



Social Service .dat Batch Upload Setup Guide

ProviderOne

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Revision History

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1. Social Service Batch Upload Billing

Social service .dat batch upload billing is an optional billing method to allow providers to extract billing data elements from their current timekeeping and/or billing software and upload the claim(s) data into the ProviderOne system. Although .dat batch upload does require additional preparation, your agency could save time and effort with this option. If you are interested in using this method, work with your timekeeping or billing vendor. Many software vendors currently bill in ProviderOne and are setup and ready for billing. They understand the technical complexities of extracting data from their software systems to meet ProviderOne requirements. *This billing option should not be confused with template batch billing.* Template batch billing is suited for providers who bill with daily and/or monthly unit types and serve smaller client populations.

The .dat batch upload billing method is suitable for large providers and/or providers who are required to bill by date of service such as home care agencies, adult day care centers, large residential facilities, home delivered meals programs, and personal emergency response systems.

ProviderOne is designed to increase the accuracy and flexibility of billing. Social service .dat batch upload billing is one of three billing methods available in ProviderOne.

1. Direct Data Entry (DDE) billing
2. Template billing and Template batch billing (optional)
3. Caret delimiter (.dat) Social Service batch upload billing (optional)

You can use the caret delimiter (.dat.) batch upload method with standard personal computing software, such as Excel. However, this method requires an intermediate level of understanding of Microsoft Excel, formatting custom cells, Microsoft Word, Notepad, and how to save and open files using different file formats. If you have difficulty preparing for the social service .dat batch upload method, you may want to consult a computer specialist or another software vendor.

1.1 Document Purpose

This guide will explain the social service batch upload billing method and provide instructions on submitting and managing batch upload claims.

- Identify provider types likely to benefit using the batch upload billing method.
- Facilitate format requirements of the caret delimiter (.dat) file uploaded into ProviderOne.
- Communicate the data requirements and business rules for caret delimiter (.dat) file submission.
- Provide the framework for understanding and interpreting:
 - Batch upload file creation
 - Naming the caret delimiter (.dat) file
 - Submitting the caret delimiter (.dat)
 - Monitoring the social service batch upload status screen
 - Analyzing error codes

1.2 Intended Users

This setup guide is designed for providers' technical and/or billing staff, timekeeping and/or software vendors responsible for adapting/altering software systems to extract data to create files to be upload into ProviderOne.

Please note: *Social service medical claims cannot be submitted using the social service .dat batch upload method. Social service medical claims must bill as medical providers and use the billing screens in the medical billing section of the provider portal. There is a batch upload billing method for social service medical providers called HIPAA batch upload. This method requires HIPAA batch testing. Interested providers can contact the Health Care Authority (HCA) three to four months in advance to prepare for medical HIPAA batch upload billing. For additional information visit the HCA website at <https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/hipaa-electronic-data-interchange-edi> and select one of the ProviderOne 5010 Companion Guides. For additional questions call 1-800-562-3022 (choose "provider services") or email hipaa-help@hca.wa.gov and have your NPI available.*

1.3 Relationship to the Social Service Billing Guides

The Social Service .dat Batch Upload Setup Guide will assist providers and/or technical staff setting up software systems and files to meet specific requirements of ProviderOne social services .dat batch upload billing. It is intended to supplement the social service billing guides and/or social service billing trainings. It contains rules for format, content, and field values for social service .dat batch upload billing.

1.4 Roles and Responsibilities

When you choose to use the social service .dat batch upload billing method, it is highly recommended that you consult and/or collaborate with your current billing/time keeping vendor and/or a computer specialist. Mastering this billing method requires attention to detail as well as the ability to follow complex instructions. There is no standard 'how to guide' for this method because adding, updating, and extracting the data elements are unique to each billing system used by providers.

Providers, billing staff, and/or technical staff, timekeeping and/or software vendors:

- Add the necessary data elements into their timekeeping and/or billing software.
- Know and understand the contents of this guide as well as the social service supplemental billing guides: Authorizations, Basic Billing, Claims Status Inquiry & View RA, and Adjust, Void, & Resubmit Claim. <https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-social-services>
- Create the caret delimiter (.dat) file and upload the caret delimiter (.dat) file into the ProviderOne system.
- Manage multiple caret delimiter (.dat) file submissions.
- Analyze error codes, correct errors, and resubmit files for billing.

NOTE: *When the file is uploaded to the system, a confirmation message is immediately displayed. In less than 5 minutes or as long as 24 hours a status message will appear in the social service batch upload status page. An acceptance message means the file has been accepted and submitted for claims processing/adjudication. A rejection message*

means the file was not accepted and **NO DATA** in the caret delimiter (.dat) file is considered for claims processing/adjudication until the errors are corrected and/or removed and the file is accepted after resubmission.

ProviderOne Health Care Authority:

Provide assistance with understanding the necessary data elements, caret delimiter (.dat) file submissions steps, and caret delimiter (.dat) files rejection messages. Providers can contact ProviderOne Health Care Authority by email.

ProviderOne Health Care Authority Email

hipaa-help@hca.wa.gov.

- Type in the subject line: Social Service Batch Upload <insert domain #>
- In the body of the email include the name of the batch file you are referencing:
*sample: SOC.xxxxxxx.20150131xxxxxx.SAMPLE_BATCH.dat. and/or other pertinent information. Include your telephone number if you request a return call.

(*Sample contains 'x' for numbers to mask provider identification)

2. System Preparation

Below are the ProviderOne transaction standards and business rules for social service .dat batch upload billing. Please share the technical information with your time keeping and/or billing staff/vendor.

2.1.1 Social Service Provider Characteristics

- Home Care Agencies;
- Consumer Directed Employers;
- Personal Emergency Response Systems; or,
- Other social service providers with significant claim volume and/or must bill by date of service (assisted living, supported living, home delivered meals, adult day care, etc.).

2.1.2 Special Design Constraints or Considerations

- The size of each file is limited to 50MB.
- The system will only accept files with '.dat' extension for batch submission.
- All claim lines of the batch file must not exceed one day of service; with the exception of monthly unit types such as personal emergency response systems.
(Note: Daily rates cannot span bill using batch upload method. Span billing is only used in the direct data entry and templates methods with daily or monthly unit types).
- **The system will only accept one claim line per each day of service, service code, servicing provider (if applicable), and authorization number combination. The system will deny duplicate claim lines.**
- The batch file layout and format must comply with the specifications outlined in [Table 2.1.3.1.](#)

- Unit types must be consistent with the authorization list page. **Most billing hours are reported in 15 minute increments** (15 min = 1 unit).
- Each field in the batch file must be separated/delimited by a '^' (caret symbol), including when the following fields are left empty: Patient Account Number; SS Servicing Only ProviderOne ID; Service Start Time; Service End Time; Service Start Time Geo-Data; Service End Time Geo-Data; Client-Provider Proximity for Start Time; Client-Provider Proximity for End Time; and, Client Verification for End Time. Do not add spaces between the carets ^.
- The end of every field line must also be represented/indicated by a '~' (tilde) including the last line of the batch.
- Claim header (Provider ID, Client ID and Authorization Number) must be repeated for every line in batch file besides the other required fields.
- The following fields require a placeholder even if the fields are not populated with data: Modifier 1; Modifier 2; Modifier 3; Modifier 4; Patient Account Number; SS Servicing Only ProviderOne ID; Service Start Time; Service End Time; Service Start Time Geo-Data; Service End Time Geo-Data; Client-Provider Proximity for Start Time; Client-Provider Proximity for End Time; and, Client Verification for End Time, Parent TCN, Policy Number (1), Payer/Organization Name (1), Amount (1), Adjustment Reason Code (1), Policy Number (2), Payer/Organization Name (2), Amount (2), Adjustment Reason Code (2), Manual Claims indicator. Do not add spaces between the carets ^.

