

HPHConnect for Providers User Guide

Submitting HIPPA Compliant Transactions

December 2019

Table of Contents

Overview — <i>HPHConnect</i> EDI File Upload.....	3
Document Manager and EDI Upload — Navigation.....	4
Document Management Summary Screen.....	5
Document Management Detail Screen.....	10
EDI Upload Function.....	12
How to Upload a File via the EDI Upload	13

HPHConnect EDI Upload Overview

The Document Manager EDI Upload is a transport mechanism for the exchange of data between Harvard Pilgrim and providers in the Harvard Pilgrim network. This is a two-way utility that allows data files to be transferred from Harvard Pilgrim to the provider and from the provider to Harvard Pilgrim. The data contained in these files is generated in a specific format. Downloading of files from Harvard Pilgrim and uploading files to Harvard Pilgrim is done via the “Office Management File Transfer Agent” link.

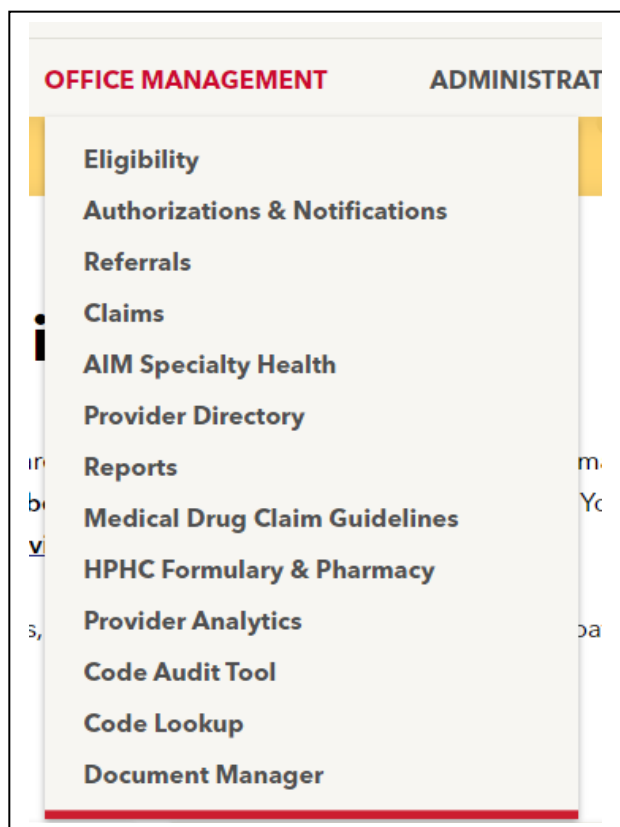
The EDI Upload provides:

- Security to ensure that only authorized users can access certain files
- A user-friendly tool that allows users to access, download and upload files
- A management tool for monitoring the access and use of files
- Providers can use the EDI Upload for a variety of transactions that are fast, efficient and convenient.
- The following is a list of the transactions available to providers via the File Transfer Agent:
- Reports selected for download vs. on-screen display only, such as PCP’s Member Roster, number of transactions performed via *HPHConnect*, etc.
- HIPAA-compliant electronic batch file transactions, which require technical work and testing with Harvard Pilgrim.
 - Eligibility Inquiry & Response (270/271)
 - Claims Status Inquiry & Response (276/277)
 - Claims Submission (837)
 - Electronic Claims Remittance Advice (835)
 - Referral/Authorization (278)

Contact Harvard Pilgrim for information on the use of these batch file transactions.

