POSC JOB AID

Batch Claims – Download Responses

\* This Job Aid describes how to download the responses that you receive

from MassHealth after submitting batch claims files for processing.

\* After a claim is submitted, regardless of the method of submission, a

999 is generated and used by providers to determine the status of their

submitted claims. For this example, you will download a 999 functional

response.

Access Download Responses

From the MassHealth Provider Online Service Center home panel:

1. Click Manage Claims and Payments.

2. Click Batch Process Claims.

3. Click Download Responses.

Access the Search Criteria Panel

From the Download Response Search Criteria panel:

4. Select Provider ID from the drop-down list.

5. Select Transaction Type from the drop-down list, or enter Tracking

Number.

6. Enter From Date.

7. Enter To Date.

8. Click Search.

Access the Search Results Panel

From the Search Results panel:

9. Click the File Name link for the transaction file you wish to view.

Access the File Download Window

From the File Download window:

10. Click Open or Save.

Save the Transaction File

From the Save As window:

11. Determine where you want to save the file.

12. Click Save.

13. Click Close.

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