

# Uploading the Residential Services Tool (RS Tool) to DHS via MN-ITS

## To Upload a RS Tool

1. Save each workbook file as an individual Excel file.
  - Do not send a .pdf or other formatted file.
  - Do not save in other formats such as .xml, .xlsb, .mht, or .mhmtl.
  - Do not zip or compress your files in any way.
  - Do not combine in a zipped file, archive, or folder.
  - Select each file individually for MN-ITS submission. You may submit several files in one MN-ITS upload session, but select each file individually. See the instructions beginning with step 11 for detailed instructions on sending several files in one submission.
2. Use the naming convention specified here.
  - Begin with your NPI number followed by an underscore ( \_ ), e.g., 1234567890\_
  - Add EWCL (in all caps) and another underscore, e.g., 1234567890\_EWCL\_
  - Add the recipient's PMI and another underscore, e.g., 1234567890\_EWCL\_01111111\_
  - Add other text as requested by your lead agency as long as it contains only letters and numbers (no special characters or spaces). Use this portion of the name to make certain the file name is unique and does not duplicate any file name you have previously uploaded. Today's date and a letter may be a good option.
  - Leave the file extension in place and do not add additional extensions. One simple extension is all that is needed and will reflect the Excel format in which Excel saves the files. This will be one of the following: .xls, .xlsm, .xlsx.
  - Your final valid name may look something like this: 1234567890\_EWCL\_01111111\_021510a.xlsm. Your own NPI will replace the 1234567890, the client's PMI will replace the 01111111, and the portion after the PMI will be whatever you wish that makes the file name unique. The file extension will be just as it was when you saved the original file.
3. Login to MN-ITS at [https:// MN-ITS.dhs.state.mn.us](https://MN-ITS.dhs.state.mn.us).

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Minnesota Department of **Human Services** | **MN-ITS: Home.**

**Username:**

**Password:**

I agree to the [terms and conditions of use](#).

MN-ITS now requires [strong passwords](#)

**What's new for MN-ITS**

Welcome to MN-ITS, the Minnesota Health Care Programs (MHCP) system for submitting claims and other transactions. You must be [MHCP-enrolled](#) and [MN-ITS-registered](#) to use MN-ITS.

- MHCP enhanced the [home care authorization service agreement \(278\)](#) transaction
- Learn about [5010/D\\_0/3\\_0](#)
- Continue reporting coordination of benefits (COB) claims as you have in the past per [Additional E3 Changes](#)
- Review [Electronic Claim Attachments](#) to find out when and how to send a claim attachment
- [X12 billers](#) are required to test new claim types. Contact your clearinghouse to determine which payer ID they use for DHS/MHCP billing transactions
- Sign up to get [e-mail notices](#) of [Provider Updates](#) and [Manual changes](#)

**Features**

MN-ITS enables you to:

- Verify active provider enrollment status
- [Verify program eligibility](#) for one or more MHCP recipients at one time
- [Submit authorization requests](#) for medical, dental or medical supply authorizations
- Submit service agreement (SA) requests for home care services
- Retrieve your authorization and service agreement letters in Miscellaneous Received mailbox folder
- [Submit claims](#) (including claims with third party insurance or Medicare)
- [Copy](#) previously submitted MN-ITS claims or [replace](#) incorrectly submitted paid claims or request to [void](#) a claim you submitted
- Check a claim's [paid or denied status](#)
- [Submit a Pay-for-Performance Results Payment](#)
- Retrieve your [Remittance Advices \(RAs\)](#)

**Scheduled Downtimes**

Avoid potential MN-ITS slow/downtime. Submit claims on an ongoing basis, not just at claim cut-off.

