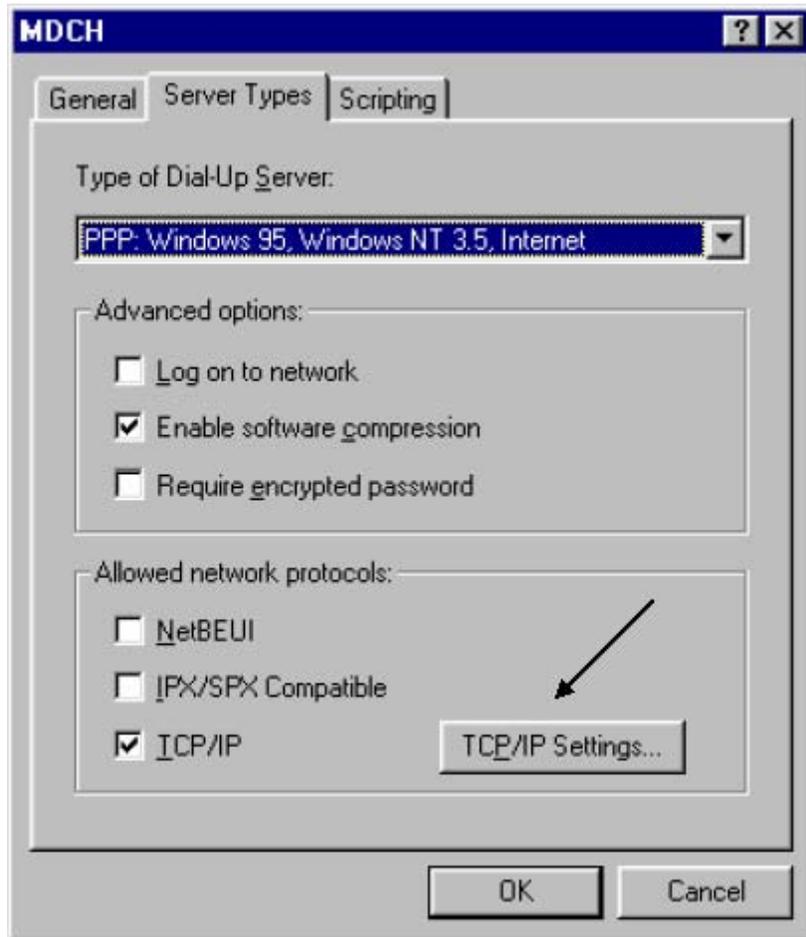
12.   Modify the window on the computer to look like the window in the figure below, and then click "OK".
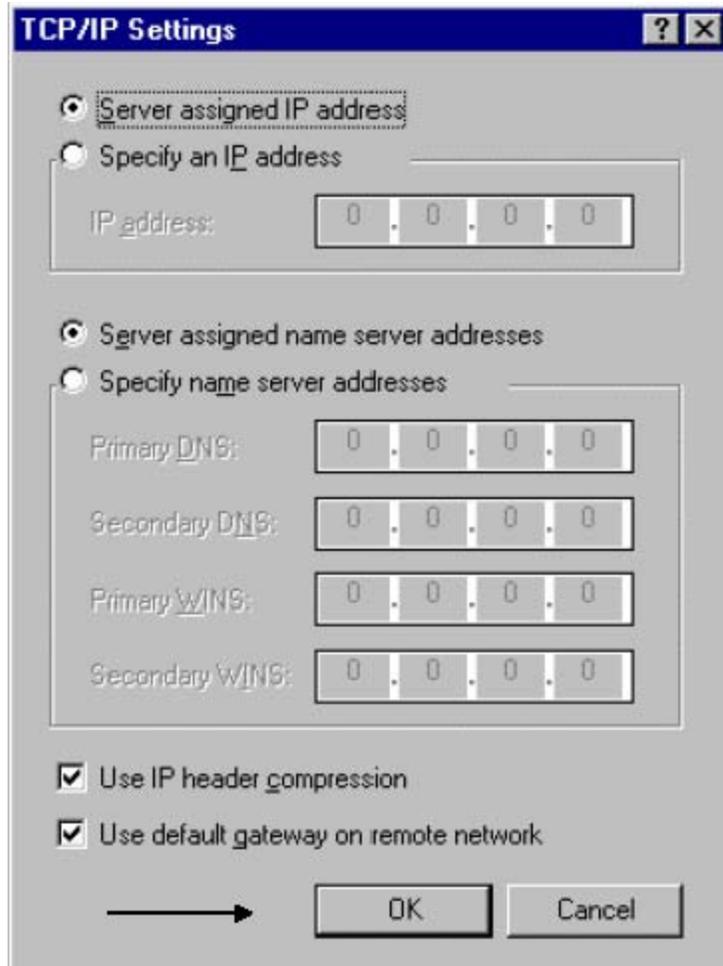
13.   Click "OK" again to close the MDCH window. The dial-up connection is now ready.

