Empire e-Link

USER GUIDE

TABLE OF CONTENTS

INTRODUCTION

FEATURES

Empire e-Link, is a web-based application used for sending and retrieving claims and related electronic transactions. It uses features built into your web browser.

Using the navigation links located on the right side of each page, you can send files such as Medicare Part A and B claims, Empire Blue Cross and Blue Shield and QuickLink^{sm} commercial claims, Medicare Part A and B X12 276 claim status requests, as well as Medicare Part A and B X12 997 acknowledgments of X12 835 remittance files, and Medicare Part B flat file eligibility requests. When available, you can get files to view or download such as EMC Receipt Reports, Medicare Return Reports, Medicare Part A and B remittances, responses to claim status requests, responses to eligibility requests, and OMNIPRO bulletins

At the top of each page are Submitter Type and Change User ID links. Before sending your first file, a submitter type must be selected. The Change User ID link is used to change or view your Empire e-Link user ID.

☞   The **Home Page** welcomes you to e-Link and will provide NEWS FLASH items about the availability of our systems, reports, and other issues related to the data exchanged electronically.

☞   The **Get Files Page** allows you to view and download confirmation, receipt and validation reports, Medicare return/reject reports, 997 acknowledgements, remittance files, claim status responses, eligibility responses, and OMNIPRO bulletins.

☞   The **Send Files Page** allows you to upload claim files, claim status requests, 997 functional acknowledgements and eligibility requests.

☞   The **Site Help Page** provides online instruction on how to use each function in e-Link.

☞   The **Submitter Type Link** allows you to view or change a submitter type.

☞   The **Change User ID Link** allows you to view or change a User Name and Password.

REQUIREMENTS

Empire recommends the use of web browser Internet Explorer (IE) 5.5 or higher or Netscape 6.22 or higher and the use of Windows as the operating system.   Empire cannot help e-Link users with problems that occur due to the use of a non-recommended browser or operating system.
Note: *User guide pages and images of dialog boxes are IE images on Windows 2000 operating system. There may be slight variations in the features of these dialog boxes or how they are displayed if the web-browser is other than Internet Explorer or if the operating system is other than Windows 2000.*

FILE SIZE

Files no greater than 12.8 meg can be sent to Empire via the Send Files page and no greater than 20 meg can be download at one time from the Get Files page. If a single file exceeds 12.8 meg please split and send individually. If you have a large volume of data to download from the Get Files page and feel it may exceed the 20 meg maximum, you may want to download each file individually rather than use the download all new feature. See the Get Files section for instructions.

INTRODUCTION

LOGONS AND PASSWORDS

Access to Empire e-Link is via a private network provided by AT & T in conjunction with IVANS.
NOTE: *Although an internet browser is necessary to access Empire e-Link's home page, you cannot access the world wide web or connect to the internet.*

Empire e-Link requires an Empire assigned **User name** and **password.**
NOTE: These are the same as your SYSTEM USER ID (E-LINK LOGON) and SYSTEM PASSWORD (E-LINK PASSWORD). If you are a current submitter, you received these in the WELCOME TO EMPIRE e-LINK letter. New electronic submitters will receive an e-Link Welcome letter identifying the User name and password.

For all submitters (current and new), IVANS will provide the dial-in logon and password to allow the connection to Empire along with providing the communication software.

Automatic disconnect features have been included to help reduce long distance costs; you will be automatically disconnected from your browser and AT&T/IVANS if there is no activity for 20 minutes.

UNIFORM RESOURCE LOCATOR (URL)

Empire e-Link URL is ***http://32.84.203.195:3101***. If you inadvertently change the URL, simply re-enter the correct address and hit the enter key.

AVAILABILITY

Empire e-Link is available Monday through Saturday.

The system **is not** available between the hours of:

2:00 am to 4:00 am, Tuesday through Saturday.
and
Saturday from 5:00 PM through Monday 2:00 AM.

SUPPORT

Empire e-Link support is provided by the Empire IES Technical Help Desk Monday through Friday from 8:30 AM to 4:30 PM.
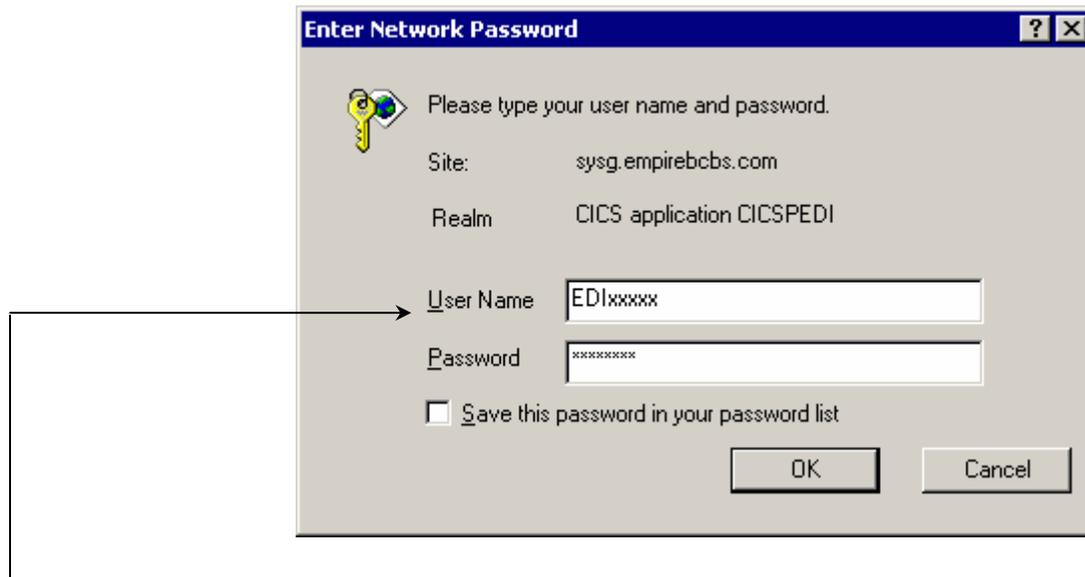**Contact the Empire Help Desk at:**
1-(866) 889 – 7322. Fax: 1-(416) 774 - 4778.