Note: The following fields are for Electronic Visit Verification (EVV) data. EVV requirements apply only to Home Care Agencies and Consumer Directed Employers. EVV data is not required for claims submitted prior to 01/01/2020. The EVV-related data fields are: SS Servicing Only ProviderOne ID; Service Start Time; Service End Time; Service Start Time Geo-Data; Service End Time Geo-Data; Client-Provider Proximity for Start Time; Client-Provider Proximity for End Time; Client Verification for End Time, and Manual Claims Indicator.

2.1.3 Business Rules

- A provider can upload only one file at a time.
- The size of each file is limited to 50 MB.
- Not all fields are required. Data is not required for optional fields.
- The provider must have data for all the required fields.
- The file will be transmitted over secure HTTP using encryption.
- Providers can view only their own transactions.
- Only '.dat' extension file types are accepted by the system. If provider attempts to upload a file whose extension is not '.dat' the system will display an error message.
- When a batch is successfully uploaded, the system will generate the file name while displaying the confirmation message. Standard for file name for the generated message is "<SOC>.<Provider ID (7 digit)>.<Date & Time Stamp>.<Actual file name including '.dat' extension>". *sample:
"SOC.xxxxxxx.20130131xxxxxx.SAMPLE_BATCH.dat"

(*Sample contains 'x' for numbers to mask provider identification)

- When an uploaded .dat batch file contains no validation errors, the batch file status will be
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'Accepted' and claims will be loaded into the system for processing.

- When a batch file has encountered errors during file validation then the status of the file will be 'Rejected'. No claims will be loaded into the system.

2.1.3.1 Social Service .dat Batch Upload Format Specification Table

	Required Field (Y / N)	Data Type	Maximum Size	String Format	Development Notes
Provider ID	Y	string-9	9 digits	numeric	9 digit Provider ID
Client ID	Y	string – up to 20	20 characters	alphanumeric	Client ID
Authorization Number	Y	string – 10	10 digits	Numeric	Authorization Number
Service Date From	Y	string – 8	8 digits	Date (mmddccyy)	Service Date From
Service Date To	Y	string – 8	8 digits	Date(mmddccyy)	Service Date To
Service code	Y	string – 5	5 digits	alphanumeric	Service code
Modifier 1	N (place holder required)	string – 2	2 digits	alphanumeric	Modifier 1
Modifier 2	N (place holder required)	string – 2	2 digits	alphanumeric	Modifier 2
Modifier 3	N (place holder required)	string – 2	2 digits	alphanumeric	Modifier 3
Modifier 4	N (place holder required)	string – 2	2 digits	alphanumeric	Modifier 4
Units	Y	string – up to 16	16 digits	numeric	Units (use whole numbers/not decimals)
Patient Account Number	N (place holder required)	string – up to 13	13 digits	alphanumeric	“Optional” Patient Account Number
SS Servicing Only ProviderOne ID	N (place holder required)	string-9	9 digits	numeric	SS Servicing Only ProviderOne ID
Service Start Time	N (place holder required)	string-6	6 digits	numeric	Service Start Time
Service End Time	N (place holder required)	string-6	6 digits	numeric	Service End Time
Service Start Time Geo-Data Latitude	N (place holder required)	string-9	6 or 7 digits with Sign and a decimal	numeric	Service Start Time Geo-Data – Latitude This will contain Sign. EX: “-12.99999” The system accepts either 4 or 5 digits after decimal
Service Start Time Geo-Data Longitude	N (place holder required)	string-10	7 or 8 digits with Sign and a decimal	numeric	Service Start Time Geo-Data – Longitude This will contain Sign. EX: “-12.99999” The system accepts either 4 or 5 digits after decimal
Service End Time Geo-Data Latitude	N (place holder required)	string-9	6 or 7 digits with Sign and a decimal	numeric	Service End Time Geo-Data – Latitude This will contain Sign. EX: “-12.99999” The system accepts either 4 or 5 digits after decimal

	Required Field (Y / N)	Data Type	Maximum Size	String Format	Development Notes
Service End Time Geo-Data Longitude	N (place holder required)	string-10	7 or 8 digits with Sign and a decimal	numeric	Service End Time Geo-Data – Longitude This will contain Sign. EX: “-12.99999” The system accepts either 5 or 6 digits after decimal
Client-Provider Proximity for Start Time	N (place holder required)	string – 1	1 Character	alphanumeric	Client-Provider Proximity for Start Time
Client-Provider Proximity for End Time	N (place holder required)	string – 1	1 Character	alphanumeric	Client-Provider Proximity for End Time
Client Verification for End Time	N (place holder required)	string – 1	1 Character	alphanumeric	Client Verification for End Time
Claim Frequency Type	Y	string – 1	1 digit	numeric	Values can be: 1 = Original Claim 7 = Adjustment 8 = Void
Parent TCN	N (place holder required)	string – 18	18 digits	numeric	18-digit TCN#
Policy Number (1)	N	string – 15	15 digits	alphanumeric	Policy Number This is 13 Characters in ProviderOne.
Payer / Organization Name (1)	N	string – 50	50 digits	alphanumeric	Payer / Organization Name. All CAPITAL LETTERS
Amount (1)	N	string – 17	13 digits with Sign and two decimals	Floating Number	TPL Amount by the the Payer/Org Example: 1234567891234.00 -1234567891234.00 100.00
Adjustment Reason Code (1)	N	string – 3	3 digits	alphanumeric	Adjustment Reason Code.
Policy Number (2)	N	string – 15	15 digits	alphanumeric	Policy Number This is 13 Characters in ProviderOne.
Payer / Organization Name (2)	N	string – 50	50 digits	alphanumeric	Payer / Organization Name. All CAPITAL LETTERS
Amount (2)	N	string – 17	13 digits with Sign and two decimals	Floating Number	TPL Amount by the the Payer/Org Example:

	Required Field (Y / N)	Data Type	Maximum Size	String Format	Development Notes
					1234567891234.00 -1234567891234.00 100.00
Adjustment Reason Code (2)	N	string – 3	3 digits	alphanumeric	Adjustment Reason Code.
Manual Claims Indicator	N	string – 6	6 Character	alphanumeric	Values can be: SPST01 SPET01 SPEV01 EVSF01 CLSD01 Should be one of the above values available for the Manual Claims Indicator Lookup Code in ProviderOne otherwise error.

