



**Carrier Bulletin Board System
(CABBS)**

Claim Editing Process Reports

Error Summary Reports (ESR) Detail & Management

How to Read Your Error Summary Report (ESR)

Included in this Guide is basic information on the three reports generated in the claims editing process. All of these edit-level reports appear in your CABBS electronic mailbox and should be downloaded for each claim file transmitted to NHIC, Corp. The three reports are the Edit Status Report, the ANSI 997 Functional Acknowledgement Transaction Report and the Error Summary Report (ESR). Each of these reports is sent to the CABBS mailbox after each level of pre-editing occurs on your claim file

The Claims Editing Process

The process of pre-editing claims information for accuracy is one of the advantages of billing electronically. Claims needing correction can be retransmitted right away, ensuring faster payment.

After transmitting a claim file to the Carrier Bulletin Board System (CABBS) there are several levels of editing that the file must pass before claims can be accepted into Medicare system for processing. For assistance reading any of these reports, please call the EDI Department of the NHIC, Corp. office that processes your claims. The toll free number for New England is: 1-877-386-1056.

I. CABBS-level edits

CABBS-level edits are the first level of editing. Failure to pass the CABBS-level edits will result in the rejection of the entire file. Within seconds of CABBS receiving your transmission a message from the CABBS Claim Editor will appear in your electronic mailbox. This message, known as **the Edit Status Report**, tells you whether or not CABBS has accepted the file. It is an acknowledgement that your system has communicated with our system successfully and has not encountered CABBS-level edits.

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II. 997-level edits

The next level of editing is the ANSI 997-level edit that produces the Functional Acknowledgement Transaction Set (the 997 report). This transaction set (the 997 report) indicates the results of the syntactical analysis of electronically encoded documents. The 997 report is delivered to your CABBS mail box the day after the file was submitted.

III. Pre-Pass Edits

Before claims are accepted into the Medicare system for processing they are subject to numerous "pre-pass" edits. These edits may be applicable to the entire file, a batch of claims within the file, or to an individual claim within a batch. Any file, batch, or claim, which does not pass this level of editing will be listed in the **Error Summary Report (ESR)**. The ESR is a notification that a claim, batch, or file has been rejected. Rejected claims must be corrected and retransmitted in order to be accepted into the Medicare system for processing. It is critical that all electronic submitters have access to this information. Claims rejected at the pre-pass level are not listed on the Medicare Summary. When a claim successfully passes this level of editing, it is assigned a unique Internal Control Number (ICN) and uploaded to NHIC, Corp.'s system for processing.

When calling the Medicare Provider Customer Service numbers for claims assistance, remember representatives can only give you information on claims accepted into the Medicare system. They do not have access to information about claims that were rejected at the CABBS level, 997 Functional Acknowledgement level, or pre-pass edit level however, for assistance with errors on these reports you can contact the EDI Dept. at 877-386-1056 . All submitters should check their CABBS Electronic Mail and Error Summary Report (ESR) after each transmission to make sure all claims were successfully received. A complete listing of NHIC, Corp.'s CABBS edits and pre-pass edits and their resolutions are available in the CABBS User Guide, at <http://www.medicarenhic.com/edi/download/cabbsuserguide.pdf>.

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Keeping Track of Your Claim Submissions – CABBS Mailbox:

Within seconds after the transmission is complete the CABBS Claim Editor will generate a message, which appears in your CABBS mailbox (see Electronic Mail Menu). This is your transmission log, indicating whether CABBS has received your claim file successfully. If your file has passed this level of editing (CABBS-level editing) the following transmission log message will appear in your CABBS mailbox:

- **"Initial transmission successful"**. For a more complete review of your transmission and final acceptance, please review your 997 functional acknowledgement(s) in your CABBS mailbox the next business day”.

Your ANSI 997 Functional Acknowledgement message (from the 997-level of editing) is available in your CABBS electronic mailbox on the same day—if the files were transmitted between 5 p.m. the previous night and 10 a.m. (local time). The **997 Report** for claims transmitted after 10:00 a.m. that day will be available the next business day*. **If the ANSI 997 report shows a rejection, your entire file was rejected at the translator level, and no Error Summary Report will be produced.** When you encounter a ANSI997 rejection, you must correct the error(s) and resubmit the entire batch of claims. If you require assistance with interpreting the ANSI 997 reports please contact your software vendor.

