

The “Create & Submit Social Service Batch” How To provides instructions on:

- Create Batch ..... 2
- Submit Batch ..... 13
- Revalidate Batch ..... 22



A Batch (template) is a group of claims which **share the same date of service**. The Batch allows the provider to create a group (batch) of templates, change the date of service on all the templates at one time, and submit the batch all at once.

The process has two steps:

1. Create the batch
2. Submit the batch

This section is on how to create a template batch.

1. From the [Provider Portal](#)
2. **Click on** Social Service Manage Template

## 1 Provider Portal

The screenshot shows the ProviderOne Provider Social Services Profile page for Katherine Jones. The left sidebar contains the following menu items:

- Online Services
  - Payments [Hide/Max](#)
    - [View Payment](#)
  - Provider [Hide/Max](#)
    - [Provider Inquiry](#)
    - [Manage Provider Information](#)
  - Admin [Hide/Max](#)
    - [Change Password](#)
    - [Maintain Users](#)
  - Social Service Authorizations and Billing [Hide/Max](#)
    - [Social Service Claim Inquiry](#)
    - [Social Service Claim Adjustment/Void](#)
    - [Social Service Billing Screen](#)
    - [Social Service Batch Upload](#)
    - [Social Service Batch File Status](#)
    - [Social Service Resubmit Denied/Void](#)
    - [Social Service Retrieve Saved Claims](#)
    - [Social Service Manage Template](#)
    - [Social Service Create Claims from Saved Templates](#)
    - [Social Service Manage Batch Submission](#)
    - [Social Service View Authorization List](#)

The main content area displays a welcome message and a 'My Reminders' section with a table showing 'No Records Found!'.

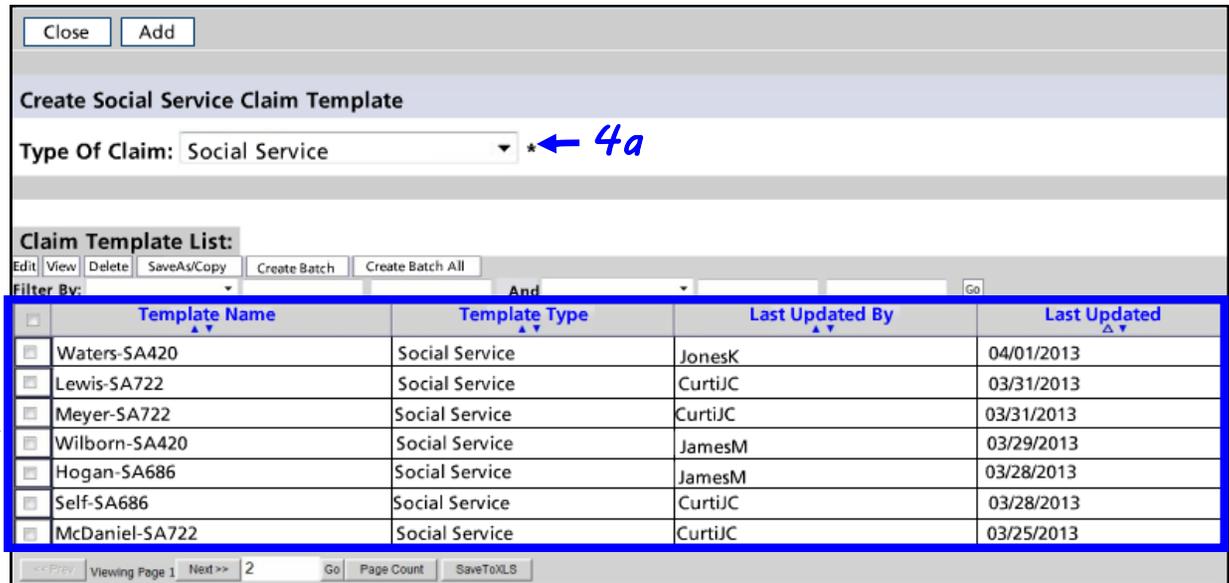
2 Click on →

3. The Create Claim Template page appears

4. The list includes all the templates you have created for your domain

a. Type of Claim is **Social Service**. If is not showing, use the drop down menu to select Social Service

## 3 Create Claim Template



Close Add

Create Social Service Claim Template

Type Of Claim: Social Service \* ← 4a

Claim Template List:

Edit View Delete SaveAs/Copy Create Batch Create Batch All

Filter By: And Go

<input type="checkbox"/>	Template Name	Template Type	Last Updated By	Last Updated
<input type="checkbox"/>	Waters-SA420	Social Service	JonesK	04/01/2013
<input type="checkbox"/>	Lewis-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/>	Meyer-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/>	Wilborn-SA420	Social Service	JamesM	03/29/2013
<input type="checkbox"/>	Hogan-SA686	Social Service	JamesM	03/28/2013
<input type="checkbox"/>	Self-SA686	Social Service	CurtiJC	03/28/2013
<input type="checkbox"/>	McDaniel-SA722	Social Service	CurtiJC	03/25/2013

<< Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

A Batch is a group of templates submitted at the same time which share the same date of service.

**Note:** To submit a template as part of a batch, the template must be a complete Basic Bill, including the service line.

- Number of units & submitted charges must be for the billing period
- The date of service can be blank or any date not in the future . When you create the Batch it will set the date of service on all the templates.

