

Technical Assistance document for retrieving/viewing and printing

835 Electronic Remit



TABLE OF CONTENTS

| | | |
|------------|--|---------------|
| Section 1: | Introduction... | Pages 1 - 2 |
| Section 2: | How to sign on | Pages 3 - 4 |
| Section 3: | How to retrieve an 835 file | Pages 5 - 10 |
| Section 4: | How to save an 835 file | Pages 11 - 24 |
| Section 5: | Medicare Remit Easy Print (MREP)..... | Pages 25 - 26 |
| Section 6: | How to launch MREP | Pages 27 - 28 |
| Section 7: | Import 835 files to MREP | Pages 29 - 36 |
| Section 8: | Sign up for electronic remits (835)..... | Pages 37 – 38 |
| Section 9: | Frequently Asked Questions | Pages 39 - 40 |

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 1:

Introduction



Overview

This manual provides technical guidance for retrieving, viewing, and printing 835 Electronic Remits using Secure File Transfer Services (SFTS) in conjunction with Medicare Read Easy Print (MREP) software.

SFTS

AHCCCS uses a Secure File Transfer Server (SFTS) to send / receive files from AHCCCS trading partners.

MREP

Medicare Remit Easy Print (MREP) software was developed by the Centers for Medicare & Medicaid Services (CMS) to enable physicians and suppliers to read and print the HIPAA-compliant Electronic Remittance Advice (ERA) (also known as Transaction 835 or “the 835”).

The MREP software will allow you to:

- Navigate and view the ERA using your personal computer;
- Search for ERA/Claims information easily;
- Print the ERA in the Readable format;
- Print and export reports about ERAs including denied and adjusted claims; and
- Archive, restore, and delete imported ERAs

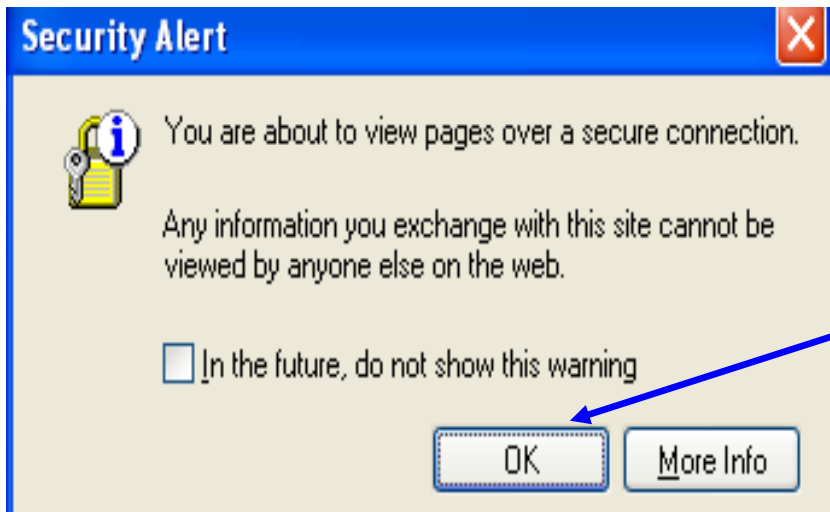
You will need to receive a HIPAA-compliant ERA (HIPAA 835) to utilize the MREP software.

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 2:

How to sign on



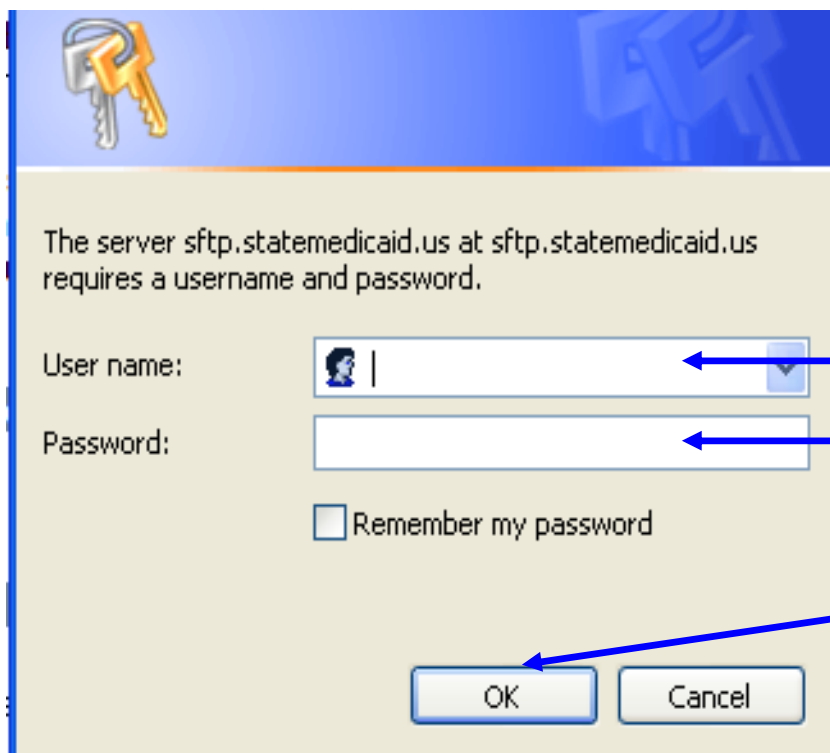


This box may pop up depending on settings

Click OK

NOTE

If you do not have an ID and Password please refer to page 23



Type your User Name here

Type your Password here

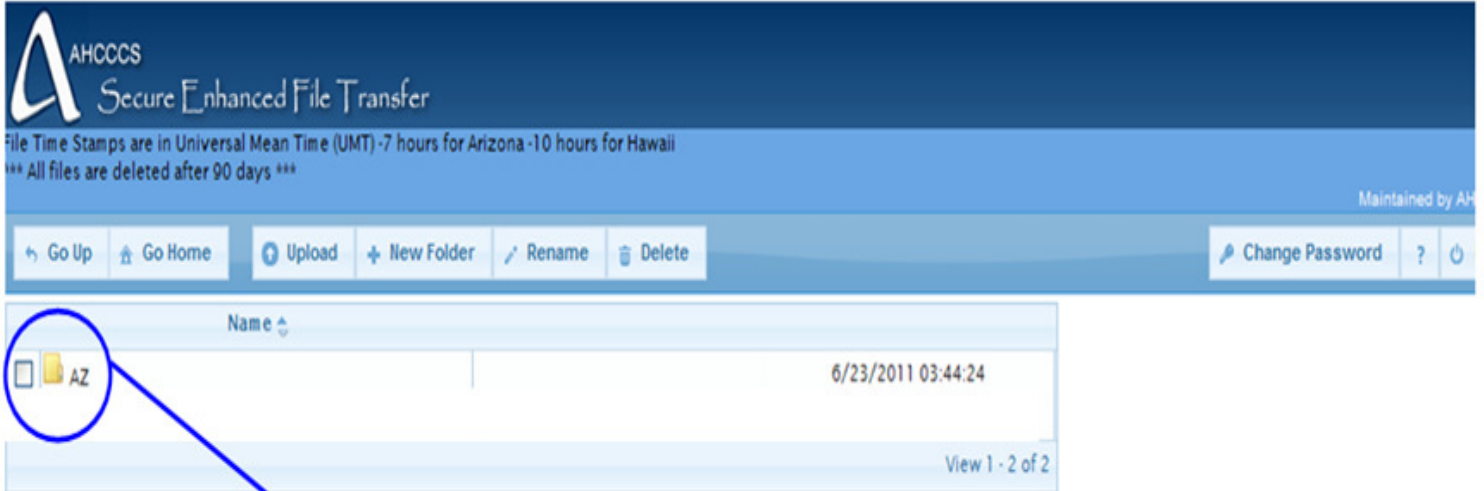
Click OK

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 3:

Retrieve 835 File





This screen does not always come up, it may bypass this screen and go right to the next screen

sftp.statemedicaid.us - Microsoft Internet Explorer provided by AHCCCS

https://sftp.statemedicaid.us/

File Edit View Favorites Tools Help

sftp.statemedicaid.us sftp.statemedicaid.us X

AHCCCS Secure Enhanced File Transfer

Powered by AHCCCS ISD

Logout

Connected to sftp.statemedicaid.us:443

New Folder Rename Upload

| | Name | Size | Date Modified |
|--------------------------|--------|------|--------------------|
| <input type="checkbox"/> | 111111 | | 4/23/2009 17:21:05 |
| <input type="checkbox"/> | 222222 | | 4/23/2009 17:21:08 |
| <input type="checkbox"/> | 333333 | | 5/20/2009 14:46:07 |

Once you sign in, a screen will appear with folders that have an AHCCCS provider ID number next to them.

