

999 Process

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.

- Manage Batch Files
 - Upload Batch File
 - Download Batch File**
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
- Manage Provider Information
- Administer Account
- Reference Publications
- News & Updates
- Related Links

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
110076510A.999.WEB.1414060003.314	Acknowledgement	11/10/2022	

Click on the File Name and open it (with Notepad or something similar if it does not 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*00000001*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~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, email the 999 file (make sure it is the raw file and not the opened file) to ETS at **etssupport@etime.net** and we will locate the issue that caused your file to fail. You can then correct your error(s) and resubmit the file to MH.