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File Upload for ANSI 837/NSF

July 2007



Introduction

- To begin, you need your assigned ENS user ID, password, and organization ID
 - This should be delivered to you in the ENS welcome letter within 3–4 business days after enrolling with ENS
 - You can also call (866) 367-9778 to obtain your login information
- What is an **ANSI 837/NSF file**?
 - An ANSI 837/NSF file is an industry-standard claim file format used by ENS to submit electronic claims for payment
- This lesson will show you how to:
 - Find the ENS home page
 - Login to the medical claims center
 - Upload claims files
 - View ENS reports
- Read the instructions in the gray boxes in this lesson
- Questions or problems can be reported to Technical Support at:
 - Email: tsupport@ENShealth.com
 - Phone: (866) 367-9778

Let's Get Started

From a Web browser, locate the ENS home page at: [http:// www.enshealth.com](http://www.enshealth.com).
Helpful hint: Once you are at the ENS home page, save it as a favorite link for future use.

The screenshot shows the ENS website home page with a blue header and sidebar. The main content area is white with a green border. The sidebar on the left contains a 'Seminar Information' section with links for 'ENS Sign-up Online' (for Physician Billing, Hospital Billing, and ERA), and a vertical menu with links for 'About ENS', 'Medical Provider Solutions', 'Insurance Payer Solutions', 'Customer Support', 'Strategic Partners', 'Download Center', 'Vendor/Partner Access', and 'Contact Us'. At the bottom of the sidebar is a 'Payer Lists' button. The main content area features an 'UPCOMING EVENTS & SEMINARS' section with sub-sections for 'Seminars' and 'Events', listing dates and locations. The right sidebar contains an 'EHNAC ACCREDITED' logo, a 'Site Index' dropdown menu, a 'News & Events' section with links for 'Ingenix to Acquire ENS', 'NWH, INC. Enters into Definitive Merger Agreement with Ingenix', and 'Electronic Network'. A red-bordered box highlights a 'FREE one month ERA & Electronic EOB service through June 30, 2006' offer. Below this is an 'ENS Meeting Center' section with a 'Join' button and a 'Client Access' button. An arrow points from a grey box on the right to the 'Client Access' button.

Click on client access.

Logging In



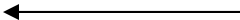
Login to Medical Claims Center

Username:

Password:

Organization ID:

Enter your user ID, password, and organization ID in appropriate spaces.



File Upload

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Graham Richardson

Health-e Network[®] Services

Message Center

File Upload

Manage Provider Information

Logout Z0000000

To upload a claim file to ENS, click on the file upload button.

File Upload, continued

The screenshot shows a web application interface for file upload. On the left is a blue sidebar with a logo, the text 'File Upload', and 'Health-e Network Home'. The main content area has a green header with 'File Upload' and a 'Test' button. Below the header are two numbered instructions: (1) Please specify the claim file you wish to send. The supported standards are currently the NSF HCFA, NSF UB92, ANSI 837I, and ANSI 837P. You may enter the path and filename explicitly or use the browse feature. (2) Upload claim file to the data center for processing. At the bottom, there is a yellow text input field, a 'Browse...' button, and an 'Upload file' button. A grey callout box with an arrow points to the 'Browse...' button, containing the text 'Click on browse.'.

Test

File Upload

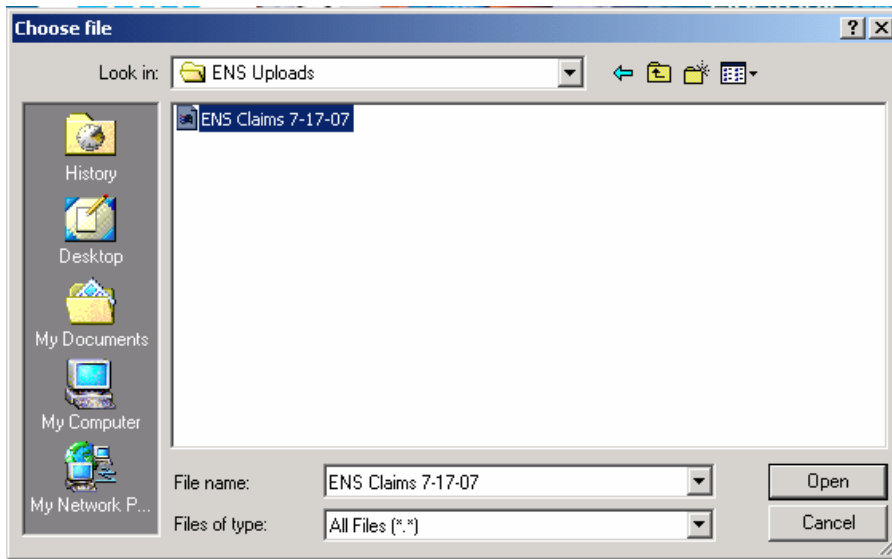
Health-e Network Home

- (1) Please specify the claim file you wish to send. The supported standards are currently the NSF HCFA, NSF UB92, ANSI 837I, and ANSI 837P. You may enter the path and filename explicitly or use the browse feature.
- (2) Upload claim file to the data center for processing.