- To view a template and verify that it is complete, **click on**  box next to the desired template name
- Click on** Edit or View. Edit will allow you to change data on the saved template. View only allows you to view data on the saved template

**Claim Template List:**

Edit View Delete SaveAs/Copy Create Batch Create Batch All

6

Create Claim Template

Create Social Service Claim Template

Type Of Claim: Social Service \*

**Claim Template List:**

Template Name	Template Type	Last Updated By	Last Updated
<input type="checkbox"/> Waters-SA420	Social Service	JonesK	04/01/2013
<input type="checkbox"/> Lewis-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/> Meyer-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/> Wilborn-SA420	Social Service	JamesM	03/29/2013
<input type="checkbox"/> Hogan-SA686	Social Service	JamesM	03/28/2013
<input type="checkbox"/> Self-SA686	Social Service	CurtiJC	03/28/2013
<input type="checkbox"/> McDaniel-SA722	Social Service	CurtiJC	03/25/2013

5

Template Name

Waters-SA420

Lewis-SA722

7. The saved template appears
8. Verify that the template is complete, including service line
9. Change the template as needed

## 7 Saved Template

8 →

Number of units must be for this billing period.

↑  
9

10. Click on Save Template

11. Click on Close

## Saved Template

11 Click on

10 Click on

My Inbox  
Welcome Jones, Katherine. You have logged in with EXT  
Provider Social Services Profile. Links: --Select--  
Path: Provider Portal/ Social Service Claim Template List

Close Save Template Reset

**Social Service Provider Billing Screen:**  
Note: asterisks (\*) denote required fields. [Billing Instructions](#)

**Basic Claim Information**  
Provider Billing | Subscriber | Claim | Service  
Submitter ID: 201102008

**PROVIDER INFORMATION**  
\* Template Name: Waters-SA420

**BILLING PROVIDER**  
\* Provider ID: 201102008

**SUBSCRIBER/CLIENT INFORMATION**  
**SUBSCRIBER/CLIENT**  
\* Client ID: 200907004WA

**CLAIM INFORMATION**  
**CLAIM INFORMATION**  
\* Authorization Number: 1000000234

**BASIC LINE INFORMATION**  
**BASIC SERVICE LINE ITEMS**

\* Service Date From: m m dd ccyy \* Service Date To: m m dd ccyy  
\* Service Code: Modifiers: 1: 2: 3: 4: \* Units:

Add Service Line Item Update Service Line Item

Previously Entered Line Item Information  
Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 75.00

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/28/2014	01/28/2014	SA 420					10	<a href="#">Delete</a>

12. The Create Claim Template page appears.

13. Last Updated shows that the template was updated.

Repeat the process of checking that a template is complete for each of the templates that will be included in the batch.

## 12 Create Claim Template

Close Add

Create Social Service Claim Template

Type Of Claim: Social Service \*

**Claim Template List:**

Template Name	Template Type	Last Updated By	Last Updated
Waters-SA420	Social Service	JonesK	05/01/2013
Lewis-SA722	Social Service	CurtiJC	03/31/2013
Meyer-SA722	Social Service	CurtiJC	03/31/2013
Wilborn-SA420	Social Service	JamesM	03/29/2013
Hogan-SA686	Social Service	JamesM	03/28/2013
Self-SA686	Social Service	CurtiJC	03/28/2013
McDaniel-SA722	Social Service	CurtiJC	03/25/2013

Viewing Page 1 Next >> 2 Go Page Count SaveTAXLS

14. To include all the templates on the list in a batch, Click on Create Batch All

**Claim Template List:**

Edit View Delete SaveAs/Copy Create Batch Create Batch All

14 Click on

If you have a large number of templates, you can use the filter function to customize the template list so that you can use Batch All.

15. To submit selected templates in a batch:

a. Click on  box next to the desired template names to include in the batch

b. Click on Create Batch

## Create Claim Template

Close Add

Create Social Service Claim Template

Type Of Claim: Social Service \*

**Claim Template List:**

Edit View Delete SaveAs/Copy Create Batch Create Batch All

Template Name	Template Type	Last Updated By	Last Updated
<input type="checkbox"/> Waters-SA420	Social Service	JonesK	05/01/2013
<input type="checkbox"/> Lewis-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/> Meyer-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/> Wilborn-SA420	Social Service	JamesM	03/29/2013
<input type="checkbox"/> Hogan-SA686	Social Service	JamesM	03/28/2013
<input type="checkbox"/> Self-SA686	Social Service	CurtiJC	03/28/2013
<input type="checkbox"/> McDaniel-SA722	Social Service	CurtiJC	03/25/2013

Viewing Page 1 Next >> 2 Go Page Count SaveTAXLS

15a Click on →

**Claim Template List:**

Edit View Delete SaveAs/Copy Create Batch Create Batch All

↑  
15b Click on

16. Pop-up appears

## 16 Pop-up

17. Click on OK

Message from webpage

Are you sure you want to create a Batch?

