

**MICHIGAN DEPARTMENT OF
COMMUNITY HEALTH**

**ELECTRONIC SUBMISSION
MANUAL**

March 1, 2006

Submitting Claims Electronically to the
Data Exchange Gateway (DEG)

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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 a dial-up connection and Internet connection.

This manual replaces the MDCH Electronic Submission Manual issued October 4, 2002 and the DEG Web User Guide.

Any entity that submits claims electronically to Michigan Medicaid is considered a billing agent for Michigan Medicaid. Billing agents can be software companies, providers, clearing houses, etc.

This manual will help all Medicaid billing agents in the submission of electronic files. If you do not have a billing agent ID, please review the Resources section of the manual.

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.

Section 2 – 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 Medicaid directly. Resources that will be available at the MDCH website, including this Electronic Submission Manual, are:

- 837 B2B Testing Instructions
- Electronic Updates
- Companion Guides
- 835 Instructions
- 835 Request Form
- Approved Billing Agents Listing

EDI Services –

Michigan Medicaid EDI Department will handle all electronic questions related to the 835 and DEG problems.

Website: www.michigan.gov/mdch >> Providers >> Information for Medicaid Providers >> Electronic Billing

Email: AutomatedBilling@michigan.gov

Provider Inquiry Unit –

The Provider Inquiry Unit will handle all billing questions related to paper claims and the 837.

Website: www.michigan.gov/mdch >> Providers >> Information for Medicaid Providers >> Provider Updates

Provider Inquiry Line: 1-800-292-2550

Email: ProviderSupport@michigan.gov

Section 3 – SOFTWARE AND PROGRAMMING

Michigan Medicaid 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 Medicaid.

MDCH does have a posted “Approved Billing Agents” list at the Electronic Billing website. This will provide a list of billing agents that have completed the testing process and are in production status with other providers. It will also give contact information and status of billing agents that are willing to accept new providers. MDCH does not promote any one billing agent over another.

Section 4 – BILLING AGENT ID REQUEST

The Billing Agent ID Request form example is below. Make sure to follow all instructions prior to submitting the request. This request form can be found at the Electronic Billing web page.

 STATE OF MICHIGAN DEPARTMENT OF COMMUNITY HEALTH LANSING	
JENNIFER M. GRANHOLM <small>GOVERNOR</small>	JANET OLSZEWSKI <small>DIRECTOR</small>
BILLING AGENT ID REQUEST FORM	
<p>Michigan Medicaid welcomes all new billing agents to submit claims electronically for Medicaid providers. To become a Billing Agent, you must submit claims directly to Michigan Medicaid and not to another billing agent or clearinghouse.</p>	
<p>In order to receive a Billing Agent ID, you will need to fill out the questions on this request form and fax it to Michigan Medicaid at (517) 335-5570. It may take 5-10 business days before your request is granted. If your request is granted, you will then receive a confirmation back at the fax number given in number 14 below. The fax back will include instructions and your Billing Agent ID and password.</p>	
<p>If you have any questions or it has been 10 business days and you haven't received a fax back response, please email AutomatedBilling@michigan.gov.</p>	
1. Have you completed all Internal Testing and are you able to correctly submit 837 v 4010A1 claims?	
2. Will you be submitting claims directly to Michigan Medicaid?	
3. Have you viewed the Electronic Submissions Manual, Companion Documents and Implementation Guides?	
4. Would you be willing to accept new providers to use your billing agent ID to submit their claims electronically?	
5. Do you want to receive the Medicaid Proprietary Remittance Advice (1232) until the 835 is effective?	
6. What version of HIPAA compliant claims will you be submitting?	
7. What Medicaid provider <u>types</u> will be submitted with your Billing Agent ID?	
8. <u>Why</u> would you like to receive a Michigan Medicaid Billing Agent ID?	
9. Billing Agent Name:	
10. Billing Agent Address:	
11. Billing Agent Telephone Number:	
12. First Contact Person and Email:	
13. Second Contact Person and Email:	
14. Fax Number (Confirmation will be sent to this number)	

Section 6 – DATA EXCHANGE GATEWAY (DEG)

MDCH has established two communications connections for the DEG. The first connection, referred to as the dial-up connection, is a point-to-point protocol modem communications connection. The second connection, referred to as the Internet connection, is a Secure Sockets Layer connection. Both of these connections are 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 either the dial-up or Internet connection.

MDCH does require that billing agents are able to connect through both the dial-up and Internet connection. However, you may decide which connection you prefer to use the majority of the time. MDCH cannot control the Internet or down phone lines and that is why it is important that providers become familiar with both ways to access the DEG.

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.

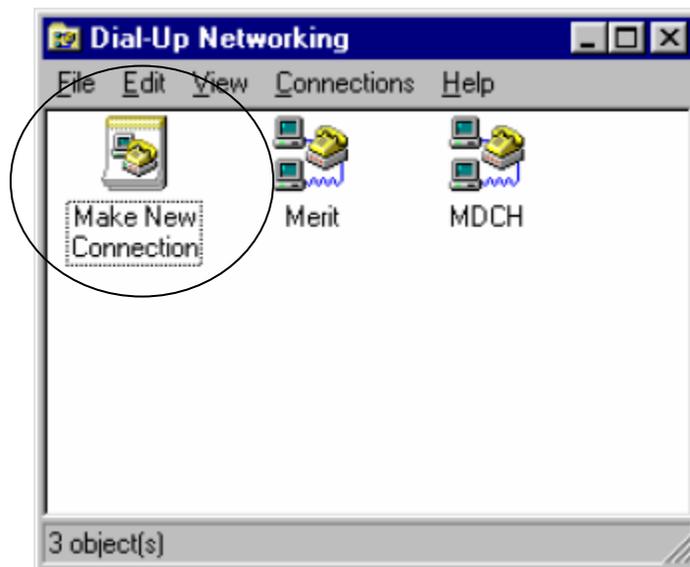


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2. Double-click the “Dial-Up Networking” icon in the “My Computer” configuration window.

