



## Job Aid: Eligibility Verification – Upload/Download Batch Files

This job aid describes how to upload batch eligibility verification requests and download the corresponding eligibility response. Providers may submit HIPAA compliant Eligibility Inquiry transactions (270) and receive Eligibility Response transactions (271) from MassHealth.

This feature is helpful to providers, such as hospitals or large group practices, that need to verify the eligibility of multiple members on a daily basis. Batch processing is an alternative to processing separate eligibility verification requests for each member on the Provider Online Service Center (POSC).

### Access Upload Batch Files

From the POSC home panel:

1. Click **Manage Batch Files**.
2. Click **Upload Batch File**.

### Access the Batch Upload Panel to Upload Your File

3. Select the applicable **Provider ID** from the dropdown list.
4. Select the **Transaction Type** (270 – Eligibility Inquiry) from the dropdown list.
5. Click **Choose a File** to select the file that you want to upload to the POSC.
6. Click **Upload File**.

## Review the Batch Upload Confirmation Panel

7. Review the **Batch Upload Confirmation** message.

**Note:** *MassHealth also issues a HIPAA 999 Acknowledgement for every uploaded HIPAA batch transaction file. This confirms that the file was either accepted for processing or rejected. Please view the 999 Acknowledgement via the **Download Batch Files** function.*

8. Make a note of your tracking number.

9. Upload another file, if needed.

The screenshot shows a web browser window displaying the MassHealth Provider Portal. The address bar shows the URL: <https://uat-posc.ehs.state.ma.us/EHSProviderPortal/uploadBatchFiles/ManageBatchFiles>. The page header includes "Health and Human Services" and the "Mass.gov" logo. A navigation menu at the top lists "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT", along with a "Logout" button. The main content area is titled "Batch Upload Confirmation" and displays the following information:

Your file was successfully received. The following tracking number should be retained for your records.

Tracking # 4088722  
File Name MH\_BSS\_EDL\_Procedure\_Vendor List\_DRAFT.docx

Below the information is a button labeled "Upload Another File".

The left sidebar contains a "Provider Services" menu with the following items:

- > Home
- > Provider Search
- > Manage Batch Files
  - > Upload Batch File
  - > Download Batch File
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > News & Updates
- > Related Links

The footer of the page includes the copyright notice "©2005 Commonwealth of Massachusetts" and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

## Access Download Batch Files

From the MassHealth POSC home page:

1. Click on **Manage Batch Files**.
2. Click on **Download Batch File**.

**Note:** *MassHealth issues a response to all HIPAA batch transaction file submissions within 24 hours (e.g., 999 Acknowledgment and the appropriate response transactions).*

## Access the Search Criteria Panel

3. Select the applicable **Provider ID** from the dropdown list.
4. Enter the **Tracking Number** or select the **271 Transaction Type** from the dropdown list.
5. Enter **From Date**.
6. Enter **To Date**.
7. Click **Search**.

The screenshot shows the 'Health and Human Services' website interface. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The user is logged in as 'vrosinauatposc'. The left sidebar shows a tree view under 'Provider Services' with 'Download Batch File' highlighted. The main content area is titled 'Search Criteria' and contains the following fields:

- Provider ID: A dropdown menu.
- Tracking #: A text input field.
- Transaction Type: A dropdown menu.
- From Date: A date picker.
- To Date: A date picker.

Buttons for 'Clear' and 'Search' are located at the bottom of the search criteria panel. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

## Access the Search Results Panel

8. Click the **File Name** link of the 271 transaction file you wish to view.

The screenshot shows the 'Health and Human Services' web portal. The user is logged in as 'mhughes'. The search criteria are set to Provider ID '1134135759-110048577A-HUGHES, MICHELLE -300 HANOVER ST STE 3' and Transaction Type '271 Eligibility Verification Response'. The search results table shows one entry with File Name '110048577A 271 WEB.1302150001.257', Transaction Type '271 Eligibility Verification Response', Date Available '09/14/2022', and Date Last Downloaded '09/14/2022'. A 'Close' button is visible below the table.

File Name	Transaction Type	Date Available	Date Last Downloaded
110048577A 271 WEB.1302150001.257	271 Eligibility Verification Response	09/14/2022	09/14/2022

9. Open the file or click **Save**.

## Save the Transaction File

From the **Save As** window:

10. Determine where you want to save the downloaded file on your computer.
11. Click **Save**.
12. Click **Close**.