Logging onto the MDCH Dial-Up Connection

1.   Go to the Start Menu, and select Programs, Accessories, and Dial-Up Networking.
2.   Double-click the MDCH icon.
3.   The "Connect To" window appears.
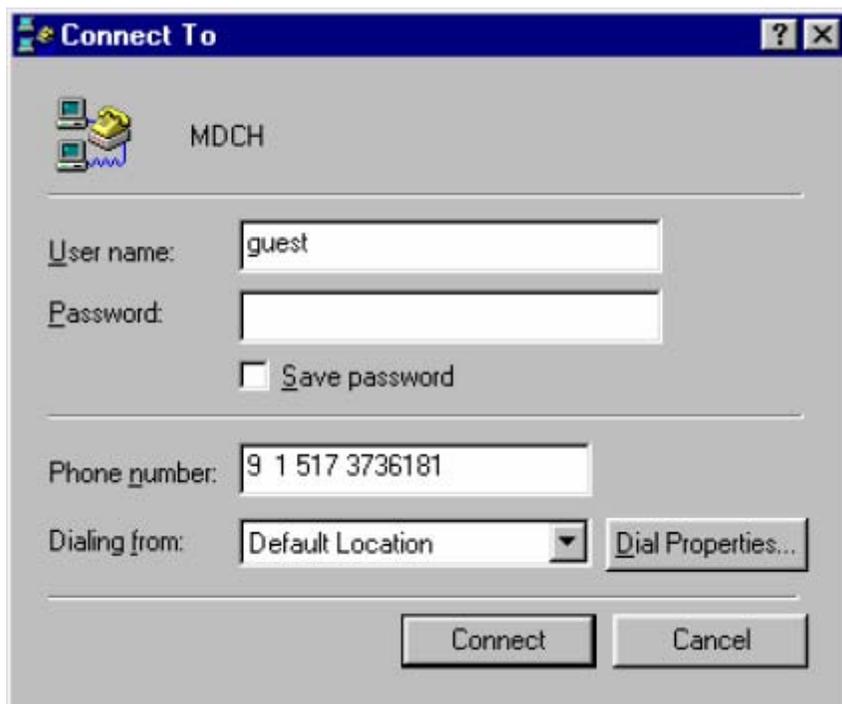
4.   Enter the user name <u>and</u> password of **guest**. This user name and password will establish that a connection has been made. Other user names and passwords are used for testing and production.

5.   Verify that the correct telephone number appears in the correct field.

6.   Click "Connect".

7.   Once the connection is established (the sounds of dialing and connection will be heard), the dial-up connection window minimizes itself.

8.   Close the "Dial-Up Networking" window. You have now established a connection through the dial up.

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FTP Specifications

The following example is based on the software that comes with Windows XP.
It is similar to the DOS commands used by other operating systems. Other Windows-based FTP software is available.