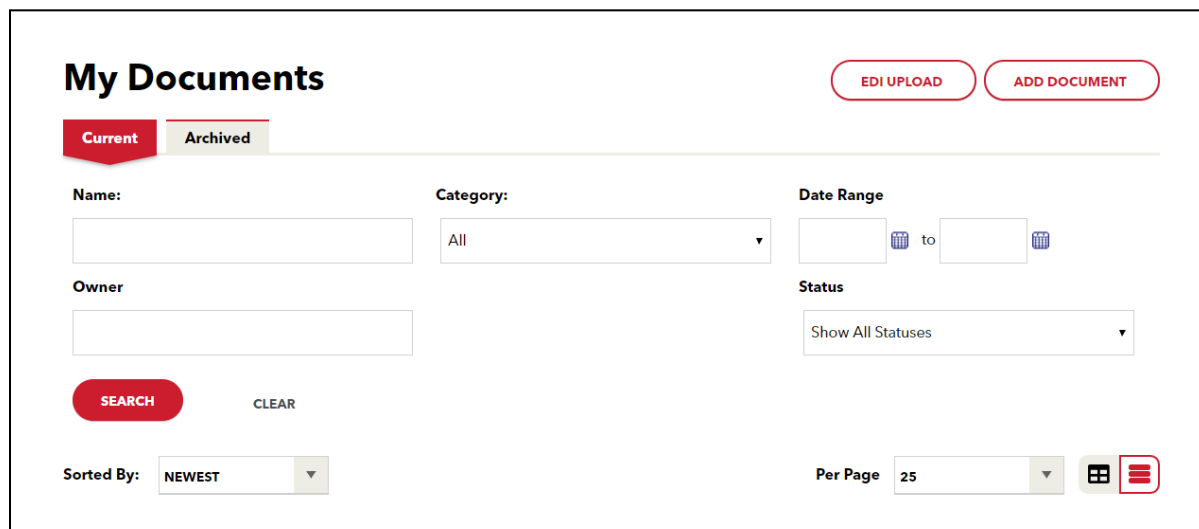
Document Manager and EDI Upload – Navigation

The Document Manager File Transfer Agent is located in the Office Management section of the navigation bar. Simply click on the link to access the “EDI Upload” button inbox.



Current Documents

The user receives uploaded files in the Current Document section. From here they can be downloaded to the PC or a network drive.



Document Manager Summary Screen

The screenshot shows the 'My Documents' interface. At the top, there are two tabs: 'Current' (active) and 'Archived'. To the right are buttons for 'EDI UPLOAD' and 'ADD DOCUMENT'. Below the tabs are search filters: 'Name:' (text input), 'Category:' (dropdown menu set to 'All'), 'Date Range' (calendar pickers), 'Owner' (text input), and 'Status' (dropdown menu set to 'Show All Statuses'). There are 'SEARCH' and 'CLEAR' buttons. Below the filters, there is a 'Sorted By:' dropdown set to 'NEWEST' and a 'Per Page' dropdown set to '25'. A document card is shown with the title 'Payor Admin Report of Confirmed Users.xls | (2 KB)', 'Uploaded: 11/05/2019', 'Owned By: Hphc All Claims', and 'Expires: Does Not Expire'. At the bottom of the card are buttons for 'VIEW/EDIT', 'DOWNLOAD', 'ARCHIVE', and 'Permanently Delete'.

Toggle between current and archived documents

Sort documents

Search documents

High-level list of documents

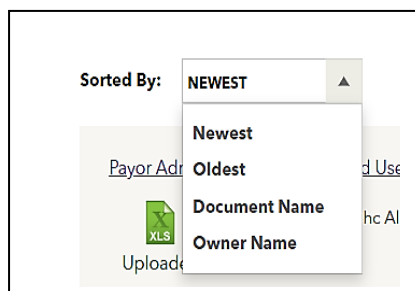
Document Manager Summary Screen Functions

- High-level list of documents that exist within the user’s Document Manager
- Sort documents
- Search documents
- View current or archived documents (toggle between Current Documents and Archived Documents tabs)

Sort Documents

On the Document Summary screen (My Documents) click the ‘Sort’ button and select a sort option.

- Newest
- Oldest
- Document Name
- Member Name
- Owner Name



Search Documents

My Documents



EDT UPLOAD **ADD DOCUMENT**

Current **Archived**

Name: **Category:** **Date Range:** to

Owner: **Status:**

SEARCH **CLEAR**

Sorted By: **Per Page:**  

Category:

- All
- Documentation
- Office Notes
- Prescription
- HIPAA X12 Transactions
- EDI Upload
- Hospital Notes
- Assessments
- Reports
- Lab Results
- Medical Expense Receipts
- Consents
- XRays

Date Range:

Status:

Per Page:

Search Filters

- Document name
- Category (system-defined and user-defined categories)
- Date range
- Document owner
- Member (member search is not available from the member portal.)
- Search reports (if enabled)
- Status
 - Show all statuses (default)
 - Downloaded
 - Received
 - Uploaded

Document Summary Views

The Document Summary screen accommodates two views: Snapshot View and List View.

The Snapshot View is the default view and users can switch between views. From either view, the Document Summary screen defaults to the user’s current documents list. From the Document Summary, users may access either current or archived documents.