The **Error Summary Report (ESR)** notifies you if an electronic claim, batch, or file is rejected. Rejected claims must be corrected and retransmitted in order to be accepted into the Medicare system for processing. It is important to check your CABBS electronic mailbox frequently and read your Error Summary Reports carefully to note that your claims have been accepted into the system. Using this guide, you will learn how to read and understand your ESR and download the reports for your future use. The **Error Summary Report (ESR)** (the next level of editing – known as the pre-pass edit level) will be posted to your CABBS electronic mailbox sometime between 9:00 a.m. and 12:00 noon the next business day*. It will remain there for 30 calendar days. You will receive only

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one validation report for each business day you transmit claims to CABBS successfully even if you transmit several times in one day/several batches of claims in one day. If error messages appear on your report, please refer to the "Pre-pass Edits List. A complete listing of NHIC, Corp.'s CABBS edits and pre-pass edits and their resolutions are available in the CABBS User Guide, at <http://www.medicarenhic.com/edi/download/cabbsuserguide.pdf>.

NHIC, Corp. will guarantee same-day acceptance for claim files that have been processed by the CABBS Claim Editor by 5:00 p.m. Claims received after 5:00 p.m. will be counted as received the next business day.

***Availability of CABBS Error Summary Reports:**

Claim File Transmitted:

Monday - Thursday, before 5:00 p.m.
Monday - Thursday, after 5:00 p.m.
Friday before 5:00 p.m.
Friday after 5:00 p.m.
Saturday and Sunday
Holidays

Claim File Receipt Date,
997 and ESR Reports Available:

Next business day
Two business days
Monday
Tuesday
Tuesday
Allow 1 additional business day

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Reading the Error Summary Report

The Error Summary Report Contains Three Sections:

1. **Provider Summary:** The summary lists total claims, claims accepted, claims deleted, and the error rate – the percentage of claims with errors and the percentage of claims deleted for each billing provider. This section is especially helpful to submitters who send claims for multiple providers (or multiple groups) within the same file transmission. See example below:

EXAMPLE:

<u>H99RAR03</u>		NHIC, Corp. PROFESSIONAL EMC PROGRAM MEDICARE-B EMC INPUT PROVIDER SUMMARY REPORT			PAGE 1	
		SUBMITTER ID: U076		SUBMITTER NAME: EMDEON ADDRESS: 26 CENTURY BLVD #601 CITY: NASHVILLE STATE/ZIP: TN, 37214		
		PROCESS DATE: 12/31/2008				
PROVIDER NPI#	PROVIDER PIN#	TOTAL CLAIMS	CLAIMS ACCEPTED	CLAIMS DELETED	ERROR RATE	DELETE RATE
-----	-----	-----	-----	-----	-----	-----
1770685877		1	0	1	0 %	100 %
1043415805		6	6	0	0 %	0 %
1932206133		32	31	1	3 %	3 %

NOTE: You will notice that Provider NPI # 1770685877 had the claim sent reject. This caused the “delete rate” for this provider to

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be 100%.

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2. **Batch Detail Control Listing:** Batch Detail Control Listing shows all errors at the claim, batch, or file level. If a claim, batch or file has been rejected, one or more error codes will appear. Each error code has a text message explaining the error. More detailed information is available in the "Pre-pass Edits" list. Batch level errors are identified by PIN/PTAN, NPI and by batch number. Files, batches, or claims that are rejected at the pre-pass level need to be corrected and retransmitted.

EXAMPLE:

<u>H99AR04</u>		NHIC, Corp.		PAGE 1		
PRODUCTION		PROFESSIONAL EMC PROGRAM MEDICARE-B EMC INPUT BATCH DETAIL CONTROL LISTING				
		SUBMITTER ID: U076		SUBMITTER NAME: EMDEON		
				ADDRESS: 26 CENTURY BLVD #601		
				CITY: NASHVILLE		
				STATE/ZIP: TN, 37214		
		PROCESS DATE: 12/31/2008				
PROVIDER NPI#	PROVIDER PIN#	TOTAL CLAIMS	CLAIMS ACCEPTED	CLAIMS DELETED	ERROR RATE	DELETE RATE
1770685877		1	0	1	0 %	100 %
1043415805		6	6	0	0 %	0 %
1932206133		32	31	1	3 %	3 %

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**EXAMPLE:
H99RAR04**

SUBMITTER ID: U076		SUBMITTER NAME: EMDEON						
		ADDRESS: 26 CENTURY BLVD #601						
		CITY: NASHVILLE						
		STATE/ZIP: TN, 37214						
		PROCESS DATE: 12/31/2008						
EMC PROVIDER : NPI: 1932206133		PIN: BATCH STATUS : ACCEPTED						
EMC PROVIDER : NPI: 1932206133		PIN: BATCH NUMBER : 1						
PROV	PROV	REFERENCE	REC TYPE DTL	FIELD IN	FIELD	ERR	MESSAGE	ERROR
NPI#	PIN#	NUMBER	NUM	ERROR	CONTENTS	NUM	SEVERITY	
EMC PROVIDER : NPI: 1932206133		PIN: BATCH STATUS : ACCEPTED						
1932206133	2	2000B SBR	CLM	FLG	CD	CI	M021 = MEDICARE PART B (MB) CLAIM DELETED	
<u>HIC FOR ABOVE CLAIM IN ERROR: 029243152A</u>						ICN: 0000000000000		
TOTAL CLAIMS RECEIVED :		3		<div style="border: 1px solid black; padding: 5px;"> <p>Note: The message “HIC FOR ABOVE CLAIM IN ERROR” is provided in order to help the biller to identify the patient. It does not mean that the Medicare ID number (HIC) is incorrect!</p> </div>				
TOTAL CLAIMS ACCEPTED :		2						
TOTAL CLAIMS DELETED :		1						
TOTAL CLAIMS WITH ERRORS :		1						
TOTAL CHARGES ACCEPTED :		\$ 580.00						