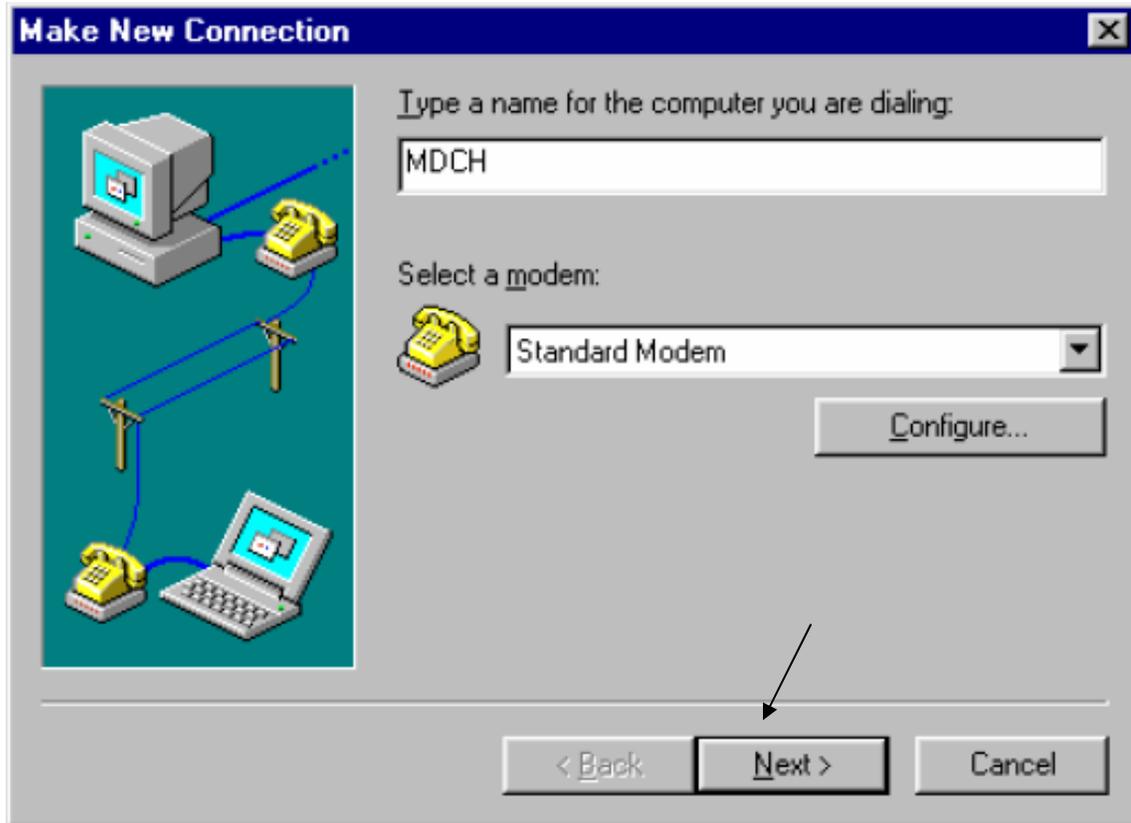


3. Double-click the “Make a New Connection” icon. The Make New Connection window appears. See figure below.



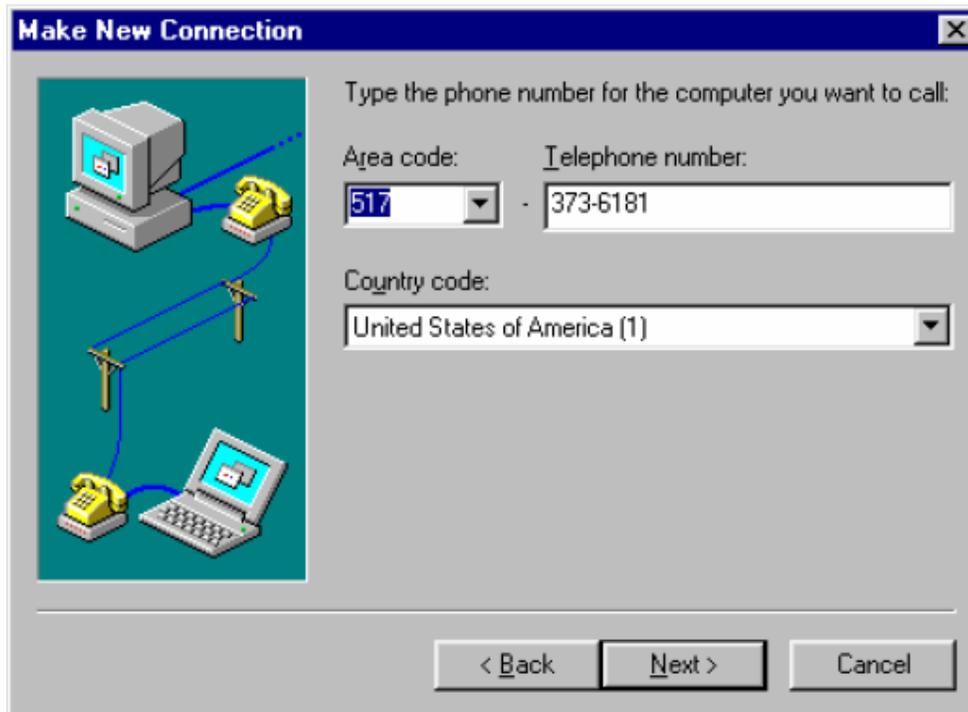
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4. Enter **MDCH** in the first window and then select a modem or accept “Standard Modem”. Click “Next” when finished.



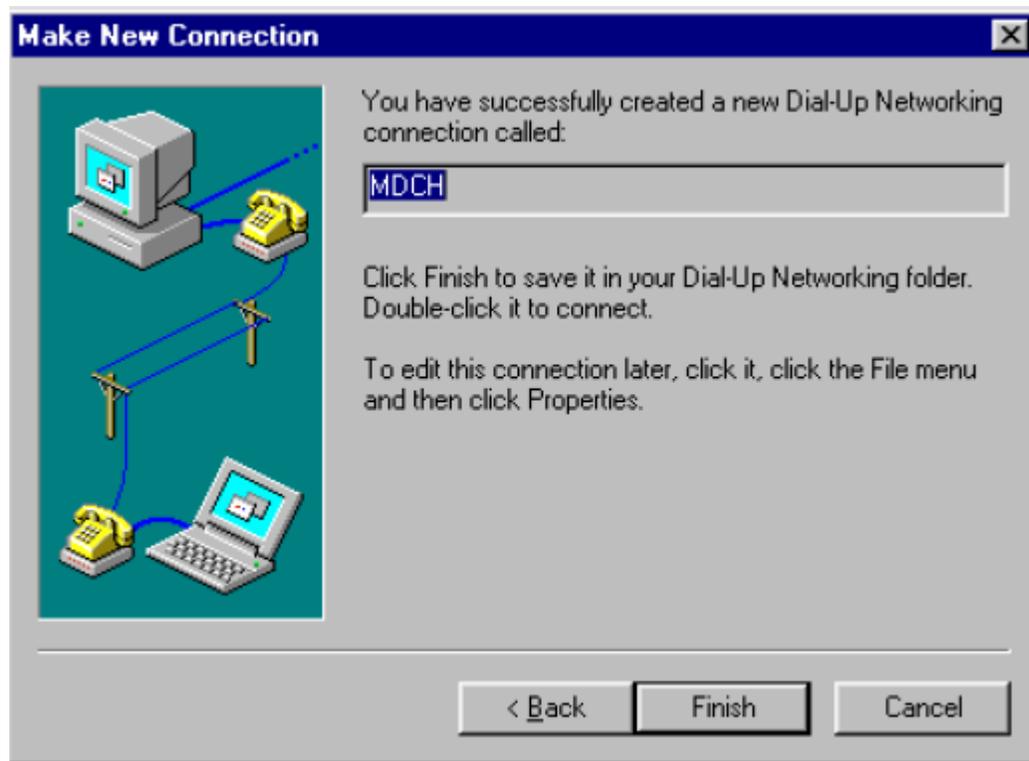
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5. In the “Make New Connection” window, enter the area code **517** and telephone number **373-6181** in the appropriate fields; then enter **United States of America (1)** as the country code. Click “Next” when finished.