Snapshot View — *Example*

The screenshot shows the Snapshot View interface. At the top, there are controls for 'Sorted By' (set to 'NEWEST') and 'Per Page' (set to '25'). Below these are two document cards. Each card displays the document name 'Payor Admin Report of Confirmed Users.xls' with its size (2 KB and 67 KB respectively), the upload date '11/05/2019', the owner 'Hphc All Claims', and the expiration status 'Does Not Expire'. Each card also features an 'XLS' icon, the word 'Uploaded', and three buttons: 'VIEW/EDIT', 'DOWNLOAD', and 'ARCHIVE'. A 'Permanently Delete' button with a trash icon is located at the bottom right of each card.

List View — *Example*

The screenshot shows the List View interface. It features the same 'Sorted By' and 'Per Page' controls as the Snapshot View. Below these is a table with three columns: 'Document Name', 'Uploaded', and 'Owned By'. The table contains two rows of data. Each row includes a document name, an upload date of '11/05/2019', and an owner of 'Hphc All Claims'. To the right of each row are three buttons: 'VIEW/EDIT', 'DOWNLOAD', and 'ARCHIVE'. A trash icon is also present to the left of these buttons.

Document Name	Uploaded	Owned By	Actions
Payor Admin Report of Confirmed Users.xls	11/05/2019	Hphc All Claims	VIEW/EDIT, DOWNLOAD, ARCHIVE, Permanently Delete
Payor Admin Report of Confirmed Users.xls	11/05/2019	Hphc All Claims	VIEW/EDIT, DOWNLOAD, ARCHIVE, Permanently Delete

About the Document Summary Screen — *Snapshot View*

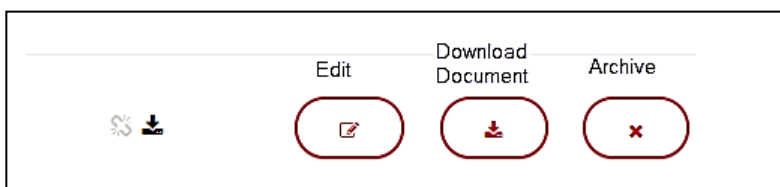
Snapshot View contains several data fields and action buttons that are relevant to the selected document. Some exceptions may be applied, depending on the document. These exceptions are noted by an asterisk [*] next to the descriptions below. Profile settings will also affect what is displayed on the Document Summary screen.

Snapshot View data fields and action buttons:

- Document name
- Uploaded date
- Tag/assigned category
- “View/Edit” button
 - Click on the “View/Edit” button to display the Document Detail screen.
- Download button
- Archive button
 - Click on the “Archive” button to move the selected document to the Archived tab.
- View Clinical*
- Permanently Delete*
 - Let users delete documents directly from the Document Summary instead of accessing each document to delete using the Document Tools.
 - A document can only be deleted by the document owner.
 - If the user is not the document owner, the “Permanently Delete” link will be grayed out.
 - To move the document from the current Document Summary list to the Archived tab, click on the “Archive” button.

Quick View Icons

Click on these icons to quickly view information about the document (instead of from the Document Detail screen).



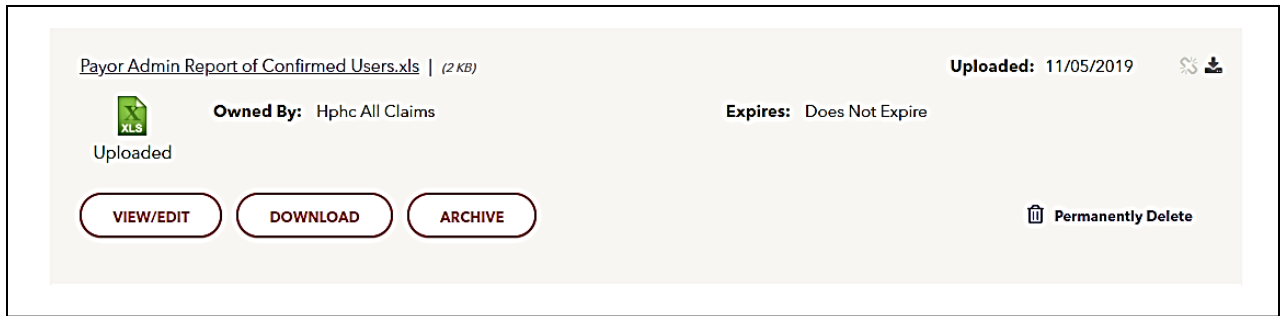
About the Document Summary — List View

The List View is a condensed view of each document entry.