3. Social Service .dat Batch Upload File Creation

3.1.1.1 Sample of Social Service Batch Upload .xls before Caret Delimiter (.dat) Conversion



Sample_SS_Batch_Upload_before_Caret_De

(Sample contains 'x' for numbers to mask provider identification)

3.1.1.2 Caret delimiter (.dat) Format Sample

When creating or extracting the caret delimiter (.dat) file from your system take extra care not to add extra spaces, characters, or extra carriage returns. Compare your caret delimiter (.dat) file format content side by side to the examples below. They should be very similar except the file will contain your provider and client specific ProviderOne numbers and codes. The caret delimiter (.dat) file cannot contain column headers. (*Samples contains 'x' for numbers to mask provider identification*)

(Sample original claim with optional patient account number and without EVV data)

```
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01012014^01012014^T1019^8^xxx^1~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01042014^01042014^T1019^10^xxx^1~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01102014^01102014^T1019^15^xxx^1~
```

(Sample original claim without optional patient account number and EVV data)

```
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01012014^01012014^T1019^8^1~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01042014^01042014^T1019^10^1~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01102014^01102014^T1019^15^1~
```

(Sample with adjusted claim with optional patient account number and without EVV data)

```
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01012014^01012014^T1019^8^xxx^7^551701000117107000~
^~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx
^01042014^01042014^T1019^10^xxx^7^551701000117107000~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx
^01102014^01102014^T1019^15^xxx^7^551701000117107000~
```

(Sample adjusted claim without optional patient account number and EVV data)

```
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01012014^01012014^T1019^8^7^551701000117107000~
^~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01042014^01042014^T1019^10^7^551701000117107000~
^~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01102014^01102014^T1019^15^7^551701000117107000~
^~
```

(Sample with adjusted claim with optional patient account number and EVV data)

```
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01012020^01012020^T1019^8^xxx^123412^114413^-12.99999^-
123.99999^-12.99999^-123.99999^7^551701000117107000~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01042020^01042020^T1019^10^xxx^123412^114413^-
12.99999^-123.99999^-12.99999^-123.99999^7^551701000117107000~
xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01102020^01102020^T1019^15^xxx^123412^114413^-
12.99999^-123.99999^-12.99999^-123.99999^7^551701000117107000~
```

3.2 Caret delimiter (.dat) File Naming Convention

Before converting your files to the caret delimiter (.dat) format it would be beneficial to create a naming convention to suit your business needs. Use a unique name for each file.

- File caret delimiter (.dat) names cannot contain spaces.
- File names are alphanumeric and can only allow the following special characters: . - _
- Batch file names cannot contain any of the following characters: \ / : * ? < >
- Batch file caret delimiter (.dat) names cannot exceed 50 characters including the four characters: '.dat'

When a batch is successfully uploaded, the system will generate the file name while displaying the confirmation message. The standard file name for the generated message is "<SOC>.<Provider ID (7 digit)>.<Date & Time Stamp>.<**Provider naming convention including '.dat' extension**>". Example:

"SOC.XXXXXXX.20130131XXXXXX.SAMPLE_BATCH.dat"

(Samples contains 'x' for numbers to mask provider identification)

When naming your caret delimiter (.dat) files you may want to consider the following:

- Number resubmissions of rejected files.
- Name the batch to identify the submitter.
- Name the batch to identify the location.
- Name the batch to identify the type of service provided.

3.3 File extension .xls convert to .dat

When your billing or timekeeping vendor only allows .xls extraction and not .dat file extraction there are directions below on how to convert the Excel (.xls) file to a 'Data File' (.dat). If you do not want to use either method listed you can find and/or purchase utility programs online for Excel that will easily convert files into the .dat format. For the best results, try using a Google search and type "Excel utilities" or ".xls convert to .dat."

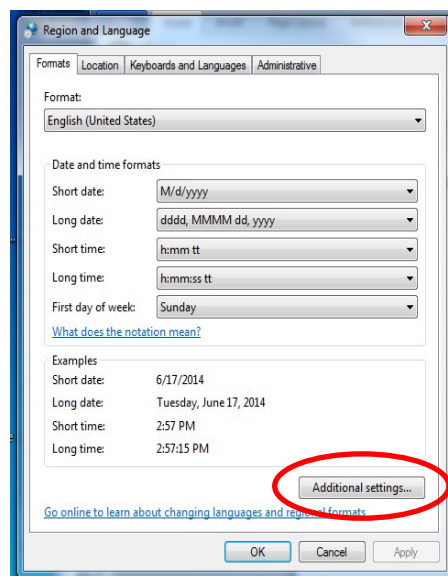
Below are two methods converting .xls Excel document into the .dat format. Method one shows how to change a computer's default list separator settings. The second does not require a change in the computers default settings.

3.3.1 METHOD ONE: Changing your computer's default 'list separator' to a tilde

This method is recommended for large .dat files with over 1000 to 1500 plus records.

Create .dat file from EXCEL

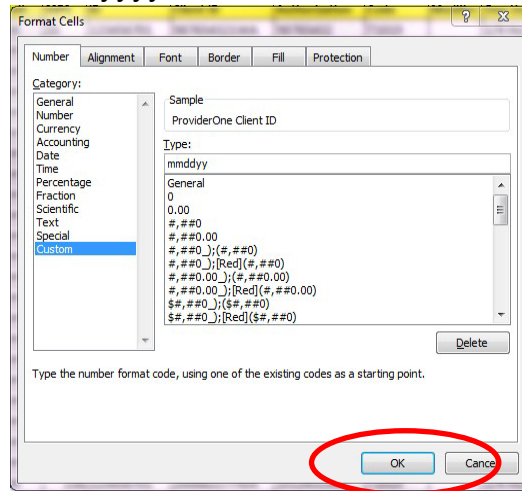
1. In Microsoft Windows, click inside the search icon and type 'Control Panel.'
2. Click the 'Region' icon.
3. Click 'Additional Settings'
4. Find the 'list separator' drop down and type ^
5. Click 'apply' and OK twice.



IMPORTANT NOTE : After you change the list separator character for your computer, all programs will use the new character as a list separator. You can change the character back to the default character by following the same procedure.