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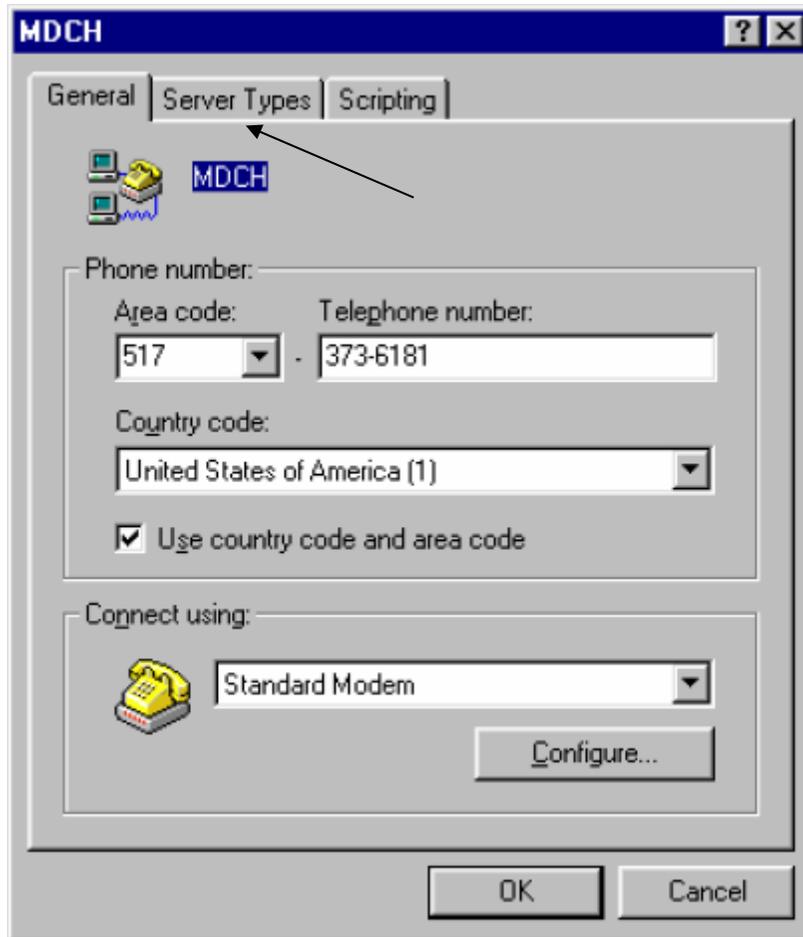
6. Click "Finish". A new connection is established. The "Make New Connection" window automatically closes, and the connection appears in the "My Computer" window.



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.

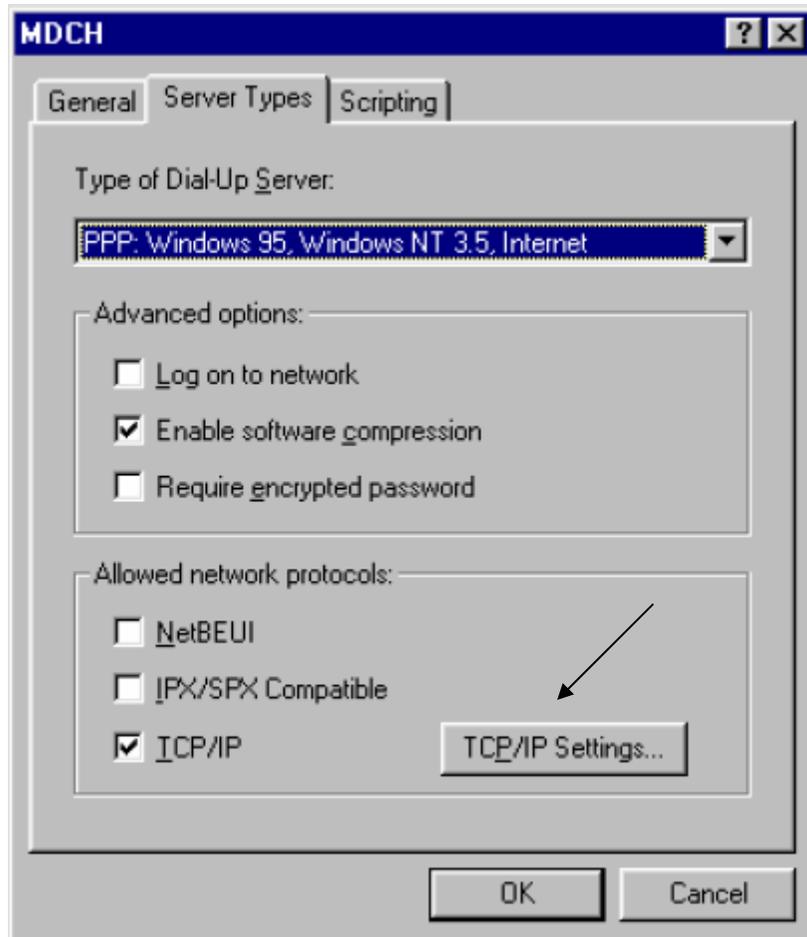
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10. When the “MDCH” window appears, verify that the information is correct; then click the “Server Types” tab.