List View data fields and action buttons

- Document name
- Uploaded date
- Owned by
- Quick view icons
 - Comment
 - Download

View Edit



From the Snapshot View, click the “View/Edit” button on the desired document to access the Document Manager Detail Screen.

Document Manager Detail Screen

Document Manager

You are currently sharing this document with: DOCUMENT TOOLS ▾

Document Details

10101
01011
10110

Name - Payor Admin Report of Confirmed Users.xls
Uploaded By - HPHC All Claims
File Size - 2KB
Date uploaded - November 5, 2019 8:53:06 AM

Sharing

[SHARE...](#)

Document Manager Categories

<input type="checkbox"/> Assessments	<input type="checkbox"/> Consents	<input type="checkbox"/> Documentation
<input type="checkbox"/> HIPAA X12 Transactions	<input type="checkbox"/> Hospital Notes	<input type="checkbox"/> Lab Results
<input type="checkbox"/> Medical Expense Receipts	<input type="checkbox"/> Office Notes	<input type="checkbox"/> Prescription
<input type="checkbox"/> Reports	<input type="checkbox"/> XRays	

My Categories

ADD NEW CATEGORY

Comments

ADD NEW COMMENT

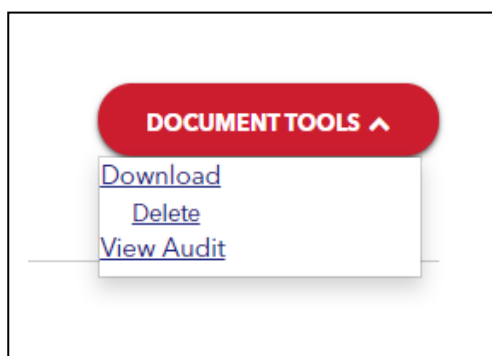
This document does not have any comments.

SAVE CHANGES
[Cancel](#)

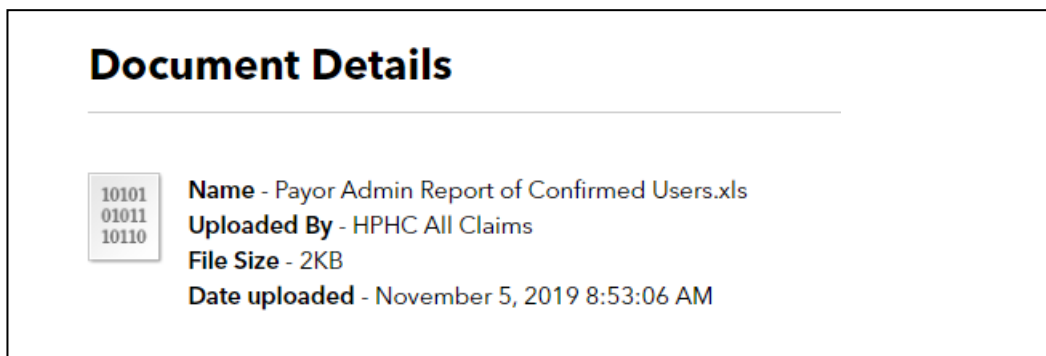
“Save Changes” or “Cancel” act as universal functions for the Document Manager Detail screen.

Document Manager Detail Screen Functions

- Document Tools
 - Download the document
 - Delete the document
 - View the document audit tracking information
- Tag the document to one of the system-defined Document Manager Categories
- Create a category that is exclusive to the user’s Document Manager



Document Details



The Document Detail section shows document-specific information:

- Document name with the file extension
- Uploaded by
- File size
- Date uploaded (date and time)

EDI Upload Function

As part of the integration with the HealthTrio connect Document Manager, the FTA and FTA Certification have been replaced with the EDI Upload and EDI Upload Certification.

The EDI Upload is a solution used by sponsors, providers, employers, and brokers to transfer documents. It allows for uploaded files, such as X12 transactions and system generated reports, to be directed to a specified Sponsor FTP site.

EDI Upload Process

The upload process will remain the same. The EDI Upload function is available from the Document Manager Document Summary screen. Other than the name, the EDI Certification has not changed. It is accessible from the Administration navigation category.

