

# Troubleshooting for Batch File Rejections



**Medical Services Branch**



Claims Replacement Project

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# Submissions and Validations

## Batch File Submissions and Validations

Batch files are created using your billing software and then submitted to MSB either through your vendor/software provider or uploaded through Customer Portal. A batch file may contain claims from one or more practitioners, in one or more clinics, grouped by practitioner, clinic, and corporation combination.

A batch file submission will either be accepted or rejected (failed). When a batch submission fails, a rejection reason is provided in the validation report. The validation report can be viewed either in Customer Portal or your vendor software (for Accuro Hosted, CBS or Perspect). It is important to review the rejection description, make the appropriate changes and updates to your file and then resubmit.

It is important to understand that when a batch file submission is rejected, the entire submission has been rejected. In other words, all claims within the submission failed to upload to MSB. The validation report will identify the reason for the rejection. Steps must be taken to correct the error and then the file must be resubmitted. Failure to do this will result in your batch file not being received by MSB. The following information identifies who to contact for assistance in correcting the rejection error.

### **Before completing your batch file submission, consider the following:**

- ✓ Is the practitioner eligible to submit claims to MSB?
- ✓ Am I submitting under the correct group number for the practitioner/clinic/corporation combination?
- ✓ Do I have the correct mode marked for my practitioner(s) and applied consistently on all items?
- ✓ Have I entered the Health Services Number correctly (i.e., correct number, province indicator in the correct field, Saskatchewan HSN or Out of Province number)?
- ✓ Do I have the correct service dates indicated (i.e., are the start and end date in sequence...for example:
  - Service date from: January 12, 2024, end date January 12, 2024 (correct), or
  - Service date from: January 12, 2024, end date January 12, 2023 (error).
- ✓ Do I have the correct referring doctor number indicated, if applicable?



Taking time to review your prepared batch file prior to submission and making the applicable corrections beforehand will help build the foundation for a successful submission.

## Vendor Related Support

### Rejections – Contact your Vendor/Software Provider

When the following errors are received, review the above questions to ensure the claim information entered is correct. If issues continue, contact your Vendor/Software Provider for assistance.

When a batch submission fails, the *entire submission has failed*. In other words, every single claim in that submission file failed to upload to the Claims Processing System.



Reject Description
89 Record - Missing Out of Province Health Services Number
Clinic Number cannot be blank or 000
Duplicate Input File
Group Number in the filename does not match with Group Number in Header Record
Invalid Fee for Claim
Invalid Mode for Doctor on Claim
Invalid Numeric Field on Trailer
Invalid Record Type
Invalid Sequence Number within claim
Missing Header Record
Missing Saskatchewan Health Services Number
Missing Trailer Record
More than one Doctor Number in Claims Batch.
More than seven non-hospital services for claim
More than two hospital services for claim
Multiple Claim Types within claim not allowed
Multiple Modes within claim not allowed
Multiple Records with same Claim Number and same Sequence Number
Non-Numeric Claim Number or Claim Sequence number
Referring Practitioner cannot be 0000 or same number as Billing Practitioner Number.
Sequence within Comment does not correspond to Claim
Service Date from is greater than Service Date to
Trailer All Records count does not match program total
Trailer Service Records count does not match program total
Trailer Total Fees does not match program total

## Troubleshooting for Batch File Rejections

### Vendor / Software provider responsibility

Below are examples of rejections descriptions your Vendor/Software provider support will support.

#### Example #1:

Claims Submission Validation Report								
File Name : ██████████.txt								
Submission Date : Mon Dec 11 17:06:26 CST 2023								
Group Number : ██████								
Status : Rejected								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
██████	██████	A	17	43	25	4	12	\$3,119.00
Totals:			17	43	25	4	12	\$3,119.00
Clinic	Doctor No	Corporation Indicator	Reject Description					Claim No
██████	██████	A	Trailer Total Fees does not match program total * Entire Submission File rejected. Contact Vendor/Software Provider to fix input file and resubmit.					NA

#### Example #2:

Claims Submission Validation Report								
File Name : ██████████.txt								
Submission Date : Mon Nov 20 10:58:01 CST 2023								
Group Number : ██████								
Status : Rejected								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
██████	██████		45	98	91	3	2	\$5,505.90
Totals:			1330	2068	1990	35	27	\$66,904.54
Clinic	Doctor No	Corporation Indicator	Reject Description					Claim No
██████	██████	NA	89 Record - Missing Out of Province Health Services Number * Entire Submission File rejected. Contact Vendor/Software Provider to fix input file and resubmit.					29888
██████	██████	NA	Missing Saskatchewan Health Services Number * Entire Submission File rejected. Contact Vendor/Software Provider to fix input file and resubmit.					29915

#### Example #3:

Claims Submission Validation Report								
File Name : ██████_20231212_PEND_ChangeAddress.txt								
Submission Date : Fri Dec 08 16:00:19 CST 2023								
Group Number : ██████								
Status : Rejected								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
██████	██████		30	32	30	0	0	\$1,194.00
Totals:			30	32	30	0	0	\$1,194.00
Clinic	Doctor No	Corporation Indicator	Reject Description					Claim No
██████	██████	NA	Invalid Mode for Doctor on Claim * Entire Submission File rejected. Contact Vendor/Software Provider to fix input file and resubmit.					60099

## MSB Related Support

### Rejection – Contact Medical Services Branch – 1-800-605-2965

When the following errors are received, review the above questions to ensure the claim information entered is correct. If issues continue, contact Medical Service Branch for assistance.

