

# AZ v6 Daily Operations Workflow Policy and Procedure





## AZ v6 Daily Operations Workflow Policy and Procedure

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### VERSION HISTORY

Version	Date	Comment
AZ Daily Operations P&P	Mm/dd/yyyy	First draft by Name
V 20	Mm/dd/yyyy	Technical Writer edits by Ann Slaughter



## AZ v6 Daily Operations Workflow Policy and Procedure

### Table of Contents

<b>POLICY .....</b>	<b>5</b>
<b>PROCEDURE .....</b>	<b>6</b>
I. CLAIM REPORTS .....	6
<i>Process of Running Reports:</i> .....	7
II. SCRUBBER ROUTINES (VALIDATIONS).....	9
III. CREATION OF CLAIM BATCHES.....	16
IV. QUALITY ASSURANCE (QA).....	17
V. CREATION OF 837OB TEXT FILE FOR AHCCCS SUBMISSION.....	18
VI. 837 OUTBOUND SUBMISSION TO AHCCCS.....	20
VII. 999 ACKNOWLEDGEMENT TEXT FILE LOCATION: .....	23
VIII. 277 ACKNOWLEDGEMENT TEXT FILE LOCATION: .....	23
IX. 999/277 ACKNOWLEDGEMENT .....	23
X. IMPORT 835 FROM AHCCCS WEBSITE.....	24
<b>TRACKING LOGS .....</b>	<b>27</b>
I. SHAREPOINT TRACKING LOG LOCATION: .....	27

### Table of Figures:

<i>Figure 1: AZTPA Reports.....</i>	6
<i>Figure 2: AZTPA Scrubbers (Validatio Routines).....</i>	10
<i>Figure 3: Validation Rules .....</i>	13
<i>Figure 4: Validation Result screen.....</i>	15
<i>Figure 5: 837 Batch Utility .....</i>	16
<i>Figure 6: 837 Outbound Queue.....</i>	18
<i>Figure 7: Outbound 837 location .....</i>	19
<i>Figure 8: 837 Create Date .....</i>	19
<i>Figure 9: AHCCCS website - 1 .....</i>	20
<i>Figure 10: AHCCCS Prod Folder .....</i>	20
<i>Figure 11: AHCCCS EDI-IN Folder .....</i>	21
<i>Figure 12: AHCCCS 837 Upload .....</i>	21
<i>Figure 13: 837 Outbound Text Files .....</i>	22
<i>Figure 14: AHCCCS Website - 2 .....</i>	22



## AZ v6 Daily Operations Workflow Policy and Procedure

---

<i>Figure 15: AHCCCS EDI-Out Folder .....</i>	23
<i>Figure 16: AHCCCS EDI-Out Folder .....</i>	23
<i>Figure 17: 999 PowerPoint Document .....</i>	24
<i>Figure 18: AHCCCS Website - 3 .....</i>	25
<i>Figure 19: Remit 835 Text File.....</i>	25
<i>Figure 20: AHCCCS 835 Contents .....</i>	26
<i>Figure 21: 835 File Location .....</i>	27
<i>Figure 22: AHCCCS Tracking Log .....</i>	28
<i>Figure 23: AHCCCS Tracking Log Contents .....</i>	29



## AZ v6 Daily Operations Workflow Policy and Procedure

---

### POLICY

The purpose of this policy is to show a user how to perform the daily operational functions in ARIZONA v6 environment that occur during business hours from Monday through Friday.

Please refer to the documents that support additional sections within this Policy and Procedure that pertain to running other functional steps not mentioned in this policy (i.e. MIPS/TPL upload which is performed every Monday morning, Provider upload which is performed weekly on Thursday morning, Repricer which is performed every Wednesday afternoon.) An additional file for both MIPS and TPL is received monthly (three business days prior to last day of each month. If the monthly file is received between Monday – Wednesday the inload procedure will be completed. If the monthly file is received on Thursday - Sunday the file will be stored but the inload process will not occur

Reference SharePoint for the following Policy and Procedures for MIPS/TPL, and Provider upload:

<http://pcgatttf10:9096/aztpaahccs/Project%20Documents/Forms/AllItems.aspx?RootFolder=%2faztpaahccs%2fProject%20Documents%2fP%20and%20P%20Documents%2fFY14%20PnP%20Drafts&FolderCTID=&View=%7bCD9E4D11%2d7983%2d439C%2dAC17%2d87187BA9ED8A%7d>

Daily operation procedures are divided into 7 steps, which are:

- Claim Reports (SSRS built in Admin Utility)
- Scrubber Routine (Validation Routines)
- QA Scrubber Validation Results
- Creation of Claim Batches
- Creation of 837 Outbound Text Files for AHCCCS Submission
- 837 OB submission to AHCCCS
- Import 835 from AHCCCS website
- 999/277 Acknowledgement
- Repricer
- Tracking Logs
- EZ Partner and EZ Batch Monitor



## AZ v6 Daily Operations Workflow Policy and Procedure

### PROCEDURE

#### I. CLAIM REPORTS

PCG utilizes SQL Server Reporting Services (SSRS) Reports for Arizona Health Care Cost Containment Program (AHCCCS).

SSRS reports are located in AZ Admin Utility .

<http://hhseztaprodweb.pcgus.com/PCG.AZTPA.Admin/Reports/ReportList.aspx?ReportType=%>  
(See administrator for username and password)

The screenshot shows the 'AZ TPA ADMINISTRATION UTILITY' interface. At the top, there is a navigation bar with links: Login, Voids & Replacements, Pre-Adjudication Edits, 837 Outbound, Master Remit, Repricer, Update Status, Tools, and Reports. Below the navigation bar is a 'Reports' menu with the following items:

- Active Provider Count
- AHCCCS HHS Claims by LEA
- Authorization Log
- Claim Denial
- Claim Pend 30 Days
- Claim Resubs
- Claim Resubs Scrubber
- Claim Status
- Claim Turnaround
- Disbursements Approval
- DSC Mismatch
- EDI Claims By Submitter
- EOB Demand
- Health Aide Prepay Review
- IEP Data Entry Log
- Master Remit Excel Weekly Totals
- Member Per Month Metrics
- Negative Claims Balance
- NRA0 Remarks
- Provider Distr. Adr. Excel
- Resubmissions Scrubber Log
- Scrubber Log

Figure 1: AZTPA Reports



## AZ v6 Daily Operations Workflow Policy and Procedure

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### **Process of Running Reports:**

Four key operational reports are run every weekdays to capture

- EDI claims by submitter's claim (Claims submitted via direct 837 batch submission through EZNET)
- Single Claim Submitter's claim (Claims that are manually entered via EZNET single claim submission process)
- Scrubber denial report (Claim denied by PCG adjudication tool for original claims)
- Resubmission scrubber denial report (Claims denied by PCG adjudication tool for resubmission and replacement claims)

These four reports are named as listed below within Administration Utility Report tab.