Click on the folder that corresponds with the provider ID number you want to view

Done

Internet 100%

start

Inbox - Microsoft Out... FW: MREP (Medicaid ... EFT 835 Remits.doc ... sftp.statemedicaid.us...

9:40 AM

sftp.statemedicaid.us - Microsoft Internet Explorer provided by AHCCCS

File Edit View Favorites Tools Help

sftp.statemedicaid.us sftp.statemedicaid.us

AHCCCS Secure Enhanced File Transfer

Powered by AHCCCS ISD

New Folder Rename Upload Logout

/020404/

Connected to sftp.statemedicaid.us:443

| Name | Size | Date Modified |
|-------|------|--------------------|
| PROD/ | | 5/20/2009 14:46:32 |
| TEST/ | | 5/20/2009 14:46:48 |

Click PROD

start | Inbox - Microsoft Out... | FW: MREP (Medicaid ... | EFT 835 Remits.doc -... | sftp.statemedicaid.us... | 9:40 AM

sftp.statemedicaid.us - Microsoft Internet Explorer provided by AHCCCS

File Edit View Favorites Tools Help

sftp.statemedicaid.us sftp.statemedicaid.us

AHCCCS Secure Enhanced File Transfer

Powered by AHCCCS ISD

New Folder Rename Upload Change Pass Logout

/020404/TEST/

Connected to sftp.statemedicaid.us:443

| Name | Size | Date Modified |
|----------|------|--------------------|
| EDI-IN/ | | 5/20/2009 14:46:36 |
| EDI-OUT/ | | 5/20/2009 15:36:33 |
| IN/ | | 5/20/2009 14:57:33 |
| OUT/ | | 5/20/2009 14:46:48 |

A screen with four folders will appear

To view the 835 file
Click on EDI-OUT

FYI

EDI-IN
Trading Partners (health plans, providers and claim submitters) will place inbound X12 files (837 claims/encounters, 277 Claim Status Request, 270 eligibility verification, etc) into this folder. The files will be immediately sent to the validation/translation process.

EDI-OUT
Trading Partners (health plans, providers and claim submitters) will receive outbound X12 files (997/824/TA1 acknowledgements, 820 Capitation Payments, 834 Enrollment, 835 remittance Advices, 271 Eligibility Response, 277 Claim Status Response, etc) in this folder. Files will be available for download for 90 days

IN
Trading Partners will place proprietary files to be processed at AHCCCS. These files are usually from health plans.

OUT
Trading Partners will receive proprietary files from AHCCCS. These files are usually for health plans. Files will be available for download for 90 days.

Done 100%

start Inbox - Microsoft Out... FW: MREP (Medicaid ... EFT 835 Remits.doc ... sftp.statemedicaid.us... 9:44 AM

sftp.statemedicaid.us - Microsoft Internet Explorer provided by AHCCCS

File Edit View Favorites Tools Help

sftp.statemedicaid.us

AHCCCS Secure Enhanced File Transfer

Powered by AHCCCS ISD

Provider ID

File type

4/TEST/EDI-OUT/

File Name

Upload Change Password Logout

Connected to sftp.statemedicaid.us:443

| Name | Size | Date Modified |
|---------------------------------|----------|--------------------|
| AZD00001 0-00-000000-000000 TXT | 2.86 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 55.18 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 1.73 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 1.48 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 45.15 KB | 5/20/2009 15:36:31 |
| AZS00001 0-0-000000-000000 TXT | 1 KB | 5/20/2009 15:36:31 |
| AZS00001 0-0-000000-000000 TXT | 1.37 KB | 5/20/2009 15:36:31 |

Click on the file you want

Note:

Sometimes you will receive two files, AZD835 and AZS835. Make sure that you select file AZD835

File names that start with AZS835 are not true 835 files they are supplemental files which can be view with word or notepad and do not work in MREP

start Calendar - Microsoft ... FW: MREP (Medicaid ... EFT 835 Remits.doc ... sftp.statemedicaid.us ... 12:06 PM

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 4:

