MICHIGAN DEPARTMENT OF COMMUNITY HEALTH

ELECTRONIC SUBMISSION MANUAL

April 6, 2012

Submitting Electronic Health Care Transactions through the Data Exchange Gateway (DEG) and CHAMPS Web Portal
### TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>RESOURCES</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>SOFTWARE AND PROGRAMMING</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>DATA EXCHANGE GATEWAY (DEG)</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Dial-up Connection</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>• Hardware, Software and Connection Requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dial-Up Specifications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Setting Up the MDCH Dial-Up Connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Logging onto the MDCH Dial-Up Connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• FTP Specifications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• FTP Commands</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internet Connection</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>• PC Setup</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Logging onto the MDCH Internet Connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Downloading Files from the DEG</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Uploading Files to the DEG</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>ELECTRONIC BATCH WEB UPLOAD THROUGH CHAMPS</td>
<td>24</td>
</tr>
<tr>
<td>6</td>
<td>B2B TESTING</td>
<td>27</td>
</tr>
<tr>
<td>7</td>
<td>999 ACKNOWLEDGEMENT FILE</td>
<td>28</td>
</tr>
<tr>
<td>8</td>
<td>APPLICATION ID/Filename</td>
<td>29</td>
</tr>
</tbody>
</table>
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 or Internet connection.

Section 5, Electronic Batch Web Upload through CHAMPS, provides instruction on how to submit transaction files directly into the CHAMPS web portal, without using the DEG. Regardless of the method used to submit electronic Medicaid files, you must first test with MDCH.

This manual replaces all previous MDCH Electronic Submission Manuals.

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 this 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 (such as: MDCH>>Providers>>Trading Partners>>How to Become an E-biller). Please make sure to review the resources available at this website before contacting MDCH directly. Resources that will be available at the MDCH website, including this Electronic Submission Manual, are:

- CHAMPS B2B Testing Instructions for 837 Fee for Service (FFS) & Encounters claims, NCPDP files, and 270, 276, and 278 Requests
- Electronic Updates
- Michigan Companion Guides
- 835 Electronic Remittance Advice Instructions
- 835 Change Request Form
- Approved Billing Agents Listing
- Links to additional Information about electronic Health Care transactions

EDI Services – Michigan Medicaid EDI Department will handle all electronic questions related to FFS & Encounter file exchange and DEG problems.

Website:  www.michigan.gov/tradingpartners
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 >> Providers >> CHAMPS >>
Provider Inquiry Line: 1-800-292-2550
Email: ProviderSupport@michigan.gov

Encounter Team - The Encounter Team will handle questions on Billing
Email: MDCHEncounterData@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 on behalf of 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 – 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 recommends that billing agents are able to connect through both the dial-up and Internet connection. 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.
DEG - 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

<table>
<thead>
<tr>
<th>Transmitting Computer</th>
<th>Any</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modem:</td>
<td>Up to 56 kilobytes per second</td>
</tr>
<tr>
<td>Software:</td>
<td>Both dial-up and FTP required once a connection is made into the DEG.</td>
</tr>
<tr>
<td>Dial-Up Number:</td>
<td>517-373-6181</td>
</tr>
<tr>
<td>TCP/IP address:</td>
<td>204.23.253.97</td>
</tr>
</tbody>
</table>

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

![My Computer Icon](image)

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

![Make New Connection Icon](image)
4. Enter **MDCH** in the first window and then select a modem or accept “Standard Modem”. Click “Next” when finished.
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.
6. Click “Finish”. A new connection is established. The “Make New Connection” window automatically closes, and the connection appears in the “My Computer” window.

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

![TCP/IP Settings window]

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.