Browse... Click on browse.

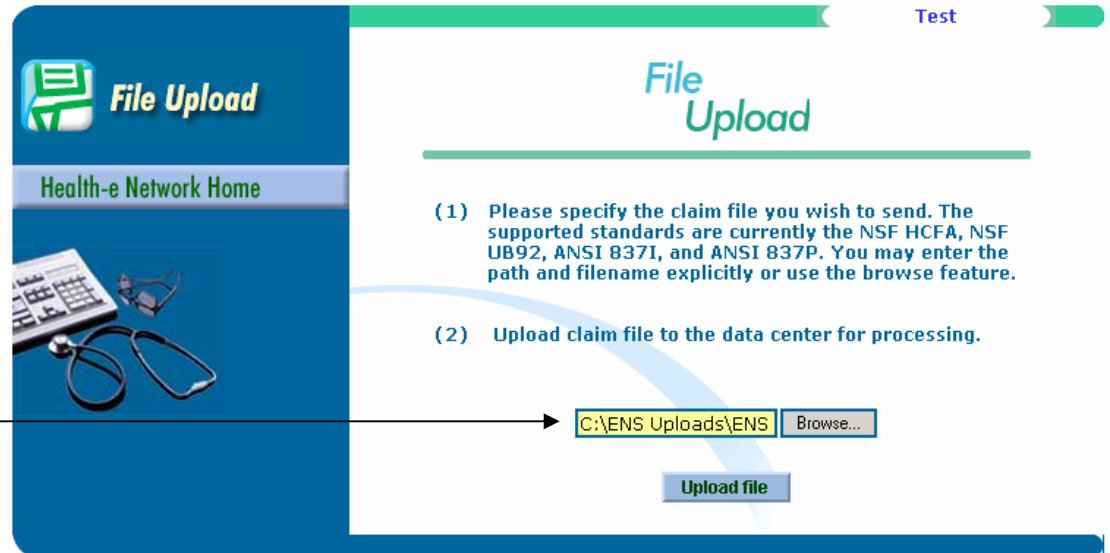
Upload file

File Upload, continued



① Locate the claim file to be uploaded, select it, then click open.

② The name and location of your file will be displayed in the yellow text box. This is the file that you will upload to ENS.



File Upload, continued

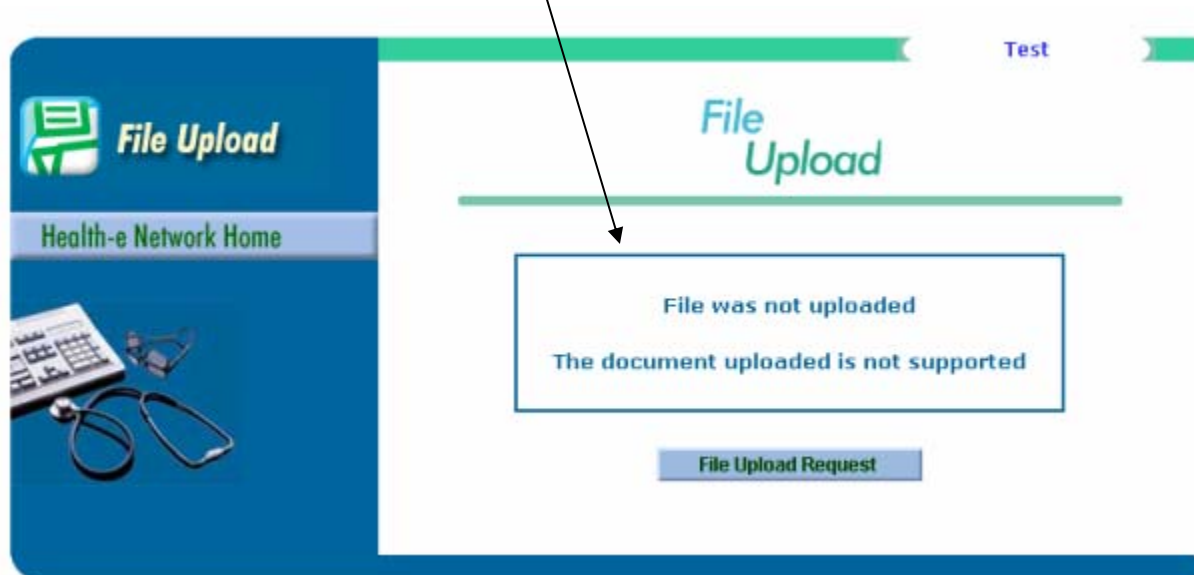
The screenshot shows the 'File Upload' page with a sidebar on the left containing the 'File Upload' logo and 'Health-e Network Home' link. The main content area has a 'Test' button in the top right and the title 'File Upload'. Below the title are two numbered instructions: (1) 'Please specify the claim file you wish to send. The supported standards are currently the NSF HCFA, NSF UB92, ANSI 837I, and ANSI 837P. You may enter the path and filename explicitly or use the browse feature.' and (2) 'Upload claim file to the data center for processing.' Below the instructions is a text input field containing 'C:\ENS Uploads\ENS' and a 'Browse...' button. Below the input field is an 'Upload file' button. A callout box with a circled '1' and the text 'Click on upload file.' has an arrow pointing to the 'Upload file' button.