Reject Description
Group not authorized to submit claims for physician and clinic combination
Physician Not Eligible to Submit
Physician Not Eligible to Submit as a Corporation

#### Example #1: Group not authorized to submit claims for physician and clinic combination

Claims Submission Validation Report				
File Name : 20230914112330.txt.txt Submission Date : Mon Jan 15 12:07:34 CST 2024 Group Number : J12 Status :				
Clinic	Doctor No	Corporation Indicator	Reject Description	Claim No
			Group not authorized to submit claims for physician and clinic combination. * Entire Submission File rejected. Contact MSB (1-800-605-2965)	NA

#### Why would this occur?

1. The physician was not listed as an active physician in that group.
2. The physician has not submitted a request to be added to the group on the Physician Registry.

#### Corrective/Preventative Measures:

- ✓ Before submitting claims, ensure all physician(s) and clinic(s) in the group have been submitted to Physician Registry and Support Services unit.
- ✓ If all information has been submitted then, contact the Physician Registry and Support Services at 1-800-605-2965 to ensure the correct information has been received, and updated in the Physician Registry.

## MSB Related Support

### Example #2: Physician Not Eligible to Submit

<b>Claims Submission Validation Report</b>								
File Name : ██████████_20240106132113.txt Submission Date : Sat Jan 06 14:21:16 CST 2024 Group Number : ██████████ Status : Rejected								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
██████████	██████████	B	15	37	23	3	9	\$2,649.40
██████████	██████████	A	11	39	35	0	2	\$1,641.30
Totals:			26	76	58	3	11	\$4,290.70
Clinic	Doctor No	Corporation Indicator	Reject Description				Claim No	
██████████	██████████	B	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				49021	
██████████	██████████	A	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				49036	

#### *Why would this occur?*

1. Physician registration is not completed in Physician Registry.
2. Physician is listed on Physician Registry though information is incomplete (i.e., mode agreement has not been submitted).
3. Physician is new to the clinic and details have either not been submitted or have not been updated in Physician Registry (i.e., clinic is not listed on Physicians profile in physician registry).

#### *Corrective/Preventative measures:*

- ✓ Check that the correct physician information is on your submission (i.e., correct doctor, clinic, group number, correct mode).
- ✓ Before submitting claims for a new physician, ensure the correct and completed information has been submitted to the Physician Registry and Support Services unit and that communication has been received indication your request has been activated.
- ✓ Contact the Physician Registry and Support Services unit at 1-800-605-2965 to ensure the correct information is listed on the Physician Registry (i.e., doctor & clinic information, correct start date in clinic).

## MSB Related Support

### Example #3: Physician Not Eligible to Submit as a Corporation

<b>Claims Submission Validation Report</b>								
File Name : █████ 20240111000001.txt Submission Date : Thu Jan 11 16:16:10 CST 2024 Group Number : █████ Status : Rejected								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
█████	█████	A	1	8	1	1	4	\$39.80
Totals:			1	8	1	1	4	\$39.80
Clinic	Doctor No	Corporation Indicator	Reject Description				Claim No	
█████	█████	A	Physician Not Eligible to Submit as a Corporation * Entire Submission File rejected. Contact MSB (1-800-605-2965)				NA	

#### Why would this occur?

The physician submitted billing with the corporation indicator checked when there is no corporation information listed on Physician Registry.

#### Corrective/Preventative Measures:

- ✓ Verify whether the Physician has a corporation or not before checking the corporation indicator on your claim.
- ✓ Contact the Physician Registry and Support Services unit at 1-800-605-2965 to ensure the correct corporation information is listed on the Physician Registry.

### Rejection – Other - Reconcile account after the Claims Processing Run.

When the following rejections are received no action is required as the batch submission has been received by Medical Services and all claims within the batch will be processed. It is recommended to reconcile your account after the Claims Processing Run.

Reject Description	Action
WARNING: Comment does not follow a Service record however file has been processed.	File has been processed.
WARNING: Lone 89 record however file has been processed.	File has been processed.
WARNING: Lone Comment record however file has been processed.	File has been processed.
WARNING: There was more than one Reciprocal Billing Record for this claim. The extra record was dropped, and the claim was accepted.	File has been processed.



## Troubleshooting for Batch File Rejections

### Contact your Vendor/Software Provider

Reject Description
89 Record - Missing Out of Province Health Services Number
Clinic Number cannot be blank or 000
Duplicate Input File
Group Number in the filename does not match with Group Number in Header Record
Invalid Fee for Claim
Invalid Mode for Doctor on Claim
Invalid Numeric Field on Trailer
Invalid Record Type
Invalid Sequence Number within claim
Missing Header Record
Missing Saskatchewan Health Services Number
Missing Trailer Record
More than one Doctor Number in Claims Batch.
More than seven non-hospital services for claim
More than two hospital services for claim
Multiple Claim Types within claim not allowed
Multiple Modes within claim not allowed
Multiple Records with same Claim Number and same Sequence Number
Non-Numeric Claim Number or Claim Sequence number
Referring Practitioner cannot be 0000 or same number as Billing Practitioner Number.
Sequence within Comment does not correspond to Claim
Service Date from is greater than Service Date to
Trailer All Records count does not match program total
Trailer Service Records count does not match program total
Trailer Total Fees does not match program total

### Contact Medical Services Branch – 1-800-605-2965

Reject Description
Group not authorized to submit claims for physician and clinic combination
Physician Not Eligible to Submit
Physician Not Eligible to Submit as a Corporation

### Other - Reconcile account after the Claims Processing Run.

Reject Description	Action
WARNING: Comment does not follow a Service record however file has been processed.	File has been processed.
WARNING: Lone 89 record however file has been processed.	File has been processed.
WARNING: Lone Comment record however file has been processed.	File has been processed.
WARNING: There was more than one Reciprocal Billing Record for this claim. The extra record was dropped, and the claim was accepted.	File has been processed.