How to Upload a File via the EDI Upload

Sending files to Harvard Pilgrim

The Health Insurance Portability and Accountability Act – Administrative Simplification (HIPAA-AS) requires that Harvard Pilgrim Health Care and all other covered entities comply with the electronic data interchange standards for health care as established by the Secretary of Health and Human Services. Harvard Pilgrim does support batch X12 837 claims submission via the File Transfer Agent.

Submitters need to be certified by Harvard Pilgrim to ensure that the files will be submitted in HIPAA-compliant format. Harvard Pilgrim requires submitters to test claims submission and retrieval of X12 997 and claims responses prior to submitting production claims. To learn more about being certified to submit claims via *HPHConnect* and testing claim submissions, contact your Provider Relations Representative.

In this section, you will find an explanation of the File Transfer Agent Upload functionality and the processing cycle of the uploaded claims file. You will learn how to:

- Submit the claims files to Harvard Pilgrim
- Monitor the status of the file once submitted
- Retrieve the response returned by Harvard Pilgrim

For the Provider

Click on the “EDI Upload” button to access the EDI Upload screen.

The screenshot shows the 'My Documents' interface. At the top right, there are two buttons: 'EDI UPLOAD' and 'ADD DOCUMENT'. Below these are two tabs: 'Current' (active) and 'Archived'. The main area contains search filters: 'Name:' with a text input field, 'Category:' with a dropdown menu set to 'All', 'Date Range' with two date input fields and a 'to' separator, 'Owner' with a text input field, and 'Status' with a dropdown menu set to 'Show All Statuses'. At the bottom left, there are 'SEARCH' and 'CLEAR' buttons.

The EDI Upload screen appears.

“Save Changes” or “Cancel” act as universal functions for the Document Manager Detail screen.

EDI Upload Screen Functions

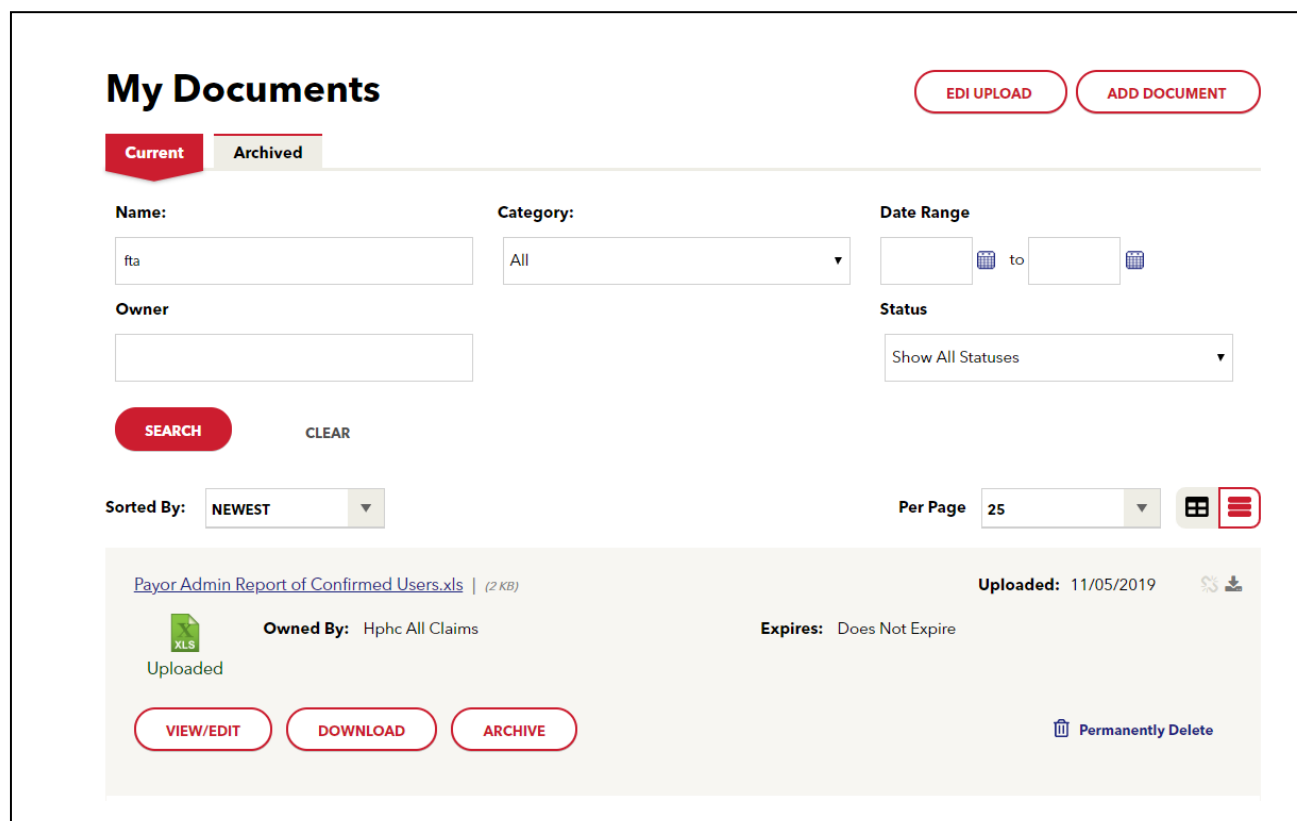
- Documents will be automatically shared with Harvard Pilgrim.
- The EDI Upload screen allows providers to:
 - Select a file to send.
 - Select the file type from a pull-down menu.
- The document will automatically be tagged as category: “EDI Upload Document.” The tag cannot be changed.
- Once the EDI Upload has been completed, the document will be owned by the provider and will be available in the Provider’s Document Manager Summary screen.
 - The document will be in an uploaded status and tagged with the EDI Upload Document category.

