



Division of TennCare

IS Policy Manual

Last Revised-- 1/23/23

Policy No: BTC-Pol-Enc-200609-002	
Subject: Receipt of Submitter Transaction Files	
Approval: Policy Workgroup	Date: 10/05/06

PURPOSE OF POLICY STATEMENT: To clarify TennCare's position regarding the receipt of transaction files from submitters.

POLICY: The Division of TennCare is undergoing an initiative to review the submission of data in order to improve the data integrity and to more accurately reflect claims adjudication and payments by submitters.

The timely and predictable sending of transaction files by submitters will help ensure efficient processing of the data. Submitters will commit to a regular, published schedule of sending files to TennCare with all abnormal payment cycle changes affecting submission(s) being reported to the submitters assigned TennCare analyst.

The submitter shall:

1. Generate data files for their payment cycle from their claims management system(s) and/or other sources and transmit them to TennCare via the SFTP server within two (2) business days of the end of their payment cycle. If the submitter has more than one (1) payment cycle within the same calendar week, the data files may be merged and submitted within two (2) business days of the end of the last payment cycle during the calendar week.

a. A standard calendar week being defined as Sunday to Saturday.

b. Payment cycle is defined as the date payment was made to the provider (indicated on their remittance advice/explanation of payment), not the date posted on the check or the Electronic Funds Transfer.

c. Files are not considered delivered until they pass TennCare's translation compliance.

2. The submitter must send TennCare the appropriate transmittal log for each corresponding file at the same time the file is loaded to SFTP.

3. Re-submittals of rejected files, or notification of when the file will be re-submitted, must be completed within two business days.

4. Submitters shall notify their assigned analyst, in a timely manner, of any submission delay(s) or any time a file will not be submitted due to lack of claims during the submitter's payment cycle.

Exceptions:

- 1) Inability to process claims due to submitter system failure.
- 2) Inability to transmit the files due to a failure in the SFTP communication process.

REFERENCE DOCUMENTS:

TennCare HIPAA EDI Companion Guides

OFFICES OF PRIMARY RESPONSIBILITY:

- TennCare IS Division—to ensure that files are submitted to TennCare in the approved format
- Information Systems Management Contractor – to process files through the MMIS system
- Submitters – to follow transaction requirements