MCO, MBPH, SCO, and PACE providers have specific links available for the submission and download of 834

and 820 transactions. This job aid shows how to:

• Upload MCO and BH batch files

• Download MCO and BH responses

• Upload batch 834 SCO and PACE files

• Download 820 SCO and PACE confirmations

Upload MCO and BH Batch Files: Access Batch Upload panel

From the Provider Online Service Center home page:

1. Click Manage Members.

2. Click Enrollment.

3. Click Upload MCO/BH Batch Files.

4. Log-in with your UserName and Password.

5. The Batch Upload panel displays.

Upload MCO and BH Batch Files: Upload Batch File

On the Batch Upload panel:

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

7. Select Transaction Type from the drop-down list.

8. Click Browse to and navigate to the folder containing the batch files.

9. Select the desired file and click Open.

10. Click Upload File.

Upload MCO and BH Batch Files: Upload Confirmation

On the Batch Upload Confirmation panel:

11. Record the Tracking Number.

12. Click Close.

Note: Click Upload Another File to upload another batch file.

Download MCO and BH Batch Files: Access Download Response panel

From the Provider Online Service Center home page:

1. Click Enrollment.

2. Click Download MCO/BH Responses.

3. Click Download Responses. The Search Criteria panel displays.

Download MCO and BH Batch Files: Search for Download Response(s)

On the Search Criteria panel:

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

5. Do one of the following:

• To inquire on a specific response, enter the Tracking Number

• To download all of a certain type of transaction, select a Transaction Type from the drop-down list

6. If desired, enter a date range in the From Date and To Date fields to refine your results.

7. Click Search.

On the Search Results panel:

8. Confirm download responses.

Note: to open a file, click the file name you wish to view. Then click Open to view the file or Save to save

it to a specific location.

Upload Batch 834 SCO and PACE Files: Access Batch Upload panel

From the Provider Online Service Center home page:

1. Click Manage Members.

2. Click Enrollment.

3. Click Upload Batch 834 SCO Files OR Upload Batch 834 PACE Files. The Batch Upload panel

displays.

Upload Batch 834 SCO and PACE Files: Upload Batch File

On the Batch Upload panel:

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

5. Select Transaction Type from the drop-down list.

6. Click Browse to and navigate to the folder containing the batch files.

7. Select the desired file and click Open.

8. Click Upload File.

Upload Batch 834 SCO and PACE Files: Upload Confirmation

On the Batch Upload Confirmation panel:

9. Record the Tracking Number.

10. Click Close.

Note: Click Upload Another File to upload another batch file.

Download 820 SCO and PACE Confirmations: Access Download Response panel

From the Provider Online Service Center home page:

1. Click Manage Claims and Payments.

2. Click View SCO Payments OR View PACE Payments.

3. Click Download SCO 820 payment confirmations OR Download PACE 820 payment confirmations.

The Search Criteria panel displays.

Download MCO and BH Batch Files: Search for Download Response(s)

On the Search Criteria panel:

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

5. Do one of the following:

• To inquire on a specific response, enter the Tracking Number.

• To download all of a certain type of transaction, select a Transaction Type from the drop-down list.

6. If desired, enter a date range in the From Date and To Date fields to refine your results.

7. Click Search.

On the Search Results panel:

8. Confirm download responses.

Note: to open a file, click the file name you wish to view. Then click Open to view the file or Save to save it

to a specific location.

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