Submitted files will appear on the Document Manager Current Documents page:

The screenshot displays the 'Document Manager' interface. At the top, there is a section for 'Upload New Document' with a red 'CHOOSE FILES' button. Below this is a 'File Type' section with a dropdown menu. The 'Sharing' section shows the document is shared with 'Harvard Pilgrim HealthCare' and includes a 'SHARE' link. The 'Document Manager Categories' section features a grid of checkboxes for various document types: Assessments, EDI Upload (checked), Lab Results, Prescription, Consents, HIPAA X12 Transactions, Medical Expense Receipts, Reports, Documentation, Hospital Notes, Office Notes, and XRays. Below the categories are sections for 'My Categories' and 'Comments', each with an 'ADD NEW CATEGORY' or 'ADD NEW COMMENT' button. At the bottom, there is an 'UPLOAD' button and a 'Cancel' link. The text 'This document does not have any comments.' is visible above the upload buttons.

To submit additional files to Harvard Pilgrim, the user can return to the EDI Upload page by clicking on the “EDI Upload” button from Document Manager.

The submitter can monitor the status of an uploaded file on the Current Document page. The status field of the Destination Detail at the bottom of the screen will reflect where the file is at HPHC — uploaded to the inbox or downloaded to the claims systems for processing.



Harvard Pilgrim receives the uploaded 837 claims submission file on the same day that it was submitted. Harvard Pilgrim returns the X12 997 File Acknowledgement Report to the submitter via the File Transfer Agent within a few hours of the file’s submission. The submitter can retrieve the 997 Acknowledgement file from the File Transfer Agent Inbox no later than the next business day after Harvard Pilgrim begins processing the 837 file.

The submitter should review the 997 to verify that the file will be processed. If the file will not be accepted for processing, that means none of the claims in the file will be processed. A file would be accepted for processing if the data were formatted incorrectly. In this case, the submitter must correct the file and resubmit it.

If the file is accepted for processing, Harvard Pilgrim returns a Response Report that indicates a proprietary (non-standard) acknowledgement status for each claim received. Each claim response will be either an acknowledgement that Harvard Pilgrim has received the claim and is forwarding for further processing, or that Harvard Pilgrim has rejected the claim and the reason why. The Response Report is a “flat file” that is ready to be imported into a database or spreadsheet program for analysis.

Unlike a 997 transaction, the claims in a Harvard Pilgrim proprietary (non-standard) Response Report do not always tie back to an individual claim submission file. The Response Report may sometimes contain acknowledgements or rejections for claims submitted in several different submission files.

Harvard Pilgrim will process only claims with the notation “claim accepted for further processing.” Claims with other notations should be considered rejected and must be corrected and resubmitted electronically to Harvard Pilgrim in order to be processed. The submitter should save the Response Reports, either electronically or in print, since they serve as receipts and are required by Harvard Pilgrim as proof of submission.