- EDI Claims by Submitter
- SCS Claims by Submitter
- Scrubber Log
- Resubmissions Scrubber Log

To run these reports follow these steps: (E.g. Running EDI Claims by Submitter report)

1. Log in to Administration Utility with given username and password using the link listed above
2. Click on “**Reports**” Tab
3. Click on “**EDI Claims by Submitter**” link
4. Enter “**From Date**” and “**To Date**” as the date you want the report to be generated for
5. Click “**View Report**”
6. Report should list number of claims with net dollar amount by vendor and submitter ID on report display page.



## AZ v6 Daily Operations Workflow Policy and Procedure

### EDI Claims By Submitter

From Date: 6/10/2014 To Date: 6/13/2014 [View](#)

Code: P

1 of 3 100% Find | Next

### EDI Claims By Submitter

Rec'd. From: 6/10/2014  
Rec'd. To: 6/13/2014  
Type: P

Submitter ID	Vendor	Claim #	Status	Net
000008	AGUA FRIA UNION HIGH SCHOOL DISTRICT	1,297		\$8,408.51
000006	ALHAMBRA ELEMENTARY DISTRICT	267		\$2,797.21
000006	ALTAR VALLEY ELEMENTARY DISTRICT	13		\$211.60

7. Click on icon on report display page and select “PDF” option.
8. Once save option is available, save this report to location listed below.  
[\\hhseztpaprodapp\c\\$\Arizona TPA\AZTPAFTPIN\OPERATIONAL REPORTS](\\hhseztpaprodapp\c$\Arizona TPA\AZTPAFTPIN\OPERATIONAL REPORTS)
9. Each of the above four reports are saved into different sub-folders within the above location.
  - a. Save “**EDI Claims by Submitter**” report to sub-folder “**EDI Claim Report**”
  - b. Save “**SCS Claims by Submitter**” report to sub-folder “**SCS Report**”
  - c. Save “**Scrubber Log**” and “**Resubmission Scrubber Log**” report to sub-folder “**Scrubber Denial Report**”

*Note: Use same process for running other three reports and save it to proper location.*



## AZ v6 Daily Operations Workflow Policy and Procedure

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### II. SCRUBBER ROUTINES (VALIDATIONS)

Scrubbers are run in the morning, Monday through Friday in order to pre-adjudicate claims that were submitted the previous day. Scrubbers are run in a specific order due to type of claims submitted through EZNET and posted into EZCAP the previous day. Listed below is the list of scrubbers and the order they will be run on a daily basis.

**Order of scrubber routine:**

1. OFL
2. OFL-TPL
3. Claim (Original scrubber)

**Note:** Above order of scrubber routine applies if there are resubmission claims that need to be scrubbed. Phoenix and Boston team combined together control receipt of resubmission claim.

Daily Operations will need to create a batch for the claims following the completion of each scrubber routine. Please reference Section III Creation of Claim Batches.



## AZ v6 Daily Operations Workflow Policy and Procedure

### TRANSCRIPT: 18D\_ReportMode\_ScrubberRun\_02\_Denials.wrf

This is the report mode of Scrubber Run.

All of the listed scrubbers are located within Administration Utility for Arizona.

1. Go to the website for AZ TPA Administration Utility
2. Login with a username and password. See the administrator for login credentials.
3. From the top menu, select **Pre-Adjudication Edits**
4. Select **Run**
5. In the second dropdown box named **Plan**, select **Claim**  
**Note:** User can select any required scrubber function from the dropdown. Company ID as AZTPA will be available by default.
6. Check the box named Report Only

The screenshot shows the 'AZ TPA ADMINISTRATION UTILITY' interface. At the top, there's a navigation bar with links like 'Login', 'Voids & Replacements', 'Pre-Adjudication Edits', etc. Below the navigation bar, there are several input fields and dropdown menus. On the left, a dropdown labeled 'Plan:' has 'AZTPA' selected. To its right is another dropdown labeled 'Select Claim Type' which lists 'Claim', 'OFL', and 'OFL-TPL'. Further to the right is a checked checkbox labeled 'Report Only'. The main area below these controls is currently empty.

Figure 2: AZTPA Scrubbers (Validation Routines)

7. In the table below (Figure 3), verify that all of the (scrubber runs or procedures?) have a checkmark in the box.
8. Click the **Execute** button

Next, the result screen will appear. The screen lists all the validation rules run by the user along with **Status** and **Claim Details**.



## AZ v6 Daily Operations Workflow Policy and Procedure

**AZ TPA ADMINISTRATION UTILITY**

[ Log Out ]

Login   Voids & Replacements   Pre-Adjudication Edits   837 Outbound   Master Remit   Repricer   Update Status   Tools   Reports

Plan: AZTPA   Plan: Claim    Report Only

All Procedures

Run	Procedure	ProcedureType
<input checked="" type="checkbox"/>	Reset status 2 to 1	Status Change
<input checked="" type="checkbox"/>	Set Payer Denial Codes	Validation
<input checked="" type="checkbox"/>	Claim limit expired (6 mo)	Validation
<input checked="" type="checkbox"/>	Claim limit expired (1 Year)	Validation
<input checked="" type="checkbox"/>	Place of Service	Validation
<input checked="" type="checkbox"/>	Validation Claim Expired (45 Days)	Validation
<input checked="" type="checkbox"/>	Reset Transportation claims that have matching service claim	Status Change
<input checked="" type="checkbox"/>	Third Party Liability	Validation
<input checked="" type="checkbox"/>	Full Duplicates	Validation
<input checked="" type="checkbox"/>	Partial Duplicates from Current	Validation
<input checked="" type="checkbox"/>	Partial Duplicate from History	Validation
<input checked="" type="checkbox"/>	Reset non-transportation eligibility claims with status 2 to 1	Status Change
<input checked="" type="checkbox"/>	Eligibility Check (MIPS)	Validation
<input checked="" type="checkbox"/>	Eligibility Age Check	Validation
<input checked="" type="checkbox"/>	Weekend and Holiday Check	Validation
<input checked="" type="checkbox"/>	Transportation/DOS Units Exceeded (>2)	Validation
<input checked="" type="checkbox"/>	Reset non-transportation Provider Expiration (P2=PEX)	Status Change
<input checked="" type="checkbox"/>	Provider Term	Validation
<input checked="" type="checkbox"/>	Provider and Service	Validation
<input checked="" type="checkbox"/>	Provider NPI	Validation
<input checked="" type="checkbox"/>	Diagnosis Code	Validation

Figure 3: Scrubber Runs or Validation Rules or Procedures??