Correctly Formatting Excel

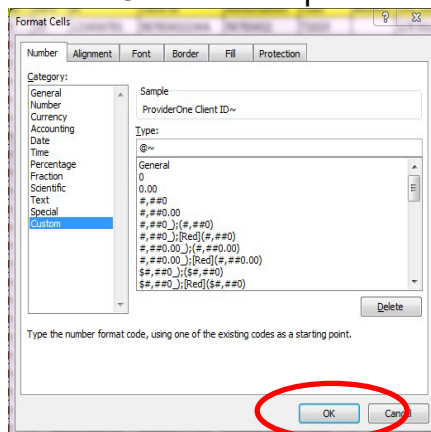
1. Format your date cells to mmddyyyy by highlighting the date column
 - a) Right click and select 'Format cells'
 - b) Select 'Custom' and place cursor in the 'Type:' field and type mmddyyyy.



c) Click OK

2. **If you use the optional patient account number and do not populate data in the optional EVV fields:**

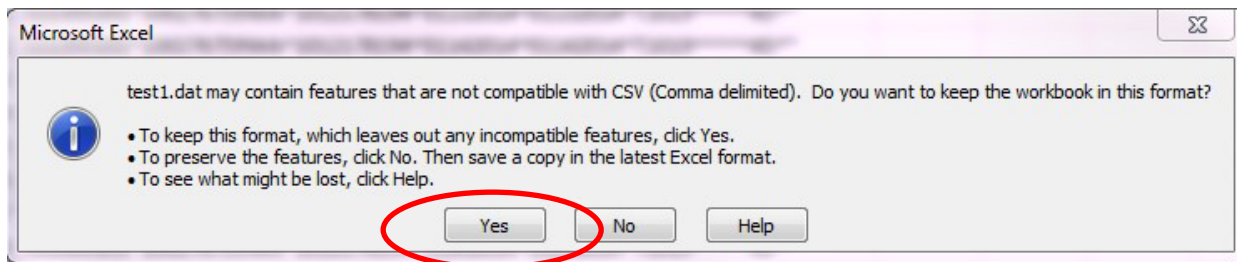
- a) Right click into the last cell of the EVV and select 'Format cells'
- b) Select 'Custom' and place cursor in the 'Type:' field and type @~



c) Click OK

3. **If you do NOT add data in the optional account number and EVV columns:**
 - a) In the fields last line of the columns add a tilde ~
4. Delete the header row
5. Delete additional worksheets, including blanks
6. Click 'Save As'
 - a) Locate the folder you would like to save your .dat file
 - b) In the 'File Name:' type the name and .dat
 - c) In the 'Save As Type' drop down, select CSV (Comma delimited) click save.
 - d) The .dat may disappear and you will need to type it again.

NOTE BELOW: If you receive the message below that states file may contain features that are not compatible with CSV (Comma delimited) 'Do you want to want to keep the workbook in this format?', click "Yes".



FOLLOW-UP NOTE (1): If the icon for notepad does not appear before the file name saved to your computer, right click, select 'Open with' and choose 'default program.' Select 'Notepad' and make sure the box is checked for 'Always use the selected program to open this kind of file' and click OK. If this last step is not completed an unexplained rejection will occur in the ProviderOne system.

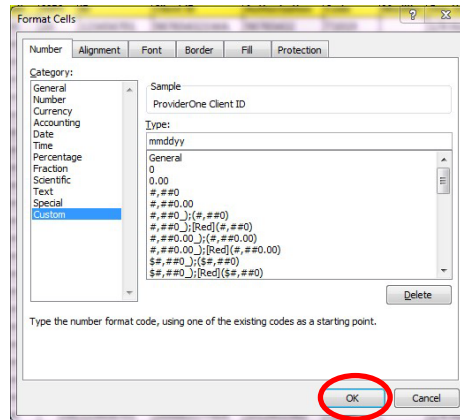
FOLLOW-UP NOTE (2): If the computer changes the saved file extension and adds .csv to the .dat extension file name, go back to your saved document. Do not open the document. Highlight the document, right click and remove .csv from the name, and type .dat. If that does not solve the issue, consider using different method of conversion. Try using an excel utility to convert your files to the .dat extension.

3.3.2 METHOD TWO Create .dat file from EXCEL to WORD to Save As (This method does not usually work on large files with more than 1500 records)

Correctly Formatting Excel

1. Format your date cells to mmddyyyy by highlighting the date column
 - a) Right click and select 'Format cells'

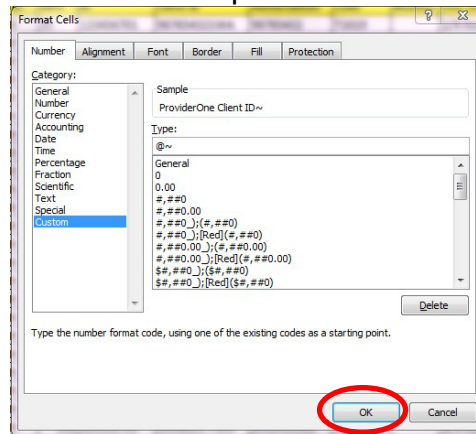
- b) Select 'Custom' and place cursor in the 'Type:' field and type mmddyyyy.



- c) Click OK

2. **When you use the optional patient account number with the EVV fields:**

- a) Right click and select 'Format cells'
- b) Select 'Custom' and place cursor in the 'Type:' field and type @~



- c) Click OK

3. **When you do NOT use the optional patient account number and EVV fields:**

- a) In the last field column following the EVV field add a tilde ~
4. Delete the header row
5. Delete additional worksheets, including blanks
6. Copy the entire worksheet (Ctrl A) and copy (Ctrl C)

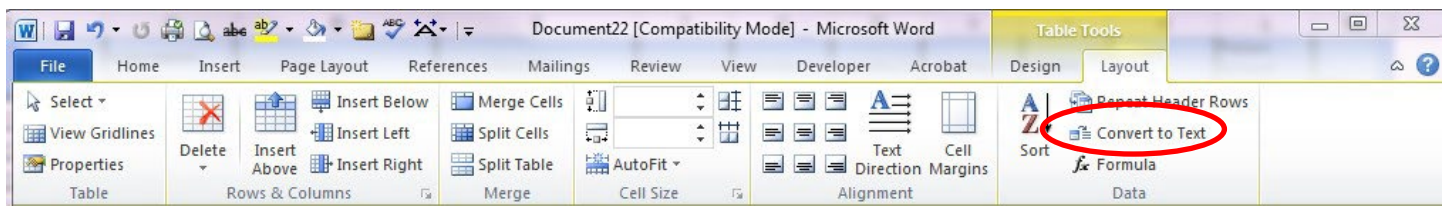
Using WORD to convert file to .dat

1. Open a new blank WORD document
2. Paste the copied file into WORD (Ctrl V). Do not worry if the contents here do not fit onto the document margins.
3. Select the table by clicking the box at the left hand top corner.

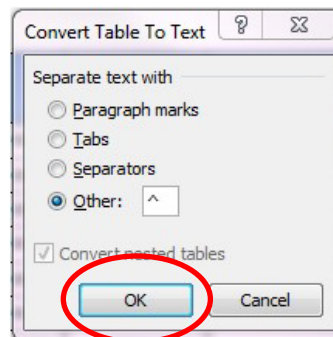


Provider ID	Client ID	Authorization Number	Service Date From	Service Date To	Service Code	Modify
			01012014	01012014	T1019	1
			01042014	01042014	T1019	1
			01102014	01102014	T1019	1
			01132014	01132014	T1019	1

4. Click on ribbon select the Layout Tab



5. On the ribbon select the box 'Convert to Text'
6. You will be prompted to select 'separate text with'
- a) Select 'Other' and insert the caret symbol ^ and click okay

