

## PartnerSolutions – SmartCareMCO System Procedure

SUBMITTING TEST CLAIM EDI FILES FOR APPROVAL	
PROCEDURE NUMBER: SC-R.1	EFFECTIVE DATE: 03/22/17
BOARD RESOLUTION NUMBER: N/A	DATE APPROVED: 03/22/17
SUPERSEDES:	DATE UPDATED: 06/02/2021
REFERENCING POLICY NUMBER: SC-P.1	RELATED REFERENCE:

### PURPOSE:

This document contains the procedures related to the submission of electronic claim files (i.e., 837s) from providers or clearinghouses for the purpose of submitting claim files in a production SmartCareMCO environment. SmartCareMCO is the software system for member enrollment and claims adjudication that replaced MACSIS beginning on 07/01/17 and is administered by PartnerSolutions (formerly Heartland East).

### PROCEDURE:

#### **Provider Procedures:**

- 1) Test files should be uploaded to a provider's appropriate Claims\input subdirectory on <https://www.heartlandeast.org/>.

If a provider is not currently represented on heartlandeast.org, they will need to register for an account at <https://www.heartlandeast.org/register.php>.

- 2) Test files should adhere to the following naming convention: SCT0xxxxx#.julyy.txt, where "xxxxx" is the five digit submitter ID (UPI), "#" is the sequential submission number, "jul" is the three digit Julian day of the year that the file was created, and "yy" is the two digit year. For example, the first test billing file created on January 2, 2017 by a provider with the submitter ID of 12345 would be named SCT0123451.00217.txt

**It is critical that all test claim files adhere to this naming convention, as using the current MACSIS production naming convention on any test files will result in the test files being routed into MACSIS to be adjudicated.**

- 3) After uploading a test file, providers should send an email to [SmartCareSupport@StarkMHAR.org](mailto:SmartCareSupport@StarkMHAR.org) with an attached SmartCareMCO Claims EDI Testing Request Form.

#### **PartnerSolutions Procedures:**

- 1) In the event that a test file's naming convention fails to follow the proper format, as noted under the Provider Procedures section, PartnerSolutions will notify the provider that uploaded the test file for it to be renamed properly and reuploaded.
- 2) After being notified of a test file's upload, PartnerSolutions will attempt to import the test file into SmartCareMCO for it to be adjudicated.
- 3) Testing results will be communicated to providers via a return of the SmartCareMCO Claims EDI Testing Request Form. Additional documentation will be attached detailing a complete list of what claims in the test file were approved and denied, including explanations (if available) for why claims denied or failed to adjudicate correctly.