

Implementation of Direct Claim File Submission to UPMC Health Plan

UPMC Test Setup

A logon will be established for your office on our test system. The logon will be forwarded in an e-mail to the address you have provided. The password for the test logon will follow in a subsequent e-mail.

Your Office Setup

A secure FTP add-on must be downloaded and installed on the work station from which the claim file will be submitted. Below are some things to consider beforehand.

- You will need administrative rights to your PC. If you don't have administrative rights, please have a member of your desktop support staff login as an administrator on the machine.
- You will need to be running Microsoft Internet Explorer version 6.0 with the most recent Service Pack updates. Your desktop administrator can perform this for you, or you can go to "Windows Update" from either your "Start Menu" or the "Tools" menu from within Internet Explorer.
- Verify that your browser settings are configured to allow the download of ActiveX controls from our server by:
 - 1) On your browser menu, select "Tools", then "Internet Options..."
 - 2) A property sheet displays. Select "Security" tag.
 - 3) On the white area, select "Internet" icon. Then select "Custom Level..."
 - 4) On "Download unsigned ActiveX controls" setting, select "Prompt" option. Then click "OK" button.
 - 5) Repeat step 3 on "Local Intranet" icon.
 - 6) Close your browser and launch it again. A Security Warning dialog will appear; click on "Yes" button.)
- Submitter may need to turn off pop-up blocker.
- If submitter is utilizing a firewall, submitter will need to allow a connection with the MCNet IP address (128.147.244.72 for prod, 128.147.248.94 for test), and open up ports 990 (outbound) and 2000 thru 2010 (inbound).

After consideration of the above items, use the link provided in the e-mail and the supplied logon/password to get to the UPMC Health Plan website. If the browser windows are displayed, you are ready to submit files. Once you have a test file available, we will be ready to test.

If the browser window is not displayed or you have any questions or problems, contact us by either responding to the e-mail or calling one of the numbers included in the e-mail.

When Setup is Complete

1. The process to logon and submit a file is fairly intuitive, but please call before attempting to send the first test file so we can monitor processing.
2. Anytime a file is submitted, a set of 3 e-mails will be sent to the submitter within about an hour. These e-mails will each contain one of the following reports.
 - Batch Summary – Lists totals for the submitted file (dollar amount, number of claims, number of errors, etc)
 - Error Report – Lists any errors
 - Detail Report – Lists claims received

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UPMC Production Setup

When testing is complete and files are verified to be consistently error-free, a logon will be established for your office on our production system. The logon will likely be the same as in the test and will be forwarded in an e-mail, along with the production link, to the address you have provided. The password for the production logon will again follow in a subsequent e-mail.

The process to logon and submit a file will be the same as in test, but again, please call before attempting to send the first production file so we can monitor processing. Again, just as in the test, anytime a file is submitted a set of 3 e-mails will be sent to the submitter within about an hour. ***Currently***, any claims that show up on the error report will be worked by Health Plan employees and **should not** be resubmitted. When the claims have been corrected, they will be reposted and another set of e-mails will be generated and returned to the submitter. The emails will contain the same reports mentioned above.

We will monitor the first couple of times that files are submitted to be sure all is going well.