Once the file has finished uploading, you will receive a "File was successfully uploaded" message. This confirms that the file has been uploaded to ENS for processing.

The screenshot shows the 'File Upload' page after a successful upload. The sidebar and main content area are the same as in the previous screenshot. A callout box with a circled '2' and the text 'File was successfully uploaded' has an arrow pointing to a message box on the page that says 'File was successfully uploaded'. Below the message box is a 'File Upload Request' button.

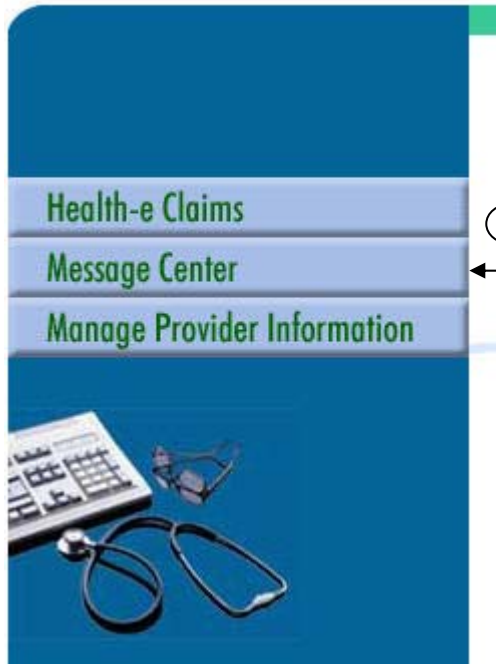
File Upload, continued

If your file was not successfully loaded, you will see a “File was not uploaded” message. The file you selected was not in the correct format—try again or contact ENS Technical Support.



ENS Reports

ENS reports allow you to check the status of your submitted claims.



① After logging in to client access, click on the message center button.

If a new report is available, you will be prompted to click on your ENS user ID to retrieve the report. Click on the ID number.

Message Center

Reports are available for the Organization ID(s) listed below. Click the ID to add the reports to your message box.

[Click Here Z1234567](#)

Delete <input checked="" type="checkbox"/> = Read				
<input type="checkbox"/> All	From	Subject	▼ Date	Size
<input type="checkbox"/>	ENS	ENS Report	04/17/2006 12:18 P.M.	6794

②

The ENS report will now be displayed. The time listed is the date and time (MST) the report was downloaded from ENS. Click on ENS to open and read the report.

Delete <input checked="" type="checkbox"/> = Read				
<input type="checkbox"/> All	From	Subject	▼ Date	Size
<input checked="" type="checkbox"/>	ENS	ENS Report	04/17/2006 12:18 P.M.	6794

③

Sample Reports – Level 1 Report

The Level 1 Report is a claim receipt summary containing the **Tax ID** number the claims were sent under, the **number of claims**, and the total **dollar amount**. Within one hour after you send your claims to ENS, the Level 1 Report will be available for download. This report is used to verify that ENS has received the submitted claims. If you notice claims missing from the report, contact Technical Support.

```
*****
* Receipt Date: 09/20/2005   ENS Level 1 - Claim receipt summary   Z1234567 *
* # of Claims:      2
* Dollar Amt: $      328.00
* System: T1X
* NOTE: To guarantee the receipt of claims by ENS - You must verify each claim *
* on the Level 2 - ENS Claim Acknowledgement Report - to be delivered within 1 *
* business day of receipt of the claims.
*****
Tax ID                # of Claims                Dollar Amt
-----
888888888            2                        $      328.00
-----
```

