



Electronic Claim Submission

Secure Physician Website: **Claim Upload Instructions**

Aetna Service OptionsSM for Health Care Professionals

Physicians and their medical office staff who have submitted individual claims via Aetna's website now have a new feature available. Instead of manually entering claims individually, physicians can now upload a batch or file of claims directly from their patient management system. **To use this new feature, physicians must be able to submit their COMMERCIAL claims in ANSI 837 X12N format.** If there is a question regarding format capability, please contact the support staff for your patient management system to inquire.

Secure Physician Website Claim Upload Instructions

1) Users who have submitted a claim via the secure physician website on the Direct Data Entry screen who wish to use the new claim upload feature will:

- Continue to be presented with the Direct Data Entry screen and can
- Select the "Claim File Manager" link
- Submit Test File

No additional registration is required, as all registration data was completed by the user prior to submitting their first Direct Data Entry claim.

2) Users who have **never** submitted a claim via the secure physician website will:

- Select either Direct Data Entry or Claim File Upload
- Registration is required prior to using either option
- Submit Test File

The following pages contain screen displays, along with action directives, which will assist you in understanding this new process.



New Claim Submitter

Action: Select either Direct Data Entry or Claim File Upload



The screenshot shows a web browser window displaying the Aetna website. The page header includes the Aetna logo, the tagline "We want you to know", and navigation links for "DocFind", "Contact Us", and "Home". The date "Mon 20, Mar 2006" is also visible. The main content area features a section titled "Getting Started - Select Your Claims Submission Preference" with two radio button options:

- Direct Data Entry (enter data directly on CMS 1500 form)
- Upload HIPAA Compliant 837 File (the file must contain only Aetna claims)



New Claim Submitter

Action: Complete Supplemental Registration for Online Claim Submission



Getting Started - Supplemental Registration (* mandatory fields)

Contact Information

* Contact Last Name	<input type="text"/>
* Contact First Name	<input type="text"/>
* Contact Phone	<input type="text"/> (xxx - xxx - xxxxx)
Contact Fax	<input type="text"/> (xxx - xxx - xxxxx)
* Contact Email	<input type="text"/>


Physician Information (box 31 and 33)

* Entity Type	<input type="radio"/> Person <input type="radio"/> Non-Person
* Billing Entity Last Name/Org. Name (box 33)	<input type="text"/> (if corporate entity, use this name field)
* Billing Entity First Name (box 33)	<input type="text"/>
* Billing Address 1 (box 33)	<input type="text"/>
Billing Address 2 (box 33)	<input type="text"/>
* Billing City (box 33)	<input type="text"/>
* Billing State (box 33)	-- Select State --
* Billing Zip (box 33)	<input type="text"/> (xxxx - xxxxx)
* Physician Signature Last Name (box 31)	<input type="text"/>
* Physician Signature First Name (box 31)	<input type="text"/>
* Physician Specialty	-- Select Specialty --
* State License#	<input type="text"/>
* Issuing State	-- Select State --
* Physician Tax ID	<input type="text"/>

Claim File Upload – Testing Phase

Action: Indicate agreement/readiness to submit test file



We want you to knowSM


Provided By
HealthFusion.com[®]

DocFind[®] | [Contact Us](#) | [Home](#)

Claims Reports Mon, 20, Mar 2006

Claim File Manager Claim Form Claim Status

[Click Here to Upload 837 Test File](#)

IMPORTANT

How to Get Started For File Upload

1. This site only supports 837 compliant files. Do not submit a print image file on this site.
2. This is not a multipayer claims upload site, if you require multipayer claims upload and or print image mapping please contact HealthFusion at 858-523-2120
3. If you upload a multipayer claims batch or a print image file on this site the file will not reach the payer(s).
4. You must first submit an ANSI test file containing approximately 15 claims in order to complete the automated testing process. Claims submitted in Test Files will NOT be submitted to Aetna.


Uploaded Files:								
File ID ▼	Claim Type	File Name	File Size (Kb)	Received Time	Total Claims	File Status	Options	
001206	Professional	AET02_2ANSI_File_Claim-a.txt	5.59	2006-03-20 01:20:00	-	Uploaded	-	
001205	Professional	AET02_ANSI_File_Claim-c.txt	5.58	2006-03-20 01:19:00	-	Uploaded	-	
001204	Professional	ANSI-TestFile-a.txt	11.19	2006-03-20 10:34:00	-	Uploaded	-	
001203	Professional	AET02_ANSI_File_Claim-b.txt	5.58	2006-03-20 10:28:00	-	Uploaded	-	
001202	Professional	ANSI-TestFile.txt	11.19	2006-03-20 10:26:00	-	Uploaded	-	
001201	Professional	sample-837.txt	2.01	2006-03-20 10:08:00	-	Uploaded	-	
001200	Professional	sample-837.txt	2.01	2006-03-20 10:08:00	-	Uploaded	-	
001199	Professional	sample-837.txt	2.01	2006-03-20 10:07:00	-	Uploaded	-	
001198	Professional	AET02_ANSI_File_Claim.txt	5.58	2006-03-20 10:05:00	-	Uploaded	-	
001197	Professional	ANSI-TestFile.txt	11.19	2006-03-20 10:04:00	-	Uploaded	-	