![Connect To Window]

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 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 your billing agent ID as DCH00??, where 00?? represents the unique billing agent ID assigned by MDCH. 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.
   (See page 17 for commands)

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

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>put</strong></td>
<td>Move a file to the DEG</td>
<td><code>put &lt;space&gt;&lt;file location&gt;&lt;space&gt;&lt;application ID&gt;@&lt;destination ID&gt;</code></td>
</tr>
<tr>
<td></td>
<td></td>
<td>examples:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>put c:/filename 5475T@DCHEDI</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(to submit an 837 test file)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>put c:/filename 5475@DCHEDI</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(to submit an 837 production file)</td>
</tr>
<tr>
<td><strong>dir</strong></td>
<td>Show directory of files waiting for download</td>
<td><code>dir</code></td>
</tr>
<tr>
<td><strong>get</strong></td>
<td>Receive a file from the DEG</td>
<td><code>get &lt;space&gt;&lt;application ID&gt;&lt;space&gt;&lt;file location&gt;</code></td>
</tr>
<tr>
<td></td>
<td></td>
<td>example:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>get 4987 c:/filename</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(to retrieve an 835 file to your C:/ drive)</td>
</tr>
<tr>
<td><strong>del</strong></td>
<td>Delete a file from the DEG</td>
<td><code>del &lt;space&gt;&lt;application ID&gt;</code></td>
</tr>
<tr>
<td></td>
<td></td>
<td>example:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>del 5475</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(to delete an 837 file - This will delete all files of this number!)</td>
</tr>
<tr>
<td><strong>quit</strong></td>
<td>End the FTP session</td>
<td><code>quit</code></td>
</tr>
<tr>
<td><strong>help</strong></td>
<td>Shows a list of commands</td>
<td><code>help</code></td>
</tr>
<tr>
<td><strong>bye</strong></td>
<td>Ends session</td>
<td><code>bye</code></td>
</tr>
</tbody>
</table>

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. Please refer to Section 8 of this manual for File Naming Requirements.
DEG - 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 6 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 6 or later is included free on most Windows PCs.

   **Note** that if you use 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.

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 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.

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 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.

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 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.

Logging onto the MDCH Internet Connection

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

2. In the User box, “Enter your login ID”, you will enter your billing agent ID, such as DCH00??, where the ?? is your unique number assigned by MDCH.

3. In the Password box, “Enter your password”, use your supplied MDCH 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.

4. If you need to have your password reset, please send a password reset request to: automatedbilling@michigan.gov
Downloading Files from the DEG

Downloading files allows billing agents to download files from their “mailbox”. These files can be TA1, 999 Acknowledgement files, 835 files, etc. 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.

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.
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 most files that you are uploading to MDCH.

Application ID is the MDCH File Name of the file that you are submitting. Please see Section 8 for a listing of application ID/File Name. (ex. 5475 is the application ID for 837 FFS files)

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.

2. When completed click on Upload to submit the file

3. 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 999 acknowledgement file. If you are submitting a file to MDCH and would like to verify your return acknowledgement file, you will have to go to Available Msgs to verify that your 999 acknowledgement file has been returned for each file that you sent. The Application ID or Filename of your 999 is the same Application ID of the file you sent. (ex. An 837 claims file submitted as 5475 would receive a 999 acknowledgment file also called 5475).
Section 5 – ELECTRONIC BATCH WEB UPLOAD THROUGH CHAMPS

1. Log on as a billing agent or NPI. If using Billing Agent or NPI the enrollment must have Electronic Batch in their mode of claim submission.
2. Need either CHAMPS full access or Billing Agent Access
3. From tabs at the top click on **My In Box**

4. Click on **HIPAA**
5. Click on **Upload File**

- The Filename should include the Application ID example: C:\directory of where file is located\5475today.dat.
- All web batch must have an extension of .dat.
- 50 kb file or smaller is acceptable.
- You can send in as many files as you want per day.
Within 1 hour you should logon to CHAMPS and go back in to My In box HIPAA
Retrieve acknowledgement/response and download your 999.

File Name is used most often: %00??%%% (for DEG ID) %NPI% (for Provider Billing NPI 10 digits) or %Champs ID% (7 digit Champs ID). This is depending on how you logged into Champs submit your file= Deg ID or NPI or Champs ID.