[01:02 Video Time Mark]

- After clicking the **Execute** button, periodically click the refresh icon and wait for the status to change from “Started” to “Successful”

Note: This step might take a few minutes. To see the status change, look in the dropdown field named “Select Run”. At the end of data in this field, you will see the word “Started” change to “Successful”.

[11:27 Video Time Mark]

On the **Claims Details** column, you can see the denied claims.

And in the column titled **Type**, you can see the claims that have a **Status Change**.

The next step is to QA these claims. I will record another video to show the QA process.



## AZ v6 Daily Operations Workflow Policy and Procedure

**AZ TPA ADMINISTRATION UTILITY**

[Log Out]

Login Voids & Replacements Pre-Adjudication Edits 837 Outbound Master Remit Repricer Update Status Tools Reports

Select Run: AZTPA - May 12 2014 8:17AM - May 12 2014 8:19AM - Successful

OPT	Claim Type	User	Start	End	Status	Comment	Report Only
AZTPA	Claim	skarki	5/12/2014 8:17:57 AM	5/12/2014 8:19:50 AM	Successful	45858 - Claims selected for validation.	<input checked="" type="checkbox"/>
Procedure	Type	Start	End	Status	Claim Details	Comment	Rolled Back
Reset status 2 to 1	Status Change	5/12/2014 8:18:02 AM	5/12/2014 8:18:02 AM	Completed	<a href="#">35</a>		False
Set Payer Denial Codes	Validation	5/12/2014 8:18:02 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False
Claim limit expired (6 mo)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False
Claim limit expired (1 Year)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False
Place of Service	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False
Validation Claim Expired (45 Days)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False
Reset Transportation claims that have matching service claim	Status Change	5/12/2014 8:18:03 AM	5/12/2014 8:19:08 AM	Success	<a href="#">4074</a>		False
Third Party Liability	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:08 AM	Success	<a href="#">0</a>		False
Full Duplicates	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:08 AM	Success	<a href="#">0</a>		False
Partial Duplicates from Current	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:33 AM	Success	<a href="#">0</a>		False
Partial Duplicate from History	Validation	5/12/2014 8:19:33 AM	5/12/2014 8:19:45 AM	Success	<a href="#">0</a>		False

Figure 4:What is the name of this view? Can I call it a Results Screen?

[End of Video]



## AZ v6 Daily Operations Workflow Policy and Procedure

**Note:-** Reports only feature should be turned off (Check Box unchecked) pre-adjudicate claims and apply proper denial code in production environment. “**Report Only**” feature helps analyst identify the claims that will be denied by each routine. This process will not make any updates on the actual claim.

Once scrubber function is selected, a new screen will appear with multiple validation rules.

**AZ TPA ADMINISTRATION UTILITY**

[ Log Out ]

Log In   Voids & Replacements   Pre-Adjudication Edits   837 Outbound   Master Remit   Repricer   Update Status   Tools   Reports

Plan: AZTPA   Plan: Claim    Report Only

All Procedures

Run	Procedure	ProcedureType
<input checked="" type="checkbox"/>	Reset status 2 to 1	Status Change
<input checked="" type="checkbox"/>	Set Payer Denial Codes	Validation
<input checked="" type="checkbox"/>	Claim limit expired (6 mo)	Validation
<input checked="" type="checkbox"/>	Claim limit expired (1 Year)	Validation
<input checked="" type="checkbox"/>	Place of Service	Validation
<input checked="" type="checkbox"/>	Validation Claim Expired (45 Days)	Validation
<input checked="" type="checkbox"/>	Reset Transportation claims that have matching service claim	Status Change
<input checked="" type="checkbox"/>	Third Party Liability	Validation
<input checked="" type="checkbox"/>	Full Duplicates	Validation
<input checked="" type="checkbox"/>	Partial Duplicates from Current	Validation
<input checked="" type="checkbox"/>	Partial Duplicate from History	Validation
<input checked="" type="checkbox"/>	Reset non-transportation eligibility claims with status 2 to 1	Status Change
<input checked="" type="checkbox"/>	Eligibility Check (MIPS)	Validation
<input checked="" type="checkbox"/>	Eligibility Age Check	Validation
<input checked="" type="checkbox"/>	Weekend and Holiday Check	Validation
<input checked="" type="checkbox"/>	Transportation/DOS Units Exceeded (>2)	Validation
<input checked="" type="checkbox"/>	Reset non-transportation Provider Expiration (P2=PEX)	Status Change
<input checked="" type="checkbox"/>	Provider Term	Validation
<input checked="" type="checkbox"/>	Provider and Service	Validation
<input checked="" type="checkbox"/>	Provider NPI	Validation
<input checked="" type="checkbox"/>	Diagnosis Code	Validation

Figure 3: Validation Rules

User can select all the validation rules by clicking on ‘All Procedures’ on the top or can select single rule as required.

**Note:** All procedure should be checked unless there has been approval for not running any of the listed procedure by management.

Click on ‘**EXECUTE**’ validation routine is selected.

The next screen will be the result screen where user will be able to perform analysis on the **denials**.



## AZ v6 Daily Operations Workflow Policy and Procedure

Result screen will have all the validation rules that was run by user and the result with denial numbers and the denial reason code (Adjustment code).