Internet

Claim File Upload – Testing Phase

Action: Browse your patient management system to locate Aetna claims you wish to submit for test file



We want you to knowSM


Provided By
HealthFusion.com[®]

DocFind[®] | Contact Us | Home

Claims Reports

Mon 20, Mar 2006

Claim File Manager Claim Form Claim Status

[Click Here to Upload 837 Test File](#)

IMPORTANT

How to Get Started For File Upload

1. This site only supports 837 compliant files. Do not submit a print image file on this site.
2. This is not a multipayer claims upload site, if you require multipayer claims upload and or print image mapping please contact HealthFusion at 858-523-2120
3. If you upload a multipayer claims batch or a print image file on this site the file will not reach the payer(s).
4. You must first submit an ANSI test file containing approximately 15 claims in order to complete the automated testing process. Claims submitted in Test Files will NOT be submitted to Aetna.

Uploaded Files:

File ID	Claim Type	File Name
001220	Professional	ansitest2-d.
001219	Professional	ansitest1-h.
001218	Professional	ansitest2-c.
001217	Professional	ansitest1-g.
001216	Professional	ansitest2-b.
001215	Professional	ansitest2-a.
001214	Professional	ansitest1-f.
001213	Professional	ansitest1-e.
001212	Professional	ansitest1-d.

https://64.27.19.25 - Upload Test File - Microsoft Internet Ex...

Upload your 837 File

Attach File:

* Maximum file size allowed is 5 MB.


File Status	Options
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-
Uploaded	-

start M. H. 2.. N. R. M. H. H. 3:08 PM

Claim File Upload – Testing Phase

Action: Test 837 File Upload Processing



We want you to knowSM


Provided By
HealthFusion.com[®]

DocFind[®] | Contact Us | Home

Claims Reports Mon 20, Mar 2006

Claim File Manager Claim Form Claim Status

https://hdlqa.aetna.com - File Upload Confirmation Page - Mi...

Parsing in progress...

Please wait while the batch file is being processed.....

Completed 100% generating report..please wait

IMPORTANT

How to Get Started For File Upload

1. This site only supports...
2. This is not a multi...
3. HealthFusion at 81...
4. If you upload a m...
5. You must first sub...
6. submitted in Test...

apping please contact

);

dated testing process. Claims

Uploaded Files:

File ID	Claim Type	File Name	File Size (Kb)	Received Time	Total Claims	File Status	Options
001217	Professional	ansitest1-g.txt	1.07	2006-03-20 05:47:00	-	Uploaded	-
001216	Professional	ansitest2-b.txt	7.80	2006-03-20 05:41:00	-	Uploaded	-
001215	Professional	ansitest2-a.txt	7.80	2006-03-20 04:57:00	-	Uploaded	-
001214	Professional	ansitest1-f.txt	1.08	2006-03-20 04:47:00	-	Uploaded	-
001213	Professional	ansitest1-e.txt	84.79	2006-03-20 04:41:00	-	Uploaded	-

start | M... | C... | 2... | N... | R... | M... | H... | 2:52 PM

Claim File Upload – Testing Phase

Action: Indicates an Unsuccessful 837 Test File Upload



[Click Here to Upload 837 Test File](#)

IMPORTANT
How to Get Started For File Upload

1. TH
2. TH
3. If
4. Yo

Uploaded Files:

File ID	Claim Type
001218	Professional
001217	Professional
001216	Professional
001215	Professional
001214	Professional
001213	Professional
001212	Professional
001211	Professional
001210	Professional

https://64.27.19.25 - HIPAA transaction validator - Microsoft Internet Explorer

HIPAA Transaction Validator

Submitted File: ansitest1-h.txt
 Submitted Date: 03/20/2006 14:10

! The Rapid Claims System detected problem(s) in your ANSI file which are marked/explained in red. You are advised to fix the errors (or contact your software vendor) and re-upload the test file.

Important! If you think that your ANSI file is correct, please ask our support personnel to review your file. [Click here](#) to notify us and we will get back to you in one business day.

Report

0000A: Transaction Header



Claim File Upload – Testing Phase

Action: View Report - Unsuccessful Data is Notated in **Red**. Please correct and re-submit.



https://64.27.19.25 - HIPAA transaction validator - Microsoft Internet Explorer

HIPAA Transaction Validator

Submitted File: ansitest1-h.txt
Submitted Date: 03/20/2006 14:10

! The Rapid Claims System detected problem(s) in your ANSI file which are marked/explained in red. You are advised to fix the errors (or contact your software vendor) and re-upload the test file.