How to save an 835 file



sftp.statemedicaid.us - Microsoft Internet Explorer provided by AHCCCS

https://sftp.statemedicaid.us/020404/TEST/EDI-OUT/

File Edit View Favorites Tools Help

sftp.statemedicaid.us sftp.statemedicaid.us

AHCCCS Secure Enhanced File Transfer

Powered by AHCCCS ISD

New Folder Rename Upload Change Password Logout

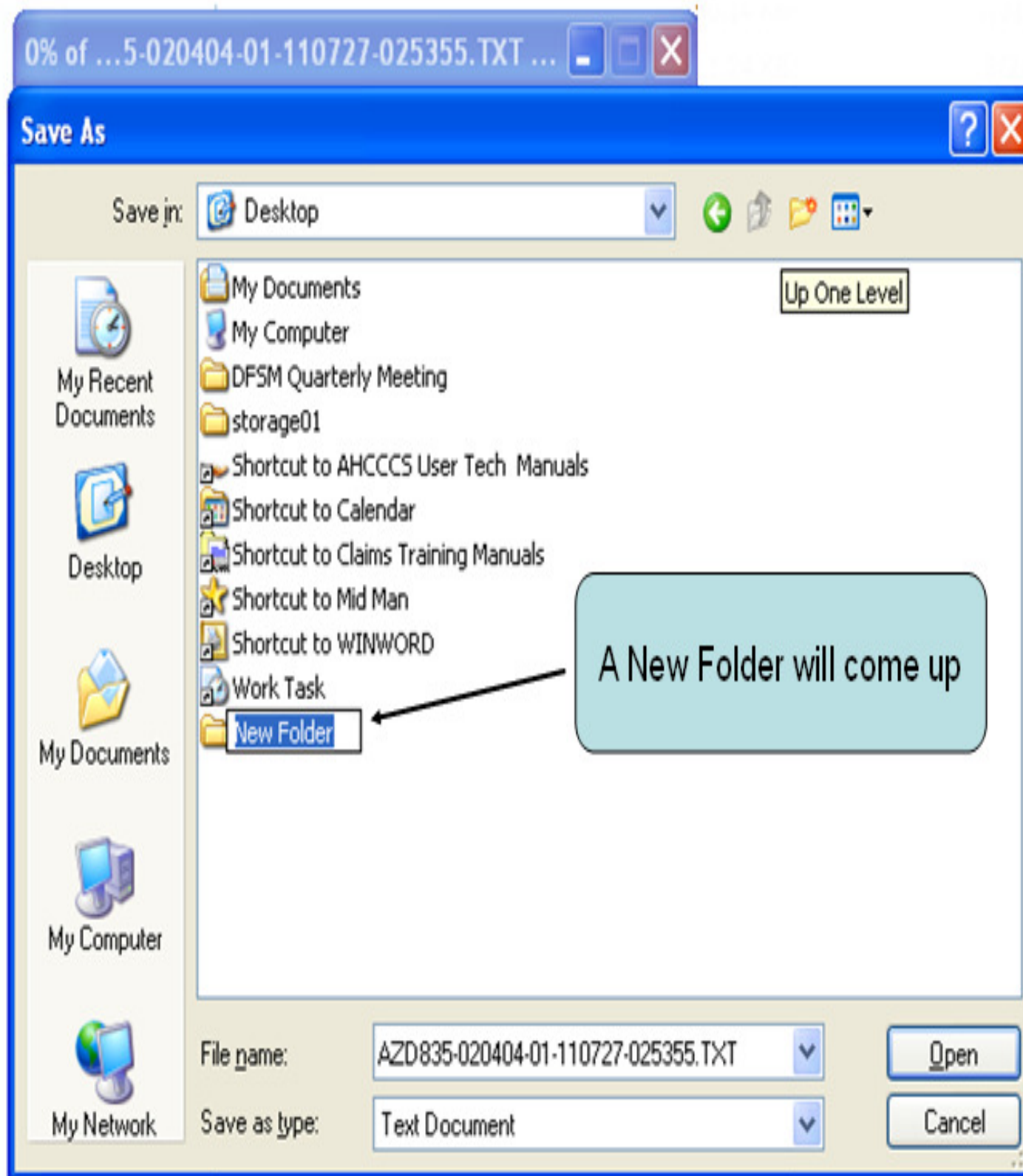
Connected to sftp.statemedicaid.us:443

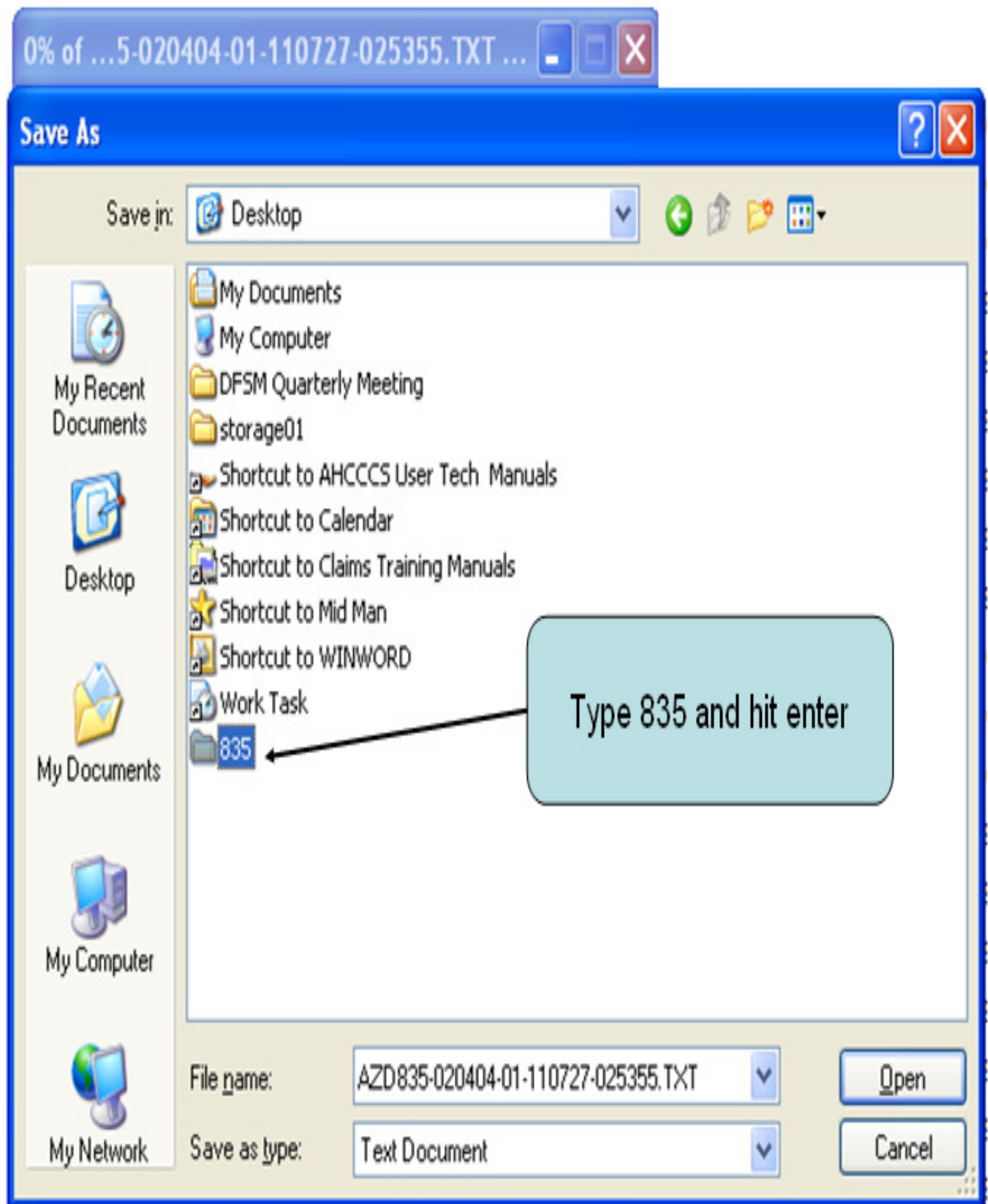
| Name | Size | Date Modified |
|---------------------------------|----------|--------------------|
| AZD00001 0-00-000000-000000 TXT | 2.86 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 55.18 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 1.73 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 1.48 KB | 5/20/2009 15:36:30 |
| AZD00001 0-00-000000-000000 TXT | 45.15 KB | 5/20/2009 15:36:31 |
| AZD00001 0-00-000000-000000 TXT | 1 KB | 5/20/2009 15:36:31 |
| AZS00001 0-0-000000-000000 TXT | 1.37 KB | 5/20/2009 15:36:31 |
| AZS00001 0-0-000000-000000 TXT | 78.15 KB | 5/20/2009 15:36:31 |

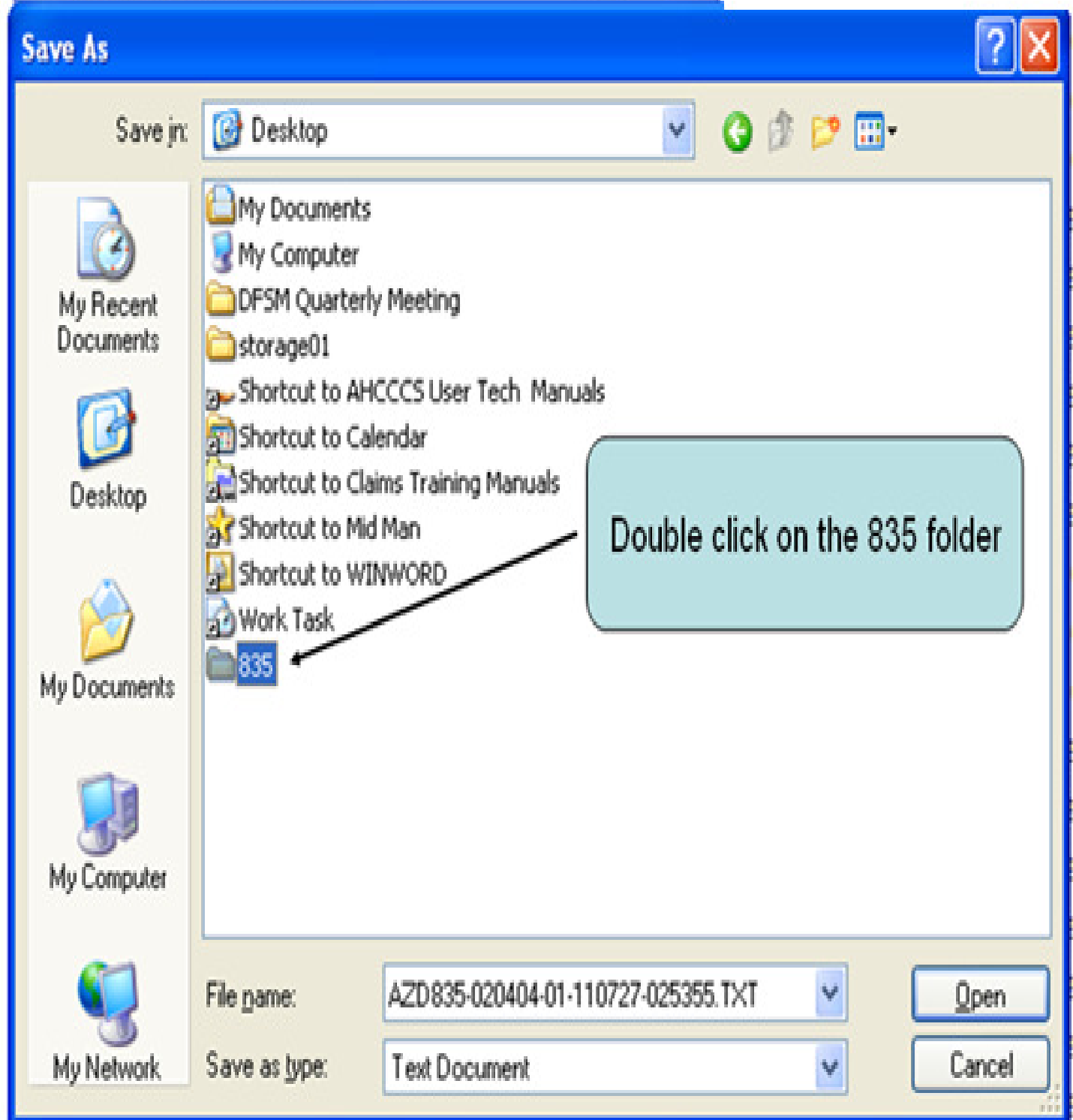
Click on the AZD835 file you want to download.