OK Cancel

↑  
17 Click on

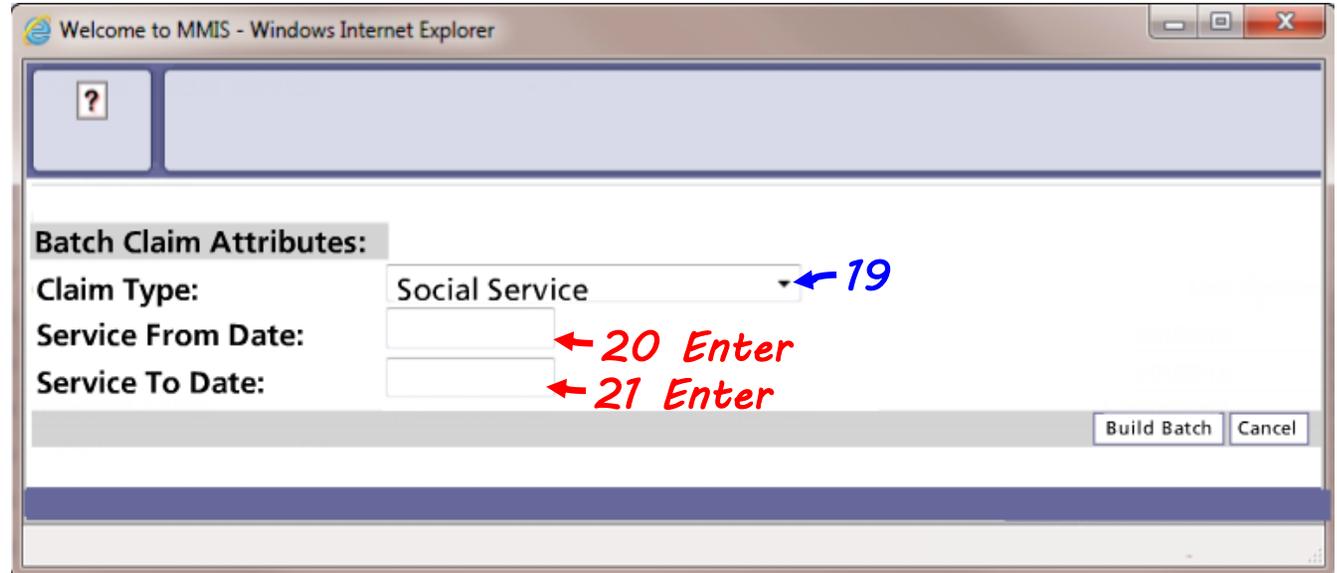
18. Batch Claim Attributes appears

19. Claim Type defaults to Social Service

20. Enter Service From Date

21. Enter Service To Date

## 18 Batch Claim Attributes



Welcome to MMIS - Windows Internet Explorer

Batch Claim Attributes:

Claim Type: Social Service ← 19

Service From Date: ← 20 Enter

Service To Date: ← 21 Enter

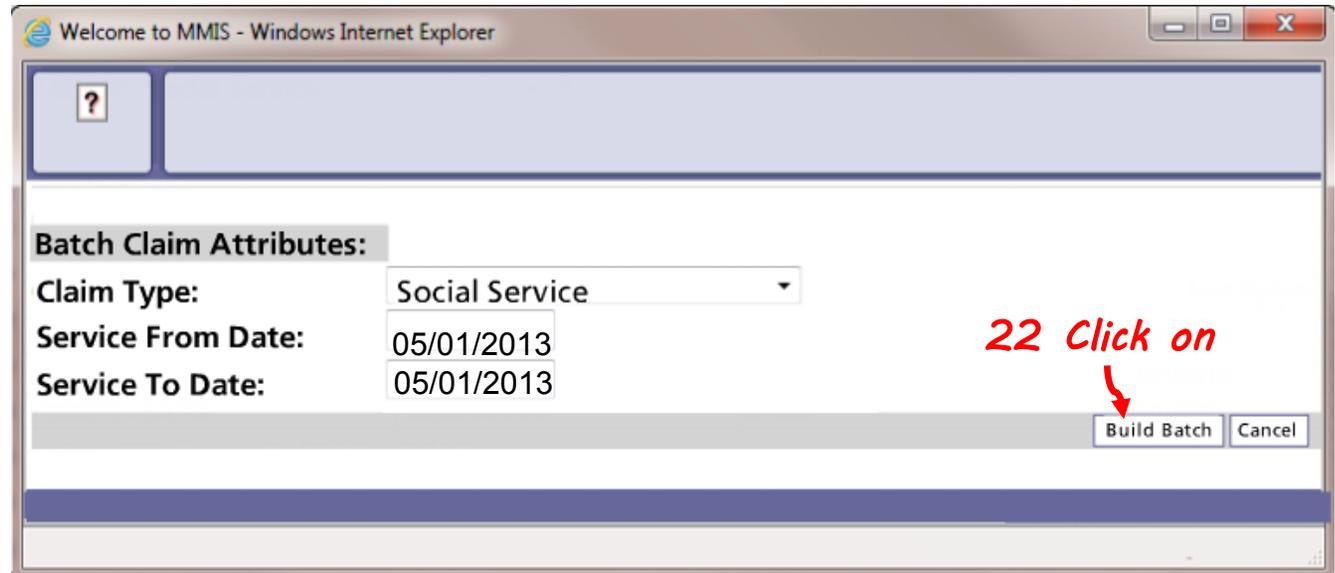
Build Batch Cancel

### Service From Date & Service To Date

- The Date of Service will be changed on all the service lines on each template. All claims within the template must be for service provided on the date entered.
- The Date of Service can only be a single day.
- A date range can be used only if:
  - \* All unit types are **daily** or **monthly**
  - \* Days are consecutive (worked in a row)
  - \* All days are within the same calendar month or include entire months
  - \* # of units on templates equals the days or months within the range
  - \* All the templates have the same date range

22. Click on Build Batch

## Batch Claim Attributes



Welcome to MMIS - Windows Internet Explorer

Batch Claim Attributes:

Claim Type: Social Service

Service From Date: 05/01/2013

Service To Date: 05/01/2013

Build Batch Cancel

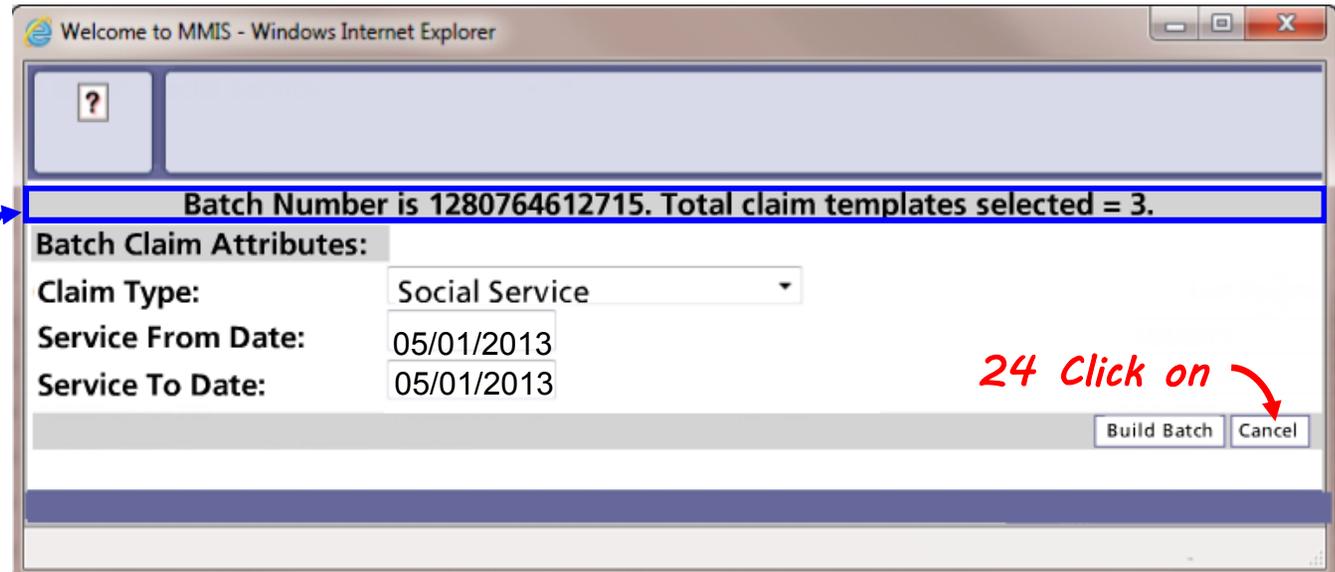
22 Click on

23. Assigned Batch Number appears along with the number of total claims included in the batch

## Batch Claim Attributes

24. Click on Cancel

23 →



Welcome to MMIS - Windows Internet Explorer

Batch Number is 1280764612715. Total claim templates selected = 3.

Batch Claim Attributes:

Claim Type: Social Service

Service From Date: 05/01/2013

Service To Date: 05/01/2013

Build Batch Cancel

24 Click on

Your claim has now been built, but not yet submitted.

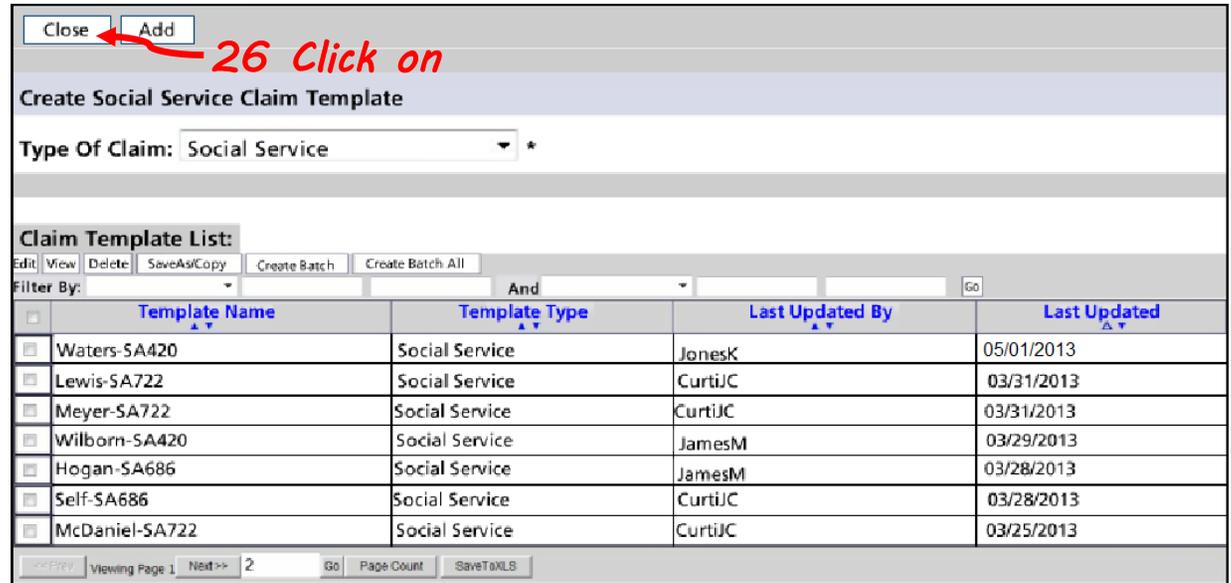
25. The Create Claim Template page appears