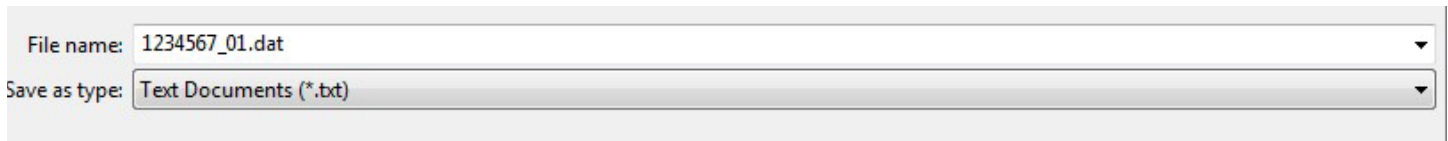


- b) Copy the entire document (Ctrl A) and copy (Ctrl C)

NOTEPAD

1. Open Notepad (located in All Programs/Accessories file)
2. Click Ctrl V to paste data into document
3. Return to the File menu and select 'Save As:'
 - a) Locate the folder you would like to save your caret delimiter (.dat) file
 - b) In the 'File Name:' type the name and .dat ([file naming convention link](#))

- c) In the 'Save As' section click the drop down and select 'Text Document' (*.txt) and click Save



File name: 1234567_01.dat

Save as type: Text Documents (*.txt)

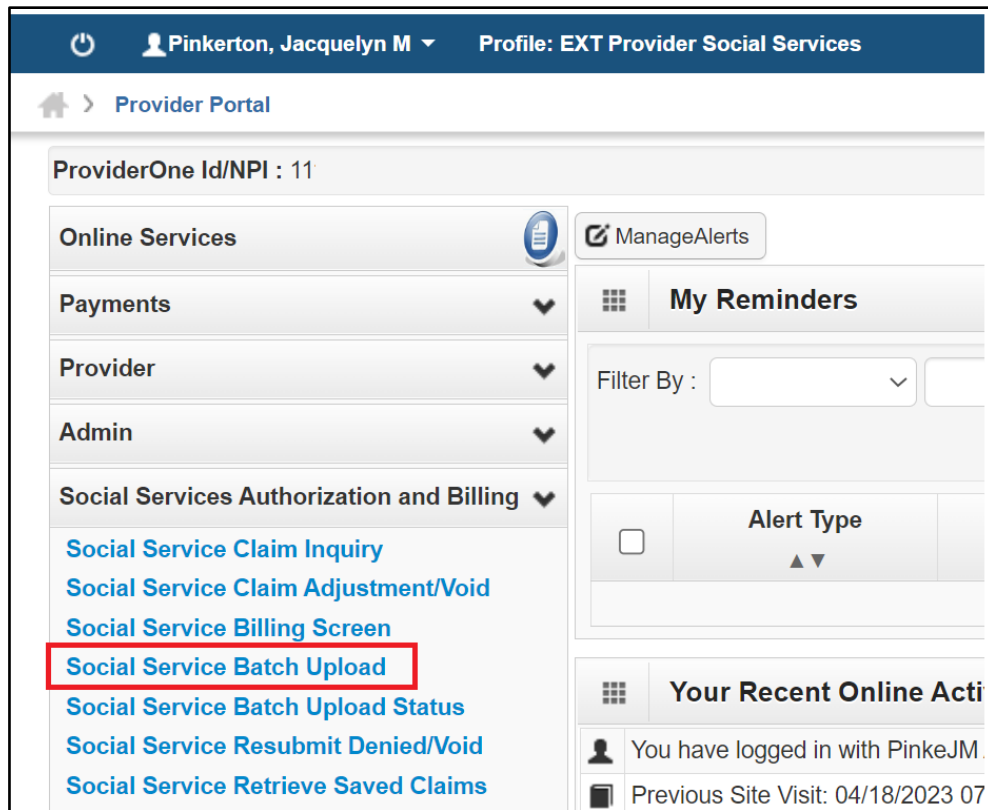
FOLLOW-UP NOTE (1): If the icon for notepad does not appear before the file name is saved to your computer, right click, select 'Open with' and choose 'default program.' Select 'Notepad' and make sure the box is checked for 'Always use the selected program to open this kind of file' and click OK. If this last step is not completed an unexplained rejection will occur in the ProviderOne system.

FOLLOW-UP NOTE (2): If the computer changes the saved file extension and adds .txt to the .dat extension file name, go back to your saved document. Do not open the document. Highlight the document, right click and remove .txt from the name, and type .dat. If that does not solve the issue, consider using different method of conversion. Try using an excel utility to convert your files to the .dat extension

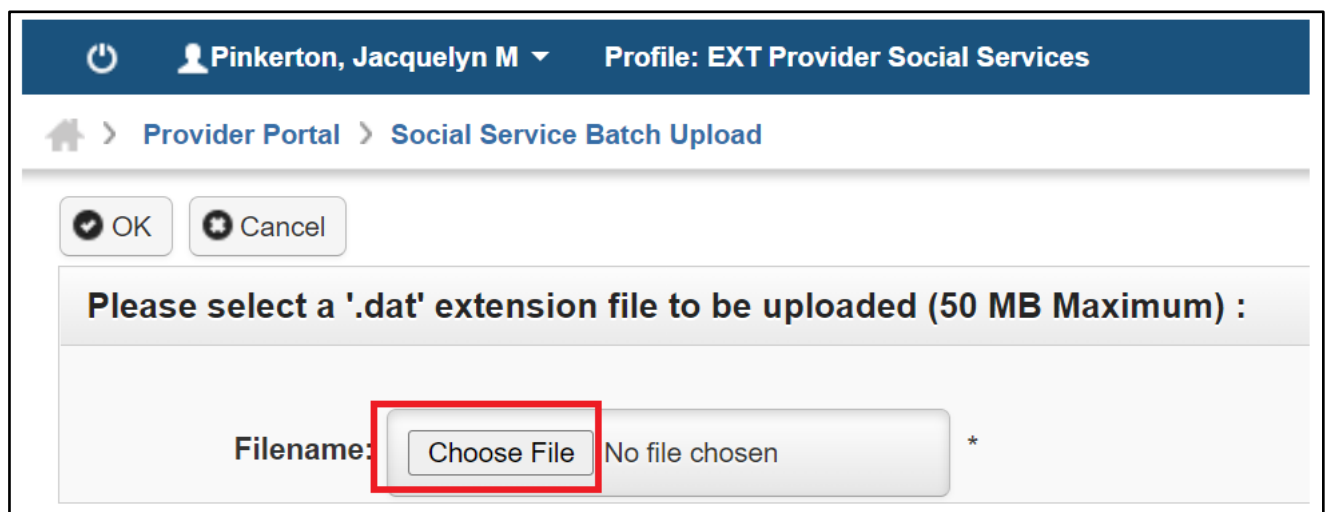
4. Submitting the social service batch upload caret delimiter (.dat) file

After the .dat file is created and saved to your computer system, you are ready to upload the file into ProviderOne for claims submission. To enter the ProviderOne portal click: <https://www.waproviderone.org> and enter your login information.

Step 1: On the Provider Portal click Social Service Batch Upload



Step 2: Click Choose File



Step 3: Select the saved .dat file located on your computer and select OK to upload.