In addition to the information noted on the previous page, the Batch Detail Control Listing provides a summary of accepted and deleted claims at the batch level, at the file level, and at the “submitter” level. The “submitter” level includes all files received

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from the submitter for that report's process date. Files received by CABBS after 5:00 p.m. (local time) will be included on the Error Summary Report for the next business day*.

The following example report is continued from the previous page. The file in this example contains three batches. Following is a summary for Batch 0001:

EXAMPLE:
H99RAR04

PRODUCTION	NHIC, Corp. PROFESSIONAL EMC PROGRAM MEDICARE-B EMC INPUT BATCH DETAIL CONTROL LISTING	PAGE 2
SUBMITTER ID: U076	SUBMITTER NAME: EMDEON ADDRESS: 26 CENTURY BLVD #601 CITY: NASHVILLE STATE/ZIP: TN 37214	
PROCESS DATE: 12/31/2008		
TOTALS FOR THIS SUBMITTER		
TOTAL CLAIMS RECEIVED:	13,231	
TOTAL CLAIMS ACCEPTED:	12,757	
TOTAL CLAIMS DELETED:	474	
TOTAL CLAIMS WITH ERRORS:	172	
TOTAL BATCHES RECEIVED:	1,507	
TOTAL BATCHES ACCEPTED:	1,467	
TOTAL BATCHES DELETED:	40	
TOTAL FILES RECEIVED:	1,507	
TOTAL FILES ACCEPTED:	1,467	

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TOTAL FILES DELETED: 40
SUBMITTER TOTAL CHARGED: \$ 4,496,222.00

- 3. **Summary Of Error Messages:** Summary of Error Messages section lists all pre-pass edit messages and the number of times each edit failed for all providers within the report. Submitters can easily identify potential billing problems with this information.

Do not delete Error Summary Reports (or ANSI 997s) from your CABBS mailbox unless you're certain they are no longer needed. Mail deleted from your mailbox may not be recoverable. CABBS will automatically delete any mail item after 30 calendar days whether it has been read or not. Please maintain copies of the error summary reports and/or ANSI 997 reports which show errors until the claim has been loaded successfully to CABBS. This final summary shows all errors for all providers along with a count of how many times each error occurred in the file. This information may be used to quickly identify problem-billing areas.

If you read your ESR consistently and use the information it provides, you'll discover the Error Summary Report is a powerful tool. Use the ESR to help you track claims acceptance status with precision and find the information you need to correct and retransmit rejected claims immediately, with no loss of cash flow.

EXAMPLE:

H99RAR05	NHIC, CORP.	PAGE 1
PRODUCTION	PROFESSIONAL EMC PROGRAM MEDICARE-B EMC INPUT SUMMARY OF ERROR MESSAGES	
SUBMITTER ID: U076	SUBMITTER NAME: EMDEON ADDRESS: 26 CENTURY BLVD #601 CITY: NASHVILLE STATE/ZIP: TN 37214	
	PROCESS DATE: 12/31/2008	

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PROVIDER NPI	PROVIDER PIN	MESSAGE	OCCURRENCES
----- 1932206133	-----	----- = MEDICARE PART B (MB)	----- 1

Downloading and Reading the Error Summary Report

The Error Summary Report is 133 characters wide and must be downloaded to your PC to be viewed or printed. Since many printers and word processors can only accommodate files 80 characters wide you will need to print and/or read the file using one of the options listed below:

To locate where your file will be downloaded:

While in CABBS, click on “Transfer”

