



Job Aid: Manage Batch Files

This job aid describes how to manage batch files on the MassHealth Provider Online Service Center (POSC). Providers can upload HIPAA transactions or other batch files and download HIPAA response transactions and other batch files from MassHealth.

This feature is helpful to providers, such as hospitals or large group practices, that need to upload and/or download multiple transactions daily. Batch processing is an alternative to processing separate requests through direct data entry on the POSC.

Upload Batch Files

From the POSC home panel:

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

The screenshot displays the 'Batch Upload' interface within the MassHealth POSC. At the top, the header includes 'Health and Human Services' and the 'Mass.gov' logo. A navigation bar below the header contains links for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT', along with a 'Logout' button. The main content area is titled 'Batch Upload' and features a 'Provider ID' dropdown menu. Below this, there is a section for selecting the transaction type, with a 'Transaction Type' dropdown menu. A message instructs users to 'Select a file to upload by using the "Browse" button and then click "Upload File"'. At the bottom of the form, there is a 'File' field with a 'Choose File' button and the text 'No file chosen'. Two buttons, 'Cancel Service' and 'Upload File', are located at the bottom right of the form area. A left-hand navigation menu is visible, with 'Manage Batch Files' and 'Upload Batch File' highlighted in red.

3. Select the applicable **Provider ID** from the dropdown list.

The screenshot shows the 'Batch Upload' page on the Mass.gov website. The page title is 'Health and Human Services' and the date is 'December 22, 2022'. The user is logged in as 'mhughes'. The page has a navigation menu with 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The 'PROVIDERS' menu is expanded, showing 'Provider Services' with a sub-menu for 'Upload Batch File'. The 'Batch Upload' form includes a 'Provider ID' dropdown menu, a 'Transaction Type' dropdown menu, and a 'File' upload section with a 'Choose File' button. The 'Provider ID' dropdown menu is highlighted with a red box.

4. Select the **Transaction Type** from the dropdown list.

The screenshot shows the 'Batch Upload' page on the Mass.gov website. The 'Transaction Type' dropdown menu is open, showing a list of transaction types. The list includes: 270 Eligibility Verification Inquiry, 276 Claim Status Request, 278 Services Review Request, 834 Benefit Enrollment and Maintenance, 837 Health Care Claim - Production, ACPD - ACO Provider Directory, BORIM License Data, Copay File, Enrollment History Request, Home Health - Inbound, MCO Profile Update, MCO Provider Enrollment, MCPD - MCO/ICO Provider Directory, MMQ Questionnaire, Member ID Card Response, PCP-ACOC Interface File, PLPD - CarePlus Provider Directory, and Pre-Payment Review Response. The dropdown menu is highlighted with a red box.

5. Click **Choose a File** to select the file that you want to upload to the POSC.
6. Click Upload File.

The screenshot displays the Mass.gov Health and Human Services portal. At the top, the date is December 22, 2022, and the user is logged in as 'mhughes'. The navigation menu includes HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. The main content area is titled 'Batch Upload' and features a 'Provider ID' dropdown menu. Below this, there is a section for selecting the transaction type, followed by instructions to select a file for upload. A 'File' field shows 'No file chosen' with a 'Choose File' button highlighted by a red box. At the bottom of the form, there are 'Cancel Service' and 'Upload File' buttons, with the 'Upload File' button also highlighted by a red box. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

7. Review the Batch Upload Confirmation message.
8. Make a note of your tracking number.
9. Upload another file, if needed.

The screenshot shows the Mass.gov Health and Human Services portal. The header includes the date 'December 22, 2022' and navigation tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. A 'Logout' link is also present. The main content area is titled 'Batch Upload Confirmation' and displays the message: 'Your file was successfully received. The following tracking number should be retained for your records.' The tracking number '4087294' is highlighted with a red box. Below this, the file name 'Test file.docx' is shown. An 'Upload Another File' button is located at the bottom right of the confirmation area. The footer contains copyright information for the Commonwealth of Massachusetts and links for 'Accessibility', 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

Download Batch Files

From the MassHealth POSC home page:

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

Health and Human Services Mass.gov

December 22, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome mhughes Mass.Gov Home State Agencies State Online Services

Provider Services Download Batch File

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

Search Criteria

Provider ID

You can enter the tracking # from your upload to inquire about a specific response.

Tracking #

OR

Search by selecting a transaction type.

Transaction Type

Enter a file submission date range to further refine your results.