Network connectivity support is provided by the IVANS Dial Enablement Help Desk.

Contact the IVANS Help Desk at:
888-233-3730.

ENTER NETWORK PASSWORD

Once connected to the network and Empire e-Link's URL, but before you access e-Link, you will be presented with a login dialog box (see below) that asks for your user name and password.

Enter Network Password

Please type your user name and password.

Site: sysg.empirebcbs.com

Realm   CICS application CICSPEDI

User Name   EDIxxxxx

Password   xxxxxxxx

☐ Save this password in your password list

[OK]   [Cancel]

Enter the Empire assigned user name and password then click OK.

Empire will confirm the name and password entered, then the welcome page will display once successfully logged in.

Note: To reduce unnecessary long distance telephone changes, it is important to remember that once all transactions are complete you should logoff of your browser and disconnect your AT&T/IVANS dial-up connection.

HOME PAGE

Once you have successfully connected to Empire e-Link, the **HOME** page is presented. This page contains an overview of the features available and a 'News Flash' section.


The News Flash section is updated periodically with information about system availability, upcoming changes or issues related to electronic claim submission.

You should read the News Flash each time you logon.

CHANGE USER ID

For users that have more than one Empire e-Link user name and password, once successfully connected, you can click on the 'Change User ID' link at the top of the page to change the User Name and Password.
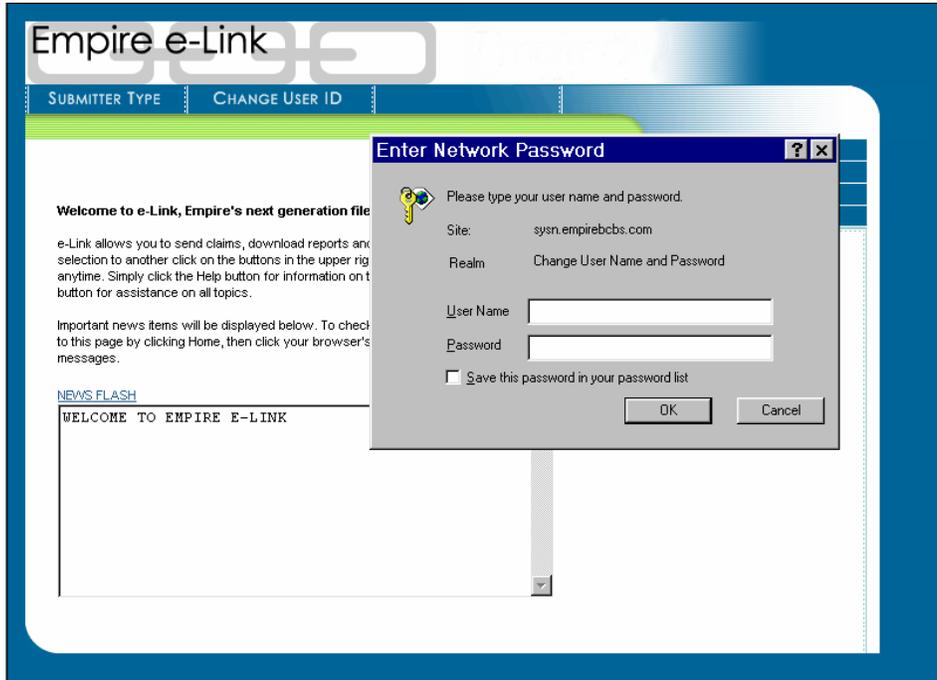
GET FILES

The Get Files page is used to view or download (save to your hard drive or network) files created by Empire for your user ID and submitter ID. Upon initial entry, this page displays the titles of all reports and files available. (See Screen 1 below) If files and reports are not found for the current user, the message 'No files available for download' will appear on this page.

Refer to Appendix A for file definitions, availability & retention as well as Appendix C for short confirmation messages.

The Get Files page will show the available files for download. Screen 1 is an example.