AZ TPA ADMINISTRATION UTILITY								[Log Out]																																																																																																
OPT		Claim Type	User	Start	End	Status	Comment	Report Only																																																																																																
Select Run: AZTPA - May 12 2014 8:17AM - May 12 2014 8:19AM - Successful																																																																																																								
AZTPA	Claim	skarki		5/12/2014 8:17:57 AM	5/12/2014 8:19:50 AM	Successful	45858 - Claims selected for validation.	<input checked="" type="checkbox"/>																																																																																																
<table border="1"><thead><tr><th>Procedure</th><th>Type</th><th>Start</th><th>End</th><th>Status</th><th>Claim Details</th><th>Comment</th><th>Rolled Back</th></tr></thead><tbody><tr><td>Reset status 2 to 1</td><td>Status Change</td><td>5/12/2014 8:18:02 AM</td><td>5/12/2014 8:18:02 AM</td><td>Completed</td><td><a href="#">35</a></td><td></td><td>False</td></tr><tr><td>Set Payer Denial Codes</td><td>Validation</td><td>5/12/2014 8:18:02 AM</td><td>5/12/2014 8:18:03 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Claim limit expired (6 mo)</td><td>Validation</td><td>5/12/2014 8:18:03 AM</td><td>5/12/2014 8:18:03 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Claim limit expired (1 Year)</td><td>Validation</td><td>5/12/2014 8:18:03 AM</td><td>5/12/2014 8:18:03 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Place of Service</td><td>Validation</td><td>5/12/2014 8:18:03 AM</td><td>5/12/2014 8:18:03 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Validation Claim Expired (45 Days)</td><td>Validation</td><td>5/12/2014 8:18:03 AM</td><td>5/12/2014 8:18:03 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Reset Transportation claims that have matching service claim</td><td>Status Change</td><td>5/12/2014 8:18:03 AM</td><td>5/12/2014 8:19:08 AM</td><td>Success</td><td><a href="#">4074</a></td><td></td><td>False</td></tr><tr><td>Third Party Liability</td><td>Validation</td><td>5/12/2014 8:19:08 AM</td><td>5/12/2014 8:19:08 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Full Duplicates</td><td>Validation</td><td>5/12/2014 8:19:08 AM</td><td>5/12/2014 8:19:08 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Partial Duplicates from Current</td><td>Validation</td><td>5/12/2014 8:19:08 AM</td><td>5/12/2014 8:19:33 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr><tr><td>Partial Duplicate from History</td><td>Validation</td><td>5/12/2014 8:19:33 AM</td><td>5/12/2014 8:19:45 AM</td><td>Success</td><td><a href="#">0</a></td><td></td><td>False</td></tr></tbody></table>									Procedure	Type	Start	End	Status	Claim Details	Comment	Rolled Back	Reset status 2 to 1	Status Change	5/12/2014 8:18:02 AM	5/12/2014 8:18:02 AM	Completed	<a href="#">35</a>		False	Set Payer Denial Codes	Validation	5/12/2014 8:18:02 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False	Claim limit expired (6 mo)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False	Claim limit expired (1 Year)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False	Place of Service	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False	Validation Claim Expired (45 Days)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False	Reset Transportation claims that have matching service claim	Status Change	5/12/2014 8:18:03 AM	5/12/2014 8:19:08 AM	Success	<a href="#">4074</a>		False	Third Party Liability	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:08 AM	Success	<a href="#">0</a>		False	Full Duplicates	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:08 AM	Success	<a href="#">0</a>		False	Partial Duplicates from Current	Validation	5/12/2014 8:19:08 AM	5/12/2014 8:19:33 AM	Success	<a href="#">0</a>		False	Partial Duplicate from History	Validation	5/12/2014 8:19:33 AM	5/12/2014 8:19:45 AM	Success	<a href="#">0</a>		False
Procedure	Type	Start	End	Status	Claim Details	Comment	Rolled Back																																																																																																	
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Claim limit expired (1 Year)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False																																																																																																	
Place of Service	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False																																																																																																	
Validation Claim Expired (45 Days)	Validation	5/12/2014 8:18:03 AM	5/12/2014 8:18:03 AM	Success	<a href="#">0</a>		False																																																																																																	
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Partial Duplicate from History	Validation	5/12/2014 8:19:33 AM	5/12/2014 8:19:45 AM	Success	<a href="#">0</a>		False																																																																																																	

Result screen provides a detailed information to the user regarding all the denials. user should click on the claim counts listed in the “**Claim Details**” column , this function will pop up a new screen at the bottom which will have below information regarding claims:-

Claim #	Amount
Claim Row ID	Deny code
Claim Sequence	Validation
PH code	



## AZ v6 Daily Operations Workflow Policy and Procedure

Reset non-transportation Provider Expiration (P2=PEX)	Status Change	5/12/2014 8:19:48 AM	5/12/2014 8:19:49 AM	Success	0		False
Provider Term	Validation	5/12/2014 8:19:49 AM	5/12/2014 8:19:49 AM	Success	0		False
Provider and Service	Validation	5/12/2014 8:19:49 AM	5/12/2014 8:19:49 AM	Success	1		False
Provider NPI	Validation	5/12/2014 8:19:49 AM	5/12/2014 8:19:49 AM	Success	0		False
Diagnosis Code	Validation	5/12/2014 8:19:49 AM	5/12/2014 8:19:50 AM	Success	0		False
Zero value claims	Validation	5/12/2014 8:19:50 AM	5/12/2014 8:19:50 AM	Success	0		False
Authorization Absent	Validation	5/12/2014 8:19:50 AM	5/12/2014 8:19:50 AM	Success	0		False
Authorization Quantity is Zero	Validation	5/12/2014 8:19:50 AM	5/12/2014 8:19:50 AM	Success	0		False

Procedure: Reset status 2 to 1

CLAIMNO	TBLROWID	SEQUENCE	PHCODE	AMOUNT	DENYCODE	Validation
20140508911058100001	1	1	P	50.20		
20140508911058100001	2	2	P	12.50		
20140508911058100002	1	1	P	50.20		
20140508911058100003	1	1	P	50.20		
20140508911058100003	2	2	P	50.20		
20140508911058100004	1	1	P	12.50		
20140508911058100004	2	2	P	12.50		
20140508911058100004	3	3	P	12.50		
20140508911058100005	1	1	P	12.50		
20140508911058100005	2	2	P	12.50		
20140508911058100006	1	1	P	12.50		
20140508911058100007	1	1	P	12.50		

Figure 4: Validation Result screen

**Note:** Void claims do not have to be scrubbed

### **Steps to follow:**

- Run Scrubber on Report mode first. Make sure Report only is checked on before running the scrubber.
- Report mode should be run for each scrubber routine run each day.
- QA denials and approved claim to make sure claims are denying and approving appropriately.
- QA steps should be done before running scrubber on non-report mode.
- After QA is completed, run scrubber on non-report mode.
- QA the scrubber denial and approved claims before creating outbound 837 batch.



## AZ v6 Daily Operations Workflow Policy and Procedure

### III. CREATION OF CLAIM BATCHES

In order to create a new batch for submission to AHCCCS enter the ‘From’ and ‘To’ date that represent the dates the claims have been received. Enter ‘O’ for original claims, ‘R’ for Replacement Claims, or ‘V’ for Void claims and then click “Create Claim Batch”. Once the batch has been created it will be displayed within the grid in the “Claim Batch Log” section.

