



SPARCS

LINK Portal Training

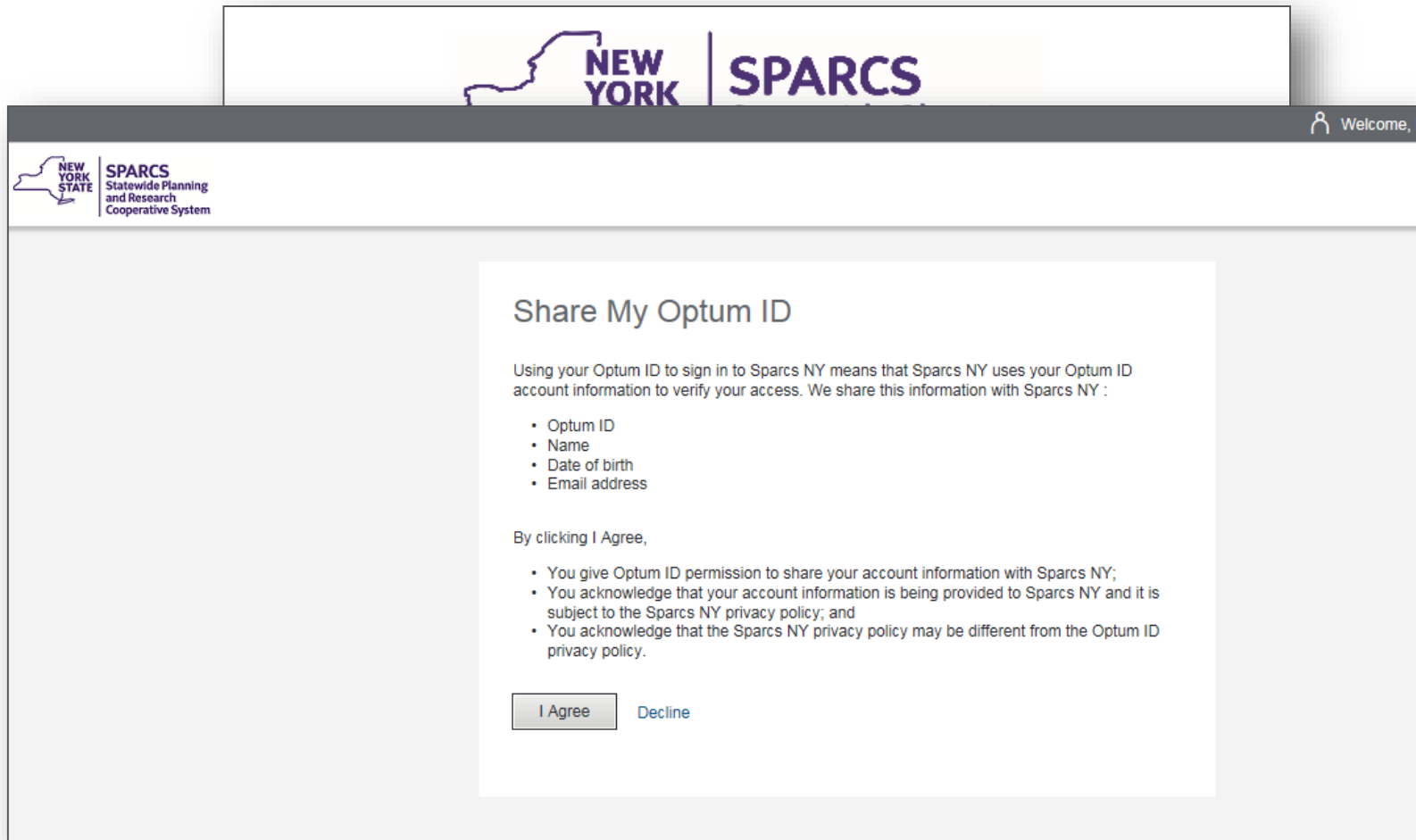


Training Agenda:

1. Logging into the SPARCS LINK Portal
2. How to upload 837R files
3. Claim file reports
4. How to reprocess a file
5. Adjust-Void-Dup Reports
6. FAQs
6. Appendix

Login Page

SPARCS LINK Portal home page at: <https://sparcs.linkhealth.com/>.