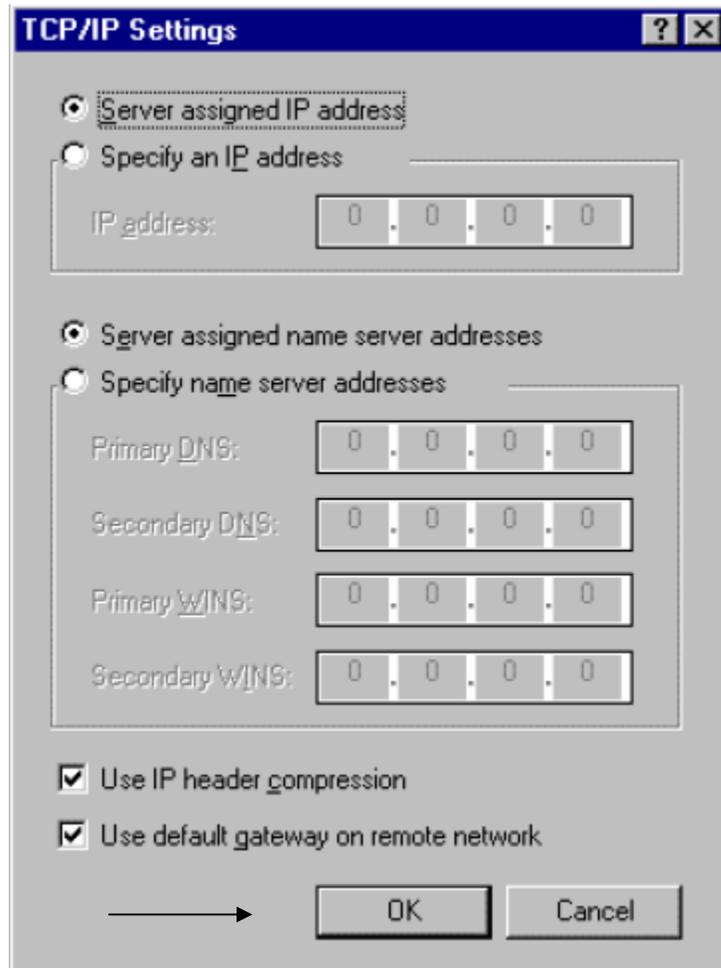


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11. Select, "Type of Dial-Up Server" as "PPP: Windows 95, Windows NT 3.5, Internet". Then check the box next to "Enable software compression" by clicking in it once. Also check the "TCP/IP" box. Then click on the "TCP/IP Settings..." button.



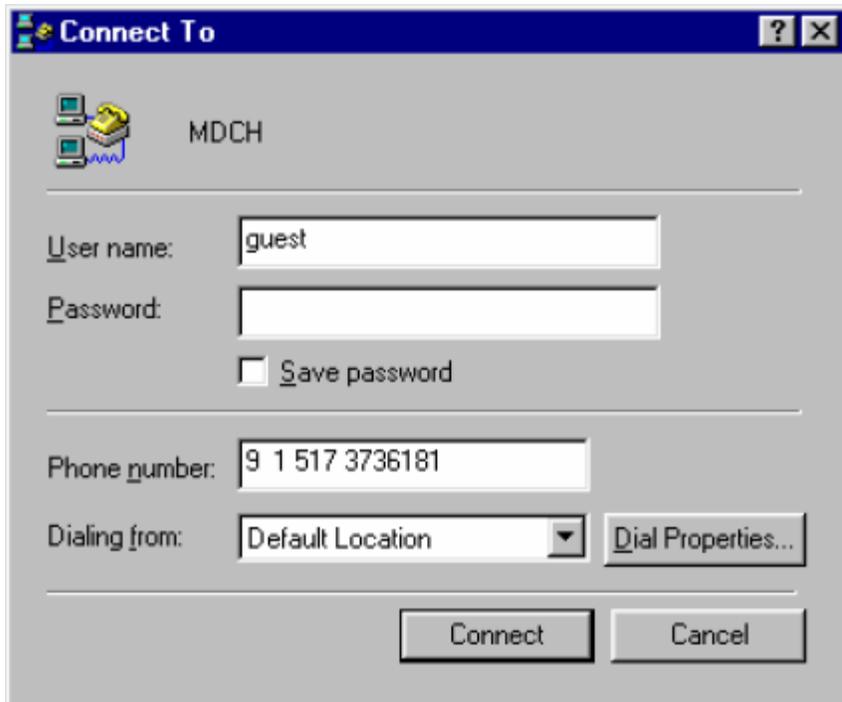
12. Modify the window on the computer to look like the window in the figure below figure, and then click “OK”.



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 and 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.

FTP Specifications

The following example is based on the software that comes with Windows 95 or NT. 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](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 your 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 4780t@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 4780 (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.

Section 8 – 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. You need to use Internet Explorer, version 5 or higher. Or you may use Netscape 4.08 or higher. 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 with Windows 98 and later on most PCs.

Note that if you use Netscape, some screens you see will be quite different than the screens you see in this documentation, which is based on Internet Explorer version 6. If you use Internet Explorer version 5 the screens will be almost identical to those here.

2. Make sure you have a reliable Internet Service Provider (ISP) for your PC's Internet connection.
3. 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 State. 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.
4. If you use a dial-up connection to the Internet, we suggest that you use a 56K bps modem.
5. 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 dial-up SSL FTP connection, the best version of Windows to use is Windows 2000 (or XP). Windows 98 is preferred over Windows 95. Windows 95 is not acceptable unless a patch is downloaded.
6. 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

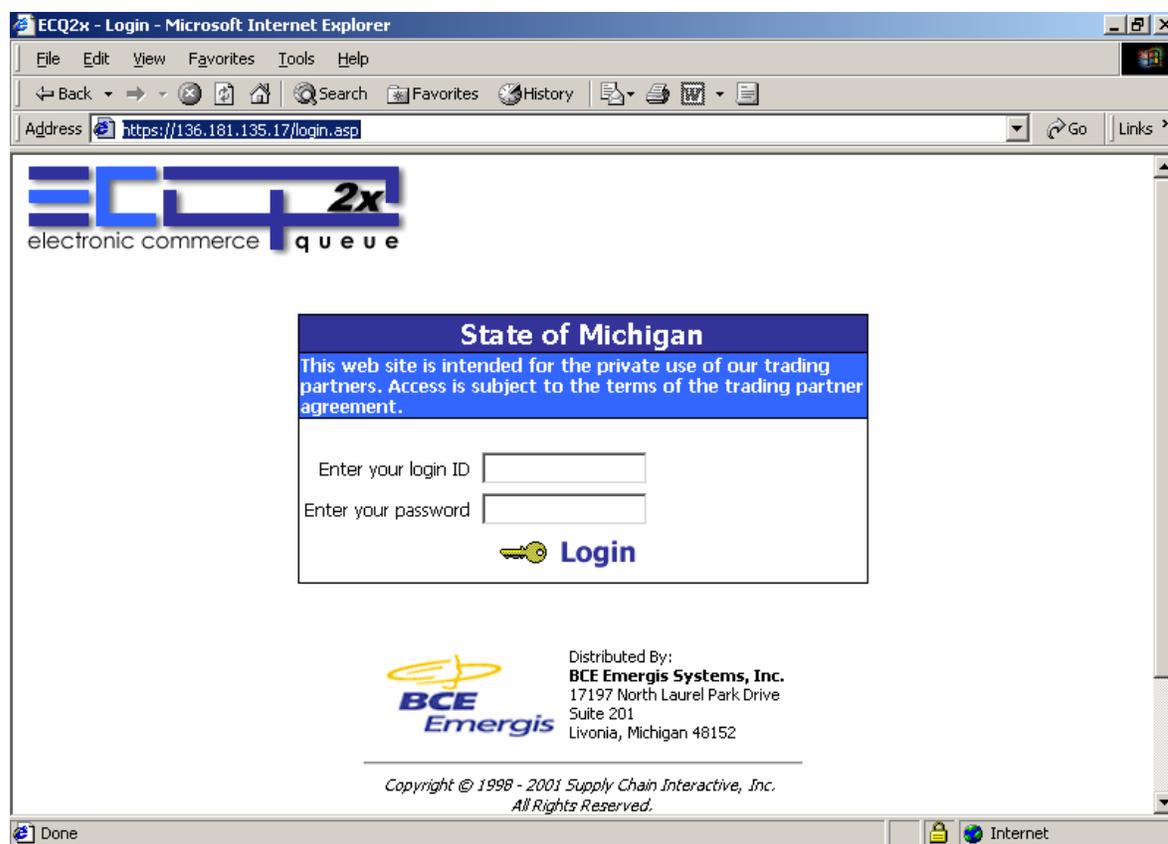
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full-screen window.