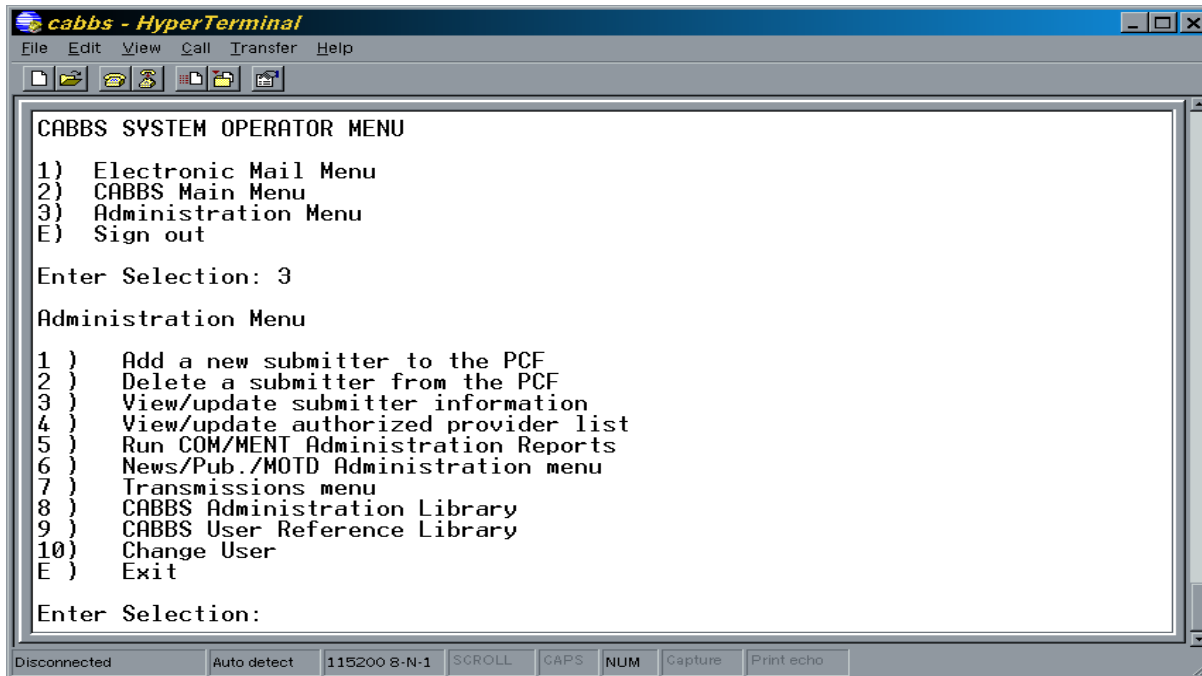


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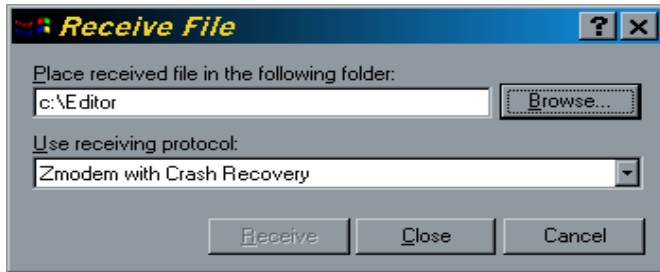
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Then click on **“Receive.”** This will show you where your file will be downloaded; OR you may click on **“Browse”** and choose where you want this file to be sent. (This example is being sent to c:\Editor)



**** If you have a scripted file and are not able to view as shown above, you will need to call your software vendor for further assistance.**

Now you are ready to download.

From the CABBS Electronic Mail Menu, enter selection 1 (**Display/Send/Receive Mail**). The contents of your mailbox will be displayed.

Identify the file you wish to download (example: a, b, c, etc.). Then type **6** and press [ENTER] to tell CABBS you wish to download a file.

EXAMPLE:

- 1) Send
- 2) Remove
- 3) Search for Text
- 4) Page down
- 5) Page up
- 6) Download mail to PC

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7) Quit

Mail Box for: BBB12121B SUBMITTER

11-unread 16-total 942841-bytes

Date	Time	Size	Subject	Sender
a.	Jun21/0522:05	* 636	'p9252172.350978 EDIT	Editor,File
b.	Jun20/0522:05	* 401	'p9252171.350775 EDIT	Editor,File
c.	Jun18/0520:55	*386858	ERROR SUMMARY REPORTS	Editor,File
d.	Jun18/0519:54	* 283	ANSI 997 report	Editor,File
e.	Jun18/0511:22	* 401	'p9252169.346079 EDIT	Editor,File
f.	Jun17/0519:06	*38458	ERROR SUMMARY REPORTS	Editor,File
g.	Jun17/0519:01	* 283	ANSI 997 report	Editor,File
h.	Jun16/052:05	399	'p9252167.343225 EDIT	Editor,File
i.	Jun16/0519:03	*94202	ERROR SUMMARY REPORTS	Editor,File
j.	Jun16/0518:57	* 283	ANSI 997 report	Editor,File
k.	Jun16/0511:59	* 401	'p9252167.342306 EDIT	Editor,File
l.	Jun10/0518:42	418884	TEST ERROR SUMMARY	Editor,File