Important! If you think that your ANSI file is correct, please ask our support personnel to review your file. [Click here](#) to notify us and we will get back to you in one business day.

Report

0000A: Transaction Header

ST*837*3130721
BHT*0019*00*0*20060315*043020*CH
REF*87*004010X098A1
Invalid Character in data

1000A: Submitter Name

NM1*41*2*SHARP HEALTH CARE*****46*330106028
Invalid Character in data
PER*IC*MARIASIMAS*TE*8584994334
Invalid Character in data

1000B: Reciever Name

The Segment ended with *, Invalid Format
NM1*40*2*AETNA*****46*60054
Invalid Character in data

2000A: Billing or Pay to Provider Hierarchical Level

HL*1**20*1

2010AA: Billing Provider Name


.....

Done Internet
start M. H. 2. N. R. M. H. H. 3:02 PM Monday

Claim File Upload – Testing Phase

Action: Indicates Test File Successful: Passes ANSI Editing



We want you to know™


Provided By **HealthFusion.com®** DocFind® | Contact Us | Home

Claims Reports Mon 20, Mar 2006

Claim File Manager Claim Form Claim Status

[Click Here to Upload 837 Test File](#)

IMPORTANT How to Get Started For File Upload

1. This site only s
2. This is not a m
3. If you upload a
4. You must first s

mapping please contact
 r(s).
 omated testing process. Claims

Uploaded Files:

File ID	Claim Type	File Name	File Size	Upload Date	File Status	Options
001218	Professional	ansitest2			Uploaded	-
001217	Professional	ansitest1			Uploaded	-
001216	Professional	ansitest2			Uploaded	-
001215	Professional	ansitest2			Uploaded	-
001214	Professional	ansitest1-f.txt	1.08	2006-03-20 04:47:00	Uploaded	-
001213	Professional	ansitest1-e.txt	84.79	2006-03-20 04:41:00	Uploaded	-
001212	Professional	ansitest1-d.txt	82.43	2006-03-20 04:36:00	Uploaded	-
001211	Professional	ansitest1-c.txt	82.43	2006-03-20 04:34:00	Uploaded	-
001210	Professional	ansitest1-b.txt	82.43	2006-03-20 04:32:00	Uploaded	-

https://hdlqa.aetna.com - File Upload Confirmation Page - Mi...

Your ANSI file was analyzed and was found to be good.


Your account has now been put into production for the Claim File Manager. You can now begin uploading production claim files.

3:02 PM Monday

Claim File Upload – Live Production

Action: Upload live 837 claim file. Claims uploaded now will be sent to Aetna.



We want you to knowSM


Provided By
HealthFusion.com[®] DocFind[®] | [Contact Us](#) | [Home](#)

Claims **Reports** Mon 20, Mar 2006

Claim File Manager **Claim Form** Claim Status

[Click Here to Upload 837 File](#)

IMPORTANT


How to Get Started For File Upload

1. This site only supports 837 compliant files. Do not submit a print image file on this site.
2. This is not a multipayer claims upload site, if you require multipayer claims upload and or print image mapping please contact HealthFusion at 858-523-2120
3. If you upload a multipayer claims batch or a print image file on this site the file will not reach the payer(s).


Uploaded Files:

File ID ▼	Claim Type	File Name	File Size (Kb)	Received Time	Total Claims	File Status	Options
032006012250	Professional	ansitest1 -20060320090320.	1.08	2006-03-20 05:42:00	-	Uploaded	
032006012249	Professional	ansitest1.txt	1.08	2006-03-20 05:42:00	-	Uploaded	
032006012248	Professional	ansitest2.txt	7.80	2006-03-20 04:58:00	-	Uploaded	
032006012247	Professional	AET02_ANSI_File_Claim.txt	5.57	2006-03-20 01:17:00	-	Uploaded	
032006012246	Professional	ANSI-TestFile-20060320020314.txt	11.19	2006-03-20 10:36:00	-	Uploaded	
032006012245	Professional	ANSI-TestFile-20060320020330.txt	11.19	2006-03-20 10:30:00	-	Uploaded	
031906012243	Professional	AET02_2ANSI_File_Claim.txt	5.58	2006-03-20 07:33:00	-	Uploaded	
031906012242	Professional	ameritas-20060319110327.txt	0.51	2006-03-20 07:29:00	-	Uploaded	
031906012241	Professional	ameritas-20060319110309.txt	0.51	2006-03-20 07:19:00	-	Uploaded	
031906012240	Professional	ameritas-20060319110319.txt	0.51	2006-03-20 07:18:00	-	Uploaded	

« First 1 Next Last »

 Internet

Claim File Upload – Need Assistance?



Although you are submitting claims via the Aetna Secure Physician Website, the ANSI editing for this new claim upload feature is being performed by our transaction portal vendor, HealthFusion.

Following successful test file submission, should you encounter problems while attempting to upload a batch/file of claims, please contact HealthFusion staff directly at 858-523-2120.