7. 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.
8. 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.

Logging onto the MDCH Internet Connection

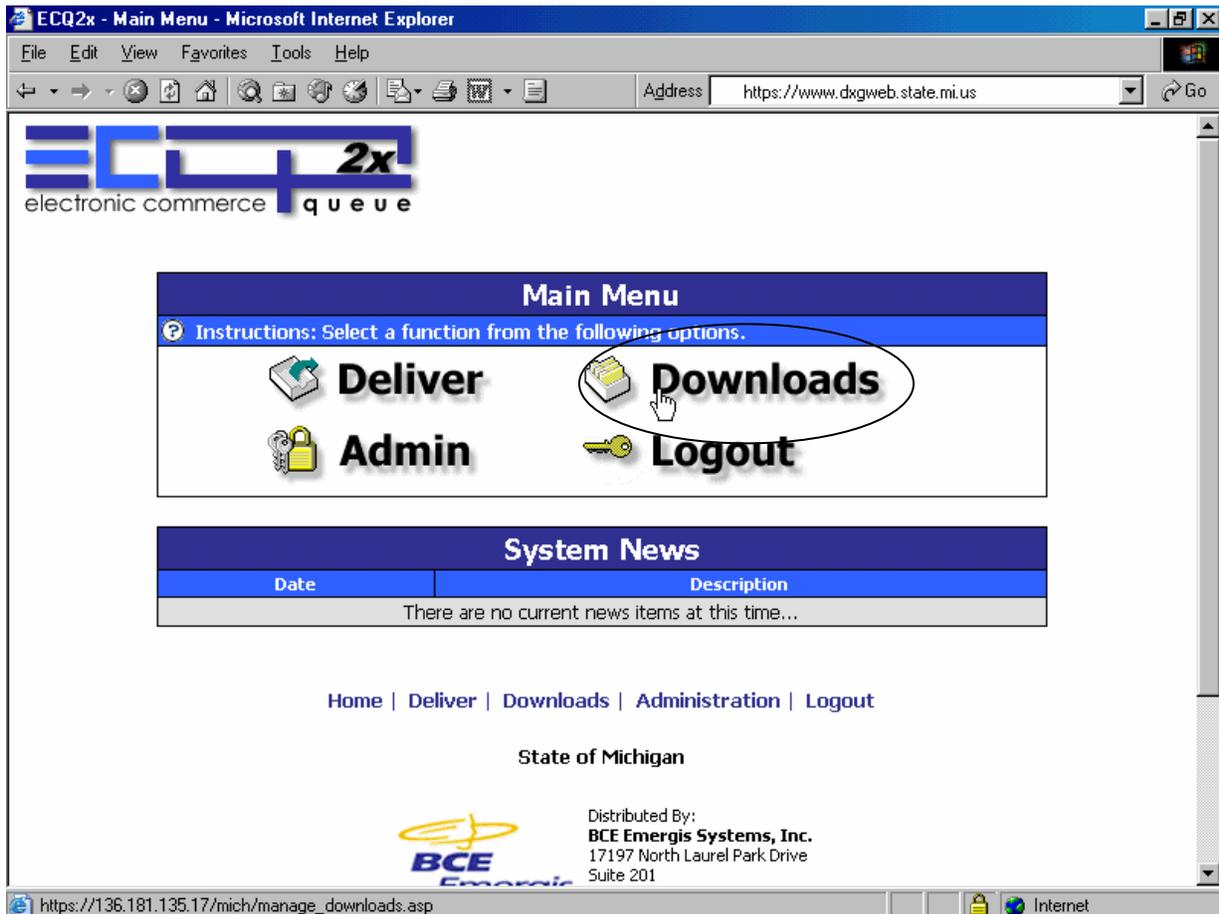
1. Log into: <https://136.181.145.21/login.asp>



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 billing agent ID again. This is only for the first time login. Then click on the “Login” button. After the first time you login, you will be prompted to change your password. You then can make your password 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.

Downloading Files from the DEG

1. Downloading files allows billing agents to download files from their “mailbox”. These files can be 997 Acknowledgement files, 835/277U files, etc. To start the Downloading process, click on Downloads.



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Downloads

Home

Files

Instructions: The following list contains all files available for download. Click on an envelope image in the left hand columns to being a download.

	Detail	From	To	Application	Ref. Num.	Date Queued	Date Expires	Size (Bytes)	Tx Log
		FTPST3A	ftpst2a	IMAGEID				5,705,760	
		FTPST3A	FTPST2A	IMAGE	2002072623514676	7/26/2002 7:53:47 PM		8,798,260	

History

Home | Deliver | Downloads | Administration | Logout

State of Michigan

Distributed By:
BCE Emergis Systems, Inc.
17197 North Laurel Park Drive
Suite 201
Livonia, Michigan 48152

https://136.181.135.17/mich/download_1.asp?file=&from_alias=FTPST3A&file_string=IMAGEID.020726.2009.7973&f

You can only download each file once, so make sure you follow instructions carefully and save the document within your personal files for back up. Once a file is downloading it will no longer appear on this page, you will need to click on “History” to view the details of all downloaded files. You will not be able to download the file again.



This is the most common download icon. It is used for just about any data file.



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.