Enter Selection: **6**

File list:

- 1) 'p9252172.350978 EDIT STATUS'
- 2) 'p9252171.350775 EDIT STATUS'
- 3) ERROR SUMMARY REPORTS-061805
- 4) ANSI 997 report -061805
- 5) 'p9252169.346079 EDIT STATUS'
- 6) ERROR SUMMARY REPORTS-061705
- 7) ANSI 997 report -061705
- 8) 'p9252167.343225 EDIT STATUS'
- 9) ERROR SUMMARY REPORTS-061605
- 10) ANSI 997 report -061605

Select an item number, N)ext page, or P)rev page :

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CABBS will then give you a list of transmission protocols. Choose the number associated with the protocol you wish to use (Z modem is the most common). CABBS will ask you to press [ENTER] when you wish to start the download process. Press the [ENTER] key.

Transmission Protocol Menu:

- 1) X-modem
- 2) Y-modem
- 3) Z-modem
- 4) Kermit
- 5) Blast
- E) Exit

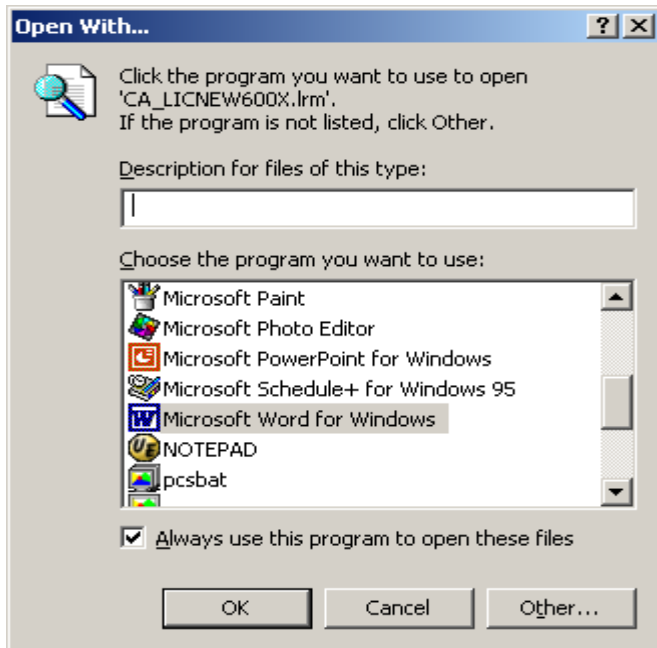
When the download is complete, go to the folder containing the error report and double click on the file. Your computer will ask you to select an application to open the file. Scroll down the list until you find 'Microsoft Word for Windows', and double-click on it.

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Creating a Macro

The following information on **'How to Create a Macro'** is provided as an aide for your use. It isn't a requirement but will allow you to format your Error Summary Report with one click of a button. **If you need assistance with this procedure you will need to contact your software vendor.** **NOTE:** You will only need to create a macro one time.

Download your Error Summary Report and open it in a Word document. While in Word select Tools on the toolbar; then **Macro**; then **Record New Macro**. (Remember to note the name of the macro as you will change the name later).

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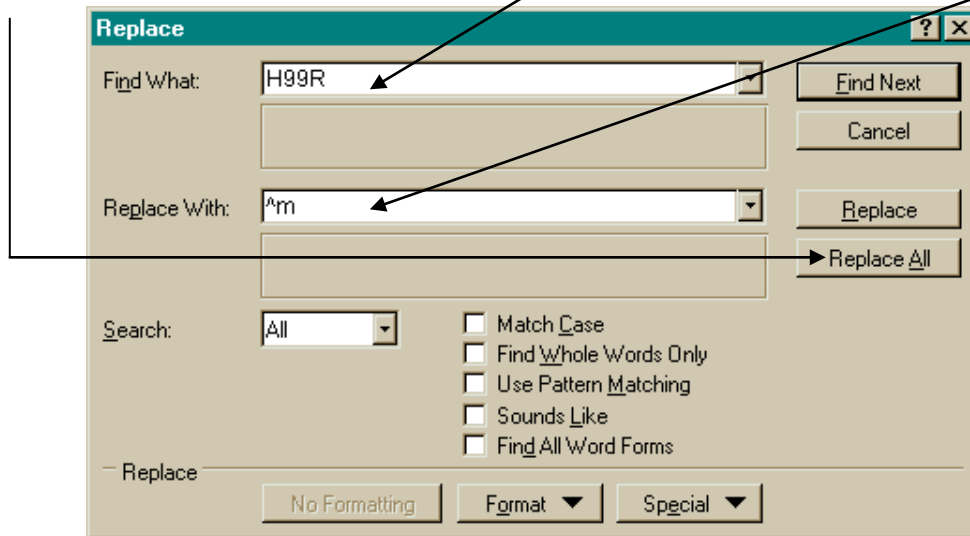
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On the toolbar go to **Edit**, and then select **All**.