Claim Batch Creation								
Enter the claim receipt dates for which you would like to create a claim batch, and then click the "Create Claim Batch" button.								
From	<input type="text"/>	To	<input type="text"/>	<input type="button" value="Create Claim Batch"/>				
Claim Submission Type								
<input checked="" type="radio"/> (O) Original <input type="radio"/> (R) Replacement <input type="radio"/> (V) Void								
Claim Batch Log								
Send To Queue	Batch	Batch Date	From Date	To Date	Service Count	Claim Count	Claim Type	837 Create Date
<input checked="" type="checkbox"/>	2792	11/26/2014	06/21/2010	11/26/2014	685	685	O	11/26/2014
<input checked="" type="checkbox"/>	2791	11/25/2014	06/21/2010	11/25/2014	45	3	O	11/25/2014
<input checked="" type="checkbox"/>	2790	11/24/2014	06/21/2010	11/24/2014	25	8	O	11/24/2014
<input checked="" type="checkbox"/>	2789	11/19/2014	06/21/2014	11/19/2014	2213	1516	O	11/19/2014
<input checked="" type="checkbox"/>	2788	11/18/2014	06/21/2010	11/18/2014	10	3	R	11/18/2014
<input checked="" type="checkbox"/>	2787	11/18/2014	06/21/2010	11/18/2014	2253	2253	O	11/18/2014
<input checked="" type="checkbox"/>	2786	11/18/2014	06/21/2010	11/18/2014	5000	5000	O	11/18/2014
<input checked="" type="checkbox"/>	2785	11/18/2014	06/21/2010	11/18/2014	5000	5000	O	11/18/2014
<input checked="" type="checkbox"/>	2784	11/18/2014	06/21/2010	11/18/2014	5000	5000	O	11/18/2014
<input type="button" value="Send To Queue"/>								

Figure 5: 837 Batch Utility



## AZ v6 Daily Operations Workflow Policy and Procedure

### IV. QUALITY ASSURANCE (QA)

Operations performs the first round of quality assurance by randomly checking the claim diagnosis codes that are posted into EZCAP the previous day, prior to running the scrubber routines. The purpose of checking the diagnosis codes is to ensure that the diagnosis codes are leveled to the highest level of specificity for the dates of service of the claim.

Utilizing a SQL query that is pre-built and given to the Operations Lead, the claims data is pulled and copied into an excel spreadsheet.

The analyst will conduct a review of the following pre and post check run for any large PCG denials by running a series of queries. The following is performed:

Pre-check run review

- Single Claim Submitters
- Clean claims that passed validation routines
- PCG Denials by scrubber date
- AHCCCS Denials

Post-check run review

- Single Claim Submitters
- Clean claims that passed validation routines
- PCG Denials by scrubber date
- AHCCCS Denials

*Note: Use Quality Assurance queries to complete this process. This document will be updated as new queries are added for QA list. Please see Manager for the latest updated document.*



**3. AZ v6 Daily Production QA.xlsx**



## AZ v6 Daily Operations Workflow Policy and Procedure

### V. CREATION OF 837OB TEXT FILE FOR AHCCCS SUBMISSION

In order to create the 837 X12 transaction set to be submitted to AHCCCS, select all the batch that should be in .TXT format by clicking on the check box next to “Batch” named as “Send to Queue”.

Select “Claim File Version” 5010 (4010 is an older version that is no longer accepted), and click on “Send to Queue”.

This process will take user to different page where user can see the progress of 837 text file generation.

837 OUTBOUND QUEUE						
This page automatically refreshes every minute.						
ID	User Name	Batch ID	File Name	Start Time	End Time	Status
287	skarki	2792	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2792.837	11/26/2014 10:25:35 AM	11/26/2014 10:26:06 AM	Completed
286	anagwan	2791	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2791.837	11/25/2014 2:30:16 PM	11/25/2014 2:30:30 PM	Completed
285	skarki	2790	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2790.837	11/24/2014 6:47:00 PM	11/24/2014 6:47:14 PM	Completed
284	anagwan	2789	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2789.837	11/19/2014 11:34:15 AM	11/19/2014 11:35:13 AM	Completed
283	skarki	2788	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2788.837	11/18/2014 1:28:57 PM	11/18/2014 1:29:11 PM	Completed
282	skarki	2784	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2784.837	11/18/2014 9:26:19 AM	11/18/2014 9:30:25 AM	Completed
281	skarki	2785	\hhseztppaprodweb\AZTPA 837 Outbound\Batch_2785.837	11/18/2014 9:22:15 AM	11/18/2014 9:26:19 AM	Completed

Figure 6: 837 Outbound Queue

Once the process is completed, status will change to completed. This page refreshes every minute to give user the latest status of the file generation. Completed file generation are automatically saved into location listed below.

<\\hhseztppaprodweb\AZTPA 837 Outbound>



## AZ v6 Daily Operations Workflow Policy and Procedure

Name	Date modified	Type	Size
Batch_2705	10/2/2014 12:11 AM	837 File	1,603 KB
Batch_2709	10/2/2014 12:07 AM	837 File	1,157 KB
Batch_2710	10/2/2014 12:03 AM	837 File	281 KB
Batch_2708	10/1/2014 11:46 PM	837 File	1 KB
Batch_2706	9/30/2014 11:35 AM	837 File	674 KB
Batch_2707	9/30/2014 10:54 AM	837 File	114 KB
Batch_2704	9/30/2014 10:35 AM	837 File	1,779 KB
Batch_2703	9/25/2014 10:41 AM	837 File	File Type
Batch_2702	9/24/2014 10:26 AM	837 File	122 KB
Batch_2701	9/23/2014 5:00 PM	837 File	24 KB
Batch_2694	9/23/2014 4:05 PM	837 File	1,752 KB
Batch_2695	9/23/2014 3:26 PM	837 File	1,789 KB

Figure 7: Outbound 837 location

Note:- User must not save 837OB file to his/her computer folder/desktop/etc.

837 Text file should be saved from above location to a different location where all other Outbound 837 files are archived. Copy recently created 837 text file from above location to <\\hhseztppaprodapp\ArizonaTPA\AZTPAFTPIN\AHCCCS837OB>. This recently copied file should be renamed to match the naming convention as listed below.

Example: Batch\_1, created on 08/06/2010 should look like this: **Batch\_1.08.06.2010.837**

In order to find Create Date use date under the “**837 Create Date**” field (see figure below):

If no date is populated in this field = 837 text file has not been created for this batch  
If there is a date populated in this field = 837 text file was already created.