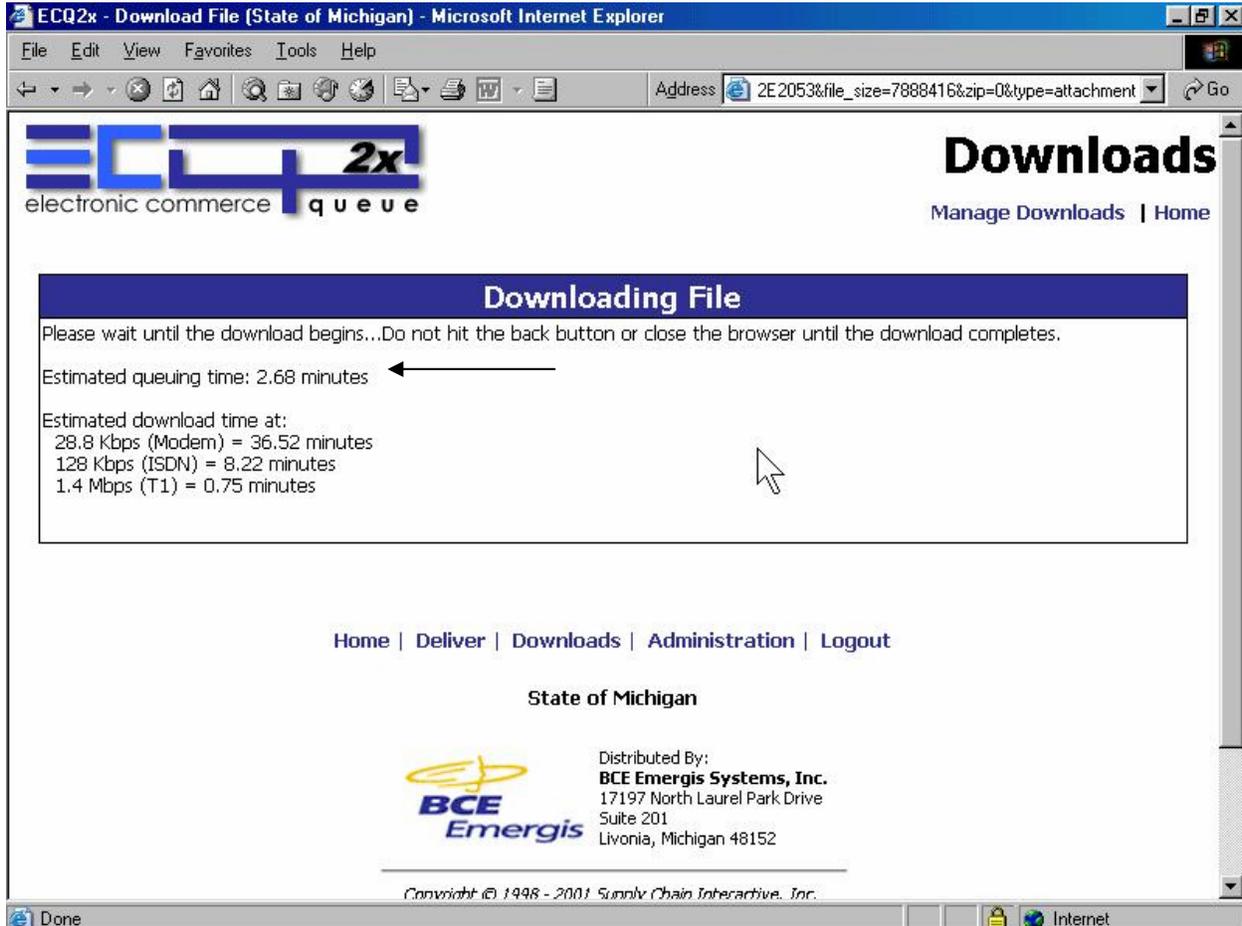
This download icon is used if you need to receive your data in a binary format.



This different icon appears if you have started to download the file on this line before but the download did not complete successfully. The open envelope shown as this icon is to remind you that this file is open, but not successively downloaded yet.

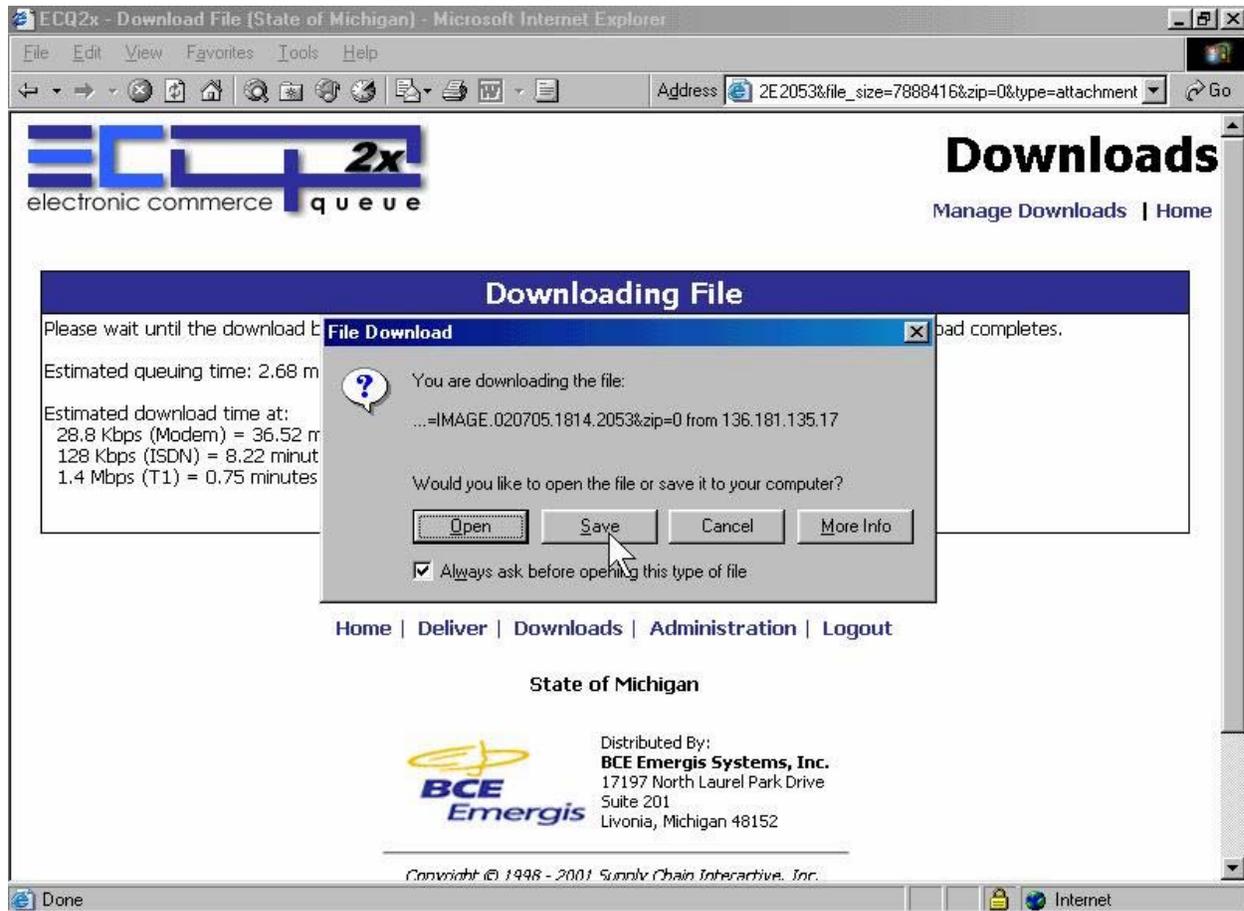
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2. Click on the download icon you're authorized to use for the file you want to download. The screen below will then appear. The "Estimated queuing time" is the time that you may have to wait until the next screen appears. Wait for the next screen, do not interrupt this process. If you interrupt the download process your file will be lost and it will not be available to download again. You can only download each file once.