On the toolbar go to **Format**, and then to **Font**. Change font type to **Courier New** and the font size to **8**. Then click on **OK**.

On the toolbar go to **Edit**, and then **Replace**. Then type in **H99R** in the “Find What:” field, and enter **^m** in the “Replace With:” field. Then click on **Replace All**.



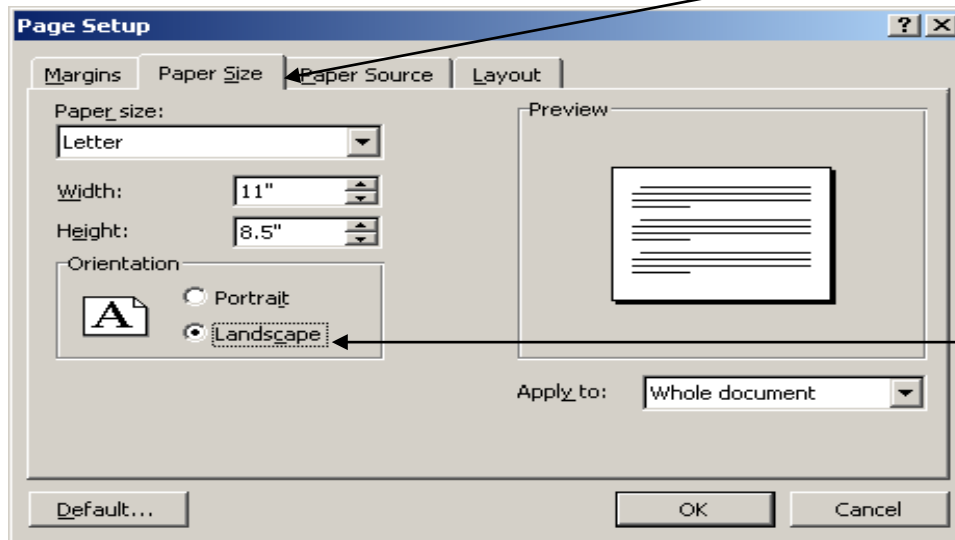
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On the toolbar go to **File**, then to **Page Setup**. Then select the **Paper Size** tab. Change the paper orientation to **Landscape**.



While still in **Page Setup**, click on the **Margins** tab and change the inside margin to

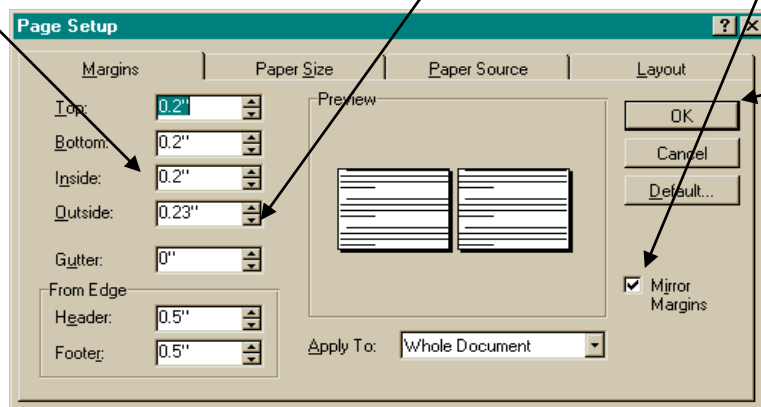
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0.2, and change the outside margin to **0.23**. Then click on the **Mirror Margins** box, and then click on **OK**.



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Click on the recording macro to **stop recording**.

(This is the little square blue box that popped up when we started the recording)