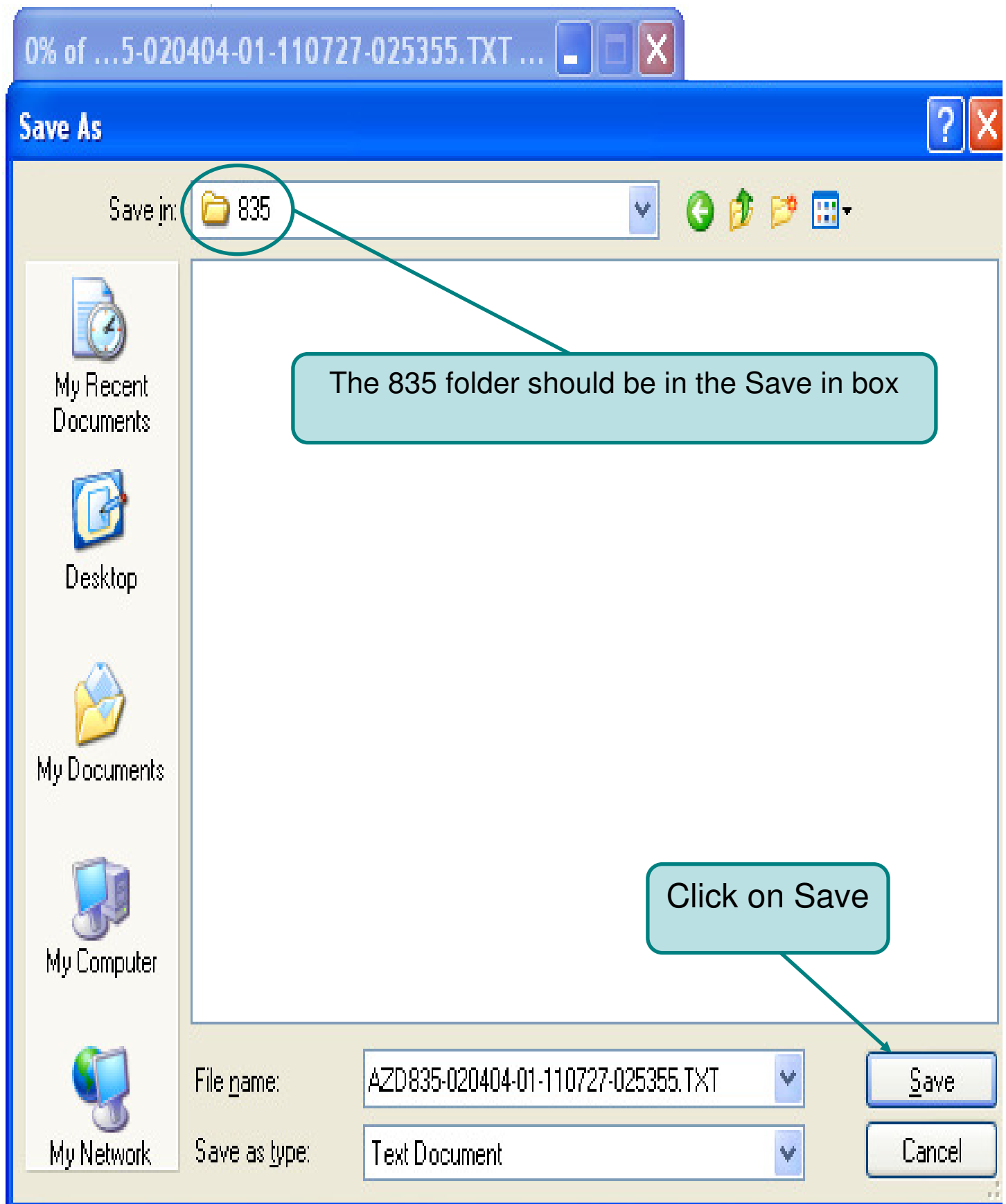
Done Internet 100%

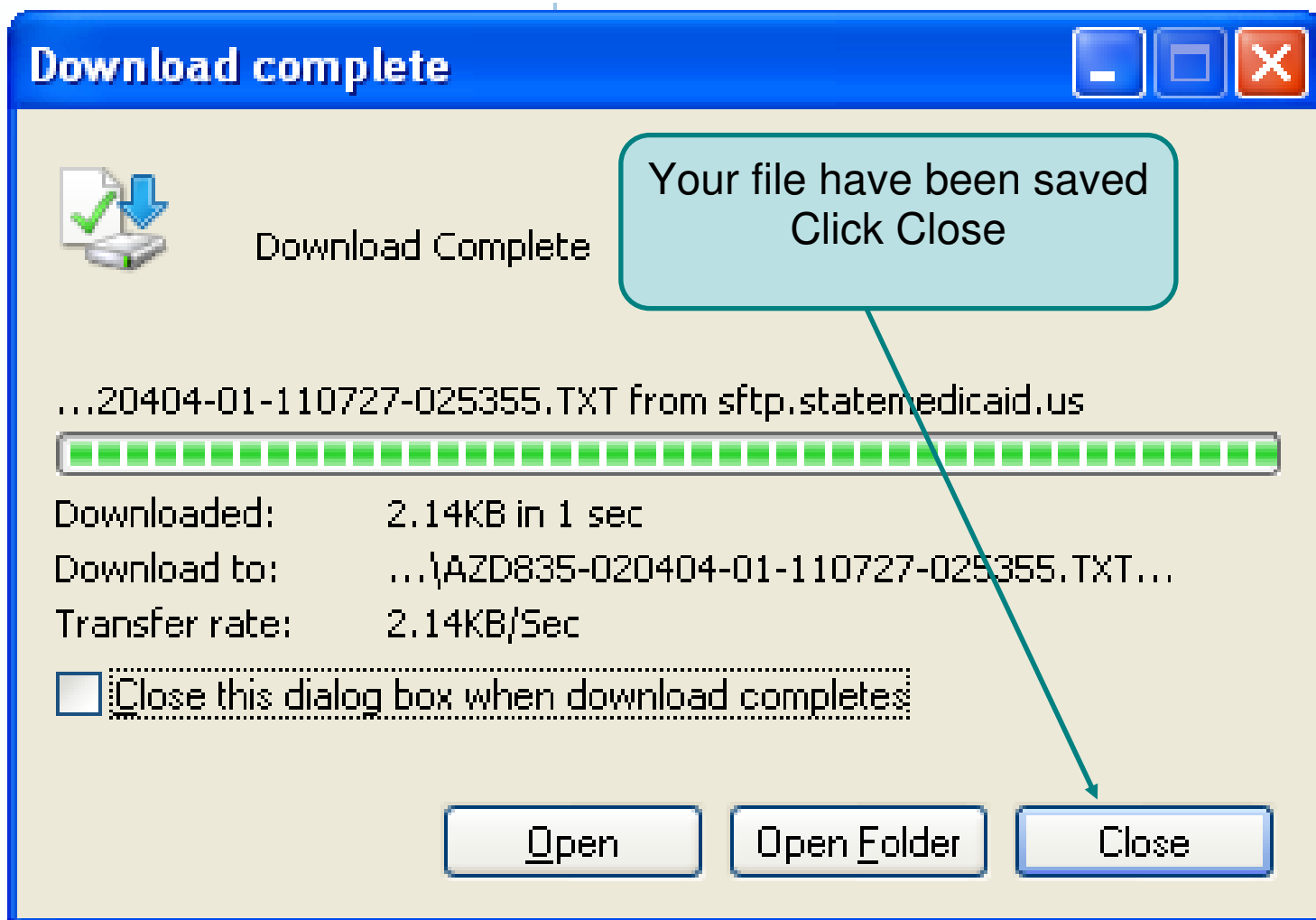
start Calendar - Microsoft ... FW: MREP (Medicaid ... EFT 835 Remits.doc ... sftp.statemedicaid.us... 12:06 PM