**Sundays:**  
6:00 AM to 12:00 PM (noon)  
8:00 PM to Monday 1:00 AM

**Mondays & Non-warrant Wednesdays:**  
10:00 AM to 10:15 AM

**Sunday, February 7**  
4:00 AM to 7:00 AM

**Related Pages**

- [Learn about MN-ITS](#)
- [Basics and Screens](#)
- [Registration](#)
- [User Guides](#)
- [Troubleshooting Guide](#)
- [MHCP Payment & Claim Cut-off Calendars](#)

4. Select *MN-ITS*.

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MUser@1234567890 | Logout |

**Mailbox**

- Transaction Responses
- Miscellaneous Received
- MN-ITS**
- User Administration
- User Guides
- CCDTF Rates
- CMH Outcome Measures
- MFPP Forms
- Pay for Performance
- Provider Lists (Individual PCAs)
- Provider Lists
- RxPrice Compare Update
- Taxonomy/Contract Code Maintenance

**Mailbox-Home**

Find Links here to the last 30 days of Provider Updates for the services you deliver, and Provider News for all providers. Use Quick Search to find older updates or check Provider Updates. Contact our Provider Call Center at 651.431.2700 or 1.800.366-5411 to request that we place a file older than 6 months in your Archive folder.

Quick Search

Start Date: 11/08/2009

End Date: 02/06/2010

File Type:  Links (1)  Archive (1)

Search

Mark as Unread

Page 1 of 1 Total Files 12 1

Name	Date	Size

**Related Pages**

- [Troubleshooting Guide](#)
- [MHCP Payment & Claim Cut-off Calendars](#)
- [MHCP Fee Schedule](#)
- [X12/NCPDP Submitters](#)
- [Provider Updates](#)
- [Provider Website](#)
- [Sign Up for Email Lists](#)
- [File Naming Convention](#)

**Related Links**

- [Washington Publishing Company](#)

**Questions or Comments?**

- [Contact Provider Relations](#)

5. Select *Submit Transactions* (if you don't see this option, request that your organization's MN-ITS Administrator gives you "Batch" access).

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**Mailbox**

- MN-ITS
- Eligibility Request (270)
- Authorization Request (278)
- Service Agreement Request (278)
- Submit Transactions**
- Submit Interactive Claims (837)
- Request Claim Status (276)
- User Administration
- User Guides
- CCDTF Rates
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**MN-ITS**

**Eligibility Request (270)**  
Look up subscriber eligibility and coverage and receive an Eligibility Response (271). Verify eligibility for up to 50 recipients at a time by using the Multiple Eligibility Inquiry function.

**Authorization Request (278)**  
Create and submit authorization requests.

**Service Agreement Request (278)**  
Create and submit service agreement requests.

**Submit Transactions**  
Submit and view history for X12 production batch, X12 test batch and miscellaneous (i.e., affiliation data, supplemental payments, etc.) transactions.

**Submit Interactive Claims (837)**  
Submit claims directly to MHCP.

**Request Claim Status (276)**  
Check the status of a submitted claim.

**Batch Users**  
Refer to the [MHCP X12/NCPDP Submitters](#) page for more information.

**Related Pages**

- [Troubleshooting Guide](#)
- [MHCP Payment & Claim Cut-off Calendars](#)
- [MHCP Fee Schedule](#)
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6. Select the *Browse* button.

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### Submit Transactions

- Select Production to submit an X12 or NCPDP production batch file to DHS.

When you submit an X12 837 or X12 270 transaction, DHS will place a 997 (Functional Acknowledgment Transaction Set) response in the Transaction Responses section of the Mailbox within one hour of submission.  
If you submit an X12 270 - you will also receive an X12 271 if you receive an accepted 997.  
If you do not receive the appropriate response - please contact the Provider Call Center at 651-431-2700 or 800-366-5411 and press option 6.

- Select Test to submit an X12 or NCPDP test batch to DHS.
- Select Miscellaneous to submit non-X12 data - requested by DHS staff.
- Click on Add Another File to submit more than 1 file.
- To assure access to the 997 and prevent file transmission errors, the following characters should not be used in your Submitted file name (837, 270, etc.): # % & + | : < > ? \ / ) ( or spaces.