Review your acknowledgement to make sure your file was accepted
Section 6 – B2B TESTING

Business to Business (B2B) testing is the process of submitting test files to MDCH for validation. This section describes B2B testing for HIPAA v5010 transactions.

MDCH has two-stages of testing process for Trading Partners. Only HIPAA 5010 files will be accepted.

Billing Agent IDs for New Trading Partners
New Trading Partners (who do not already have a billing agent ID with MDCH) will need to apply for a Billing Agent ID. For more information please refer to www.michigan.gov/MDCH > Providers > Trading Partners > How to Become an e-Biller.

5010 Test Instructions by Transaction
For specifics on testing and the v5010 certification criteria, please review the B2B Testing Instructions posted at www.michigan.gov/5010ICD10. The summary below will give you an overview of the testing process.

Stage 1 - Integrity Testing (open for all Trading Partners)
Integrity testing is required for all electronic submitters and must be completed before a Trading Partner can start Stage 2 testing, using the EDIFECs Ramp Manager automated testing website. Ramp Manager is an easy-to-use environment to test v5010 transactions for syntax errors, and is available at no cost to MDCH’s Trading Partners. More information on integrity testing is available at www.michigan.gov/5010ICD10. Once you have submitted a test file for Stage 1 send an e-mail: automatedbilling@michigan.gov

Stage 2 – CHAMPS B2B Testing (Available after passing Stage 1 testing thru Ramp Manager and is available to all Trading Partners).
For Stage 2 testing, you must successfully complete Stage 1 testing. Refer to “Billing Agent IDs for New Trading Partners” above for instructions on how to become a Billing Agent in CHAMPS and “5010 Test Instructions by Transaction” above for instructions on creating test files. Please refer to Sections 5 through 7 in this manual regarding file submission.

Once a test file is submitted to the DEG, you must 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.

AutomatedBilling@michigan.gov

To ensure proper retrieval of your files, please use a subject line in your email of: “5475T or 5476T Test File DCH00??”; where DCH00?? is your Billing Agent ID. (For example: “5475T Test File DCH00??”)
Your files will be retrieved and processed thru the Testing System. We will not send you a TA1 or 999 Acknowledgment back on these files until they have been uploaded to the test environment. Once that is done you can retrieve your TA1 or 999 in your DEG mailbox.

If you have questions, please contact Automated Billing at:

automatedbilling@michigan.gov.
Section 7 – 999 Acknowledgement File

The 999 acknowledgement file is a document that billing agents can use to verify that the files they submitted were received by 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 999, please note that certain areas are marked out due HIPAA regulations.

```
ISA*00*          *00*          *ZZ*D00111         *ZZ*00??
*120425*1551**00501*000000001*0*P*:~
GS*FA*D00111*00??*20120425*1551*1*X*005010X231~
ST*999*0001*005010X231~
AK1*HC*95*005010X223A2~
AK2*837*000000220*005010X223A2~
IK5*A~
AK2*837*000000221*005010X223A2~
IK5*A~
AK2*837*000000222*005010X223A2~
IK5*A~
AK2*837*000000223*005010X223A2~
IK5*A~
AK2*837*000000224*005010X223A2~
IK5*A~
AK9*A*5*5*3~
SE*14*0001~
GE*1*1~
IEA*1*00000001~
```