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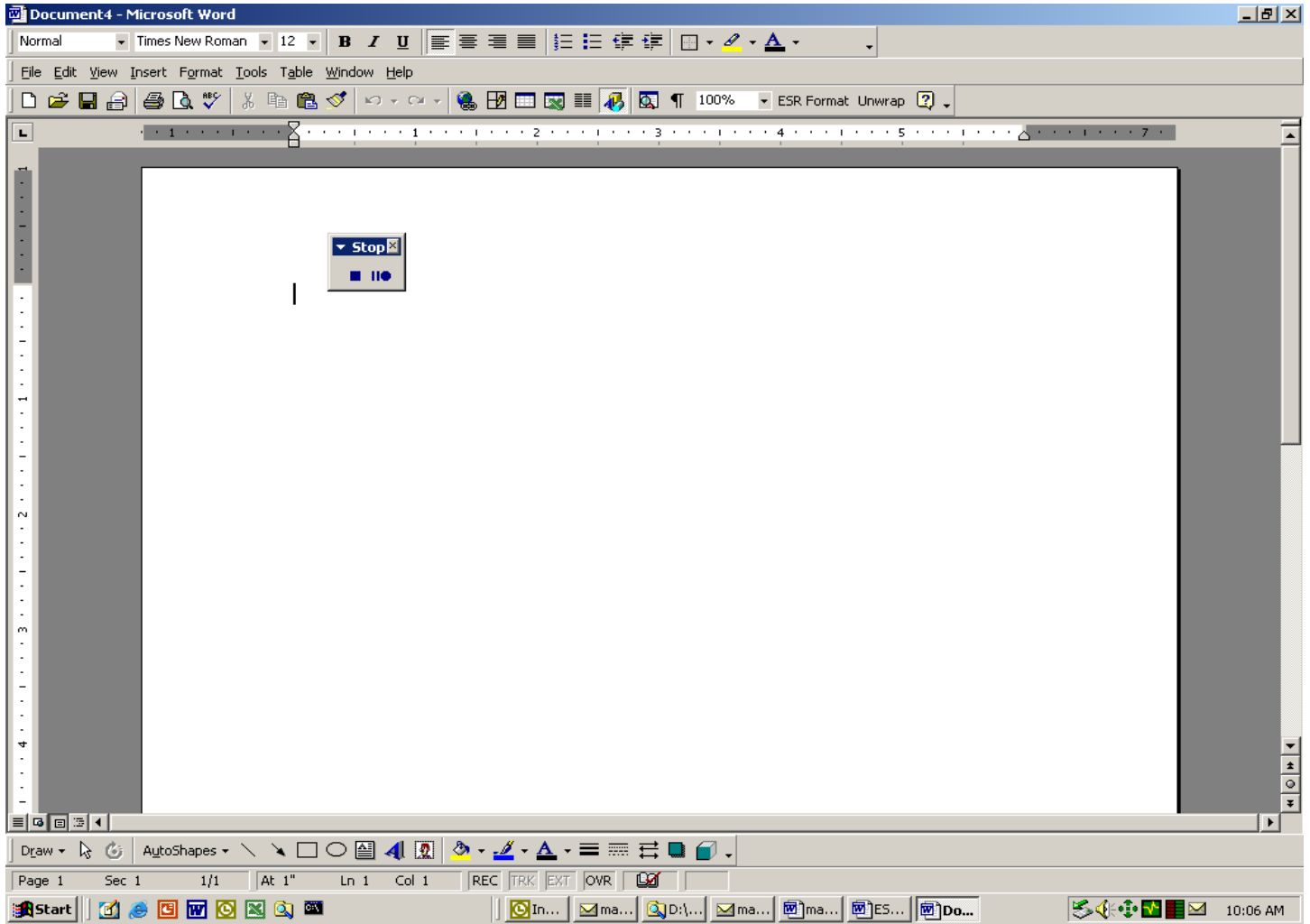
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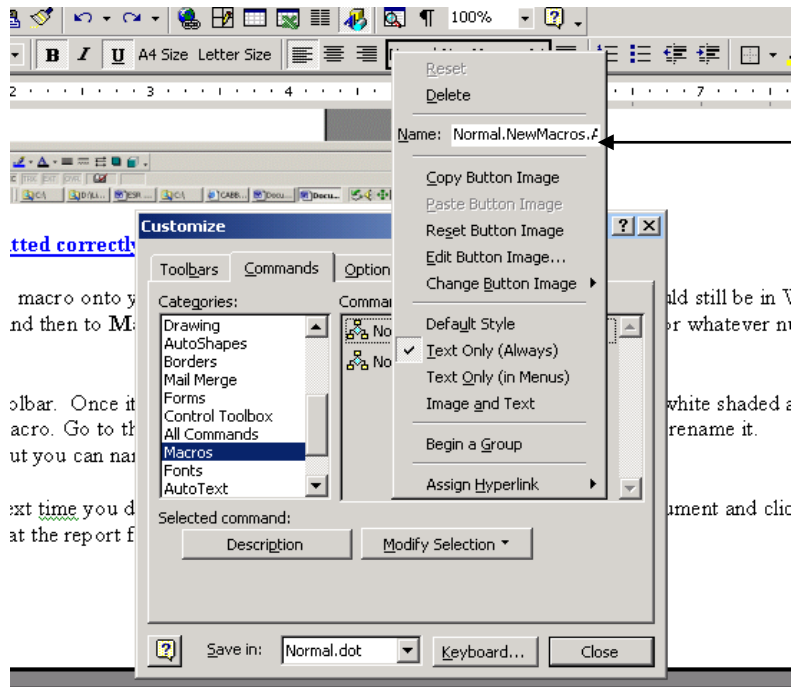
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Now you are ready to put this macro onto your toolbar for easy access. Back at the toolbar (you should still be in Word), go to **Tools**, to **Customize**, to **Commands**, and then to **Macro** - Click on **Macro**. Now you should see the Macro (or whatever number it was assigned when you started). Drag the macro to your toolbar. Once it is on the toolbar, go down to the Name: this should be a white shaded area and it might say 'Normal.NewMacro'. Go to the name and delete the name it has now and you will be able to rename it.