26. You can repeat the process and create additional batches

or

Click on Close to return to the Provider Portal

## 25 Create Claim Template



Close Add **26 Click on**

Create Social Service Claim Template

Type Of Claim: Social Service \*

**Claim Template List:**

Edit View Delete SaveAs/Copy Create Batch Create Batch All

Filter By: And Go

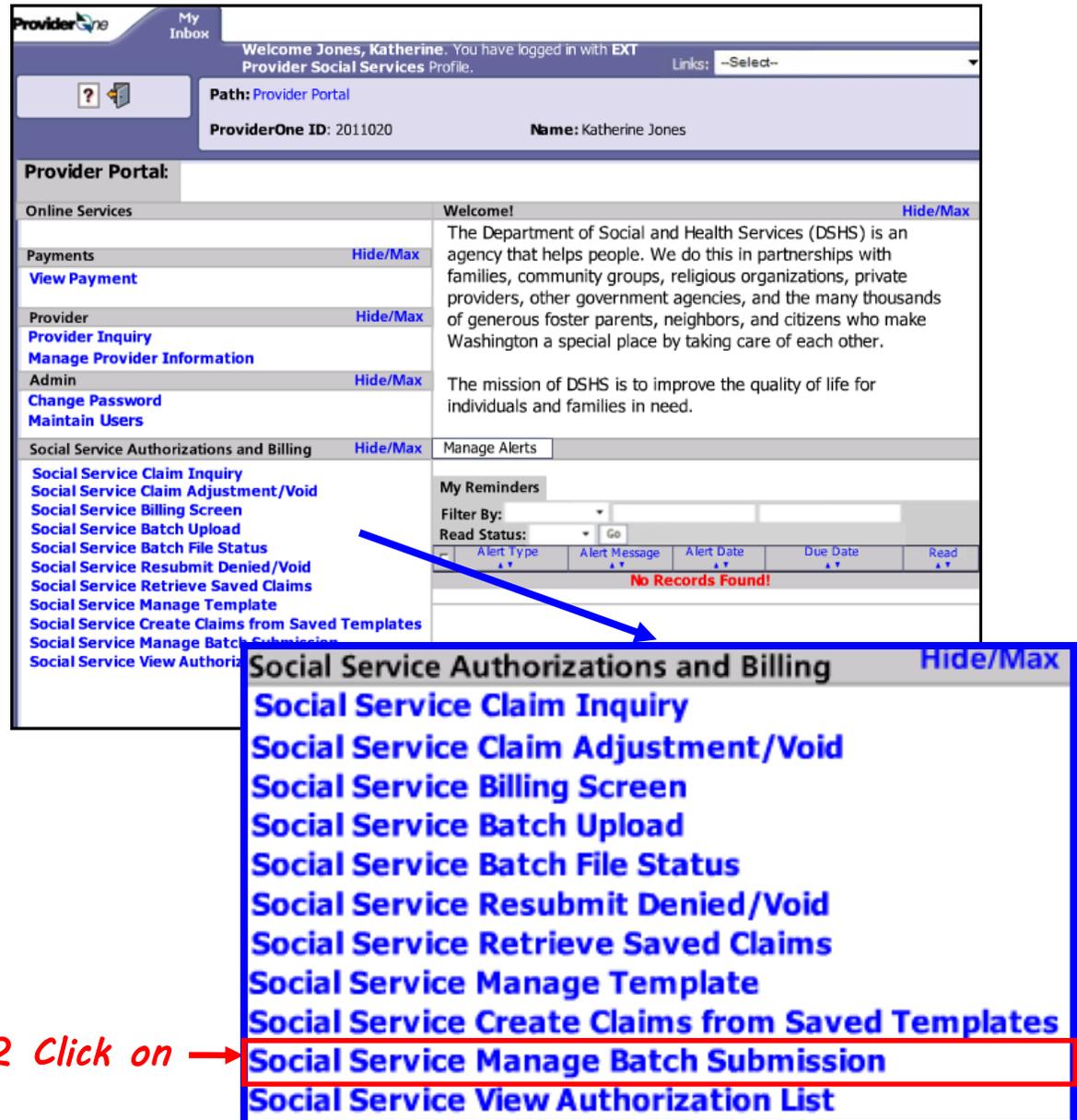
<input type="checkbox"/>	Template Name	Template Type	Last Updated By	Last Updated
<input type="checkbox"/>	Waters-SA420	Social Service	JonesK	05/01/2013
<input type="checkbox"/>	Lewis-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/>	Meyer-SA722	Social Service	CurtiJC	03/31/2013
<input type="checkbox"/>	Wilborn-SA420	Social Service	JamesM	03/29/2013
<input type="checkbox"/>	Hogan-SA686	Social Service	JamesM	03/28/2013
<input type="checkbox"/>	Self-SA686	Social Service	CurtiJC	03/28/2013
<input type="checkbox"/>	McDaniel-SA722	Social Service	CurtiJC	03/25/2013

Viewing Page 1 Next-> 2 Go Page Count SaveTAXLS

This section is on how to submit a template batch.

1. From the [Provider Portal](#)
2. **Click on** Social Service Manage Batch Submission

## 1 Provider Portal



The screenshot shows the ProviderOne interface for Katherine Jones. The navigation menu on the left includes sections for Online Services, Payments, Provider, Admin, and Social Service Authorizations and Billing. The 'Social Service Authorizations and Billing' section is expanded, showing a list of options. A blue arrow points from the 'Social Service Batch Upload' option in the menu to a magnified view of the menu items. In this magnified view, 'Social Service Manage Batch Submission' is highlighted with a red box and a red arrow pointing to it.

Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found!				