The screenshot shows the SPARCS LINK Portal login page. At the top, there is a header with the New York State logo and the text "NEW YORK | SPARCS". Below this, a dark grey navigation bar contains the SPARCS logo on the left and a user profile icon with the text "Welcome," on the right. The main content area features a white box titled "Share My Optum ID". Inside this box, there is a paragraph explaining that using an Optum ID for login means Sparcs NY will use that information for verification. A bulleted list follows, detailing the shared information: Optum ID, Name, Date of birth, and Email address. Below the list, a sentence states "By clicking I Agree," followed by another bulleted list of terms and conditions. At the bottom of the box are two buttons: "I Agree" and "Decline".

NEW YORK STATE | SPARCS
Statewide Planning and Research Cooperative System

Welcome,

Share My Optum ID

Using your Optum ID to sign in to Sparcs NY means that Sparcs NY uses your Optum ID account information to verify your access. We share this information with Sparcs NY :

- Optum ID
- Name
- Date of birth
- Email address

By clicking I Agree,

- You give Optum ID permission to share your account information with Sparcs NY;
- You acknowledge that your account information is being provided to Sparcs NY and it is subject to the Sparcs NY privacy policy; and
- You acknowledge that the Sparcs NY privacy policy may be different from the Optum ID privacy policy.

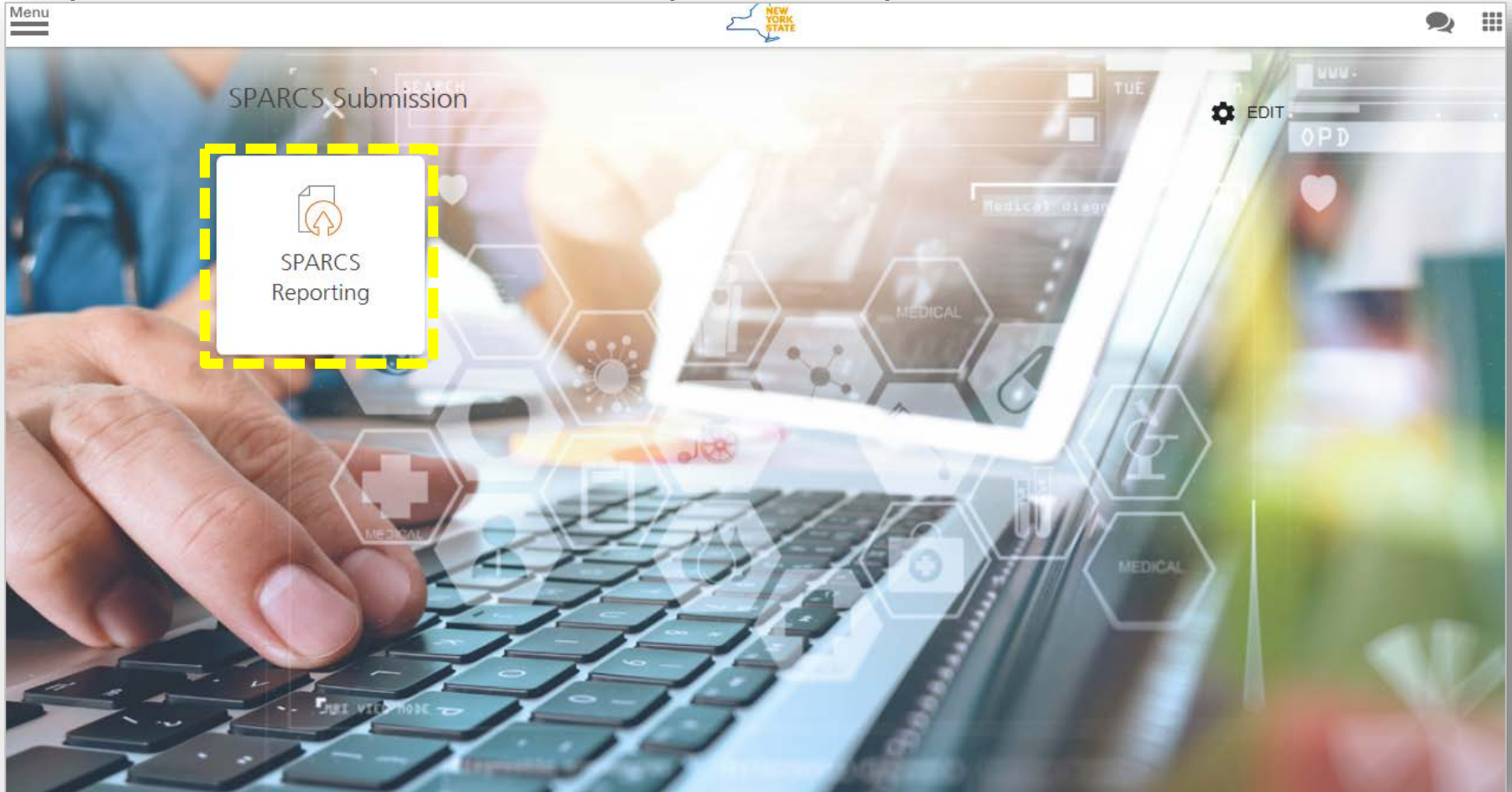
[Sign In with Optum ID](#)

