



TECHNOLOGY
SERVICES AND SOLUTIONS

837P/835

Integrating with Santa Clara County
Behavioral Health Systems



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Summary

As of 2022, County Contracted Providers (CCPs) will continue utilizing our existing Unicare Secure File Transfer Protocol (sFTP) servers to submit billing 837P files as well as downloading response files such as 999, 277CA, 835.

Reminder: there are separate login details to upload and download files for your organization. If your organization needs the connection details again, or to verify your IP address whitelisting settings, please reach out to the TSS BHS team for further information

Note – If you don't have an existing account to upload Unicare services, you must fill out a request form and account for an additional amount of time for testing and configuration of your sFTP accounts, folders and automations.

1. Uploading 837Ps

Uploading 837Ps follows the same Unicare process so please be careful to not upload duplicates as there is no inbound validation as to whether a file is a duplicate. Once uploaded to the sFTP, it will be processed typically within 15-30 minutes into the County's myAvatar.

Use your Unicare Inbound account to drop us the 837P using your specified application such as FileZilla, WinSCP, WS_FTP, etc.

1.1. 837P Naming Conventions

All files uploaded by each CCP needs to have a completely unique identifier for tracking and processing purposes. Please see below for an example with spaces to show the different parts:

837v5010 x CCPIDNUMBER x 000 x MMDDYYYY.txt

- 837v5010 = Must be at the beginning of all files
- CCPIDNUMBER = Your 5-digit specific Company Code (this is most likely the same company code from Unicare)
- 000 = Unique Attempt Number, increment as you go each day until it is accepted – 001, 002, 003
- MMDDYYYY = The date the 837P is submitted to the county

Below would be a completed example ready for upload if "Mental Health SCVHHS" was submitting an 837P for the first attempt on February 29, 2020.

- 837v5010x30000x001x02292020.txt

1.2. Troubleshooting

If a duplicate file is uploaded by mistake, there is a chance that the TSS BHS team can catch it before it is automatically compiled by myAvatar. If this happens, please call the TSS Service Desk at (408) 970-2222 and request a P2 ticket to have an 837P removed from the Unicare SFTP

Another option is to email support@tss.sccgov.org with the subject line “HHS-BHS Triage” to have a ticket automatically generated and assigned to our team

2. Download Response Files (999, 277CA, 835)

The county can send all 3 response file types – 999, 277, and 835. By default, we will only send the 835 unless requested to send the other response files. A brief description of the response files is below:

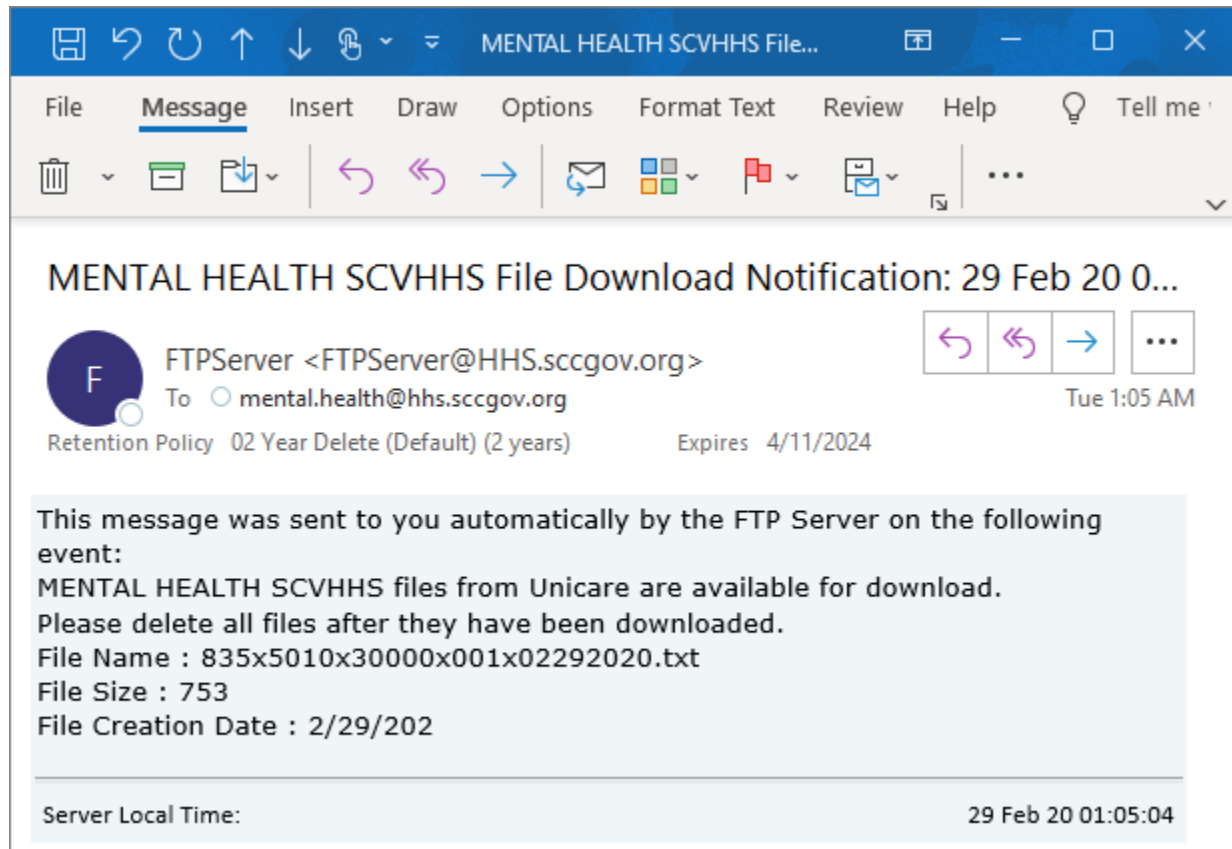
- 999 – 1st level confirmation that the county has received and processed your 837P. It will also tell you if the file was accepted or rejected completely along with the errors. The County will manually process 837Ps during the initial implementation period, therefore receipt of 999 files will be delayed until each file is posted. Once this period is over and 837P set-up and processing validated, the County will automate processing for 837Ps and you can expect to receive a 999 file within an hour.
- 277CA – 2nd level confirmation that the county has received and processed your 837P along with any specific line level errors. This file will contain your claim number. If the 837P was rejected completely, you will not receive this file, only the 999.
- 835 – Healthcare Claim Payment and Remittance Advice. You will load this into your own EHR which will show you what was paid, reduced, or denied at the line level. This is all we typically will send

Use your Unicare Outbound account to pick up the requested response files from above

Note – Please download your files in a timely manner and delete the files afterward. We cannot guarantee that we will store your files past 30 days

2.1. Email Notifications

Once your 837P is processed, and your response files are ready to download, you will receive an email notification. Please let us know where to send these notifications. We request that you provide a generic email address in case users at your organization come and go.



2.2. Troubleshooting

If you receive an email notification such as the screenshot above and a file is missing/not available for download in the sFTP, please call the TSS Service Desk at (408) 970-2222 and request the BHS Triage team's help in locating a missing 835 response file

Another option is to email support@tss.sccgov.org with the subject line "HHS-BHS Triage" to have a ticket automatically generated and assigned to our team