Pinkerton, Jacquelyn M Profile: EXT Provider Social Services

> Provider Portal > Social Service Batch Upload

Please select a '.dat' extension file to be uploaded (50 MB Maximum) :

Filename: SOC.10087...DI13644.dat *

Step 4: A confirmation message is received after the initial system check verifies the .dat file extension and file size meet the system requirements. Click close.

Pinkerton, Jacquelyn M Profile: EXT Provider Social Services

> Provider Portal > Social Service Batch Upload > Social Batch Attachment Response

Please click on the Upload button to upload additional files.

Upload File Response

Thank You

The following file has been successfully uploaded for Processing:

File Name: SOC.114.dat

Provider ID: 11

Date/Time: 05/08/2023 20:07:57

You can check the processing status after 24 hours using the "Social Service Batch Upload Status" link on the ProviderOne portal. Please print this page for your reference.

Step 5: To upload additional files Select Upload and repeat Step 2 of this section.

Pinkerton, Jacquelyn M Profile: EXT Provider Social Services

Provider Portal > Social Service Batch Upload > Social Batch Attachment Response

Close Upload

Please click on the Upload button to upload additional files.

Upload File Response

Thank You

The following file has been successfully uploaded for Processing:
 File Name: SOC.114.dat
 Provider ID: 11
 Date/Time: 05/08/2023 20:07:57
 You can check the processing status after 24 hours using the "Social Service Batch Upload Status" link on the ProviderOne portal. Please print this page for your reference.

4.1 Acceptance Message

The next step will validate format and content. An acceptance message on the Social Service Batch Upload Status List page means the file passed format and content requirements. This means all your claim lines have been submitted for claims processing.

Social Service Batch Upload Status List Screen Shot.

Close

Social Service Batch Upload Status List

Filter By : And Go

Save Filter My Filters

This page by default displays the Status for Batches that are submitted during last 45 days. Please use the Filter Criteria to extend your search.

File Name	Record Count	Status	Uploaded Date
SOC.11 401.2 09.EDI13644.dat	43	Rejected	05/08/2023 20:12:49

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

4.2 Rejection Messages

The social service batch upload file will be rejected if the file does not meet the social service batch upload standards and data structure previously outlined. You can extract a custom .xls

report from the [4.2.2 Social Service Batch Upload Error Instance List](#) that is user friendly and explains the record reference and the error code that caused the file to reject.

Sometimes the system will give one rejection reason for each submission. You may correct or remove the rejected lines and resubmit and find a new rejection message will appear.

You must remove the rejected lines and resubmit or correct the rejected lines and resubmit. **IMPORTANT: If one line on the batch rejects, no claim lines are submitted for adjudication and payment.**

It is highly recommended providers remove the rejected lines and resubmit the caret delimiter (.dat) file to receive an accepted message for lines that do not contain errors to receive timely payment. Rejected lines require further research. They are often the result of authorization errors and authorization cancellations that can only be corrected by the case worker. The case worker may not be available or able to immediately correct authorization errors.

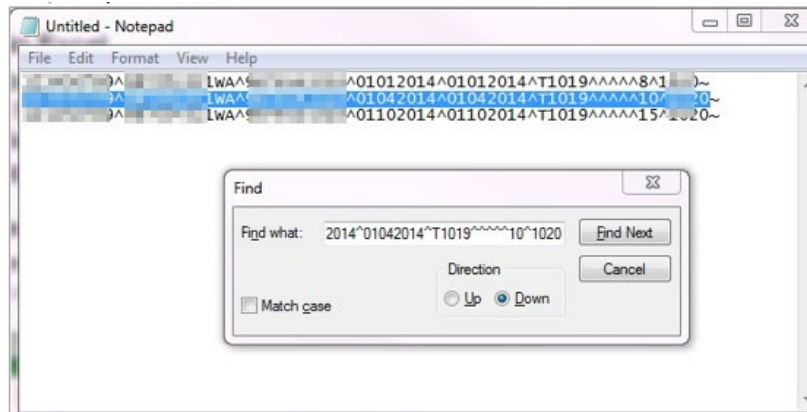
4.2.1 Finding the record reference in error

After your batch has been rejected, it will be necessary to find the record reference in the .dat file to either remove the record or correct the record.

You can find the record one of two methods.

4.2.1.1 Method One:

- a. Open the caret delimiter (.dat) file that contains the errors.
- b. Download the 'Rejected' messages.
- c. Copy the 'Additional Message' in the rejection list.
- d. Place your cursor at the top of the first record in the caret delimiter (.dat) file and click Ctrl F.
- e. Paste that record reference line in the 'Find what:' box
- f. Click 'Find Next' and the line will be highlighted in the caret delimiter (.dat) file (see example below).
- g. Remove the line or make corrections.
- h. Save and rename the caret delimiter (.dat) file.
- i. Upload the corrected .dat file into ProviderOne.



4.2.1.2 Method Two:

- See the instructions below [4.2.1 Converting the caret delimiter \(.dat\) file into Excel file](#).
- View the caret delimiter (.dat) file line number
- The caret delimiter (.dat) file line number in excel will correspond to the record reference error.
- Remove the line or make corrections.
- Save and rename the file to a caret delimiter (.dat) file.
- Upload the corrected caret delimiter (.dat) file into ProviderOne.

4.2.1.2.1 .dat File converted to Excel screen shot

The example below demonstrates how to find the errors on a .dat file. The error message indicates the field record count is not accurate. You can see that there is an extra caret symbol on lines 9 and 10.

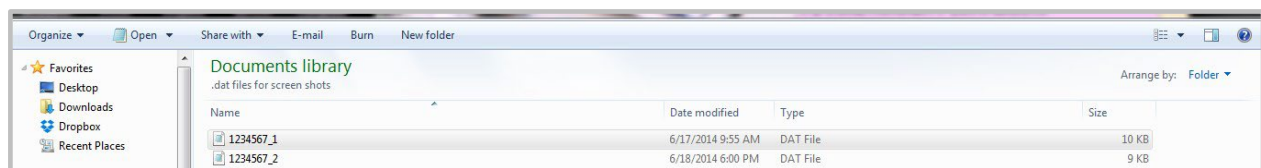
The screenshot shows the Microsoft Excel ribbon with the Font and Alignment tabs. The Font tab is active, displaying options for font face (Calibri), size (11), bold (B), italic (I), underline (U), text color, and background color. The Alignment tab is also visible, showing options for wrap text, merge & center, and alignment. The spreadsheet area below shows a table with columns A and B, and rows 1 through 10. The cell A10 is highlighted with a red circle.