**Filename**  
Click Browse to locate the file you'd like to upload.

**Type**  
-- Select --

**Description (Optional)**  
Add a description for your file.

File

[Add Another File](#)

7. The Choose file pop-up window will appear. Select your Excel file.

Choose file

Look in: Desktop

- 1234567890\_EWCL\_01111111\_02052010.xls
- 1234567890\_EWCL\_02222222\_02052010.xls
- 1234567890\_EWCL\_03333333\_02052010.xls

File name:

Files of type: All Files (\*.\*)

Upload & Submit

8. Select *Open*.

Choose file

Look in: Desktop

- 1234567890\_EWCL\_01111111\_02052010.xls
- 1234567890\_EWCL\_02222222\_02052010.xls
- 1234567890\_EWCL\_03333333\_02052010.xls

File name: 1234567890\_EWCL\_01111111\_02052010.xls

Files of type: All Files (\*.\*)

Upload & Submit

9. Choose *Miscellaneous* from the menu under Type.

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**Filename**  
Click Browse to locate the file you'd like to upload.  
File C:\Documents and Settings\Desktop Browse...

**Type**  
-- Select --  
-- Select --  
Production  
Test  
**Miscellaneous**

**Description (Optional)**  
Add a description for your file.

[Add Another File](#)

Upload & Submit

10. Add any optional description text to further identify the file, if you wish, in *Description*.

11. To specify the next file for upload, click the blue *Add Another File* link and repeat the steps above for each file you wish to include in this upload.

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**Filename**  
Click Browse to locate the file you'd like to upload.  
File C:\Documents and Settings\Desktop Browse...

**Type**  
Miscellaneous

**Description (Optional)**  
Add a description for your file.

[Add Another File](#)

Upload & Submit

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Filename	Type	Description (Optional)
Click Browse to locate the file you'd like to upload.		Add a description for your file.
File   123456789_EWCL_01111111_020520   <a href="#">Remove</a>	Miscellaneous	
File   <input type="text"/>   <input type="button" value="Browse..."/>	-- Select --	

[Add Another File](#)

- Select *Remove* to delete any files from the upload list. This will not delete the files from your computer.
- Do not send the same file more than once or you will receive an error message saying the file must be renamed.
- Make sure each file in your list is unique.

12. When you are satisfied with your selection, select *Upload & Submit* to send your files.

MUser@1234567890 | [Logout](#) |

**Mailbox**  
MN-ITS

- [Eligibility Request \(270\)](#)
- [Authorization Request \(278\)](#)
- [Service Agreement Request \(278\)](#)
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Filename	Type	Description (Optional)
Click Browse to locate the file you'd like to upload.		Add a description for your file.
File   123456789_EWCL_01111111_020520   <a href="#">Remove</a>	Miscellaneous	
File   123456789_EWCL_02222222_020520   <a href="#">Remove</a>	Miscellaneous	
File   123456789_EWCL_03333333_020520   <a href="#">Remove</a>	Miscellaneous	
File   <input type="text"/>   <input type="button" value="Browse..."/>	-- Select --	

[Add Another File](#)

13. You will know your file(s) have been be successfully uploaded when you see the following screen. If problems or issues occur, contact the Provider Call Center at 651-431-2700 or 1-800-366-5411. **Do not call between 12:00 P.M. and 12:45 P.M. as they are closed.** When you get to the menu system, select 1 for the provider help line. Next, listen closely and select the choice for the selection corresponding to your NPI (1, 2 or 3). You will be asked to enter your provider number. Do not enter anything for a leading letter. Only enter the digits. After you have entered your provider number, select 4 for waiver help.

MUser@1234567890 | Logout

- Mailbox**  
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Filename	Type	Description (Optional)
Click Browse to locate the file you'd like to upload.		
File <input type="text"/>	<input type="button" value="Browse..."/>	-- Select -- <input type="text"/>
<a href="#">Add Another File</a>		
<input type="button" value="Upload &amp; Submit"/>		

Your submission is complete.

To Verify That Your File Has Been Received By DHS

1. Click on *Transaction History*.

MUser@1234567890 | Logout

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Click Browse to locate the file you'd like to upload.		
File <input type="text"/>	<input type="button" value="Browse..."/>	-- Select -- <input type="text"/>
<a href="#">Add Another File</a>		
<input type="button" value="Upload &amp; Submit"/>		

2. Select your date range under Quick Search.
3. Select the *Miscellaneous* radio button under File Type and select *Search*.