In order to facilitate tracking of claims, submitters are encouraged to use a unique Claim Tracking Identification Number when submitting the file. The identifier is not used for processing the claim but is captured in the claims processing system and returned on the claim record in the Response Report. For information on the Claim

Tracking Identification Number, refer to the Harvard Pilgrim Companion Guide to Health Care Claims Submission X12N 837 Implementation Guide, which is available online at www.harvardpilgrim.org.

Response Reports are returned in a daily file (Monday through Friday) that is available for downloading from the File Transfer Agent Inbox. The timeframe for receipt of the Delayed Response Report in relation to the receipt of the 997 Acknowledgement can vary but should take no longer than four business days.

Downloading a File

The user can download a file from the Document Manager to a computer drive or to a network drive using the file download icon. This icon is located with the file on the Inbox tab, the Downloaded tab, and the File Detail screen of the file on each of these tabs.

The file extension indicates the format of the file:

- X12 997 – File acknowledgement
- PDF – Portable document file
- XLS – MS Excel spreadsheet
- TXT – Text document
- Exe – An executable file

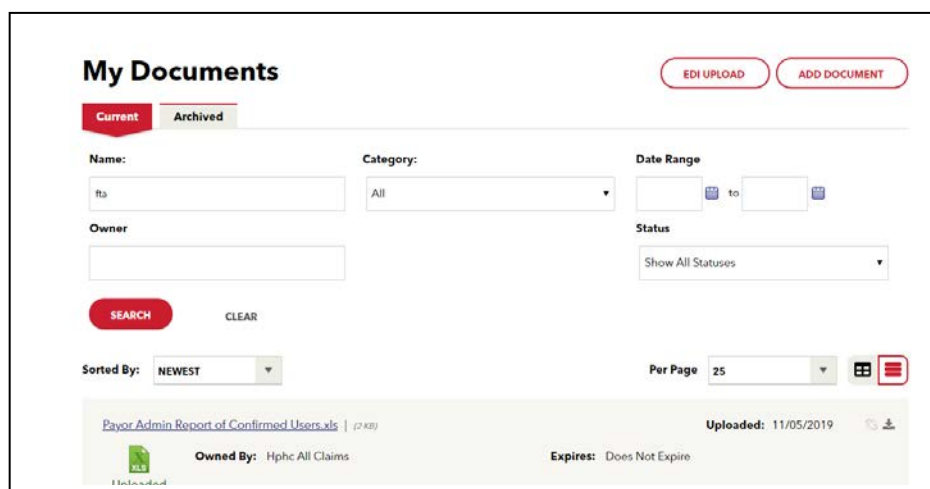
An executable file is one that contains a large amount of data that has been compressed or zipped to save space. A single .exe file may contain multiple files. This format is most commonly seen with software applications but is also used to share large data files efficiently.

When downloading a file from the internet, the File Download window prompts the user to select the manner in which the file is to be downloaded and offers two options:

1. Open
2. Save

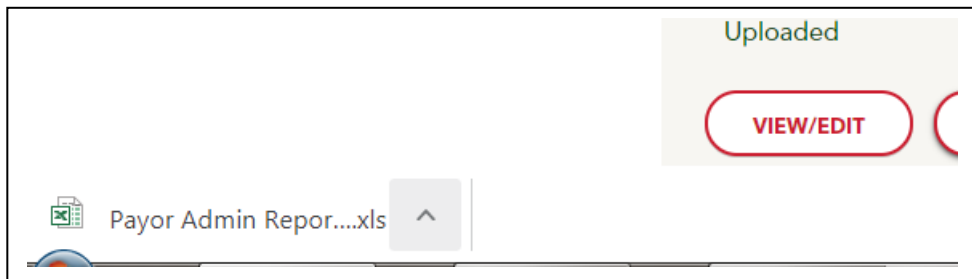
The recommended option is the default setting, “Save.” When the user selects this option, the files will be downloaded intact to the user’s computer or network drive, from which the user can easily open the files.

The first option, “Open,” is not recommended for downloading files from the web because this is not efficient. When the user selects this option, it takes substantially more time to download the file because the file must be opened first and then downloaded.



The File Download window

Next, the user will be prompted to designate where the downloaded files are to be saved. The “Save” window allows the user to select the location from the left navigation bar. If needed, the user can create a new folder in which to save the files. It is important that the user note the location and folder name where the downloaded files are saved.



The “Save As” dialog window

To create a new folder for the downloaded file(s):

- Click on “New Folder.”
- Name the folder in the space provided and select “Enter.”
- Click on the “Save” button to save the file in the new fold