Don't have an Optum ID? [Register](#)

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Logging into the LINK Portal page

The application tile will launch into the landing page where you will be able to upload 837R files, find Claim file reports and reprocess claim files.



Menu

Link



Billing Entity: [dropdown]
Customer: [dropdown]

Show Details

FEEDBACK

- File Upload
- Claim File Reports
- Processing and Errored Files
- Adjust-Void-Dup Reports

Claim File Upload

Select File

Select a file to upload.

FOR OPTIMAL PERFORMANCE:

1. Only upload **X12** formatted files.
2. Only **837R** file types with version 005010X225A2 are accepted.
3. The maximum file size accepted is **5MB**.
4. Each file must contain a **single** Facility's records.

Maximum file size: 5MB. Accepted file types: All

To change facility click on drop down arrow upper R hand corner, and a list will drop down to choose from.

Drop down of facilities:

The screenshot displays the OPTUM Intelligent EDI web application. The top navigation bar includes 'Home', 'Claims', 'Payments', 'Eligibility', 'Reports', and 'Referrals'. The 'Payments' dropdown menu is open, showing 'Billing Entity' and 'Customer' fields, a search bar containing 'ZCS00', and a list of facilities including 'NY SPARCS'. A yellow arrow points from the 'NY SPARCS' facility name to the 'Claim File Upload' section. The 'Claim File Upload' section features a 'Select File' button and a large text box with the instruction 'Select a file to upload.' Below this, it states 'Maximum file size: 5MB. Accepted file types: All'. To the right of the upload area, there is a section titled 'FOR OPTIMAL PERFORMANCE:' followed by a list of four instructions: 1. Only upload X12 formatted files. 2. Only 837R file types with version 005010X225A2 are accepted. 3. The maximum file size accepted is 5MB. 4. Each file must contain a single Facility's records.

How to upload 837R files

Select the file that is going to be uploaded by clicking on the 'Select File' button. Keep in mind the four optimal performance points highlighted below.