From Date To Date

Clear Search

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Access the Search Criteria Panel

1. Select the applicable **Provider ID** from the dropdown list.
2. Enter the **Tracking Number** OR select the **Transaction Type** from the dropdown list.
3. Enter the **From Date**.
4. Enter the **To Date**.
5. Click **Search**.

Health and Human Services Mass.gov

December 22, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome mhughes Mass.Gov Home State Agencies State Online Services

Provider Services Download Batch File

Home
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Search Criteria

Provider ID

You can enter the tracking # from your upload to inquire about a specific response.

Tracking #

OR

Search by selecting a transaction type.

Transaction Type

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From Date To Date

Clear Search

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Access the Search Results Panel

1. Click the file name link you wish to view.

Health and Human Services Mass.gov

December 22, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

« Collapse Services Welcome mhughes » Mass.Gov Home » State Agencies » State Online Services

Provider Services Download Batch File

- > 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

Search Criteria

Provider ID:

You can enter the tracking # from your upload to inquire about a specific response.

Tracking #

OR

Search by selecting a transaction type.

Transaction Type:

Enter a file submission date range to further refine your results.

From Date: To Date:

Search Results

Click on the file name below to download the transaction file.

File Name	Transaction Type	Date Available	Date Last Downloaded
110048577A.271.WEB.1302150001.257	271 Eligibility Verification Response	09/14/2022	11/10/2022
110048577A.271.WEB.1721020002.318	271 Eligibility Verification Response	11/14/2022	
110048577A.271.WEB.1731030002.318	271 Eligibility Verification Response	11/14/2022	
110048577A.271.WEB.1741020001.318	271 Eligibility Verification Response	11/14/2022	
110048577A.271.WEB.1741020002.318	271 Eligibility Verification Response	11/14/2022	
110048577A.271.WEB.1731030001.318	271 Eligibility Verification Response	11/14/2022	
110048577A.271.WEB.1411020001.329	271 Eligibility Verification Response	11/25/2022	11/25/2022

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

Save the Transaction File

From the **Save As** window:

1. Determine where you want to save the downloaded file on your computer.
2. Click **Save**.
3. Click **Close**.

APPENDIX A: POSC Transaction Types

Transaction Type	Description
270/271	Ability to submit an Eligibility Inquiry and receive an Eligibility Response
820	Ability to issue managed care payment information to managed care entities
834	Ability to issue daily, weekly, or monthly managed care enrollment files
835	Ability to issue the status of claims payments via the 835
837 (P&I)	Ability to submit, adjust, and void claims
999/TA1	Ability to issue acknowledgements for file submissions
ACPD – ACO Provider Directory	Ability for ACOs to upload their provider directories
BORIM License Data	Ability to keep BORIM data current in MMIS
Copay File/Health Plan Daily Copay	Incoming/outgoing copay file exchange between MCOs, ACOs, and MassHealth
MMQ Questionnaire/MMQ Summary Response	Ability to direct data entered in an MMQ
Member ID card Request/Member ID Card Response	Ability to upload/download the member ID card file
MCO Profile Update/MCO profile Update Response	Ability to update the MCO provider's profile information
MCO Provider Enrollment/MCO Provider Enrollment response	Ability to enroll and update provider data from MCEs
MCPD -MCO/ACO Provider Directory	Ability for MCOs to upload provider directory
PCP – ACOC Interface file	Ability of the MCOs and ACOs to update or add a member's PCP
Pre-Payment Review Request/Pre-Payment Review Response	Ability to submit pre-payment review requests and receive responses
Carrier Code File	Ability to download the most recent carrier code file
Daily FEW File	A file of members to be enrolled in the SCO
Daily SCO File	A file of members to be enrolled in the SCO
Miscellaneous Reports	Ability to download ad hoc reports
PCP ACOC Error File	Ability of the MCOs and ACOs to correct errors detected in their PCPC-ACOC Interface file submission
276/277	Ability to submit a claims status inquiry and receive a claims status response
Enrollment History Request/Enrollment History Response	Not currently used by MassHealth
PLPD-Care Plus Provider Directory	Not currently used by MassHealth

Transaction Type	Description
Request to Initiate Recovery/Initiate Recovery Response	Not currently used by MassHealth
TPL Historic Claims Request/TPL Historic Claims Response	Not currently used by MassHealth
TPL Recovery Data	Not currently used by MassHealth
FFS Wrap File	Not currently used by MassHealth
Home Health Outbound	Not currently used by MassHealth
MCO Provider Enrollment Summary	Not currently used by MassHealth
Open PCC File	Not currently used by MassHealth
Open Provider File	Not currently used by MassHealth