4.2.1.2.2 Example Social Service Batch Upload Error Instance List

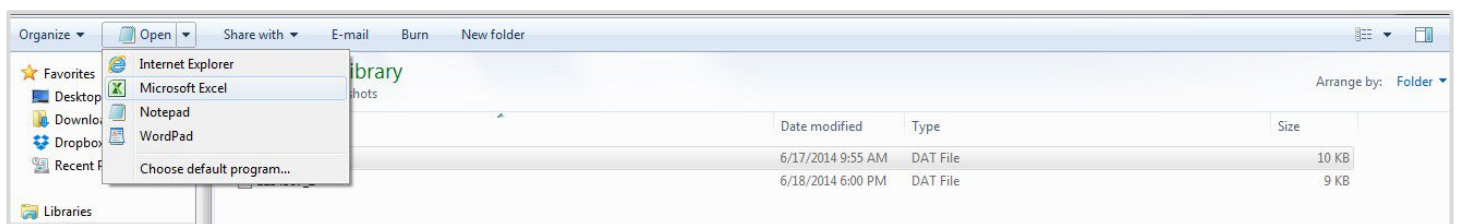
Record reference	Error Code	Error Message	Additional Message	RNM
Record Reference- 9	90005	Field count in the record is not equal to the actual field count needed for that record	1^WA^12012013^1S5161^1^	1
Record Reference- 10	90005	Field count in the record is not equal to the actual field count needed for that record	1^WA^12012013^1S5161^1^	2

4.2.1 Converting the caret delimiter (.dat) file to an Excel file. Follow the instructions below:

1. Right click on the selected saved caret delimiter (.dat) file



2. Right click, or on the tabs above, click Open With: Excel



IF EXCEL IS NOT LISTED

1. Right click, or on the tabs above, click Open With: Choose Default Program
2. Select the browse button.
3. In the search program files type Excel.
4. After the EXCEL program appears double click the EXCEL program.
5. Excel appears.
6. Select Excel.
7. Unclick the box: 'Always Use the Selected Program to Open This Kind of File,' if you do not want to change the default for WordPad. Click OK.

4.2.2 Social Service Batch Upload Error Instance List

Social Service Batch Upload Error Instance List will list the line number in the batch (record reference number), the error code, the error message and an example of the caret delimiter (.dat) batch line in the 'Additional Message' column. The [Error code reference table 4.2.2.1](#) contains the system error types you may receive.

Record reference ▲ ▼	Error Code ▲ ▼	Error Message ▲ ▼	Additional Message ▲ ▼
Record Reference-69	92141	Service Code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claims DOS	xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01022014^01022014^T1019^12^
Record Reference-70	92141	Service code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claims DOS	xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01102014^01102014^T1019^12^
Record Reference-71	92141	Service Code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claims DOS	xxxxxxxx^xxxxxxxxWA^xxxxxxxx^01132014^01132014^T1019^12^

4.2.2.1 Error Code Reference Table

The following table is the complete list of error code types when the social service batch upload file is rejected. Common error codes and how to resolve them are found on Table 4.3.1.1 Common error codes. Analyzing challenging errors are located on Table [4.3.1.1 Common error messages](#).

Error Code	Error Message	Possible Causes
90001	File content is empty	There is no data in the caret delimiter (.dat) file.
90002	File not present in physical location	The file being attached is not present.
90003	Record does not end with ~ symbol	The line is missing the ~ symbol at the end of the record.
90004	Field does not end with ^ symbol	There is no ^ symbol after the units and before the ~ symbol.

Error Code	Error Message	Possible Causes
90005	Field count in the record is not equal to the actual field count needed for that record	There are too few numbers in one of the date fields (example; Provider Id, Client ID, Authorization #, etc.
91011	Provider ID not present in file	This message can occur for different reasons: - The provider ID is missing from the line and/or file. - Your provider record is in the process of being updated and may not be payable for the next 24 hours.
91012	Provider ID must be numeric	The provider number contains letter(s).
91013	Provider ID length exceeds max allowed characters	The provider number is too long.
91021	Client ID not present in file	The client ID is missing.
91022	Client ID must be alphanumeric	The client ID number contains symbols or other characters.
91023	Client ID length exceeds max allowed characters	The client ID is too long.
91031	Authorization Number not present in file	The authorization number is missing.
91032	Authorization Number must be numeric	The authorization number contains symbols or other characters.
91033	Authorization Number length exceeds max allowed characters	The authorization number is too long.
91041	Service From Date not present in file	The service from date is missing.
91042	Service From Date is not a valid date	The service from date is not a date.
91043	Service From Date is a future date	The service from date is a future date
91051	Service To Date not present in file	The service to date is missing.
91052	Service To Date is not a valid date	The service to date is not a date.
91053	Service To Date is prior to Service From Date	The service to date is before the service from date.
91054	Service To Date is a future date	The service to date is a future date
91055	'Service Date From' and 'Service Date To' must be within the same calendar month, please update the dates of service and submit a separate claim for each calendar month	The service from and service to date must occur in the same month.
91061	Service Code is not present in file	Service code is missing.
91062	Service Code must be alphanumeric	The service code contains symbols or other characters.
91063	Service code length exceeds max allowed characters	The service code is too long.
91071	Modifier Code 1 must be alphanumeric	The modifier contains symbols or other characters.
91072	Modifier Code 1 length exceeds max allowed characters	The modifier is too long.
91081	Modifier Code 2 must be alphanumeric	The modifier contains symbols or other characters.
91082	Modifier Code 2 length exceeds max allowed characters	The modifier is too long.
91091	Modifier Code 3 must be alphanumeric	The modifier contains symbols or other characters.
91092	Modifier Code 3 length exceeds max allowed characters	The modifier is too long.
91101	Modifier Code 4 must be alphanumeric	The modifier contains symbols or other characters.
91102	Modifier Code 4 length exceeds max allowed characters	The modifier is too long.
91111	Units not present in file	The number of units are not in the file.

Error Code	Error Message	Possible Causes
91112	Units must be numeric	The units contain symbols or other characters.
91113	Units length exceeds max value	The units are too long
91131	Patient Account Number must be alphanumeric	The patient account number contains symbols or other characters.
91132	Patient Account Number length exceeds max allowed characters	The patient account number is too long.
92011	Provider ID does not exist in the system	The provider ID is not correct.
92012	Submitter Provider ID does not match with the Provider ID in the batch file	The provider ID is not assigned to your domain.
92021	Client ID does not exist in system	The client ID number is not correct.
92031	Authorization Number does not exist in system	The authorization number is not correct.
92032	Provider ID mismatch in Authorization	The provider ID and authorization number are not authorized together.
92033	Client ID in batch does not match P1 authorization	The client ID does not match the authorization number.
92061	Service Code does not exist in system	The service code is not correct.
92062	Medical Proc/Svc Code cannot be billed on a Social Service Claim	Medical service codes cannot be billed in the social service billing page.
92063	A separate claim line is required for each date of service for the service/ service code entered	The unit type daily, hourly, each, and quarter hour must be billed by date of service using the batch upload method. Those unit types cannot be billed using span.
92064	The Proc/Svc Code Entered is designated for automated payment generated only. This code cannot be submitted or resubmitted for payment.	This service cannot be billed. Payment is sent after the authorizing worker end dates the authorization.
92071	Modifier Code 1 invalid	The modifier is not correct.
92081	Modifier Code 2 invalid	The modifier is not correct.
92091	Modifier Code 3 invalid	The modifier is not correct.
92101	Modifier Code 4 invalid	The modifier is not correct.
92140	Only one unit must be entered for a single day	You are billing more than one unit on a daily unit type.
92141	Service Code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claims DOS (date of service)	This message can occur for different reasons: 1. The authorization is in Error for the DOS 2. The authorization has been canceled for the DOS 3. The DOS on the claim is outside the authorization DOS. 4. If none of the above notify ProviderOne Health Care Authority at hipaa-help@hca.wa.gov. Type in the subject line: Social Service Batch Upload <insert domain #> In the body of the email include the name of the batch file you are referencing: sample: SOC.xxxxxxx.20150131xxxxxx.SAMPLE_BATCH.dat. and other pertinent information. Include your telephone number if you request a return call.