Claim Batch Log								
Send To Queue	Batch	Batch Date	From Date	To Date	Service Count	Claim Count	Claim Type	837 Create Date
(X) <input type="checkbox"/>	2792	11/26/2014	06/21/2010	11/26/2014	685	685	O	11/26/2014
(X) <input type="checkbox"/>	2791	11/25/2014	06/21/2010	11/25/2014	45	3	O	11/25/2014

Figure 8: 837 Create Date



## AZ v6 Daily Operations Workflow Policy and Procedure

### VI. 837 OUTBOUND SUBMISSION TO AHCCCS

In order to submit the 837 outbound text file to AHCCCS, the user needs to log into the AHCCCS Website which is used for downloading and transferring files securely using a Secure Enhanced File Transfer link.

**Exception to the rule of submission:** Each week on Friday there must be a notification and approval to submit any claims regardless of the 25K weekly threshold. The Technical Team will notify the Business Team lead of the number of claims available for submission and wait for approval prior to loading any files in the AHCCCS website URL.

On Friday's the exception is as follows per AHCCCS:

1. If greater than 3,000 claims – email AHCCCS for permission to submit (management should email this directly to <name> also cc to Meghan from Phoenix team and Boston Management team)
2. If less than 3,000 claims – submissions follow the Monday through Thursday protocol (which means claims can be submitted within the weekly threshold of 25K.)

#### AHCCCS Website URL:

<https://sftp.statemedicaid.us/>

(See administrator for username and password)

Name	Size	Date Modified
999778		10/18/2011 16:34:04
ShareINFO		08/27/2012 20:33:04

Figure 9: AHCCCS website - 1

Click on “PROD” folder

Name		
OTHER		10/18/2011 16:34:04
PROD		10/18/2011 16:34:04
TEST		10/18/2011 16:36:01

Figure 10: AHCCCS Prod Folder



## AZ v6 Daily Operations Workflow Policy and Procedure

Click on “EDI-IN” folder

The screenshot shows a file transfer interface with a toolbar at the top containing 'Go Up', 'Go Home', 'Upload', 'New Folder', 'Rename', 'Delete', 'Change Password', and a help icon. Below the toolbar is a table with three columns: 'Name', 'Size', and 'Date Modified'. The first row, 'EDI-IN', is highlighted with a yellow background and has a checked checkbox. Other rows include 'EDI-OUT', 'IN', and 'OUT'. The 'Date Modified' column shows dates like 10/01/2013 11:58:05 and 10/01/2013 11:59:03.

Figure 11: AHCCCS EDI-IN Folder

Click on the “Upload” button.

This will display a “Browse and Upload” button which will enable you to browse for a specific text file from within a specific directory.

The screenshot shows a file transfer interface with a toolbar at the top containing 'Go Up', 'Go Home', 'Upload', 'New Folder', 'Rename', 'Delete', 'Change Password', and a help icon. Below the toolbar is a section for uploading files with fields for 'Upload a file to current folder:' and 'Browse...' and 'Upload' buttons. At the bottom is a table with columns 'Name', 'Size', and 'Date Modified', and a link 'This folder'.

Figure 12: AHCCCS 837 Upload

Browse to the internal Arizona drive where all the outbound 837's are kept. Choose correct file to upload and click on the “Upload” button.

### 837 Text File Folder Location:

<\\hhseztaprodapp\Arizona TPA\AZTPAFTPIN\AHCCCS837OB>



## AZ v6 Daily Operations Workflow Policy and Procedure

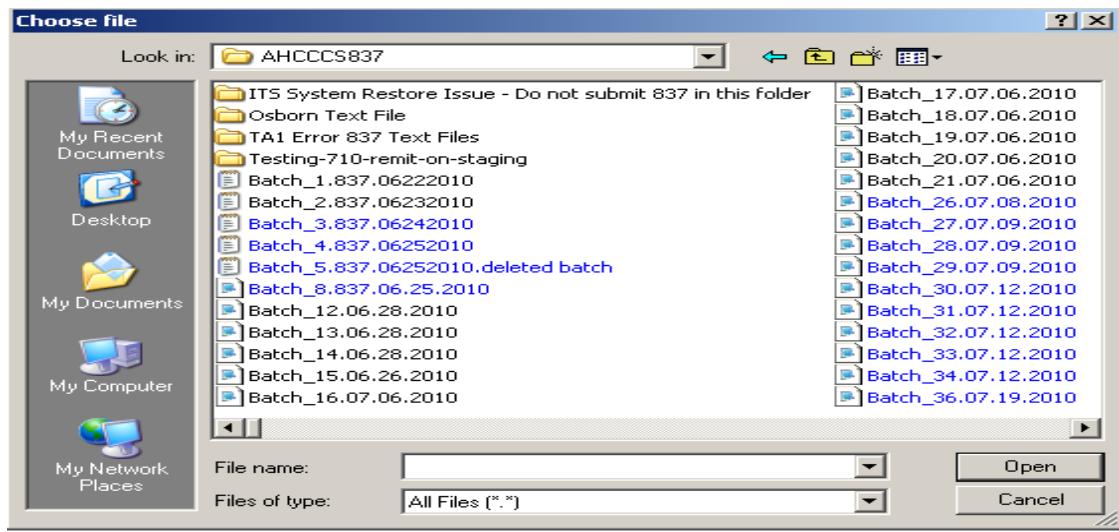


Figure 13: 837 Outbound Text Files

**Important:** When uploading the text file, the file will disappear. No confirmation will be displayed. In order to confirm that the upload was successful, you will need to do the following:

Navigate back to the previous folder using the ‘Go Up’ button

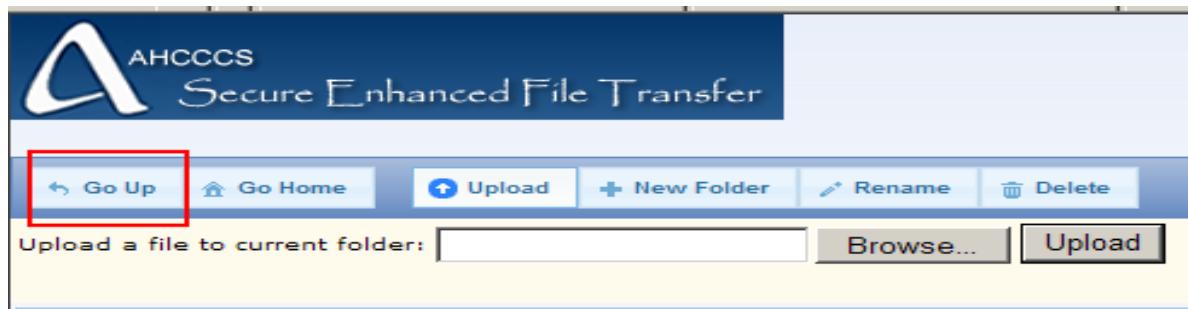


Figure 14: AHCCCS Website - 2

Click on “EDI-OUT” folder



## AZ v6 Daily Operations Workflow Policy and Procedure

Name		Date Modified
EDI-IN		10/01/2013 11:58:05
EDI-OUT	<input checked="" type="checkbox"/>	10/01/2013 11:59:03
IN		12/02/2011 19:30:00
OUT		09/30/2013 00:45:03

Figure 15: AHCCCS EDI-Out Folder

Hover the mouse over the ‘Date Modified’ field until you get an up and down arrow. This will allow you to sort the files ascending or descending order in order to locate the acknowledgement 999 and 277 text file from AHCCCS.