MUser@1234567890 | [Logout](#) |

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**Transaction History**

Quick Search

Start Date

End Date

File Type

Production

Test

Miscellaneous

4. Verify that your uploaded file(s) appear below.

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Quick Search

Start Date

End Date

File Type

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Test

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1

	Name	Date	Size	Description
<input type="checkbox"/>	<a href="#">1234567890_EWCL_03333333_02052010.xls</a>	02/06/10 09:17 PM	13.8 KB	
<input type="checkbox"/>	<a href="#">1234567890_EWCL_02222222_02052010.xls</a>	02/06/10 09:17 PM	13.8 KB	
<input type="checkbox"/>	<a href="#">1234567890_EWCL_01111111_02052010.xls</a>	02/06/10 09:17 PM	13.8 KB	

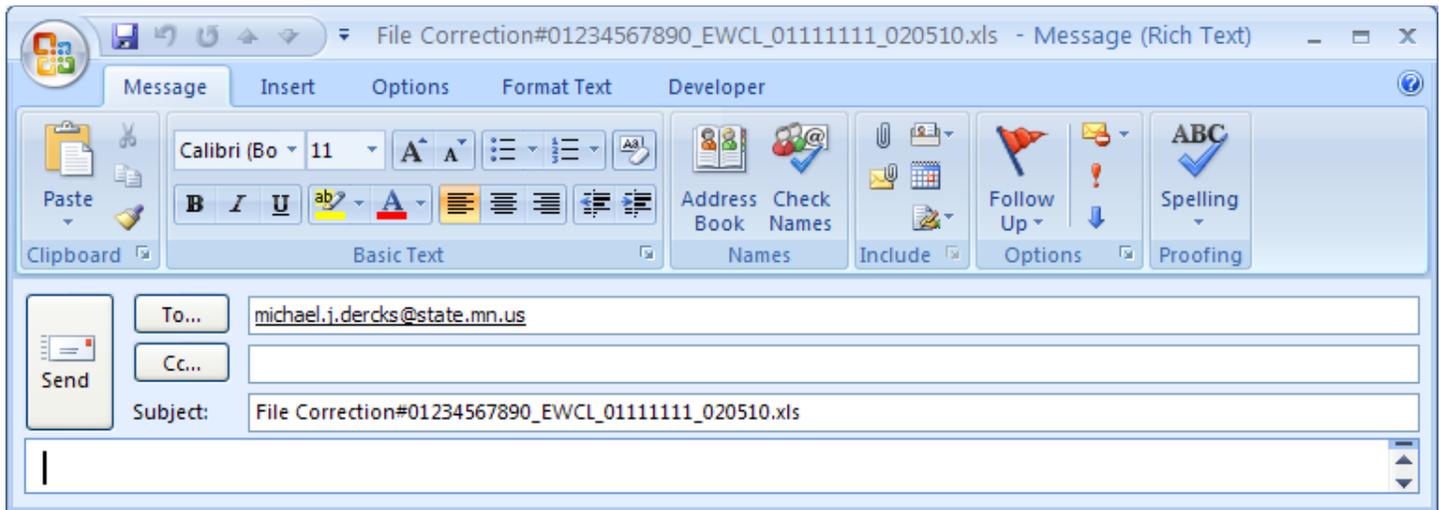
5. You will want to periodically open the 'Production Failed' folder in your MN-ITS email account. If you find RS Tool files in this folder you will know you accidentally sent the workbooks to Production rather than Miscellaneous. You will need to properly resubmit the RS Tool(s) or they will show up as missing tools on the Rate Validation Analysis Report.

What To Do if You Send The Wrong File To DHS Via MN-ITS

If you find you have made a mistake and sent the wrong file, you cannot use MN-ITS to remove the bad file.

- Send an email to DHS staff and ask that the bad file be removed using the following link. [DHS RS Tool File Corrections](#)
- After the # in the subject line, provide the full file name of the file you wish to have deleted.

Example: File Correction# *01234567890\_EWCL\_01111111\_020510.xls*  
 (Use the full file name of your file in place of the italicized example name.)



The file name to be removed in the subject line is all that is required, but you may send a note or question as well in the body of the email. DHS staff will remove the bad file from the production system, but you will still see the bad file in the MN-ITS upload transaction history.

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For more instructions about load errors and support see [EW Residential Services Tips, Alerts and Guidance](#) document found on the EW customized Living, Foster Care and Residential Care website.