2 Click on →

3. From the **Batch Claim Submission Status List**

5 Click on

**View Claims**

3 **Batch Claim Submission Status List**

4. Click on  box next to the desired batch. A batch must have **Passed Validation** before it can be submitted.

5. Click on **View Claims**

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
<input type="checkbox"/> 1280764612715	Social Service	JonesK	04/01/2013	Pass Validation	05/01/2013	05 /31/2013	\$100.00	3	0
<input type="checkbox"/> 1280764613200	Social Service	CurtiJC	04/01/2013	Submitted for Claims Loading	05/01/2013	05/15/2013	\$150.00	4	4
<input type="checkbox"/> 1280764613335	Social Service	CurtiJC	03/28/ 2013	Submitted for Claims Loading	04/01/2013	04/15/2013	\$300.00	2	2
<input type="checkbox"/> 1280764613335	Social Service	CurtiJC	03/15/2013	Submitted for Claims Loading	04/01/2013	04/30/2013	\$215.00	2	2
<input type="checkbox"/> 1280764614895	Social Service	JonesK	02/15/2013	Waiting	03/01/2013	03/30/2013	\$105.00	3	0
<input type="checkbox"/> 1280764614895	Social Service	CurtiJC	02/15/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$285.00	2	2
<input type="checkbox"/> 1280764614895	Social Service	CurtiJC	02/01/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$100.00	3	3

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
<input type="checkbox"/> 1280764612715	Social Service	JonesK	04/01/2013	Pass Validation	05/01/2013	05 /31/2013	\$100.00	3	0

4 Click on

**Pass Validation**

No claims have Been submitted

After a batch is created, ProviderOne checks the batch to ensure the templates are complete bills:

- **Pass Validation** means the all the templates have complete, valid information and the **batch can be submitted**.
- **Failed Validation** means one or more items within the batch is not valid and the **batch cannot be submitted**. See Revalidation section.

6. Claims Created from Batch List appears

7. Each template is assigned a System Generated Claim ID

8. You can modify a claim prior to submission of the Batch.
- Click on the System Generated Claim ID number
  - The template appears
  - Modify the template as needed
  - Save template

## 6 Claims created from Batch List

Link	System Generated Claim ID	Template Name	Client ID	Client Name	Authorization Number	From Date Of Service	To Date Of Service
	1280764612715-0003	200907004WA-SA420	200907004WA	WATERS, BILLS	1000000234	05/01/2013	05/31/2013
	1280764612715-0002	200907004WA-SA420	200907004WA	WEATHERS, KIM	1000000285	05/01/2013	05/31/2013
	1280764612715-0001	200907004WA-SA420	200907004WA	MAYER, LINDA	1000000785	05/01/2013	05/31/2013

8 Click on →

7 ↗

System Generated Claim ID

1280764612715-0003
1280764612715-0002
1280764612715-0001

The System Generated Claim ID is the batch number and saved claim number.

## 9 Basic Billing Screen

Line No.	From	To	Service Code	Modifiers	Units	Total Charges
1	03/25/2013	03/25/2013	SA420	1 2 3 4	10	\$75.00

10. To modify the claim

- a. Click on Line Number
- b. Basic Line Information populates
- c. Enter modification
- d. Click on Update Service Line Item

## Basic Billing Screen

The screenshot shows the 'Social Service Billing Screen' in the ProviderOne system. The page includes a header with the user's name (Katherine Jones) and a path to the 'Social Service Billing Screen'. Below the header are buttons for 'Close', 'Save Claim', 'Submit Claim', and 'Reset'. The main form is divided into several sections: 'PROVIDER INFORMATION' (with fields for Billing Provider and Provider ID), 'SUBSCRIBER/CLIENT INFORMATION' (with fields for Subscriber/Client and Client ID), and 'CLAIM INFORMATION' (with a field for Authorization Number). The 'BASIC LINE INFORMATION' section is highlighted with a blue box and contains fields for Service Date From, Service Date To, Service Code, Modifiers, and Units. A table at the bottom shows 'Previously Entered Line Item Information' with columns for Line No, Service Dates, Service Code, Modifiers, Units, and a Delete button. Annotations in red and blue text with arrows point to specific elements: '10a Click on' points to the line number '1' in the table; '10b' points to the 'BASIC LINE INFORMATION' section; '10c Modify' points to the 'Units' field in the 'BASIC LINE INFORMATION' section; and '10d Click on' points to the 'Update Service Line Item' button.

**10a Click on** → [Line No: 1]

**10b** → [BASIC LINE INFORMATION section]

**10c Modify** → [Units: 1]

**10d Click on** → [Update Service Line Item button]

- 11. Modified service line appears
- 12. Click on Save Claim

## Basic Billing Screen

**Social Service Billing Screen:**  
 Note: asterisks (\*) denote required fields. [Billing Instructions](#)

**Basic Claim Information**  
 Provider Billing | Subscriber | Claim | Service

**PROVIDER INFORMATION** Submitter ID: 201102008  
 BILLING PROVIDER  
 \* Provider ID: 201102008

**SUBSCRIBER/CLIENT INFORMATION**  
 SUBSCRIBER/CLIENT  
 \* Client ID: 200907004WA

**CLAIM INFORMATION**  
 CLAIM INFORMATION  
 \* Authorization Number: 1000000234

**BASIC LINE INFORMATION**  
 BASIC SERVICE LINE ITEMS

\* Service Date From: / /  \* Service Date To: / /   
 \* Service Code:  Modifiers: 1:  2:  3:  4:  \* Units:   
 Patient Account No:

**Previously Entered Line Item Information**  
 Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 75.00

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	05/01/2013	05/01/2013	SA 420					1	

11 →

12 Click on

13. Claims Created from Batch List appears

## 13 Claims Created from Batch List

Link	System Generated Claim ID	Template Name	Client ID	Client Name	Authorization Number	From Date Of Service	To Date Of Service
<input type="checkbox"/>	1280764612715-0003	200907004WA-SA420	200907004WA	WATERS, BILLS	1000000234	05/01/2013	05/31/2013
<input type="checkbox"/>	1280764612715-0002	200907004WA-SA420	200907004WA	WEATHERS, KIM	1000000285	05/01/2013	05/31/2013
<input type="checkbox"/>	1280764612715-0001	200907004WA-SA420	200907004WA	MAYER, LINDA	1000000785	05/01/2013	05/31/2013

14. You can delete a claim prior to submission of the batch.  
Click on  box next to the desired batch

15. Click on Delete

15 Click on

14 Click on

Link	System Generated Claim ID	Template Name
<input type="checkbox"/>	1280764612715-0003	200907004WA-SA420
<input type="checkbox"/>	1280764612715-0002	200907004WA-SA420
<input type="checkbox"/>	1280764612715-0001	200907004WA-SA420

You can submit all or some of the listed claims.