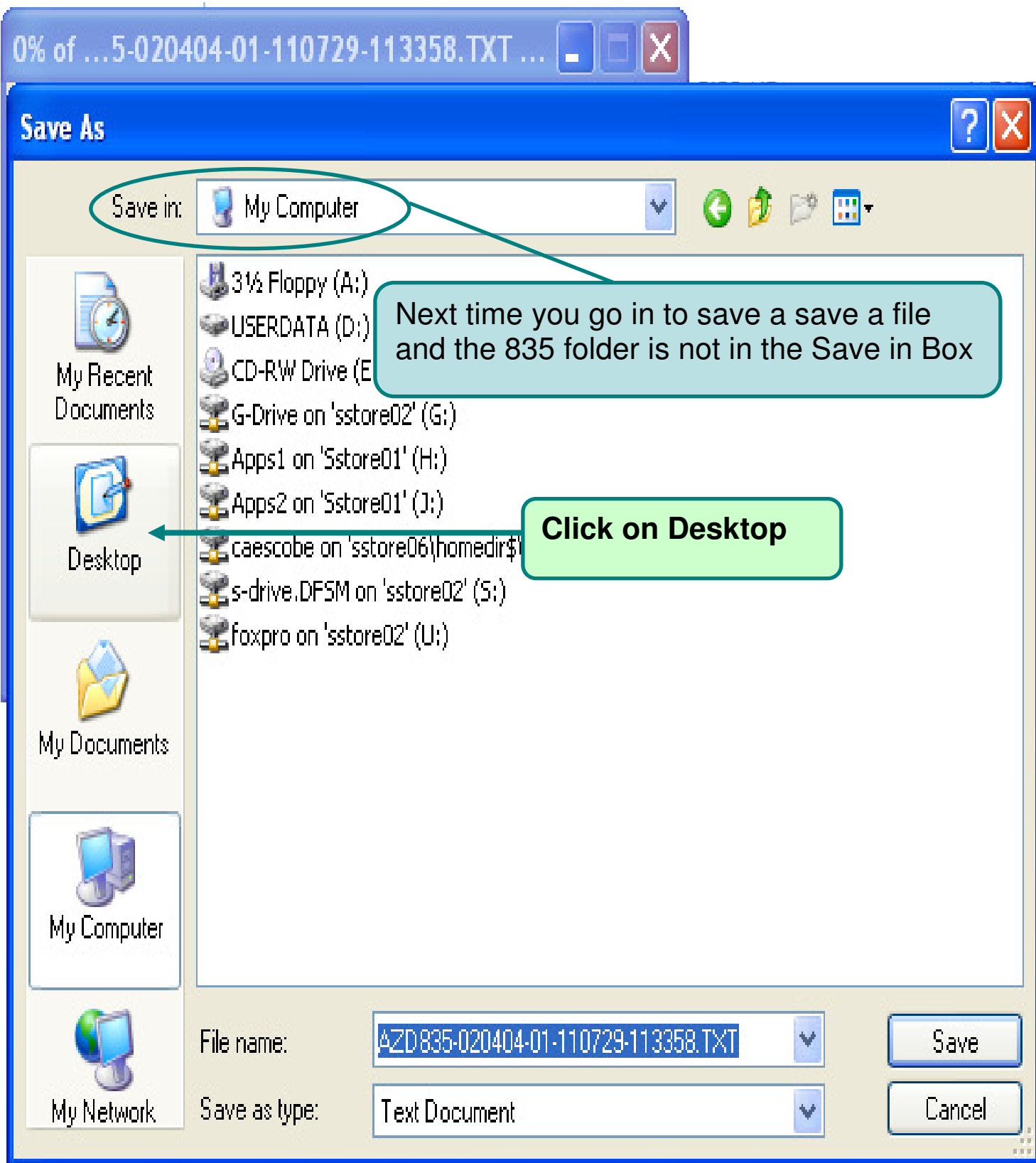


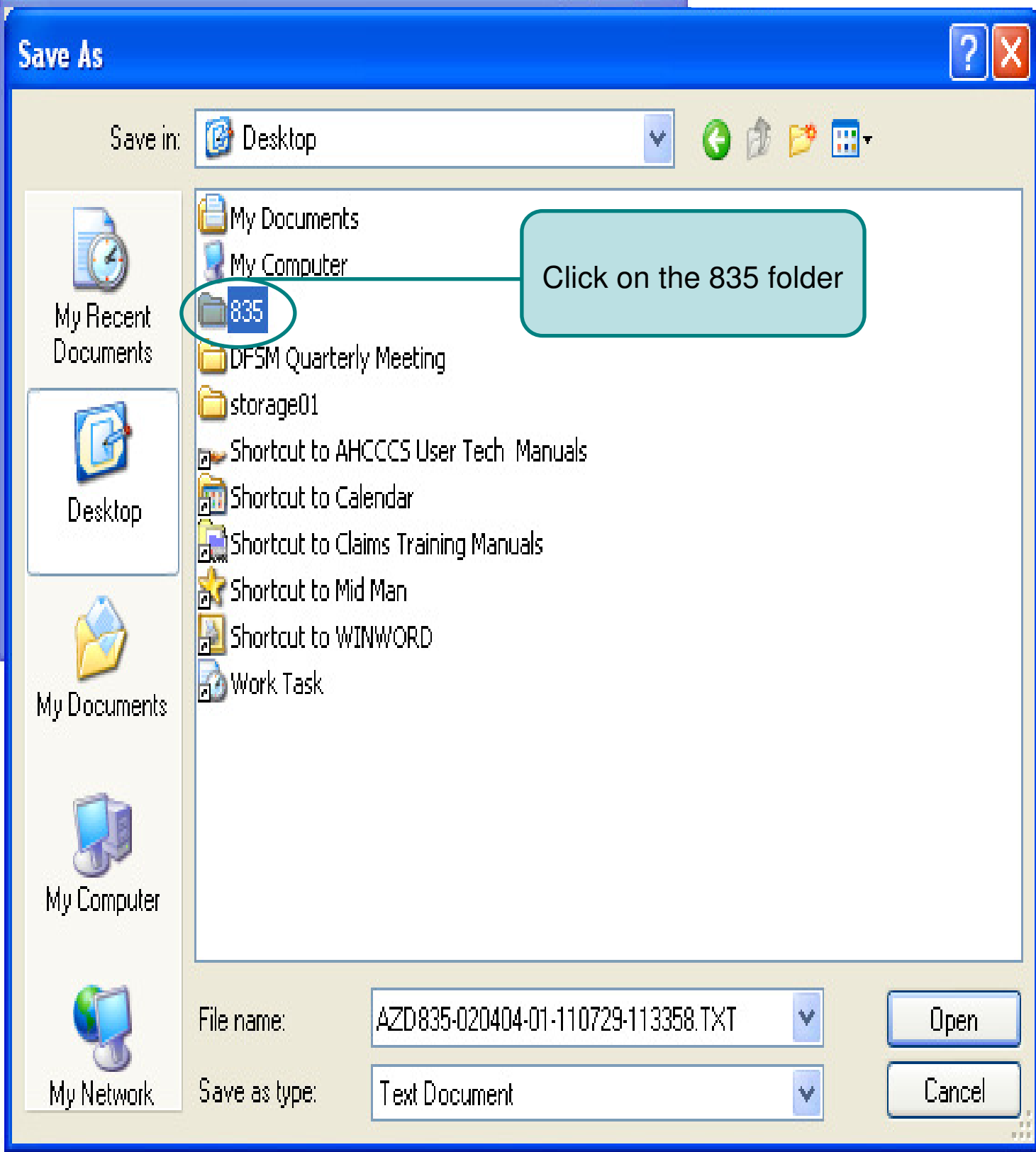


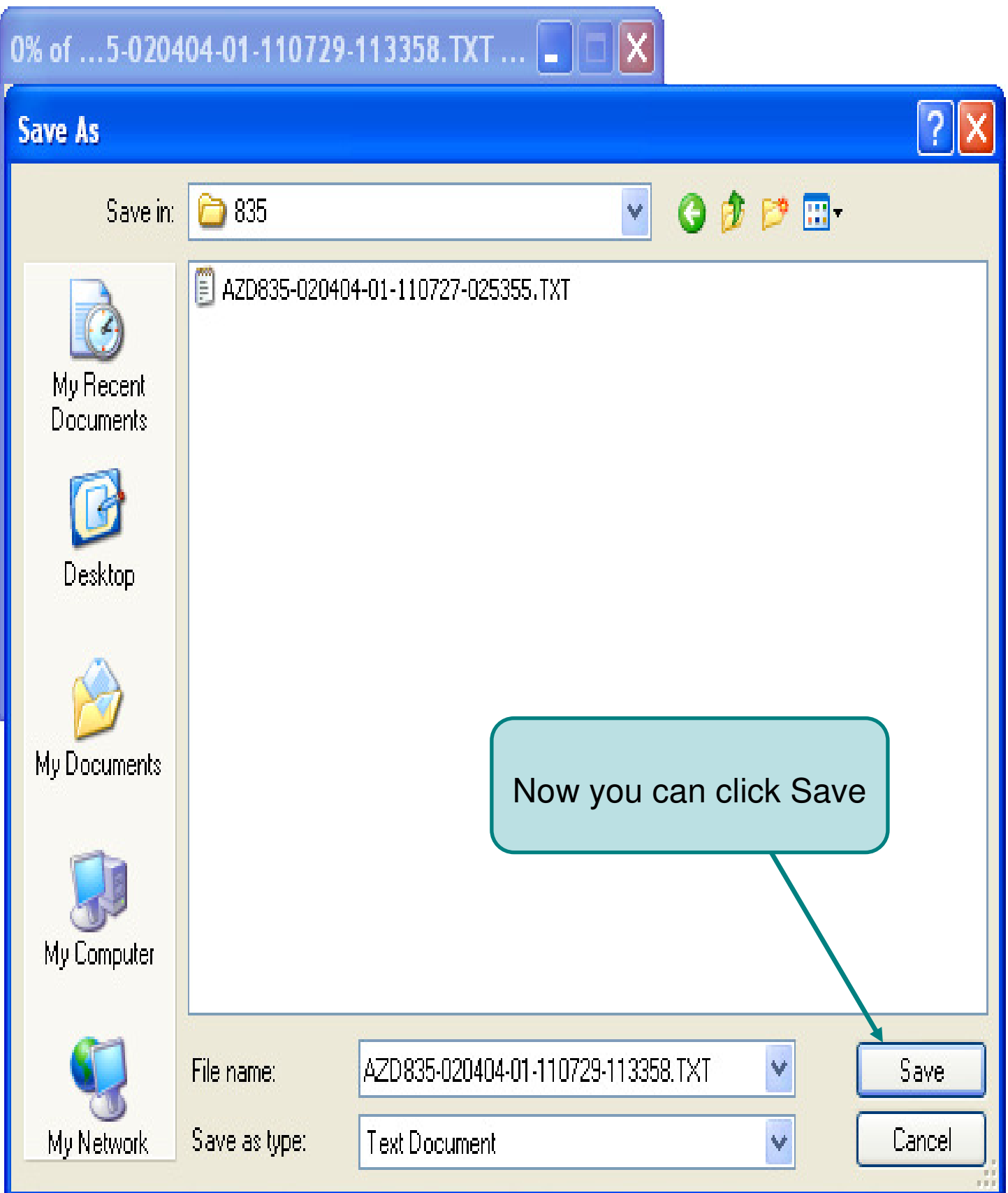












Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 5:

Medicare Remit Easy Print (MREP)



STEP B

You can use Medicare Remit Easy Print software (MREP) which works well with AHCCCS 835 files. Bear in mind that this software is provided by CMS and is not supported or maintain by AHCCCS.

See Special edition MLN Matters Article (SE0611) for more detailed information on the MREP software, found at

<http://www.cms.hhs.gov/mlnmattersarticles/downloads/SE0611.pdf>