1.   To start an FTP session, click the Start Menu in the lower left corner of the computer screen.

2.   Click "Run" from the Start Menu.

3.   Enter ftp 204.23.253.97 in the open field; then click "OK".

4.   Once the ftp software starts, a DOS window will appear.   The DEG asks you for a user ID. Enter you billing agent ID as DCH00XX, where XX represents the unique billing agent ID. Press the Enter key.

5.   When prompted for a password, enter the password given for your billing agent ID, and press Enter.

6.   Once the DEG responds, choose a command that allows you to transmit or download files.

7.   To end the FTP session, type **bye**.

8.   To end the dial-up session, click the minimized "Dial-Up Networking" icon at the bottom of the screen. Click "Disconnect".

FTP Commands

Command	Description	Example
cd	Change Directory	**cd<space><directory name>** For example, type **cd dchbull** to view files you sent to the DEG; type **cd dch00XX** to return to your user ID number.
dir	Show directory of files waiting	**dir**
put	Move a file to the DEG	**put<space><file location><space> <application ID>@<destination ID>** For example, to submit an 837 test file from your C:/ drive, **put c:/filename 5475T@DCHEDI**
get	Receive a file from the DEG	**get<space><application ID><space><file location>** For example, to retrieve an 835 file to your C:/ drive, **get 4987 c:/filename**
del	Delete a file from the DEG	**del<space><application ID>** For example, to delete an 837 file, **del 5475** (This will delete all files of this number!)
quit	End the FTP session	**quit**
help	Shows a list of commands	**help**
bye	Ends session	**bye**

File Naming Standards: Any file name that ends with a "T" will not be delivered to the production environment. A "T" designates a testing file.

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Section 8 – 997 Acknowledgement File

NOTE: **997** is the Acknowledgement file for **5010**

The 997 Acknowledgement file is a document that billing agents can use to verify that the files submitted made it to MDCH. MDCH requests that all billing agents save all Acknowledgement files until claims appear on a Remittance Advice (RA). This will show proof of receipt that the files were submitted to MDCH.

Below is an example of an Accepted 997, please note that certain areas are marked out due to HIPAA regulations.

```
ISA*00* *00*    *ZZ*XXXX   *27*00953  *051228*0441*U*00401*000418330*0*P*:~
GS*FA*XXXX*00953*20051228*044130*183300001*X*005010~
ST*999*0001*005010X231~
AK1*HC*000000001*005010X222~
AK2*837*000000001*005010X222~
IK5*A~
AK9*A*1*1*1~
SE*12*0001~
GE*1*183300001~
IEA*1*000418330~
```

Below is an example of an Accepted 997 with 2 non-fatal errors and was accepted for further processing. Each error is identified in the IK4 segments.

Please refer to the Implementation Guides for more information.

```
ISA*00* *00*    *ZZ*XXXX   *27*00953 *051005*1351*U*00401*000421860*0*P*:~
GS*FA*XXXX*00953*20051005*135149*218600001*X*005010~
ST*999*0001*005010X231~
AK1*HC*000000001*005010X222~
AK2*837*000000001*005010X222~
IK3*CLM*120**8~
IK4*2*782*I12 92.511~
IK5*E~
AK9*A*1*1*1~
SE*20*0001~
GE*1*218600001~
IEA*1*000421860~
```

From the example above, the IK3 segment verifies the segment (CLM), Position of segment within Transaction Set (120) and Segment Has Data Element Errors Qualifier (8).

The IK4 segment gives you the Data Element Position within the Segment (2), the X12 Data Dictionary Reference ID (782), Segment has Data Element Errors (I12), and a Copy of Data Element in Error (92.511)

Section 9 – APPLICATION ID/FILENAME

Application ID FileName	Transaction ID	Transaction Information
5469	835	Payment and RA (v. 5010) from BCCCP
5495	837I / 837P	BCCCP, WISEWOMAN and MCRCEDP Claims (v. 5010)

You will need the Application ID or FileName for files that are submitted through the DEG to MDCH, or to recognize files that MDCH submits to your billing agent "mailbox".

If you submit a file that is not listed above, please contact DoneyT@michigan.gov for more information.

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