Screen 1
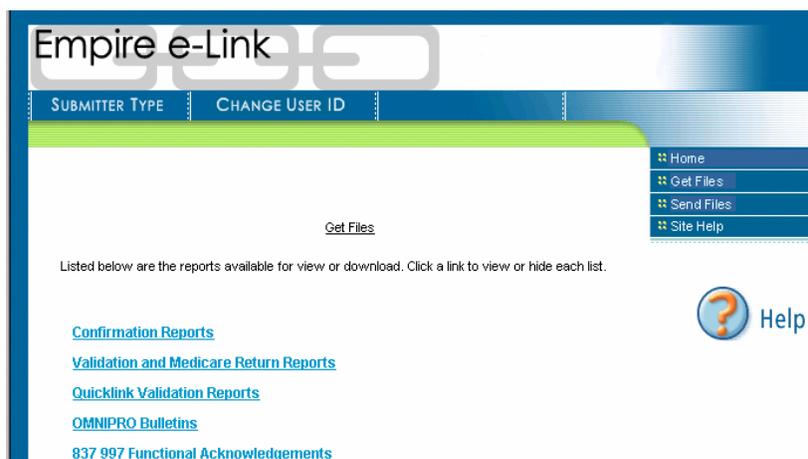
☞ Clicking on the titles displays a list of all reports or files available within that title. By clicking on the title again will collapse the list. (See Screen 2)

☞ The label 'View/Download all NEW…Reports' appears under each title, (except for Short Confirmation Messages and OMNIPRO Bulletins). This feature allows you to view or download all files identified as 'NEW' in the Date/Time Viewed/Downloaded column. (See Screen 2)

☞ The label 'View/Download' appears next to all individual reports. This feature allows you to view or download an individual file. (See Screen 2)
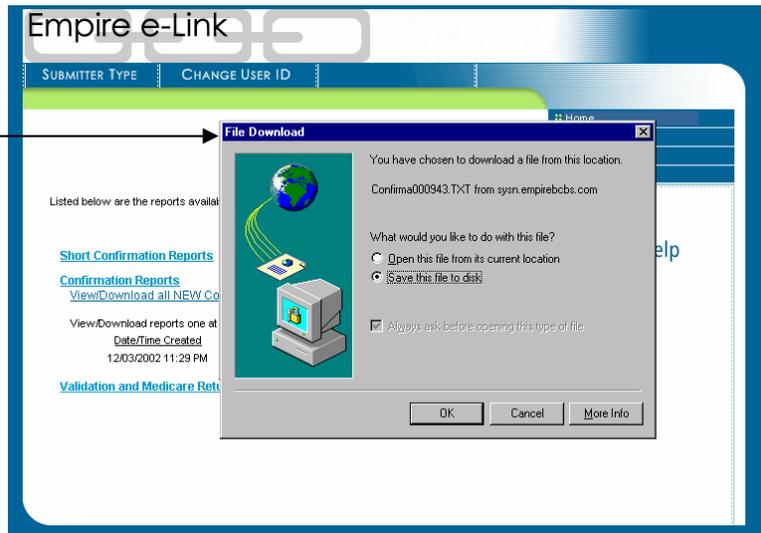
Screen 2

☞ Once the View/Download feature is initiated, a File Download dialog box will appear. (See Screen 3)

☞ To download the file to your hard drive, click OK as the default 'Save this file to disk' radio button is selected upon entry of this dialog box.
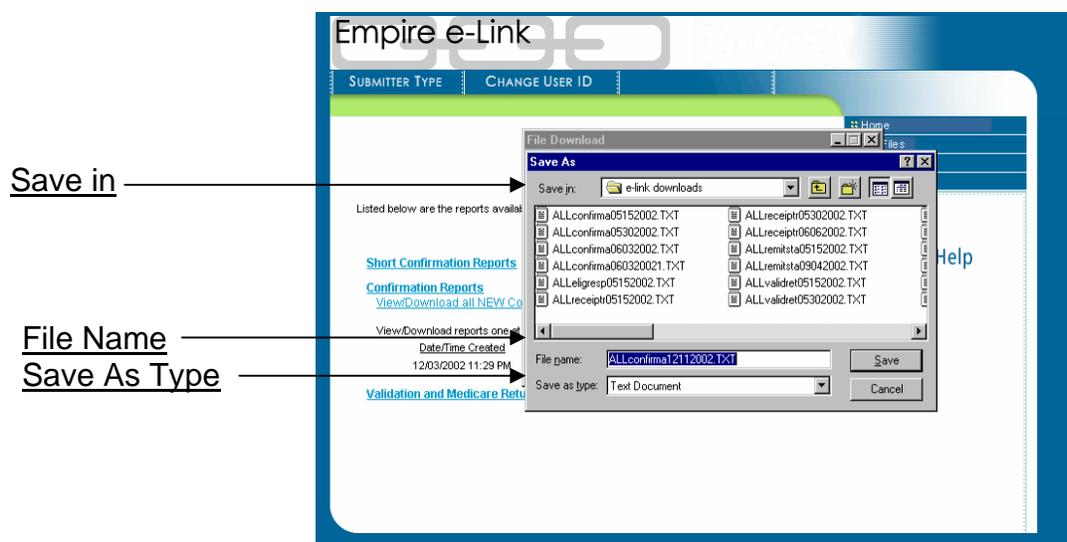
Screen 3

File
Download

☞ The 'Save As' dialog box will appear with the 'File Name" and 'Save As Type' automatically populated (refer to the File Name section of this document for a list of names that will appear based on the file type being downloaded). (See Screen 4) Refer to Appendix B for 'Automatic Assignment of Download File Name.'