Reference:

<http://www.cms.hhs.gov/mlnmattersarticles/downloads/SE0627.pdf>

<http://www.cms.hhs.gov/mlnmattersarticles/downloads/MM4376.pdf>

MREP

Download/Installation Instructions:

https://www.cms.gov/AccessToDataApplication/02_MedicareRemitEasyPrint.asp

Note:

Make sure that you save the 835 file from the EFT server before continuing to MREP (see pages 5-8)

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 6:

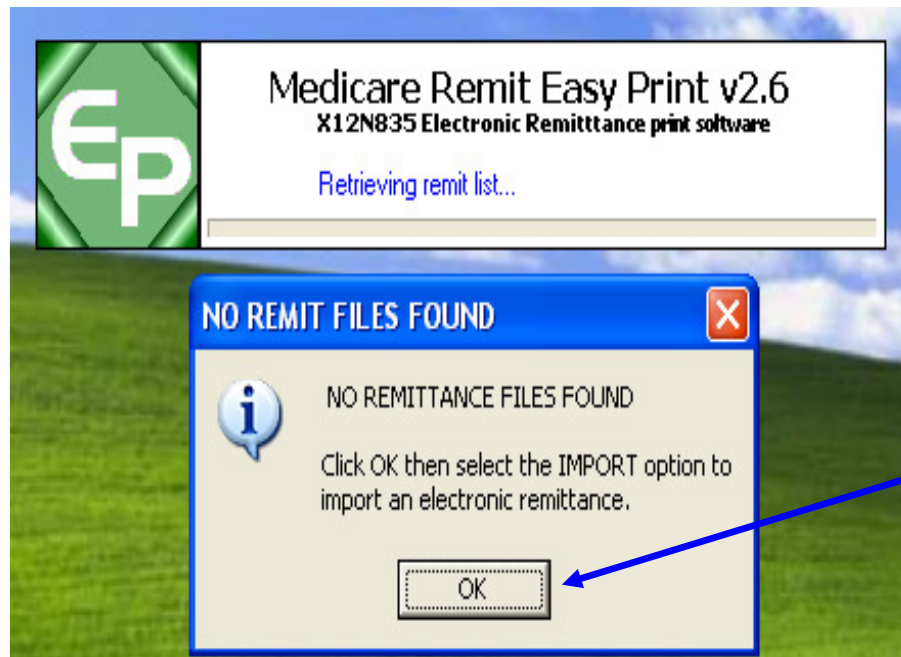
How to Launch (MREP)



Once you have installed the Medicare Remit Easy Print software (MREP) on your desktop an ICON will appear on your desktop