Name	Size	Date Modified
AZCP837.99778.2013100104591087-BATCH_2123.10.01.2013.837.277	7.03 KB	10/01/2013 11:59:03
AZCP837.99778.2013100104591087-BATCH_2123.10.01.2013.837.999	1 KB	10/01/2013 11:59:03
AZCP837.99778.2013093007534908-BATCH_2122.09.30.2013.837.277	48.79 KB	09/30/2013 14:55:01
AZCP837.99778.2013093007534908-BATCH_2122.09.30.2013.837.999	1 KB	09/30/2013 14:55:01

Figure 16: AHCCCS EDI-Out Folder

About 1 -2 minutes there will be an acknowledgement 999 and 277 for the batches that user uploaded. User must save these acknowledgements in the appropriate Arizona internal folders.

**VII. 999 Acknowledgement Text File Location:**  
<\\hhseztppaprodapp\e\Arizona TPA\AZTPAFTPIN\AHCCCS999>

**VIII. 277 Acknowledgement Text File Location:**  
<\\hhseztppaprodapp\e\Arizona TPA\AZTPAFTPIN\AHCCCS277>

### IX. 999/277 ACKNOWLEDGEMENT

Once the 837 outbound text file is generated and saved to the appropriate internal directory, the Operations Lead will need to QA the 999 files and escalate immediately to management if the file rejected. The 277CA is stored in the internal directory for reference.



## AZ v6 Daily Operations Workflow Policy and Procedure

Please refer to the documentation below on How to Read a 999 and 277.



### **High level overview on how to read a 999:**

The segments that indicate if your file was accepted or rejected at the batch level are:

- IK5
- AK9

Example: BATCH ACCEPTED

IK5\*A  
AK9\*A\*1\*1\*1

Example: BATCH REJECTED

IK5\*R\*5  
AK9\*R\*1\*1\*0

Example: BATCH ACCEPTED WITH ERRORS

IK5\*E  
AK9\*E\*1\*1\*1

### **Overview on how to read a 277:**

The purpose of the 277 transaction is to provide a claim level acknowledgement of all claims received in the pre-processing system. This file will show accepted or rejected claim level details. Typically this file is interpreted by the Information Technology Department (ITD) in order to decipher with claim rejected in order to resubmit batch.

## X. IMPORT 835 FROM AHCCCS WEBSITE

AHCCCS drops weekly 835 remit file on AHCCCS SFTP location every Sunday evening (if Monday is a holiday the remits could be delayed by 1 day). These files have to be downloaded and copied to the appropriate location within the Arizona Internal Directory folder every Monday morning before running the Repricer (which is run on Wednesday's) in preparation for the week's check run.

### **AHCCCS Website URL:**

<https://sftp.statemedicaid.us/>



## AZ v6 Daily Operations Workflow Policy and Procedure

(See Administrator for Username and Password)

Name	Size	Date Modified
999778		10/18/2011 16:34:04
ShareINFO		08/27/2012 20:33:04

Figure 18: AHCCCS Website - 3

835 remits are found within: **999778 -> PROD -> EDI – OUT**

Name
AZS835-999778-04-130319-122336.TXT
AZS835-999778-04-130312-011351.TXT
AZS835-999778-04-130305-111032.TXT
AZS835-999778-04-130226-164702.TXT
AZS835-999778-04-130220-133920.TXT
AZS835-999778-04-130212-231314.TXT
AZS835-999778-04-130205-004054.TXT
AZS835-999778-04-130129-074328.TXT

Figure 19: Remit 835 Text File

There are two different types of files (AZD835 and AZS835) which have to be downloaded and saved into appropriate local folder before running Repricer. A total of 8 remit files are received. Explained below are examples on what the 835's contain and definitions of AHCCCS naming conventions.

- **AZD835**- where AZ is the state, D is daily, 835 is the transaction number
- **AZS835** – where AZ is the state, S is supplemental, 835 is the transaction number
- XXXXXX represents the AHCCCS provider ID number
- XX is the location code
- YYMMDD is the payment date
- HHMMSS is the process time
- TXT is the file extension



## AZ v6 Daily Operations Workflow Policy and Procedure

Example:

File Name	Contents
AZD835-999778-01-131001-073320.TXT	Data
AZD835-999778-02-131001-073320.TXT	Data
AZD835-999778-03-131001-073505.TXT	Data
AZD835-999778-04-131001-073506.TXT	Data
AZS835-999778-01-131001-073320.TXT	Informational
AZS835-999778-02-131001-073320.TXT	Informational
AZS835-999778-03-131001-073505.TXT	Informational
AZS835-999778-04-131001-073506.TXT	Informational

Figure 20: AHCCCS 835 Contents

**Reminder:** There are always 8 remit files that are available for PCG to upload. If any of the files are missing, the Operations Lead will need to inform the management team of the missing files so they can escalate to the appropriate personnel.

### Steps to follow:

- Go to <\\hhseztpprodapp\...\Arizona TPA\AZTPAFTPIN\AHCCCS835\Archive>
- Go to appropriate year. Eg: 2014
- Create new folder with name as remit date. Eg: 2014-09-28
- Save the 835 files from AHCCCS FTP site by doing left mouse click on 835 file and save it to the folder just created on above steps.