The screenshot shows the 'Link' software interface. At the top left is a 'Menu' icon. The top right features the 'Link' logo. Below the logo is the 'NEW YORK STATE SPARCS Statewide Planning and Research Cooperative System' logo. On the far right, there are fields for 'Billing Entity:' and 'Customer:'. A navigation bar contains four buttons: 'File Upload' (highlighted with a blue dashed circle), 'Claim File Reports', 'Processing and Errored Files', and 'Adjust-Void-Dup Reports'. The main content area is titled 'Claim File Upload' and contains a 'Select File' button above a large empty box with the text 'Select a file to upload.' Below this box, it states 'Maximum file size: 5MB. Accepted file types: All'. To the right of the upload area, a box with an orange border lists 'FOR OPTIMAL PERFORMANCE:' followed by four numbered points: 1. Only upload **X12** formatted files. 2. Only **837R** file types with version 005010X225A2 are accepted. 3. The maximum file size accepted is **5MB**. 4. Each file must contain a **single** Facility's records. At the bottom left, there is a copyright notice: '© 2018 Optum, Inc. All rights reserved.' and a disclaimer: 'Your use of this product is governed by the terms of your company's agreement. You may not use or disclose this product or allow others to use it or disclose it, except as permitted by your agreement with Optum.'

File Error

Example of a file that does not meet optimal performance.

Claim File Reports Adjust-Void-Dup Reports

File.a2 has been uploaded successfully. The file is being processed and the files can be viewed on the Processing and Errored Files tab. The file has an ISA15 of 'T' and will not process through to the payer.

	Status	Size
file.a2_test2.txt	❗ File size exceeded	---
file.a2	✅ File uploaded successfully.	4.3MB

FOR OPTIMAL PERFORMANCE:

1. Only upload **X12** formatted files.
2. Only **837R** file types are accepted.
3. The maximum file size accepted is **5MB**.
4. Each file must contain a **single** Facility's records.
5. Files with an **ISA15** equal to "T" will not be processed.

Claim File Reports

The 'Claim File Reports' tab will allow users to see the claim file reports from 837 submitters. Information will include: Date, Name and Report Types (837R, 999 and 277CA).

Menu Link

SPARCS
Statewide Planning and Research Cooperative System

Billing Entity: **SPARCS Operations 2**
Customer: **SPARCS Operations 2**
 Show Details

File Upload **Claim File Reports** Processing and Errored Files Adjust-Void-Dup Reports

Data Reporting (837R) Files

Total Records: 12
Show per page [First](#) [Previous Page](#) of 2 [Next](#) [Last](#)

Date	Name																
01/31/2018 09:24 AM	Newborn3.txt																
<table border="1"><thead><tr><th>Report Type</th><th>Report File Name</th><th></th></tr></thead><tbody><tr><td>277CA</td><td>Newborn3.txt.277</td><td></td></tr><tr><td>999</td><td>Newborn3.txt.999</td><td></td></tr><tr><td>HTML</td><td>Newborn3.txt.html</td><td></td></tr><tr><td>CSV</td><td>Newborn3.txt.csv</td><td></td></tr></tbody></table>			Report Type	Report File Name		277CA	Newborn3.txt.277		999	Newborn3.txt.999		HTML	Newborn3.txt.html		CSV	Newborn3.txt.csv	
Report Type	Report File Name																
277CA	Newborn3.txt.277																
999	Newborn3.txt.999																
HTML	Newborn3.txt.html																
CSV	Newborn3.txt.csv																
01/29/2018 08:29 AM	Edit1111.txt																
01/26/2018 02:14 PM	BSC050117_t2																
01/25/2018 12:15 PM	Edit1111.txt																
01/24/2018 09:43 PM	IEDI_SECURITY_006.txt																
01/24/2018 04:45 PM	ALL_CLAIMTYPES_01.txt																

How to reprocess a file

The 'Processing and Errored Files' tab will allow the user to re-verify or reprocess a file if a file gets stuck in processing, queued status, or review error.

The screenshot displays the 'Link' application interface. At the top, there is a navigation menu with 'Menu', 'Link', and a notification bell with a red '1'. The header includes the 'NEW YORK STATE SPARCS Statewide Planning and Research Cooperative System' logo and 'Billing Entity: SPARCS Operations 2' and 'Customer: SPARCS Operations 2' with a 'Show Details' checkbox. A blue 'FEEDBACK' button is also present.