Below is an example of an Accepted 999 with non-fatal errors and was accepted for further processing. Each error is identified in the IK3 and IK4 segments. Please refer to the HIPAA TR3 guideline or Michigan Companion Guide.

```
ISA*00*          *00*          *ZZ*D00111         *ZZ*00??
*120426*1701**00501*000000001*0*P*:~
GS*FA*D00111*00??*20120426*1701*1*X*005010X231~
ST*999*0001*005010X231~
AK1*HC*126*005010X222A1~
AK2*837*000020606*005010X222A1~
IK5*A~
AK2*837*000020637*005010X222A1~
IK3*HI*3952*2300*8~
CTX*CLM01:0014887951~
IK4*1:2*1271*112*E8889~
IK5*E*I5~
AK2*837*000020650*005010X222A1~
IK5*A~
AK9*E*3*3*3~
SE*13*0001~
GE*1*1~
IEA*1*000000001~
```
Below is an example of a Partially Accepted 999 with fatal and non-fatal errors for further processing. Each error is identified in the IK3 and IK4 segments. Keep in mind you can have the same fatal or non-fatal error multiple times throughout the file. Please refer to the HIPAA TR3 guideline or Michigan Companion Guide.

ISA*00*          *00*          *ZZ*D00111         *ZZ*00??
*120426*1540**^*00501*00000001*0*P*:~
GS*FA*D00111*00??*20120426*1540*1*X*005010X231~
ST*999*0001*005010X231~
AK1*HC*126*005010X222A1~
AK2*837*000020575*005010X222A1~
IK5*A~
AK2*837*000020576*005010X222A1~
IK5*A~
AK2*837*000020577*005010X222A1~
IK5*R*5*I5~
AK2*837*000020578*005010X222A1~
IK3*HI*3952*2300*8~
CTX*CLM01:0014887951~
IK4*1:2*1271*I12*E8889~
IK3*REF*4494*2400*8~
CTX*CLM01:0014831301~
IK4*2*127*I12*23D01025908~
IK3*REF*4522*2400*8~
CTX*CLM01:0014831301~
IK4*2*127*I12*23D01025908~
IK3*REF*4546*2400*8~
CTX*CLM01:0005893440~
IK4*2*127*I12*23D01025908~
IK3*REF*4570*2400*8~
CTX*CLM01:0005893440~
IK4*2*127*I12*23D01025908~
IK3*REF*4617*2400*8~
CTX*CLM01:0013800419~
IK4*2*127*I12*23D01025908~
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IK3*REF*4673*2400*8~
CTX*CLM01:0014902207~
IK4*2*127*I12*23D01025908~
IK3*REF*4697*2400*8~
CTX*CLM01:0014894637~
IK4*2*127*I12*23D01025908~
IK5*R*5*I5~
AK2*837*000020579*005010X222A1~
IK3*AMT*116*2320*8~
CTX*CLM01:BA-108989T37863~
IK4*2*782*I12*--6.07~
From the example above, the IK3 segment verifies the segment 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 8 – APPLICATION ID/Filename

You will need to use the ‘Application ID File Name’ for files that are submitted through the DEG to MDCH, and to recognize files that MDCH returns to your billing agent “mailbox”. If you submit a file that is not listed, please contact AutomatedBilling@michigan.gov for more information.

<table>
<thead>
<tr>
<th>Application ID Filename</th>
<th>Transaction ID</th>
<th>Transaction Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>5414</td>
<td>270</td>
<td>Medical Eligibility Inquiry</td>
</tr>
<tr>
<td>5415</td>
<td>271</td>
<td>Medical Eligibility Response</td>
</tr>
<tr>
<td>4952</td>
<td>276</td>
<td>Health Care Claim Status Inquiry</td>
</tr>
<tr>
<td>4953</td>
<td>277</td>
<td>Health Care Claim Status Response</td>
</tr>
<tr>
<td>5386</td>
<td>278</td>
<td>Prior Authorization Request</td>
</tr>
<tr>
<td>5383</td>
<td>278</td>
<td>Prior Authorization Response</td>
</tr>
<tr>
<td>4987</td>
<td>835</td>
<td>Health Care Payment and RA</td>
</tr>
<tr>
<td>5475</td>
<td>837</td>
<td>FFS Health Care Claims</td>
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<tr>
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<td>837</td>
<td>FFS Health Care TEST Claims</td>
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<tr>
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<td>837</td>
<td>Encounters Claims (v5010)</td>
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<td>837</td>
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