## AZ v6 Daily Operations Workflow Policy and Procedure

The screenshot shows a Windows File Explorer window. The top menu bar includes 'Organize', 'Burn', and a red-highlighted 'New folder' button. Below the menu is a toolbar with icons for copy, cut, paste, etc. The left pane displays a tree view of drives and folders, including 'System (D:)', 'users (\pcgbonfile2) (H:)', 'Staging WEB (K:)', 'Staging APP (L:)', and several network shares under 'e (\hhseztpprodweb) (M:)' and 'e (\hhseztpproddapp) (N:)'. The right pane lists files and folders from the 'e:\' share, specifically from the 'AHCCCS835' folder. The columns are 'Name', 'Date modified', and 'Type'. The files listed are: 2014-09-28, 2014-09-21, 2014-09-16, 2014-09-07, 2014-08-31, 2014-08-26, 2014-08-12, 2014-08-19, 2014-08-03, 2014-07-29, 2014-07-22, 2014-07-15, 2014-07-08, and 2014-07-01.

Name	Date modified	Type
2014-09-28	9/26/2014 11:05 AM	File folder
2014-09-21	9/22/2014 10:29 AM	File folder
2014-09-16	9/16/2014 10:23 AM	File folder
2014-09-07	9/9/2014 9:04 AM	File folder
2014-08-31	9/4/2014 9:10 AM	File folder
2014-08-26	9/2/2014 3:14 PM	File folder
2014-08-12	8/19/2014 3:41 PM	File folder
2014-08-19	8/19/2014 11:12 AM	File folder
2014-08-03	8/18/2014 9:42 AM	File folder
2014-07-29	7/31/2014 1:33 PM	File folder
2014-07-22	7/23/2014 2:27 PM	File folder
2014-07-15	7/18/2014 8:44 AM	File folder
2014-07-08	7/8/2014 11:31 AM	File folder
2014-07-01	6/30/2014 2:50 PM	File folder

Figure 21: 835 File Location

## Tracking Logs

Once scrubber is complete and batch is created, results are tracked using the tracking log located within the Arizona SharePoint.

### I. SharePoint Tracking Log Location:

[http://pcgattf10:9096/aztpahcccs/Project%20Documents/All%20Tracking/AHCCCS\\_TrackingLog.xls](http://pcgattf10:9096/aztpahcccs/Project%20Documents/All%20Tracking/AHCCCS_TrackingLog.xls)



## AZ v6 Daily Operations Workflow Policy and Procedure

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Date of claim submission to EZCap	Date	Batch Create	Submission Claim Count	Submission SCS	Resubmission Claims	Replacement Claims	Void Claims	Scrubber Denial Count By Detail Lines	837 Detail Batch Log ID	837 Claim Count	Text File Create Date and Sent to AHCCCS	O = Original R = Resubmission V = Void RP=Replacement
2													
1643	3/12/2013	3/13/2013	2,202	21	-	-	-	-	1,153	1734	4,055	3,911	O
1644	3/13/2013	3/14/2013	-	-	-	-	-	-	50	1735	5,000	5,000	3/14/2013 RP Process OFL Replacements
1645	3/13/2013	3/14/2013	-	-	-	-	-	-	-	1736	1,390	855	3/14/2013 RP Process OFL Replacements
1646	3/13/2013	3/14/2013	63	25	-	-	-	-	52	1737	87	72	3/15/2013 O
1647	3/14/2013	3/15/2013	-	-	-	-	-	-	93	1738	5,000	4,312	3/18/2013 RP Process OFL Replacements
1648	3/14/2013	3/15/2013	-	-	-	-	-	-	-	1739	3,915	3,040	3/18/2013 RP Process OFL Replacements
1649	3/14/2013	3/15/2013	-	-	-	-	-	-	-	1740	5	1	R Process Scrubber OFL/TPL
1650	3/14/2013	3/15/2013	6,806	54	-	-	-	-	2,397	1743	5,000	861	3/17/2013 O
1651	3/14/2013	3/15/2013	-	-	-	-	-	-	-	1744	5,000	192	3/15/2013 O
1652	3/14/2013	3/15/2013	-	-	-	-	-	-	-	1745	5,000	1,303	O
1653	3/14/2013	3/15/2013	-	-	-	-	-	-	-	1746	2,875	2,872	O
1654	3/15/2013	3/15/2013	-	-	-	-	-	5,000	-	1741	5,000	5,000	3/15/2013 V
1655	3/15/2013	3/15/2013	-	-	-	-	-	3,698	-	1742	3,698	3,698	3/15/2013 V
1656	3/15/2013	3/18/2013	-	-	-	-	-	-	-	1747	57	2	R
1657	3/15/2013	3/18/2013	1,984	-	-	-	-	-	905	1748	3,618	1,624	O
1658	3/18/2013	3/19/2013	-	43	-	-	-	-	103	1749	113	42	O
1659													
1660													
1661													
1662													
1663													
1664													
1665													

Batch Tracking

Tracking Log

Figure 22: AHCCCS Tracking Log



## AZ v6 Daily Operations Workflow Policy and Procedure

Listed below are AHCCCS tracking log fields which has to be filled appropriately as described within this section

Column #	AHCCCS Tracking log Headers	Description
A	Date of Claim submission to EZCAP	Date when the claims were submitted to EZCAP, it is usually the day before the scrubber was run
B	Batch Create Date	Date when the scrubber was run
C	Submission Claim Count EDI	Total EDI Claims submitted for the date on column A. Run Crystal Reports to get this count.
D	Submission Claim Count SCS	Total single claims submission for the date on column A. Run Crystal Reports to get this count.
E	Resubmission Claims	Total Resubmission claims submitted for the date on column A. Run Crystal Reports to get this count.
F	Replacement Claims	Total Replacement claims submitted for the date on column A. Run Crystal Reports to get this count.
G	Void Claims	Total Void claim submitted for the date on column A. Run Crystal Reports to get this count.
H	Scrubber Denial Count by Detail Lines	Total denied claims by PCG adjudication. Run Crystal Report to get this count
I	Batch Log ID	Outbound 837 batch ID for each batch created after running the scrubber
J	837 Detail Count	Service count from Figure 1
K	837 Claim Count	Claim count from Figure 1
L	Text File Create Date and Sent to AHCCCS	Date when 837 TXT file was created and submitted to AHCCCS for adjudication
M	O, R, V, RP	Claim type: O – Original R – Resubmission V – Void RP – Replacement
N	Notes	Notes for user of this tracking log

Figure 23: AHCCCS Tracking Log Contents

This AHCCCS Tracking log spreadsheet also contains that following tabs which allows the user to track incoming files received from AHCCCS

- 835
- 997 and 999 (4010 and 5010 acknowledgements) 4010 is no longer accepted
- 277
- 837 Outbound text files
- Special Handling Claims that are submitted to AHCCCS
  - Pending AHCCCS approval and designated date