Double
click on
the icon



Click on
OK

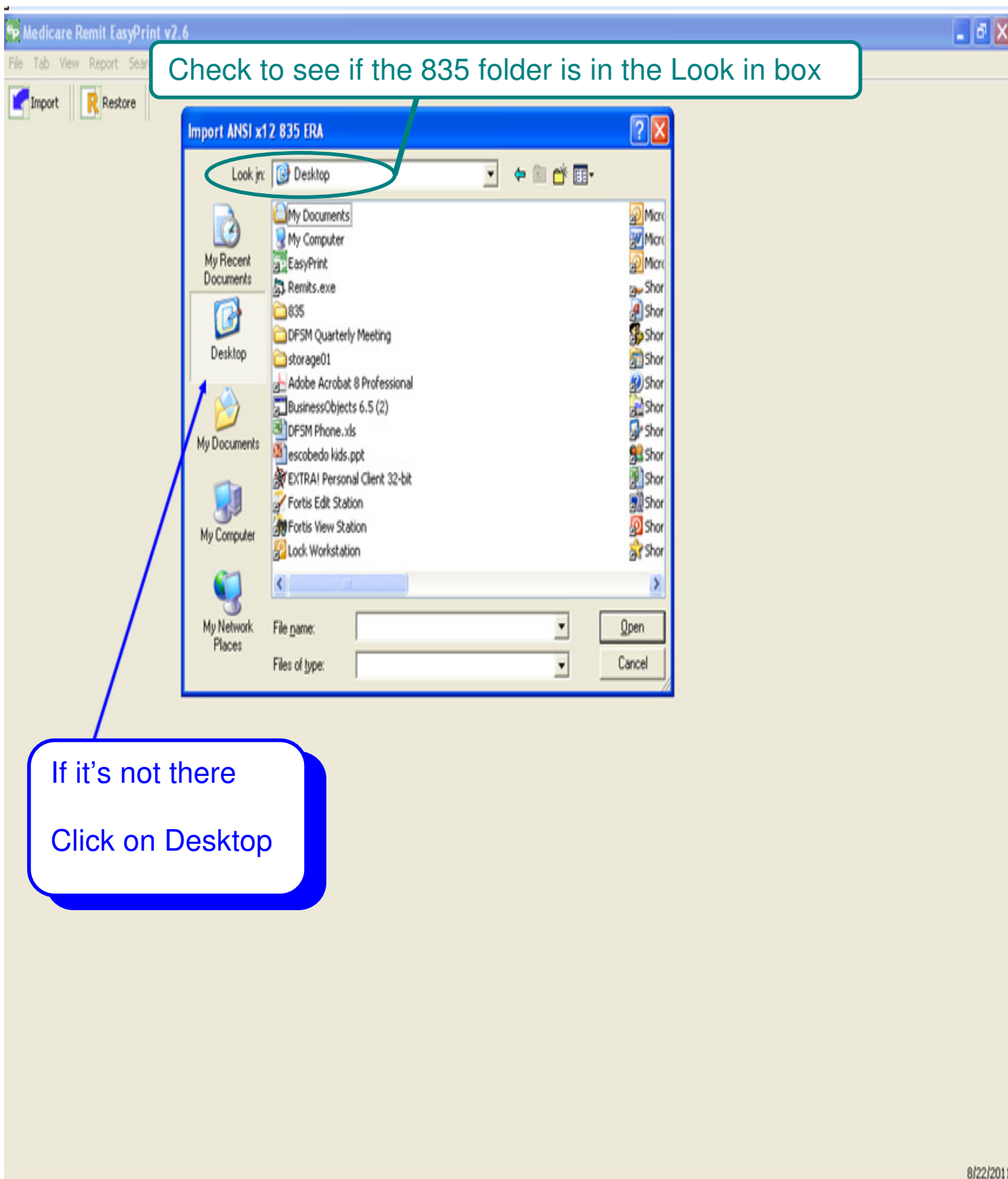
Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

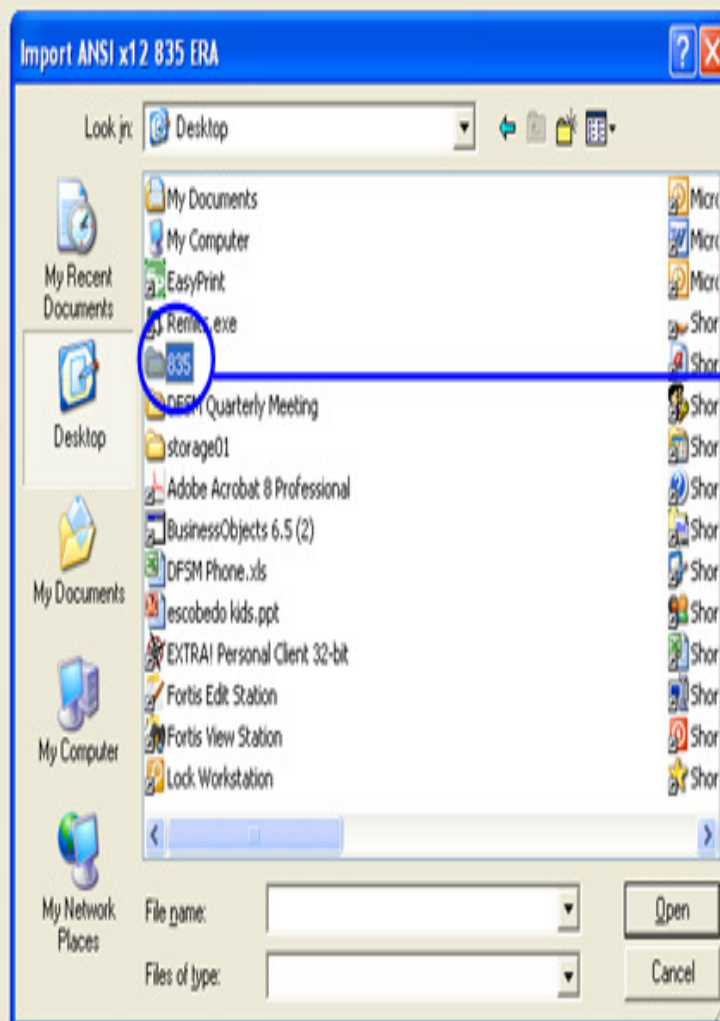
Section 7:

Import 835 files to MREP

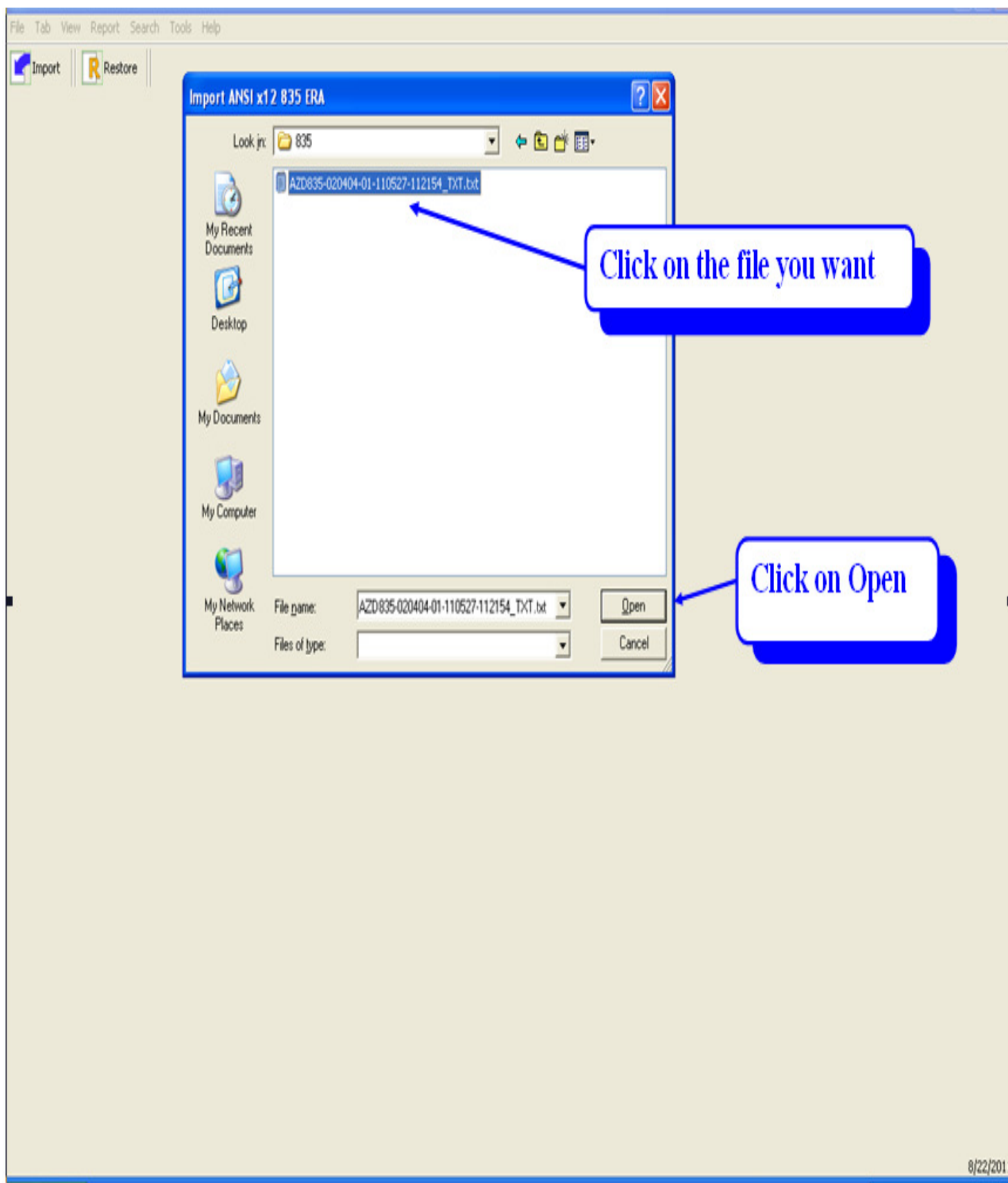








Doubled click on the
835 folder



Medicare Remit EasyPrint v2.6

File Tab View Report Search Tools Help

Import Report Archive Restore Delete Search Print List

| Payer Name | Payee Name | Payee ID | Check Date | Check/EFT ... | Check/EFT ... | Claims | Check/EFT Number | Version | Filename | |
|------------|------------|------------|------------|---------------|---------------|--------|------------------|------------|----------|------|
| AHCCS | Hospital | 1234567890 | 05/01/2009 | 1.00 | EFT | 0 | 000000000012345 | 0040100091 | AHCCS | 0000 |

This screen with the 835 information will come up

| Claim List | Claim Detail | Remit Summary | Data View | Search | Glossary | | |
|---|--------------|---------------|---------------|-------------|-----------|-----------|-----|
| Name | ACNT | ICN | Billed Amount | Paid Amount | From Date | To Date | ASG |
| <input checked="" type="checkbox"/> Doe, John | 123456789 | 123456789012 | 1.00 | 1.00 | 4/10/2009 | 4/10/2009 | Y |

To view in an EOB format, click the check box of the member you want to see

Print Check All UnCheck All

6/11/2009

start Inbox - Micros... 2 Attachmate... K:\WINWORD\... EFT 835 Remit... Document2 - M... https://sftp.st... Medicare Remit... 2:43 PM

Medicare Remit EasyPrint v2.6

File Tab View Report Search Tools Help

Import Report Archive Restore Delete Search Print List

| Payer Name | Payee Name | Payee ID | Check Date | Check/EFT ... | Check/EFT ... | Claims | Check/EFT Number | Version | Filename | |
|------------|------------|------------|------------|---------------|---------------|--------|------------------|------------|----------|------|
| AHCCCS | Hospital | 1234567890 | 05/01/2009 | 1.00 | EFT | 0 | 000000000012345 | 0040100091 | AHCCCS | 0000 |

Claim List Claim Detail Remit Summary Data View Search Glossary

| Name | ACNT | ICN | Billed Amount | Paid Amount | From Date | To Date | ASG |
|---|-----------|--------------|---------------|-------------|-----------|-----------|-----|
| <input checked="" type="checkbox"/> Doe, John | 123456789 | 123456789012 | 1.00 | 1.00 | 4/10/2009 | 4/10/2009 | Y |

Print ☒ Check All ☐ UnCheck All

6/11/2009

start Inbox - Micros... 2 Attachmate... K:\WINWORD\... EFT 835 Remit... Document2 - M... https://sftp.st... Medicare Remit... 2:43 PM

Then click on the Claim Detail tab

Medicare Remit EasyPrint v2.6

File

Tab

View

Report

Search

Tools

Help

Import

Report

Archive

Restore

Delete

Search

Print List

Payer Name

Payee Name

Payee ID

Check Date

Check/EFT ...

Check/EFT ...

Claims

Check/EFT Number

Version

Filename

AHCCCS

The information will appear on the bottom screen in an EOB format

Claim List

Claim Detail

Remit Summary

Data View

Search

Glossary

AHCCCS

701 E. JEFFERSON

PHOENIX, AZ 85034

MEDICARE

REMITTANCE

NOTICE

CASA GRANDE REG MED CTR

PO BOX 3447

OMAHA, NE 681033447

NPI #:

DATE:

CHECK/EFT #:

PAGE #:

1437107208

08/05/2011

20110805020404

1

REMD PROV

SERV DATE

POS NOS

PROC

MODS

BILLED

ALLOWED

DEDUCT

COINS

GRP/RC-AMT

PROV PD

NAME

HIC

ACNT

ICN

ASC Y

MOA

PT RESP

0.00

CLAIM TOTALS

0.00

0.00

0.00

0.00

0.00

ADJ TO TOTALS: PREV PD

INTEREST

0.00

LATE FILING CHARGE

0.00

NET

0.00

OA-23

20.48

CO-45

421.52

Print

Zoom In

Zoom Out

Reset Zoom

Glossary

11/1/2011

start

Inbox - Microsof ...

Update Final Drr ...

Update Final Drr ...

Medicare Remit ...

K:\WINWORD\A...

1:44 PM

36

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 8:

Sing up for electronic remits (835)



Sign up for Electronic Remits (835)

To sign up for Electronic Remits (835) please send an email request to <mailto:EDICustomerSupport@azahcccs.gov>.

The request will be assigned to the EDI Team for processing. Once the EDI Team has processed the request, further instructions including login and password, will be sent to the designated individual

You may also contact the ISD Customer Support line ((602) 417-4451) and open a ticket. The ticket will be forwarded to the EDI Team for processing.

Contacts

EDI Customer Support
<mailto:EDICustomerSupport@azahcccs.gov>
ISD Customer Support
(602) 417-4451

Technical Assistance document for retrieving/viewing and printing 835 Electronic Remit

Section 9:

Frequently Asked Questions



Medicare Remit Easy Print (MREP) FAQ's

| | |
|-----------|---|
| Q: | Why do the credits / debits in the adjustment fields look different? |
| A: | The 835 transaction present debits and credits in a different way. The PLB segments are a credit (provider's payment is reduced by that amount) shows as a positive amount, and the opposite is true of debits. |
| S: | <i>Just be aware that adjustments within the 835 DECREASE the payment when the adjustment amount is POSITIVE, and INCREASE the payment when the adjustment amount is NEGATIVE.</i> |
| Q: | When there are claims from multiple line of business (LOB) on an 835 (e.g. Acute, LTC, and Kids Care) why is some of the information missing? |
| A: | Currently if you have claims from multiple LOB and more than one was not issued a check because all the claims denied for that LOB, the system will assign those LOB a check number using a combination of the payment date and the AHCCCS provider id (e.g. 20090730111111) which will create a duplicate check number for the LOB that didn't have a real check issued. The MREP software sees these as duplicates and will not display them. |
| S: | <i>We are currently working in system changes that will prevent the system assigning the same check number in a single 835.</i> <i>Until the change is made you can obtain the missing information by logging on to the AHCCCS web site and viewing the claims status</i> https://azweb.statemedicaid.us/Home.asp |
| Q: | Why do some of the billed amounts appear as zero? |
| A: | The billed amounts on claims that are billed at the header level only, (LTC and some Outpatient claims) appear as zero in the MREP software |
| S: | <i>If you need to confirm the amount you billed you can obtain the information by logging on to the AHCCCS web site and viewing the claims status</i> https://azweb.statemedicaid.us/Home.asp |
| Q: | |
| A: | |
| S: | |