☞ Update 'Save in' to place the file in the appropriate drive and folder. Note, if you are using software provided by AT&T/IVANS you should have an e-Link Data folder on your desktop. You can use this folder to store all files downloaded from Empire.

☞ Review the 'File Name' and 'Save as Type' and update if necessary. You have the option of saving using a file name and type of your choice.

☞ Click Save when the appropriate information has been entered.

☞ The file will then be saved in the designated location and you will be returned to Get Files page.

☞ Click on the 'Get Files" bar at the right side of the screen to see the updated 'Date/Time Viewed/Downloaded'. This field will display the most recent date and time the file was viewed or downloaded. The date and time is also updated if you click 'Cancel' in the 'File Download" or 'Save As' dialog box and choose not to view or download the file.

☞ If you requested 'View/Download all NEW…' and there are no 'NEW' files available for download the message 'There are no new reports available for 'View/Download!' will be displayed.
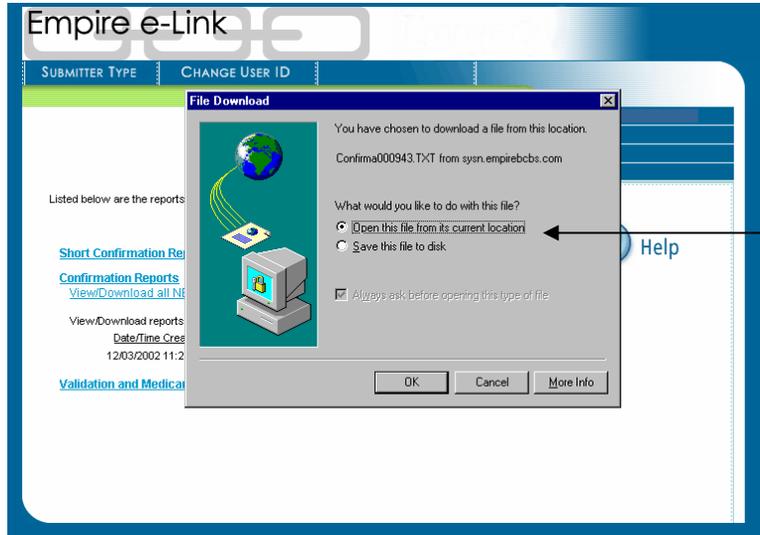

Screen 4

GET FILES

☞ To view a file, once the 'View/Download all NEW… Reports' or 'View/Download' has been requested, select the 'Open this file from its current location' radio button and click OK. (Screen 5)
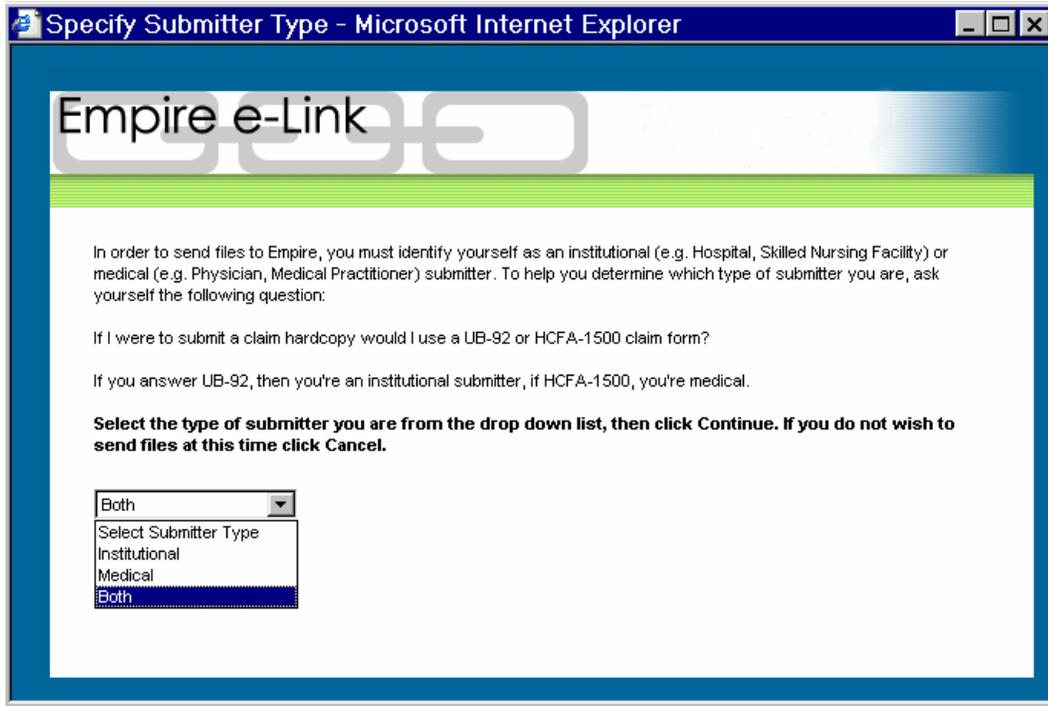
Screen 5

Open file from current location

☞ The file will be opened as a text file (.txt) in your default text editor.

☞ Once the file is displayed on your text editor, you can save the file in any location you choose using commands found in the text editor.