Sample Reports – Level 2 Report

The Level 2 Report will be delivered within one business day after you receive your Level 1 Report. This report will verify the receipt of claims that were listed on the Level 1 Report. The Level 2 Report provides specific details such as patient names, provider names, insured ID numbers, patient account numbers, claim status, etc. Each claim will be assigned a status, either ACCEPTED or REJECTED. If you signed up for Electronic Claims Tracking (ECT), the ECT number for each claim is shown on the report. This number can be used to search for a claim's status in the ECT System. If you notice claims missing from the report, contact Technical Support.

```

Report Date: 09/20/05          LEVEL 2 - ENS CLAIM ACKNOWLEDGEMENT REPORT
                                CLAIMS RECEIVED BY ENS FOR PROCESSING
As of      Pftn      Ps      ENS ID      Pat Acct #      Insured ID#      Svc Date(s)
Payor Code
Patient Name                    Provider Name                    Insured Name
Clm Val
Status
-----
09/20/05 888888888 0001  Z1234567 PUB0001          999999999  08/12/05-08/12/05 AETNA
PUBLIC, JOE                    DOE, JOHN                    PUBLIC, JOE
108.00
ACCEPTED - ECT #: Z123456720050115011111 --->
09/20/05 888888888 0001  Z1234567 PUB0002          999999991  08/12/05-08/12/05 UNITED
HEALTHCARE                    DOE, JOHN                    PUBLIC, JANE
220.00
ACCEPTED - ECT #: Z123456720050115011112 --->
    
```

```

*****
* 09/20/05 LEVEL 2 - ENS CLAIM ACKNOWLEDGEMENT REPORT Summary for: Z1234567 *
* Payor: COMMERCIAL Tax ID: 888888888 *
* Dated: 09/20/05 *
* Submitted Accepted Rejected *
* ----- *
* Claims: 2 2 N/A *
* Charges: $328.00 $328.00 N/A *
* Percentage: 100.00% N/A *
*****
    
```

```

*****
* 09/20/05 LEVEL 2 - ENS CLAIM ACKNOWLEDGEMENT REPORT Summary for: Z1234567 *
* Payor: ALL PAYERS Tax ID: 888888888 *
* Dated: 09/20/05 *
* Submitted Accepted Rejected *
* ----- *
* Claims: 2 2 0 *
* Charges: $328.00 $328.00 $ 0.00 *
* Percentage: 100.00% 0.00% *
*****
    
```

Sample Reports – Payer Reports

Once claims are transmitted to the payer(s), the IS system is updated based on information received from the payer(s). This information may differ slightly in each report, depending on what is provided by the payer. The payer report is used to verify that the payer has received the claims and accepted them into their system for adjudication. If the payer rejects the claim, they will provide a reason for the rejection. The claim must be corrected and resubmitted to them, through ENS.

Report Date: 09/22/05 AETNA

CLAIM STATUS REPORT

As of	Pftn	Ps	ENS ID	Pat Acct #	Insured ID#	Svc Date(s)
Payor Code	Patient Name	Provider Name	Insured Name			
Clm Val	Status					
09/21/05	888888888	0001	Z1234567	PUB0001	999999999	08/12/05-08/12/05 AETNA
PUBLIC, JOE		DOE, JOHN			PUBLIC, JOE	
108.00						

ECT Number: Z123456720050115011111
 AETNA STATUS CODE: A2:19:IN
 Acknowledgement/Acceptance into adjudication system - The claim/encounter has been accepted into the adjudication system.
 Entity acknowledges receipt of claim/encounter.

Report Date: 09/23/05 UNITED HEALTH CARE

CLAIM STATUS REPORT

As of	Pftn	Ps	ENS ID	Pat Acct #	Insured ID#	Svc Date(s)
Payor Code	Patient Name	Provider Name	Insured Name			
Clm Val	Status					
09/21/05	888888888	0001	Z1234567	PUB0002	999999991	
08/12/05-08/12/05	UHC					
PUBLIC, JANE		DOE, JOHN			PUBLIC, JANE	
220.00						

CLAIM ACCEPTED
 ENS ECT Number: Z123456720050115011112
 ENS Claim ID: 2000000000000000
 Payer Trace Number: 1111111111111111
 UHC STATUS CODE: A1:19:PR:65
 Acknowledgement/Receipt - The claim/encounter has been received. This does not mean the claim has been accepted for adjudication. Entity acknowledges receipt of claim/encounter.

Congratulations

- You have now completed File Upload for ANSI 837/NSF File self-service training.
- Questions or issues can be reported in one of two ways:
 - Email Technical Support at tsupport@ENShealth.com
 - Call (866) 367-9778
- We appreciate your business