The main content area features a navigation bar with four tabs: 'File Upload', 'Claim File Reports', 'Processing and Errored Files' (highlighted with a blue dashed circle), and 'Adjust-Void-Dup Reports'.

Below the tabs is the 'Claim Files' section. It includes a table with columns for Date, Name, Type, and Status. The table contains six rows of data, all with a status of 'Errored'. To the right of the table, there is a pagination control showing 'Total Records: 6', 'Show 10 per page', and navigation buttons for 'First', 'Previous Page', '1 of 1', 'Next', and 'Last'.

An orange box highlights the rightmost column of the table, which contains circular icons with a refresh symbol, indicating the reprocess action for each file.

Date	Name	Type	Status	
01/26/2018 03:09 AM	SP_IEDI_001.txt	Data Reporting (837R)	Errored	
01/26/2018 03:09 AM	SP_IEDI_001.txt	Data Reporting (837R)	Errored	
01/24/2018 09:18 AM	837R_test_file21.txt	Data Reporting (837R)	Errored	
01/24/2018 08:57 AM	MISSING_NPI_2420A_2420B_011718.txt.bak	Data Reporting (837R)	Errored	
01/24/2018 08:46 AM	IEDI_Security_004.txt	Data Reporting (837R)	Errored	
01/24/2018 08:44 AM	IEDI_Security_004.txt	Data Reporting (837R)	Errored	

Adjust-void-Dup Reports

The 'Adjust-Void-Dup Reports' tab will allow the user to search for a response file and download the file.

OPTUM™ Intelligent EDI

Billing Entity: [Redacted]
Customer: [Redacted] Show Details

Home Claims Payments Eligibility Reports Referrals

File Upload Claim File Reports Processing and Errored Files **Adjust-Void-Dup Reports**

Adjust-Void-Dup Reports

▼ Search

Start Date *

mm-dd-yyyy

End Date

mm-dd-yyyy

Show per page First Previous Page of 1 Next Last

Total Records: 0

Date ▼	Name ↕
No records found.	

Frequently Asked Questions

1. What browser works best? Internet Explorer 11
2. What date can SPARCS begin testing? Feb. 16th
3. Questions can be directed to – iedi_implementations@optum.com through April
4. Correct URL to be using to sign into – <https://sparcs.linkhealth.com>
5. Make sure correct PFI # is being sent in file in the REF*1J-segment of file. Typically is your old sparc's number with the last digit dropped off and zero's added to the front to create a six digit number
6. How to read a 999 report: IK5*R=Rejected, IK5*E=Accepted with errors and IK5*A= Accepted

Appendix: Locating the User ID

Once you have logged into your account, locate the customer name in the shaded box as seen below. Click the box **'Show Details'** and the User ID will show next to the customer name. (Example ZCS + 5 digits)

The screenshot displays the OPTUM Intelligent EDI interface. At the top left is a 'Menu' icon. The 'Link' logo is centered at the top. On the right, it says 'Welcome,'. The main header area contains the OPTUM logo and the text 'Intelligent EDI'. A central panel displays customer information: 'Billing Entity (TIN, NPI): ABCM CORPORATION (121008929)' and 'Customer (OrgID): ABCM CORPORATION (P:ZL00551...)'. A 'Show Details' button with a checkmark icon is located below the customer name. This button and the information above it are enclosed in an orange rectangular box, with a blue dashed oval highlighting the 'Show Details' button. To the right of this panel are navigation buttons: 'Home', 'Claims', and 'Payments'. Below the main header, there is a 'Claims' section with a 'View data by' dropdown menu showing 'Status', 'Payer', 'Provider', and 'Top 10 Rejection Reasons'. To the right of this are 'FAVORITE REPORTS' and 'SAVED SEARCHES' sections.

Thank you.



Support Information

Call IEDI-(844)225-3719 6am-5pm Mountain

Log a Support Ticket:

<https://optumconnectivityportal.force.com/OptumConnectivityCustomerPortal/s/>