16. You select some of the claims, **click on**  box next to the desired claims

17. **Click on** Submit Selected

18. To submit all of the listed claims, **click on** Submit Entire Batch

## Claims created from Batch List

<input type="checkbox"/>	Link	System Generated Claim ID	Template Name	Client ID	Client Name	Authorization Number	From Date Of Service	To Date Of Service
<input type="checkbox"/>	▶	1280764612715-0003	200907004WA-SA420	200907004WA	WATERS, BILLS	1000000234	05/01/2013	05/31/2013
<input type="checkbox"/>	▶	1280764612715-0002	200907004WA-SA420	200907004WA	WEATHERS, KIM	1000000285	05/01/2013	05/31/2013
<input type="checkbox"/>	▶	1280764612715-0001	200907004WA-SA420	200907004WA	MAYER, LINDA	1000000785	05/01/2013	05/31/2013

17 Click on

18 Click on

16 Click on

<input type="checkbox"/>	Link	System Generated Claim ID	Template Name
<input type="checkbox"/>	▶	1280764612715-0003	200907004WA-SA420
<input type="checkbox"/>	▶	1280764612715-0002	200907004WA-SA420
<input type="checkbox"/>	▶	1280764612715-0001	200907004WA-SA420

19. After submitting the batch, the System Generated Claim ID is replaced with the Transaction Control Number (TCN)

20. Click on Close

*Claims created from Batch List*

Close Submit Selected Submit Entire Batch Delete

**Social Service Claims created from Batch List**

Filter By : \_\_\_\_\_ And \_\_\_\_\_ Go

☐	Link ▲ ▼	System Generated Claim ID ▲ ▼	Template Name ▲ ▼	Client ID ▲ ▼	Client Name ▲ ▼	Authorization Number ▲ ▼	From Date Of Service ▲ ▼	To Date Of Service ▲ ▼
<input type="checkbox"/>	▶	651115000004755000	200907004WA-SA420	200907004WA	WATERS, BILLS	1000000234	05/01/2013	05/31/2013
<input type="checkbox"/>	▶	651115000004774000	200907004WA-SA420	200907004WA	WEATHERS, KIM	1000000285	05/01/2013	05/31/2013
<input type="checkbox"/>	▶	651115000004778000	200907004WA-SA420	200907004WA	MAYER, LINDA	1000000785	05/01/2013	05/31/2013

<< Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS

19 →

651115000004755000

---

651115000004774000

---

651115000004778000

21. Batch Claim Submission Status List appears

## 21 Batch Claim Submission Status List

24 Click on

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280764612715	Social Service	JonesK	04/01/2013	Submitted for Claims Loading	05/01/2013	05/31/2013	\$100.00	3	3
1280764613200	Social Service	CurtiJC	04/01/2013	Submitted for Claims Loading	05/01/2013	05/15/2013	\$150.00	4	4
1280764613335	Social Service	CurtiJC	03/28/2013	Submitted for Claims Loading	04/01/2013	04/15/2013	\$300.00	2	2
1280764613335	Social Service	CurtiJC	03/15/2013	Submitted for Claims Loading	04/01/2013	04/30/2013	\$215.00	2	2
1280764614895	Social Service	JonesK	02/15/2013	Waiting	03/01/2013	03/30/2013	\$105.00	3	0
1280764614895	Social Service	CurtiJC	02/15/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$285.00	2	
1280764614895	Social Service	CurtiJC	02/01/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$100.00	3	

22. Showing updated status

23. Showing Submitted Claim Count

24. Click on Close

22

Submitted for Claims Loading

Claim Count	Submitted Claim Count
3	3

23

After a batch is created, ProviderOne checks the batch to ensure the billing data is valid. This section is on how to check the validation of a batch and revalidate a template batch which has Failed Validation.

1. From the [Provider Portal](#)
2. **Click on** Social Service Manage Batch Submission

## 1 Provider Portal



**2 Click on** → [Social Service Manage Batch Submission](#)

3. The Batch Claim Submission Status List appears

### 3 Batch Claim Submission Status List

After a batch is created, ProviderOne checks the batch to ensure the billing data is valid.

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280764612715	Social Service	JonesK	04/01/2013	Pass Validation	05/01/2013	05/31/2013	\$100.00	3	0
1280764613200	Social Service	CurtiJC	04/01/2013	Submitted for Claims Loading	05/01/2013	05/15/2013	\$150.00	4	4
1280764613335	Social Service	CurtiJC	03/28/2013	Submitted for Claims Loading	04/01/2013	04/15/2013	\$300.00	2	2
1280764613335	Social Service	CurtiJC	03/15/2013	Submitted for Claims Loading	04/01/2013	04/30/2013	\$215.00	2	2
1280764614895	Social Service	JonesK	02/15/2013	Failed Validation	03/01/2013	03/30/2013	\$105.00	3	0
1280764614895	Social Service	CurtiJC	02/15/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$285.00	2	2
1280764614895	Social Service	CurtiJC	02/01/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$100.00	3	3

4. **Pass Validation** means the all the template have valid information and the batch can be submitted