Note: All Empire created files are pre-formatted text files that can be viewed and downloaded using the text-editor, such as Notepad or word-processing software, such as Wordpad or Microsoft Word. To process an X12 835 remittance transaction, special translator software is required.

SUBMITTER TYPE

The 'Submitter Type' page is used to identify if you are an institutional submitter (e.g. Hospital, Skilled Nursing Facility) medical submitter (e.g. Physician, Medical Practitioner) or both. This page will be presented when navigating to the Send Files page. Once a submitter type is selected and the 'Continue' button is depressed the 'Submitter Type' page will not appear again unless you click the Submitter Type link at the top of the screen.

The 'Submitter Type' selected drives the upload selections presented on the Send Files page.

SEND FILES

Before you can send a file using e-Link, you must know where the file is stored. The file you intend to send can be stored locally on your hard drive or your network, but you must be able to locate it.

If you are a Medical submitter using PC-Ace to create claim files, the file should be located in the following file name and path: C:\bsace\bstrans.dat

If you are an Institutional submitter using PC-Ace Pro32 to create claim files, the file should be located in the following file name and path: C:\winpcace\trans.dat

If you utilize a software vendor to create claim files, please contact them for the correct file location. The information you need to obtain from your software vendor is 'drive/directory/file name'.

To send a file:

☞ Click the Send Files link on the right hand side of the screen to display the Send Files page.

☞ Click the box in the Send column.

☞ When applicable, indicate if the file is <u>Prod</u>uction or <u>Test</u> by clicking on the appropriate radio button.

☞ Populate the File Location box using one of the following methods:

1. Click on the browse button to open the Choose File dialog box. Look in the appropriate drive and folder, click on the desired file and click Open. The file name will appear in the File Location box. (See Screen 7)

2. Manually enter the file path in the File Location box. (See Screen Above)

3. If you want to send a file that is in the same location as the last file sent, click on the "<u>click here to view last known file locations</u>" link found in the first paragraph on the page. This will open a Choose a File Path dialog box with the last known file name presented. Click on the file name you want to copy, click X in the upper right corner to close the dialog box, right click in the file location box you want the file name copied to, the click paste. (See Screen 8 & 9)

☞ Click the Send File button to transmit the file(s).

☞ A Short Confirmation Message will then be presented with the status of the file transfer. Refer to Appendix C for detailed message descriptions.

Screen 7

Browse Button

Screen 8

'Click here to view last known file locations'

Screen 9

Click to copy

Get Files: Definitions, Location and Retention

☞ **Medical and Institutional:**

Short Confirmation Report: provides a high level status of a production or test file upload. Created immediately after file upload and can be download one time only. When available, can be found under the Short Confirmation Reports heading on the Get Files page.

EMC Receipt Report (EMCD6102): displays ISA and GS errors, TA1 errors, 997 validation results, implementation guide (IG) errors, provider level, and business level errors for Empire Blue Cross and Blue Shield and QuickLink^{sm} Commercial claims submitted in the X12 837 version 4010A1 and higher formats. Report is available for retrieval within 24 hours after receipt of your claim file at Empire and is found under the EMC Receipt Reports heading on the Get Files page.

EMC Receipt Report (EMCD6100): displays ISA and GS errors, TA1 errors, 997 validation results, and submitter validation errors for Medicare Part A and Part B. Provider batch errors are displayed for Medicare Part A only. Report is available for retrieval within 24 hours after receipt of your claim file at Empire and is found under the EMC Receipt Reports heading on the Get Files page.

X12 997 Functional Acknowledgement: performs standard level editing of the Functional Groups (GS/GE) and the Transactions within the Functional Group (ST/SE) for X12 transactions (837 and 276) received by Empire. Report is available for retrieval within 24 hours after receipt of your file at Empire and is found 997 Functional Acknowledgements heading on the Get Files page.

Confirmation Report (EMCDC060): provides notification of a server error condition for X12 837 and X12 276 version 4010A1. Report is created within 24 hours after upload, except between the hours of 11:45 p.m. and 6:00 a.m., and is found under the Confirmation Reports heading on the Get Files page.

Commercial Provider Daily Statistics Report (R022): displays the number of claims paid and the details of claims rejected by WebMD for commercial production claims that were accepted by Empire's QuickLink^{sm} in the X12 837 version 4010A1 and passed to WebMD (NEIC) for payment. Report will be returned from WebMD the next business day after the Empire QuickLink^{sm} processing cycle and is found under the QuickLink^{sm} Validation Reports heading on the Get Files page.

OMNIPRO Bulletins: Empire announcements, located, when available, under the OMNIPRO Bulletins heading on the Get Files page.

276 TA1 Interchange Acknowledgement: returns ISA header and GS segment errors found in the X12 276 Claim Status Request transaction for Medicare Part A and Medicare Part B. Report is available the next business day after receipt of your file at Empire and is located under the 276 TA1 Interchange Acknowledgements heading on the Get Files page.

277 Claim Status Response: provides the responses to inquiries submitted in the X12 276 Claim Status Request transaction for Medicare Part A and Medicare Part B. Report is available the next business day after receipt of your file at Empire and is located under the 277 Claim Status Responses heading on the Get Files page.