ESR Format is a good choice, but you can name it anything you would like. If you encounter problems changing the name on the Macro you can just leave it as it is.



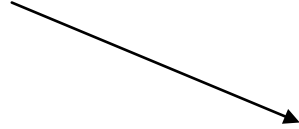
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The process is done. The next time you download an Error Summary Report, open it in a Word document, and click on the macro (ESR format) it will format the report for you.

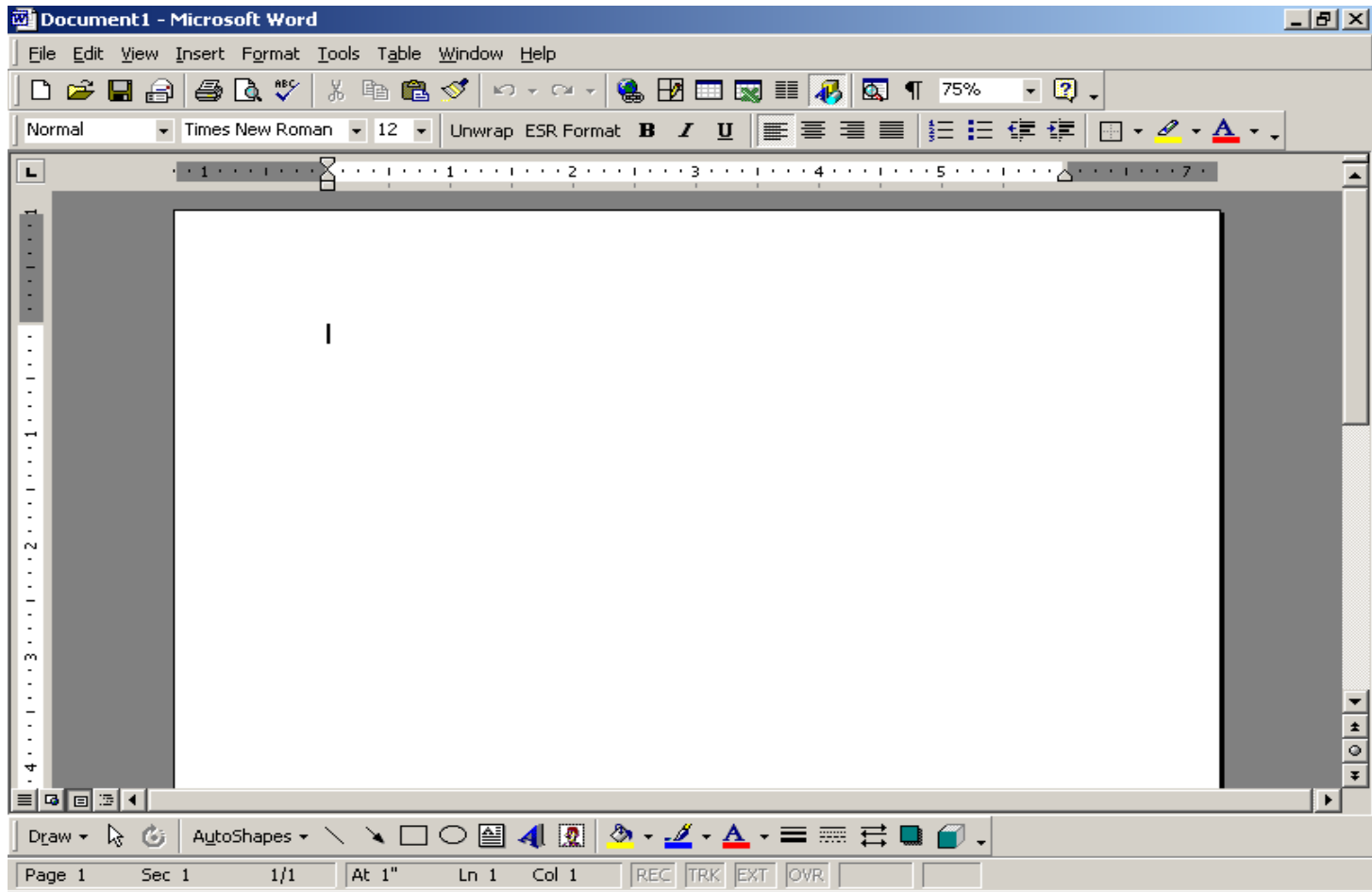


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