

POSC JOB AID

Batch Claims – Download Responses

- This Job Aid describes how to download the responses that you receive from MassHealth after submitting batch claims files for processing.
- After a claim is submitted, regardless of the method of submission, a 999 is generated and used by providers to determine the status of their submitted claims. For this example, you will download a 999 functional response.

Access Download Responses

From the MassHealth Provider Online Service Center home panel:

1. Click **Manage Claims and Payments**.
2. Click **Batch Process Claims**.
3. Click **Download Responses**.

Access the Search Criteria Panel

From the **Download Response Search Criteria** panel:

4. Select **Provider ID** from the drop-down list.
5. Select **Transaction Type** from the drop-down list, or enter **Tracking Number**.
6. Enter **From Date**.
7. Enter **To Date**.
8. Click **Search**.

Access the Search Results Panel

From the **Search Results** panel:

9. Click the **File Name** link for the transaction file you wish to view.

Access the File Download Window

From the **File Download** window:

10. Click **Open** or **Save**.

Save the Transaction File

From the **Save As** window:

11. Determine where you want to save the file.
12. Click **Save**.
13. Click **Close**.