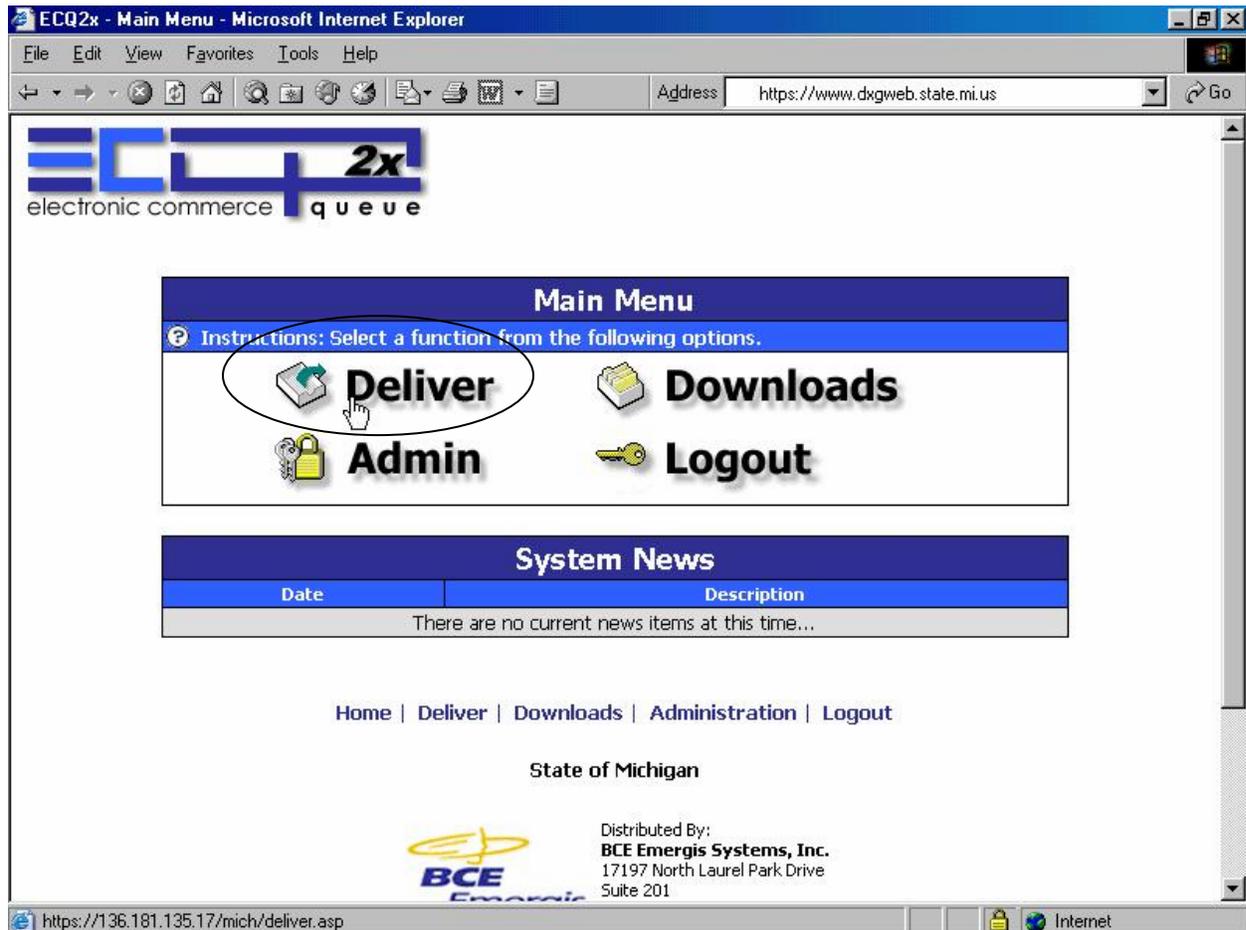
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- Once the file is done queuing, the screen below will appear. At this time make sure you choose "Save" and point the browser to the location on your PC's hard disk where you want to save the file you are downloading. NOTE: You should save all files. If you choose any other option you may lose the downloaded file and you will not be able to download the file again.



- 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.

