

## 999 Process & Availability

Once a file has been submitted to MH, it is the responsibility of the **provider** to make sure each file that is sent is accepted. To do this, you will have to log into the Virtual Gateway (POSC: Provider Online Service Center) and retrieve the acknowledgement, which could be ready anywhere between 15 minutes and several hours after the file is uploaded.

Go to Manage Batch Files, Download Batch File, type in your tracking number from your uploaded submission file and hit Search. This will bring up the Implementation Acknowledgment transaction type.

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Provider ID

You can enter the tracking # from your upload to inquire about a specific response.

 Tracking # 

OR

Search by selecting a transaction type.

 Transaction Type 

Enter a file submission date range to further refine your results.

 From Date  To Date 

**Search Results**

Click on the file name below to download the transaction file.

File Name	Transaction Type	Date Available	Date Last Downloaded
<a href="#">110076510A.999.WEB.1414060003.314</a>	Acknowledgement	11/10/2022	

Click on the File Name and open it (with Notepad or something similar, if it doesn't automatically open).

To make sure that you are looking at the correct acknowledgment, you will need to locate your batch number first. You can find your batch number by locating the numbers immediately following the sequence **\*HC\***:

```
[ISA*00*          *00*          *ZZ*DMA7384      *ZZ*110076510A
*221110*1433*^*00501*000000001*0*P*~GS*FA*DMA7384*110076510A*20221110*1433*1*X*005010X231A1~ST*999*0001*005010X231A1~AK1*HC*683*005010X2
22A1~AK2*837*0001*005010X222A1~IK5*A~AK2*837*0002*005010X222A1~IK5*A~AK9*A*2*2*2~SE*8*0001~GE*1*1~IEA*1*000000001~
```

You want to make sure that the file did not reject by locating this sequence:




IK5\*A~AK9\*A\*. If the file rejected, the same sequence will look like this: IK5\*A~AK9\*R\*.

If you get the **R** for rejection, you can email the 999 file (make sure it is the raw file and not the opened file) to ETS and we will be able to run it through our software to find out what caused your file to fail. You will then have the opportunity to correct your errors and resubmit the file to MH.

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Files		
Name	Size [B]	Date
 <a href="#">Announcements</a>		Mar 09 2022 00:00
 <a href="#">ReceiveFiles</a>		Apr 27 2023 12:12
 <a href="#">SendFiles</a>		Apr 22 2023 03:04

To receive results after uploading, click on Receive files and look for the file with .ebt extension, for example EBT-CCA-202304211315-002.ebt. Within that file will show that the claims have been accepted.