5. **Failed Validation** means one of more items within the batch is not valid and the batch can not be submitted

6. To view why a batch failed validation, **click on** the batch number

Batch Number	Status
1280764612715	Pass Validation
1280764613200	Submitted for Claims Loading
1280764613335	Submitted for Claims Loading
1280764613335	Submitted for Claims Loading
1280764614895	Failed Validation
1280764614895	Submitted for Claims Loading
1280764614895	Submitted for Claims Loading

6 Click on

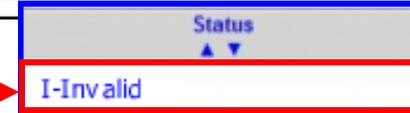
7. The View Template List from Batch appears

## 7 View Template List from Batch

Template Name	Status	Claim Type
Waters-SA 420	I-Invalid	Social Service

8. Click on status

8 Click on →



9. Template Validation Errors appears

## 9 Template Validation Errors

10. View Error Description saying that the service code is invalid or empty

Template Name: Waters-SA420  
Client ID: 200807004WA  
Error Description: The Service Code is Invalid/Empty

10



11 Click on →

11. Click on Close

12. The View Template List from Batch appears

## 12 View Template List from Batch

Template Name	Status	Claim Type
Waters-SA 420	I-Invalid	Social Service

13. Click on template name

14. The Saved Template appears

*13 Click on*

## 14 Saved Template

Close Save Template Reset

**Social Service Provider Billing Screen:**

Note: asterisks (\*) denote required fields. [Billing Instructions](#)

**Basic Claim Information**

Provider Billing | Subscriber | Claim | Service

**PROVIDER INFORMATION** Submitter ID: 201102008

\* Template Name: Waters-SA420

**BILLING PROVIDER**

\* Provider ID: 201102008

**SUBSCRIBER/CLIENT INFORMATION**

**SUBSCRIBER/CLIENT**

\* Client ID: 200907004WA

**CLAIM INFORMATION**

**CLAIM INFORMATION**

\* Authorization Number: 1000000234

**BASIC LINE INFORMATION**

**BASIC SERVICE LINE ITEMS**

\* Service Date From: [mm][dd][ccyy] \* Service Date To: [mm][dd][ccyy]

\* Service Code: [ ] Modifiers: 1: [ ] 2: [ ] 3: [ ] 4: [ ] \* Units: [ ]

Add Service Line Item Update Service Line Item

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$75.00

Line No	Service Dates	Service Code	Modifiers	Units	
	From	To	1 2 3 4		
1	05/01/2013	05/01/2013		10	Delete

15. To correct the problem

- a. Click on Line Number
- b. Basic Line Information populates
- c. Enter missing data/correct error
- d. Click on Update Service Line Item

## Saved Template

ProviderOne My Inbox  
Welcome Jones, Katherine. You have logged in with EXT  
Provider Social Services Profile. Links: --Select--  
Path: Provider Portal/ Social Service Claim Template List

Close Save Template Reset

**Social Service Provider Billing Screen:**  
Note: asterisks (\*) denote required fields. [Billing Instructions](#)

**Basic Claim Information**  
Provider Billing | Subscriber | Claim | Service  
PROVIDER INFORMATION Submitter ID: 201102008

\* Template Name: Waters-SA420

**BILLING PROVIDER**  
\* Provider ID: 201102008

**SUBSCRIBER/CLIENT INFORMATION**  
SUBSCRIBER/CLIENT  
\* Client ID: 200907004WA

**CLAIM INFORMATION**  
CLAIM INFORMATION  
\* Authorization Number: 1000000234

**BASIC LINE INFORMATION**  
BASIC SERVICE LINE ITEMS

\* Service Date From: 05 01 2013 \* Service Date To: 05 01 2013  
\* Service Code: SA420 Modifiers: 1: 2: 3: 4: \* Units: 10

Previously Entered Line Item Information  
Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$75.00

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	05/01/2013	05/01/2013						10	

15b

15c Enter → SA420

15a Click on → 1

15d Click on → Update Service Line Item

16. Corrected service line appears

17. Click on Save Template

18. Pop-up appears

19. Click on OK

20. Click on Close

## Saved Template

17 Click on

20 Click on

18

19 Click on

16 →

Message from webpage

Do you want to save the Template?

OK Cancel

Previously Entered Line Item Information

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	05/01/2013	05/01/2013	SA 420					10	

21. The View Template List from Batch appears

## 21 View Template List from Batch

22. Click on Revalidate

23. The Batch Claim Submission Status List appears

## 23 Batch Claim Submission Status List

24. The updated Status is Waiting. It is most likely that the Status will have completed validation and the results will show

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280764612715	Social Service	JonesK	04/01/2013	Pass Validation	05/01/2013	05/31/2013	\$100.00	3	0
1280764613200	Social Service	CurtiJC	04/01/2013	Submitted for Claims Loading	05/01/2013	05/15/2013	\$150.00	4	4
1280764613335	Social Service	CurtiJC	03/28/2013	Submitted for Claims Loading	04/01/2013	04/15/2013	\$300.00	2	2
1280764613335	Social Service	CurtiJC	03/15/2013	Submitted for Claims Loading	04/01/2013	04/30/2013	\$215.00	2	2
1280764614895	Social Service	JonesK	02/15/2013	Waiting	03/01/2013	03/30/2013	\$105.00	3	0
1280764614895	Social Service	CurtiJC	02/15/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$285.00	2	2
1280764614895	Social Service	CurtiJC	02/01/2013	Submitted for Claims Loading	03/01/2013	03/15/2013	\$100.00	3	3

25. If the status is Pass Validation, the batch can now be submitted