X12 835 version 4010A1 Remittance: production or test files available upon request for Blue Cross, Blue Shield, Medicare Part A, and Medicare Part B and are found under the Remittance Statements heading on the Get Files page.

☞ **Medicare Part A only:**

Medicare Part A Inbound Reject Report (HB997ZRJ-A) and Inbound Accept Report (HB997ZAC-A): for HIPAA X12 837 claim and X12 276 claim status request production and new biller test transmissions. The Inbound Reject Report displays errors for 837 claims and 276 claim status requests that fail Medicare's implementation guide (IG) edits. The Inbound Accept report displays claims that passed editing and were accepted for processing into the FISS Shared Standard System. Reports are available the next business day after receipt of your files at Empire and are found under the Validation and Medicare Return Reports heading on the Get Files page.

Note: For X12 837 claim submission, this report is in addition to the EMC Receipt Control Report (file/batch level returns).

Medicare Part A 50 Report: displays Medicare Part A FISS Reason Code errors received on new biller test claims submitted in the HIPAA X12 837 format. Report is found under the Validation and Medicare Return Reports heading on the Get Files page.

☞ **Medicare Part B only:**

Medicare Part B Return Report: displays Medicare Part B errors received on new biller or production claims submitted in the X12 837 format. Report is available the next business day after receipt of your file at Empire and is found under the Validation and Medicare Return Reports heading on the Get Files page.

Medicare Part B 276 IG Edit Report: displays errors for production or new biller test data that is not in compliance with instructions found in the X12 276/277 Implementation Guide for version 004010X093A1. Report is available the next business day after receipt of your file at Empire and is found under the 276 IG Edit Reports heading on the Get Files page.

Additional Information:
Short confirmation reports are available for download one time only. Once the 'Short Confirmation Report' is download and screen is refreshed, the information pertaining to the message (Date/Time Created, Date Time Viewed/Downloaded, etc.) is deleted. If all Short Confirmation Reports have been viewed or downloaded, the heading will also be removed from the Get Files page once refreshed.

All files, reports and remittances are available for viewing or downloading for 11 days from the date that appears in the 'Date/Time Viewed/Downloaded' column. If NEW appears in this column the file is retained for 30 days from 'Date/Time Created'.

Date/Time Created

Date /Time Viewed/Downloaded

Automatic Assignment of Download File Name:

Empire e-Link will automatically populate the 'File name' and 'Save as type' in the 'Save As' dialog box when a file download is requested. The 'Save as' type will always be 'Text Document' and 'File Name' will vary based on the type of file (e.g. Confirmation Reports, Remittance Statements, etc.) and request (e.g. 'all NEW' or individual). Note: ****** Represents a 6 character batch number assigned by Empire; mmddyyyy represents the month, day, and year the file was downloaded.

Type of File	Type of Request	Download File Name
Short Confirmation Report	Download individual	Shortcon******.txt
EMC Receipt Report	Download individual Download all 'New'	Receiptr******.txt ALLreceiptrmmddyyyy.txt
837 997 Functional Acknowledgement	Download individual Download all 'New'	X12997ak******.txt ALLx12997akmmddyyyy.txt
Confirmation Report	Download individual Download all 'New'	Confirma******.txt ALLconfirmammddyyyy.txt
Validation and Medicare Return Reports	Download individual Download all 'New'	Validret******.txt ALLrvalidretmmddyyyy.txt
Commercial Provider Daily Statistics Rpt	Download individual Download all 'New'	Qlvalida******.txt ALLqlvalidammddyyyy.txt
Production Remittance Statements	Download individual Download all 'New'	Remitsta******.txt ALLremitstammddyyyy.txt
Test Remittance Statements	Download individual Download all 'New'	Testremt******.txt ALLtestremtmmddyyyy.txt
OMNIPRO Bulletins	Download individual	Bulletin******.txt
276 TA1 Interchange Acknowledgement	Download individual Download all 'New'	x276ta1p******.txt ALLx276ta1pmmddyyyy.txt
276 997 Functional Acknowledgement	Download individual Download all 'New'	x276997p******.txt ALLx276997pmmddyyyy.txt
276 IG Edit Report	Download individual Download all 'New'	x276igep******.txt ALLx276igepmmddyyyy.txt
277 Claim Status Response	Download individual Download all 'New'	x12277rp******.txt ALLx12277rpmmddyyyy.txt
Test 276 TA1 Interchange Acknowledgement	Download individual Download all 'New'	x276ta1t******.txt ALLx276ta1tmmddyyyy.txt
Test 276 997 Functional Acknowledgement	Download individual Download all 'New'	x276997t******.txt ALLx276997tmmddyyyy.txt

Test 276 IG Edit Report	Download individual	x276iget******.txt
	Download all 'New'	ALLx276igetmmddyyyy.txt
Test 277 Claim Status Response	Download individual	x12277rt******.txt
	Download all 'New'	ALLx12277rtmmddyyyy.txt
Eligibility Responses	Download individual	Eligresp.txt
	Download all 'New'	ALLeligrespmmddyyyy.txt

APPENDIX C

Section 1:

Messages prompted on the Send Files page:

If the 'Send File' button has been clicked and information is missing one of the following messages will be displayed:

☞ Do you want to send a file?
  If so, check the appropriate send box, enter the file location and click the 'Send File' button located at the bottom of the page.