4.3 Analyzing error codes

To analyze rejection error codes follow the steps listed below:

- Step 1** Download the .xls Social Service Batch Upload Error Instance List
- Step 2** View the 'Error Message' and 'Additional Message' column that displays the line that was submitted. Compare the lines to the [3.1.1.2 Caret delimiter \(.dat\) format example](#).
- Step 3** Compare the line error message to the line in the caret delimiter (.dat) file to find errors and make corrections.
- Step 4** If no formatting errors are found go to the authorization list page and conduct a filter by search for the month you are submitting your claims. Note: You may need to add an additional filter for processing status % in order to see authorization history.

- a. Is the authorization in error for the DOS you are billing?
 - If yes contact the authorizing case worker.
- b. Has the authorization been canceled for the DOS you are billing?
 - If yes contact the authorizing case worker
- c. Are you billing for an authorization outside the DOS?
 - If yes adjust your claim or contact the case worker to adjust the authorization.

- d. If you have checked all formatting errors, verified the authorization information above, and cannot find the source of the error, contact; ProviderOne Health Care Authority hipaa-help@hca.wa.gov

Step 1: Type in the subject line:

Social Service Batch Upload <insert domain #>

Step 2: In the body of the email include the name of the batch file you are referencing: sample:

SOC.xxxxxxx.20150131xxxxxx.SAMPLE_BATCH.dat. and any other pertinent information.

Step 3: Include your telephone number if you request a return call.

4.3.1.1 Common Error Code Table

Many errors are common and some can be challenging to analyze. Below are several examples identified by other social service .dat batch upload providers. To increase your chances of a successful submission, pay special attention to NOT making the errors listed below:

Problem Description	Error Code and Description	Solution
Service dates reported are not for the month authorized.	92141 Service Code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claim DOS (date of service).	Ensure the service dates fall within the month the service was authorized.

Problem Description	Error Code and Description	Solution
The authorization is in error or canceled for the dates of service submitted.	92141 Service Code and/or Modifier on the Claim do not match those on the Social Service Authorization for the Claim DOS (date of service).	Contact the case worker to resolve error or explain why authorizations have been canceled.
Service dates are for span billing and not for the date the service was provided. Daily rates, quarter hours, and each unit types cannot use span billing. Span billing is considered a date range. <u>Only monthly service codes such as personal emergency response systems can use span billing for social service batch upload.</u>	92063 A separate claim line is required for each date of service for the service/ service code entered.	Correct the dates and bill for services by indicating the day the services were provided. If you have questions about billing for date of service, call the specified social service batch upload contact. Below is an example. CORRECT: From 12012013 To 12012013 From 12022013 To 12022013 ERROR: From 12012013 To 12312013
Service dates are not formatted correctly.	91042 Service From Date is not a valid date. 91052 Service To Date is not a valid date.	Correct the date format to mmddyyyy. If you have questions call the specified social service batch upload contact. Below is an example. CORRECT: From 12012013 To 12012013 ERROR: From 12/01/2013 To 12/01/2013
The file does not contain caret placeholders for the four service code modifiers even though there is no modifier assigned to the service code in the authorization list page.	90005 Field count in the record is not equal to the actual field count needed for that record.	Add the placeholder caret symbol for the service code modifiers. Do not add spaces between the carets. Below is an example of the service code and the caret placeholders in between the number of units. CORRECT: T1019^^^^10^ ERROR: T1019^10^
The caret delimiter (.dat) file contains a caret after the last EVV field when data is entered.	90005 Field count in the record is not equal to the actual field count needed for that record.	Remove the caret. Below is an example of the units showing the caret placement after the last EVV field when data is entered.
There are too many or too few caret delimiters in your data string.	90005 Field count in the record is not equal to the actual field count needed for that record.	Count the total number of carets before the ~ and verify there are 32.* *Caret count required as of 4/29/2023

Problem Description	Error Code and Description	Solution
File contains extra characters, spaces or delimiters that do not follow the required format. Do not use periods, commas, # symbols, etc.	90004 Field does not end with ^ symbol. 90003 Record does not end with ~ symbol.	Remove all extra characters and spaces other than caret ^ and the tilde ~.
Units must be in whole numbers.	90005 Field count in the record is not equal to the actual field count needed for that record.	Only use whole numbers to represent the number of units and remove the .0000 that is displayed in the crosswalk file. Below is an example: CORRECT: ^13^ ERROR: ^13.0000^

5. Provider Support

Below you will find how to contact the ProviderOne Health Care Authority for assistance. Please remember that caseworkers answer authorization questions about authorization errors and authorization cancellations. ProviderOne HCA cannot update or change authorizations.

ProviderOne Health Care Authority:

Provides assistance with understanding the necessary data elements, caret delimiter (.dat) file submissions steps, and caret delimiter (.dat) files rejection messages. Providers can contact ProviderOne Health Care Authority by email.

ProviderOne Health Care Authority
Email hipaa-help@hca.wa.gov.

- Type in the subject line: Social Service Batch Upload <insert domain #>
- In the body of the email include the name of the batch file you are referencing:
sample: SOC.xxxxxxx.20150131xxxxxx.SAMPLE_BATCH.dat. and other pertinent information. Include your telephone number if you request a return call.

Click the link below for help understanding the social service 'How To' guides: Authorizations, Basic Billing, Claims Status Inquiry & View RA, and Adjust, Void, & Resubmit Claim. Provides assistance with Getting Started (logging in and setting up security), Managing Provider Data (verifying your business information), Adding Users, Navigating ProviderOne and Solving Login & Password Issues

<https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-social-services>

6. Frequently Asked Questions

What changes do I need to make in order to use batch upload? It depends, carefully read and follow the specifications in Social Services Batch Upload Setup Guide. Consult with your timekeeping and/or billing vendor about modifying your current software.

I already use batch upload and bill in ProviderOne today for Medical services, can I just continue to bill the same way for social services? No. You cannot bill for social services in the medical ProviderOne provider portal using direct data entry, templates, or the HIPAA batch upload billing method.

How do I know if I need to bill using the social service batch upload method? Home care agencies or adult day care providing care for more than 10 clients per month, and/or assisted living facilities, Supported Living providers, personal emergency response providers, and home delivered meal agencies who provide care to more than 30-60 clients per month, should consider weighing the benefits and considerations of using batch upload verses direct data entry and/or template billing methods. Providers are not required to use the social services batch upload billing method.

Can I submit files larger than 50MB? No. You must separate files.

Can I adjust claims using the batch upload method? No. Claims cannot be adjusted using the batch upload billing method. See the supplemental billing guide for assistance. Add link