

# ProviderOne Provider user manual

Submitting and Retrieving  
HIPAA Batch Transactions



## **Disclaimer**

A contract known as the Core Provider Agreement (CPA), governs the relationship between HCA and Washington Apple Health providers. The CPA terms and conditions incorporate federal laws, rules and regulations, state law, HCA rules and regulations, and HCA program policies and billing instructions, including this user manual.

Providers must submit a claim in accordance with the HCA rules, policies, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this manual's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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## Submitting and retrieving HIPAA batch transactions

The following ProviderOne tasks are covered in this section:

- Submitting a HIPAA batch transaction
- Retrieving a HIPAA batch response

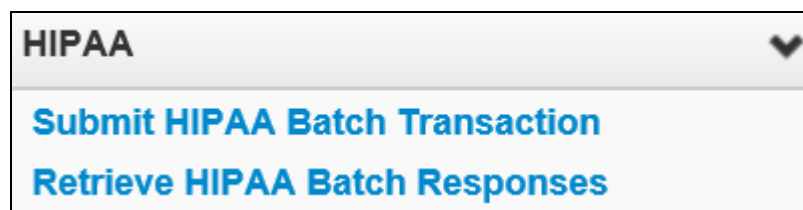
## Submitting a HIPAA batch transaction

### Before uploading your document

You must be enrolled as a trading partner in the ProviderOne system and be authorized to submit HIPAA files over the web. The file you are uploading must be less than or equal to 50 MB in size.

### Submitting the document

From the provider portal, click the **Submit HIPAA Batch Transaction** link:



ProviderOne displays the Batch Attachment Response page.

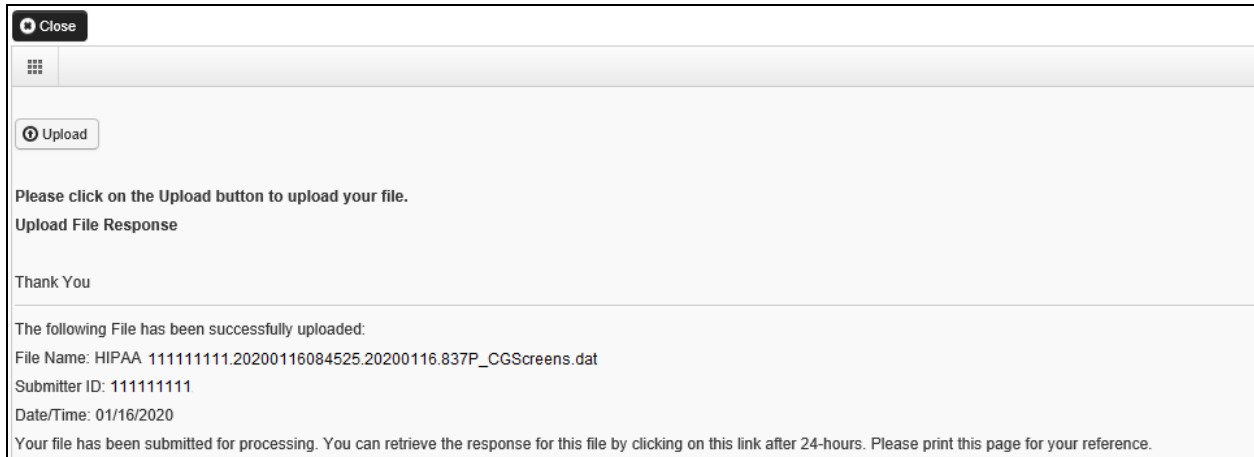


Click the **Upload** button. ProviderOne displays the Attachment page.



Click the **Browse** button to select the file to upload. Click the **Ok** button.

If the upload was successful, ProviderOne displays the Upload File Response.



The screenshot shows a dialog box titled "Close" in the top-left corner. Inside the dialog, there is a button labeled "Upload" with a circular arrow icon. Below the button, the text reads: "Please click on the Upload button to upload your file." followed by "Upload File Response". A "Thank You" message is displayed below that. The main body of the dialog contains the following information: "The following File has been successfully uploaded:", "File Name: HIPAA 111111111.20200116084525.20200116.837P\_CGScreens.dat", "Submitter ID: 111111111", and "Date/Time: 01/16/2020". At the bottom, a note states: "Your file has been submitted for processing. You can retrieve the response for this file by clicking on this link after 24-hours. Please print this page for your reference."

Click the **Close** button.