  This message is displayed if no data is present in the send box and file location and the 'Send File' button is clicked.

☞ Do you want to send the file(s) specified?
  If so, check the appropriate send box and click the 'Send File' button located at the bottom of the page.

  This message is displayed if the file location is present, the send box is not checked and the send file button is clicked.

☞ Do you want to send a file?
  If so, enter the file location and click the 'Send File' button located at the bottom of the page.

  This message is displayed if the send box has a check, the file location is blank and the 'Send File' button is clicked.

☞ Claim file not found!
  Re-enter a valid file location, check the appropriate send box, click the prod or test radio button, then click the 'Send File' button located at the bottom of the page.

  This message is displayed if the send box is checked, a file location is present, the send file button is clicked, and e-Link is unable to locate the file specified.

☞ Claim Status Request file not found!
  Re-enter a valid file location, check the appropriate send box, then click the 'Send File' button located at the bottom of the page.

  This message is displayed if the send box is checked, a file location is present, the send file button is clicked, and e-Link is unable to locate the file specified.

☞ 997 835 Acknowledgement file not found!
  Re-enter a valid file location, check the appropriate send box, then click the 'Send File' button located at the bottom of the page.

  This message is displayed if the send box is checked, a file location is present, the send file button is clicked, and e-Link is unable to locate the file specified.

☞ Eligibility file not found!
  Re-enter a valid file location, check the appropriate send box, then click the 'Send File' button located at the bottom of the page.

  This message is displayed if the send box is checked, a file location is present, the send file button is clicked, and e-Link is unable to locate the file specified.

Section 2:

Send Files and Get Files Short Confirmation Messages:

After the send file function is complete one of the following messages will be presented on the Send Files page. These messages are also available to view or download on the Get Files page under the Short Confirmation Reports heading.

Claim File Messages:

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The Claim File (XX characters) was successfully transferred to Empire! When available, please review the confirmation report using Get Files to determine if the file was accepted or rejected. If all transactions are complete, close your browser then disconnect your AT&T network connection.

This message is displayed upon completion of a successful file upload.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)

The transmission rejected. The Submitter ID is missing or invalid: XXXXXXXXX. Please correct the file and resubmit.

This message is displayed if the submitter id in the header record is missing or not found on Empire's submitter file. Please review the information in the header, correct and resubmit the file.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The first record read is assumed to be the header record. The first record received is not a header or the required fields are misspelled or misplaced. Verify that the header is the first record on the file and that all required fields are present. Please correct the file and resubmit.

This message is displayed if the first record on the file is not a header record or for X12 transmissions, data within the header record is incorrect. Please review the file, make sure the first record is not spaces and contains the correct header information. If submitting an X12 file it must begin with ISA and ISA05 must equal ZZ. Please make the necessary corrections and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The User ID XXXXXX is not authorized to transmit files for the submitter indicated in the header record. Please correct the file and resubmit.

This message is displayed if the submitter number on the file is not linked to the EDI number used to logon on to e-Link on Empire's files. Please verify accuracy of the submitter number in the header record, correct and resubmit or contact the IES Technical Help Desk for assistance.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission was unsuccessful. Please try again later.

This message is displayed if the Empire system is unavailable.

Claim Status Request Messages:

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The Claim Status Request (XX characters) was successfully sent to Empire! If all transactions are complete, close your browser then disconnect your AT&T network connection.

This message is displayed upon completion of a successful file upload.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The Submitter ID is missing or invalid: XXXXXXXXX. Please correct the file and resubmit.

This message is displayed if the submitter in ISA06 is missing or not found on Empire's submitter files. Please review the information in the header, correct and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The first record read is assumed to be the header record. The first record received is not a header or the required fields are misspelled or misplaced. Verify that the header is the first record on the file and that all required fields are present. Please correct the file and resubmit.

This message is displayed if the first record on the file is not a header record or data within the header record is incorrect. Please review the file, make sure the first record is not spaces and contains, it begins with ISA and ISA05 equals ZZ. Please make the necessary corrections and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The User ID XXXXXX is not authorized to transmit files for the submitter indicated in the header record. Please correct the file and resubmit.

This message is displayed if the submitter number on the file is not linked to the EDI number used to logon on to e-Link on Empire's files or the submitter is not authorized to send the test or production file. Please verify accuracy of the submitter number and test/production indicator in the header record, correct and resubmit or contact the IES Technical Help Desk for assistance.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The Interchange ID Qualifier in ISA07 and Interchange Receiver ID in ISA08 are invalid or conflict. Please correct the file and resubmit.

This message is displayed if the first three characters of the file begin with ISA and the ISA07 and ISA08 combination is not valid. Valid combinations are as follows.
                    ISA07 = ZZ and ISA08 = 00303(Blue Cross)   or
                    ISA07 = ZZ and ISA08 = BS803 (Blue Shield)   or
                    ISA07 = 27 and ISA08 = 00803 (Medicare Part B)   or
                    ISA07 = 28 and ISA08 = 00308 (Medicare Part A)   or
                    ISA07 = ZZ and ISA08 = WI303 (Commercial Institutional)   or
                    ISA07 = ZZ and ISA08 = WP803 (Commercial Professional)

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission was unsuccessful. Please try again later.