Uploading Files to the DEG

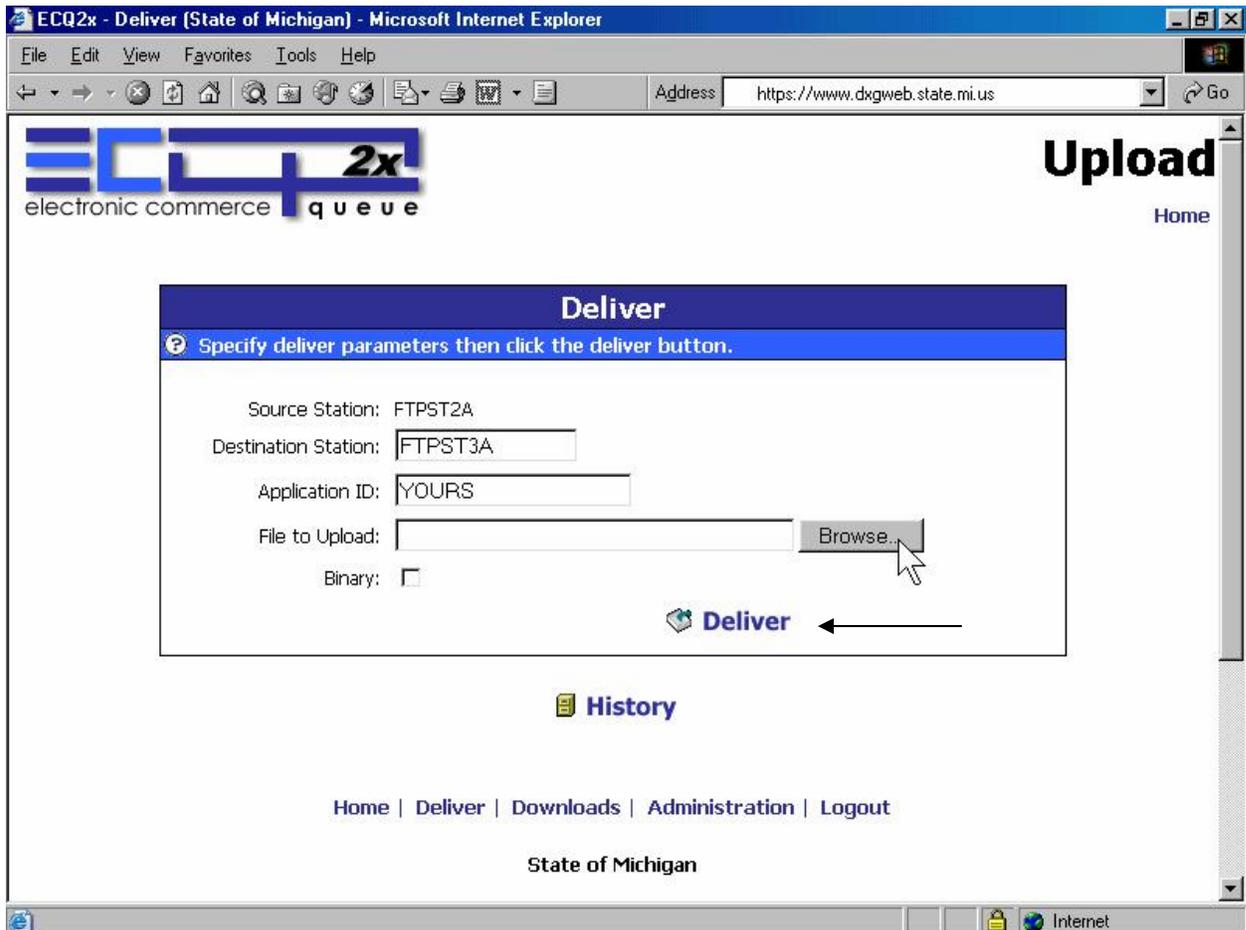


1. To start the Uploading process, click on “Deliver”.

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2. The screen below will then appear.

- The **Source Station** will automatically be entered with the billing agent ID.
- The **Destination Station** will be DCHEDI for most files that you are downloading to MDCH. For any questions, contact Automated Billing.
- The **Application ID** is the MDCH File Name of the file that you are submitting. Please review Section 12 for the full listing of application ID's.
- **File to Upload** 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.



3. When completed click on "Deliver" to submit the file.

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4. You will need to wait for the file to be delivered to the DEG. Once the file is delivered you will see the Deliver Receipt screen below. 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 "Downloads" 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.

The screenshot shows a Microsoft Internet Explorer browser window displaying the ECQ2x Deliver Receipt page. The browser's address bar shows the URL www.dcgweb.state.mi.us. The page features the ECQ2x logo (electronic commerce queue) and the title "Upload Receipt" with links for "Upload" and "Home". A central box titled "Deliver Receipt" contains the following information:

- Transaction ID: 100094
- Date Queued: 7/25/2002 12:08:11 PM
- To: FTPST3A
- From: FTPST2A
- Original Reference Number: 2002072516072115

Below the receipt box is a "History" link. At the bottom of the page, there are navigation links: "Home | Deliver | Downloads | Administration | Logout". The footer includes the "State of Michigan" logo and contact information for BCE Emergis Systems, Inc., located at 17197 North Laurel Park Drive.

Section 9 – B2B TESTING

Business to Business (B2B) Testing is the process of submitting test files to MDCH for processing through the MDCH test environment. You may begin your B2B Testing after you receive your billing agent ID, and you have confirmation via turnaround form that the Billing Agent Authorization Form has been completed through Provider Enrollment.

When you are ready to submit test files you will need to create a batch of 837 v 4010A1 claims. For test claims, you must specify a T in the ISA15 segment of the Interchange Envelope. For test Professional Claims, you must specify 004010X098A1 in the GS08 segment.

Once you submit an 837 v 4010A1 file, MDCH will send back a 997 Acknowledgment file. When you receive the 997 and verify that the test file has been accepted, you must then send an email, including a contact name, telephone number and email in your organization, to the following contacts to inform MDCH that a test file has been submitted:

Automated Billing: AutomatedBilling@michigan.gov

Felix Carter: CarterF1@michigan.gov *

Daryl Katalenich: KatalenichD@michigan.gov *

*Only email Felix and Daryl on a test file submission. All other emails and questions need to be directed to AutomatedBilling only.

To ensure proper retrieval of your files, please use a subject line of “837X Test File DCH00XX” where 837X is the type of file submitted (837P, 837I, 837D) and DCH00XX is your Billing Agent ID. Example “837P Test File DCH001A”

The MDCH Automated Billing Unit will review all files that are submitted in the testing environment. You will receive an email explaining if either there were translation errors before we were able to download the file into our system, or summarizing the adjudication of the test file.

The Automated Billing Unit will be available to answer questions that you may have. Please email all questions to AutomatedBilling@michigan.gov, not individual team members. The entire testing process takes a minimum of 5-10 business days to complete. Please do not email and request a response if 10 business days have not passed.

For more specifics on test files and the criteria that MDCH is looking for, please review the B2B Testing Instructions posted at the Electronic Billing website.

Section 10 – 997 Acknowledgement File

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*004010~
ST*997*0001~
AK1*HC*7~
AK2*837*000000001~
AK5*A~
AK9*A*1*1*1~
SE*12*0001~
GE*1*183300001~
IEA*1*000418330~
```

Below is an example of a Rejected 997. If your file is rejected, the claims will never appear on a RA. You will need to correct your file and resubmit to receive an accepted 997. **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*004010~
ST*997*0001~
AK1*HC*8~
AK2*837*000000004~
AK3*NTE*230*2400~
AK4*3*6*SEâARATE RT LT~
AK5*R~
AK9*R*1*1*1~
SE*20*0001~
GE*1*218600001~
IEA*1*000421860~
```

From the example above, the AK3 segment verifies the segment (NTE), Line Number (230) and Loop (2400) of where the error is in the file. The AK4 segment gives you an error code (6) which states “Invalid character in data element”, then it will give the data that is invalid. The third character in separate is an invalid HIPAA data element and therefore the whole file was rejected. In order to resubmit the file, the billing agent must remove the invalid data or the file will reject again.

Section 11 – APPLICATION ID/FILENAME

Application ID FileName	Transaction ID	Transaction Information
4952	276	Health Care Claim Status Inquiry
2953	277	Health Care Claim Status Response
4986	277U	Health Care Claim Pend Status
4987	835	Health Care Payment and RA
4780	837	Health Care Claims
4780T	837	Health Care TEST Claims
1232	1232	Health Care Proprietary RA File

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 AutomatedBilling@michigan.gov for more information.