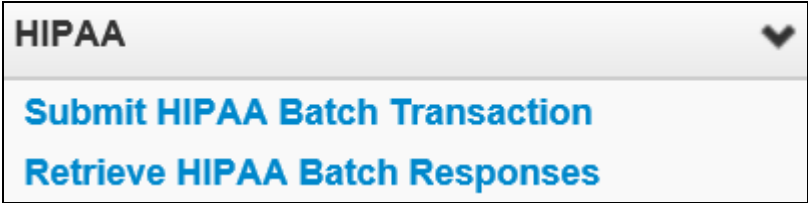
## Retrieving a HIPAA batch response

### Before retrieving a HIPAA batch response

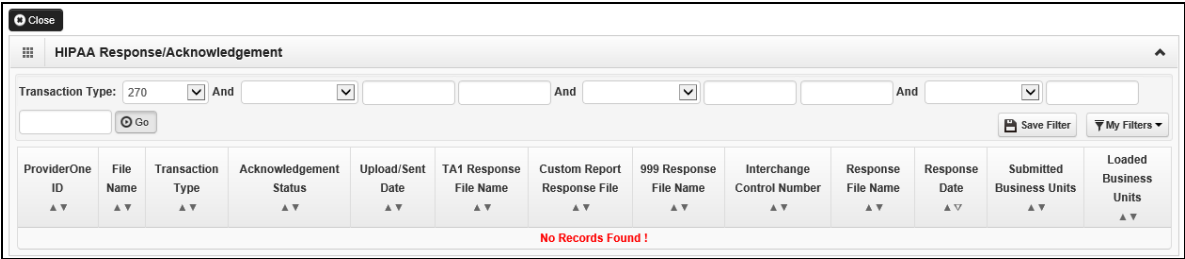
A file must have been submitted and processed.

### Accessing the HIPAA response/acknowledgement list

From the provider portal, click the **Retrieve HIPAA Batch Responses** link.



ProviderOne displays the HIPAA Response/Acknowledgement list. By default this list is empty.



Open the **Transaction Type** dropdown menu and select a Transaction Type.

The screenshot shows the 'HIPAA Response/Acknowledgement' search window. At the top, there's a 'Close' button and a search bar. Below the search bar, there are several dropdown menus for filtering, including 'Transaction Type' (set to 837), 'And', and 'Go' buttons. A 'Save Filter' button and 'My Filters' dropdown are also present. Below the filters is a table with 13 columns: ProviderOne ID, File Name, Transaction Type, Acknowledgement Status, Upload/Sent Date, TA1 Response File Name, Custom Report Response File, 999 Response File Name, Interchange Control Number, Response File Name, Response Date, Submitted Business Units, and Loaded Business Units. The table is currently empty, and a red message 'No Records Found !' is displayed at the bottom of the table area.

Optionally, use the “And” filters to further narrow the search. Use the % as a wildcard at the beginning or end of your file name search.

Click the **Go** button. ProviderOne refreshes the screen and populates the list with all transactions matching the Transaction Type and any applied filters.

The screenshot shows the 'HIPAA Response/Acknowledgement' search window with filters applied: 'Transaction Type' is 837, 'Upload/Sent Date' is 01/16/2020, and 'File Name' is %CGScreens%. The 'Go' button has been clicked, and the table is now populated with one record. The table has 13 columns: ProviderOne ID, File Name, Transaction Type, Acknowledgement Status, Upload/Sent Date, TA1 Response File Name, Custom Report Response File, 999 Response File Name, Interchange Control Number, Response File Name, Response Date, Submitted Business Units, and Loaded Business Units. The record shows a ProviderOne ID of 105408000, a File Name of HIPAA.11111111.20200116084525.20200116.837P\_CGScreens.dat, a Transaction Type of 837P, an Acknowledgement Status of Accepted, an Upload/Sent Date of 01/16/2020, a TA1 Response File Name of HIPAA.11111111.20200116084525.20200116.837P\_CGScreens.dat.tmp\_TA1.dat, and a Custom Report Response File of HIPAA.11111111.20200116084525.20200116.837P\_CGScreens.dat. At the bottom, there are buttons for 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1'.

ProviderOne ID	File Name	Transaction Type	Acknowledgement Status	Upload/Sent Date	TA1 Response File Name	Custom Report Response File	999 Response File Name	Interchange Control Number	Response File Name	Response Date	Submitted Business Units	Loaded Business Units
105408000	HIPAA.11111111.20200116084525.20200116.837P_CGScreens.dat	837P	Accepted	01/16/2020	HIPAA.11111111.20200116084525.20200116.837P_CGScreens.dat.tmp_TA1.dat	HIPAA.11111111.20200116084525.20200116.837P_CGScreens.dat						

## About the HIPAA Response/Acknowledgement List

Archived files are not viewable.

## Downloading the response

Click the hyperlink in the appropriate column to download the response file. Response file formats include TA1, Custom Report, and 999.

## Downloading the original file

Download the original file by clicking the File Name hyperlink.