This message is displayed if the Empire system is unavailable.

Part A and Part B 997 835 Acknowledgement Messages:

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The 997 835 Acknowledgement (XX characters) was successfully sent to Empire! If all transactions are complete, close your browser then disconnect your AT&T network connection.

This message is displayed upon completion of a successful file upload.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The Submitter ID is missing or invalid: XXXXXXXXX. Please correct the file and resubmit.

This message is displayed if the submitter in ISA06 is missing or not found on Empire's submitter files. Please review the information in the header, correct and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The first record read is assumed to be the header record. The first record received is not a header or the required fields are misspelled or misplaced. Verify that the header is the first record on the file and that all required fields are present. Please correct the file and resubmit.

This message is displayed if the first record on the file is not a header record or data within the header record is incorrect. Please review the file, make sure the first record is not spaces and contains, it begins with ISA and ISA05 equals ZZ. Please make the necessary corrections and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The User ID XXXXXX is not authorized to transmit files for the submitter indicated in the header record. Please correct the file and resubmit.

This message is displayed if the submitter number on the file is not linked to the EDI number used to logon on to e-Link on Empire's files. Please verify accuracy of the submitter number, correct and resubmit or contact the IES Technical Help Desk for assistance.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission was unsuccessful. Please try again later.

This message is displayed if the Empire system is unavailable.

Part B Eligibility Request Messages:

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The Part B Eligibility Request (XX characters) was successfully sent to Empire! If all transactions are complete, close your browser then disconnect your AT&T network connection.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission rejected. The submitter id on the eligibility header must match the submitter id on each detail record. A mismatch was found. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent)
The transmission rejected. The first record read is assumed to be the header record. The first record received is not a header or the required fields are misspelled or misplaced. Verify that the header is the first record on the file and that all required fields are present. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission rejected. The maximum length of an eligibility record is 58 characters. A record was found that was greater than 58 characters in length. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission rejected. An eligibility header was found but no detail records. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission rejected. Eligibility requests can not exceed 99 details. More than 99 details are present or other record format problems exist. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission rejected. Eligibility request header records have an 'e' in position 1. More than one record was found with an 'e' in position 1. Please correct the file and resubmit.

☞ Transmission Verification for Submitter XXXXXXXXX (obtained from file sent).
The transmission was unsuccessful. Please try again later.

Helpful hints on viewing and printing report(s):

When viewing or printing a text file using Notepad you will want to change the page setup and font in order for the file or report to format properly. Helpful hints are as follows:

☞ When viewing or printing Short Confirmation Reports click on Edit and 'turn on' Word wrap'. This will allow you to view the entire message on one page.
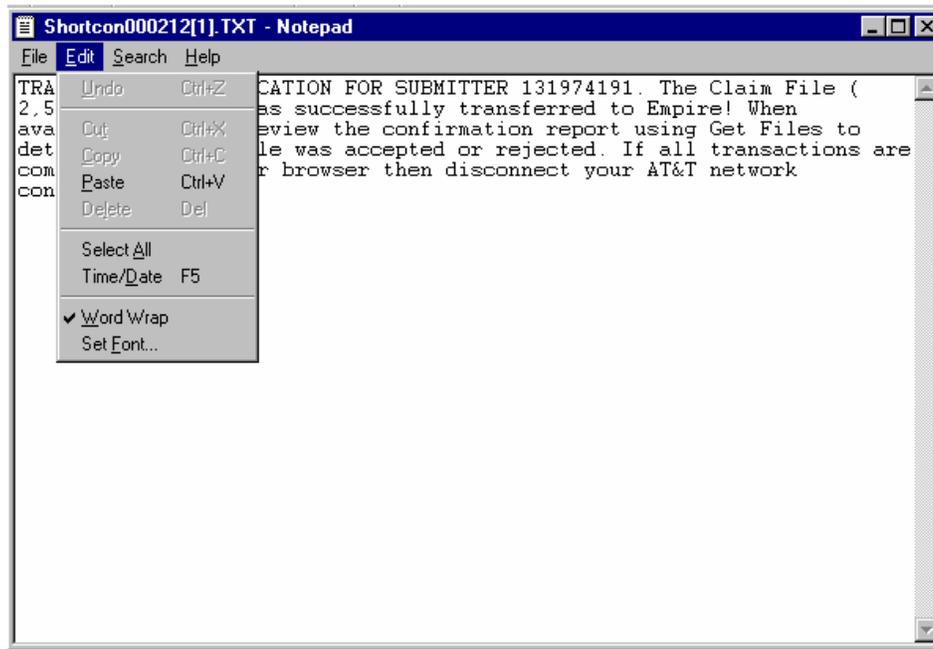
☞ When viewing or printing Confirmation, Validation and Medicare Return Reports, EMC Receipt Reports, or OMNIPRO Bulletins, click on Edit and 'turn off' Word wrap'. Click on File and Page Setup, change the Orientation from Portrait to Landscape and Left and Right margins to 0.25". The report should print in the proper format. If it does not you may also need to change the font (go into edit, click select all, go into edit again, click on Set Font and change to Courier, Regular, 8).