SPARCS

LINK Portal Training

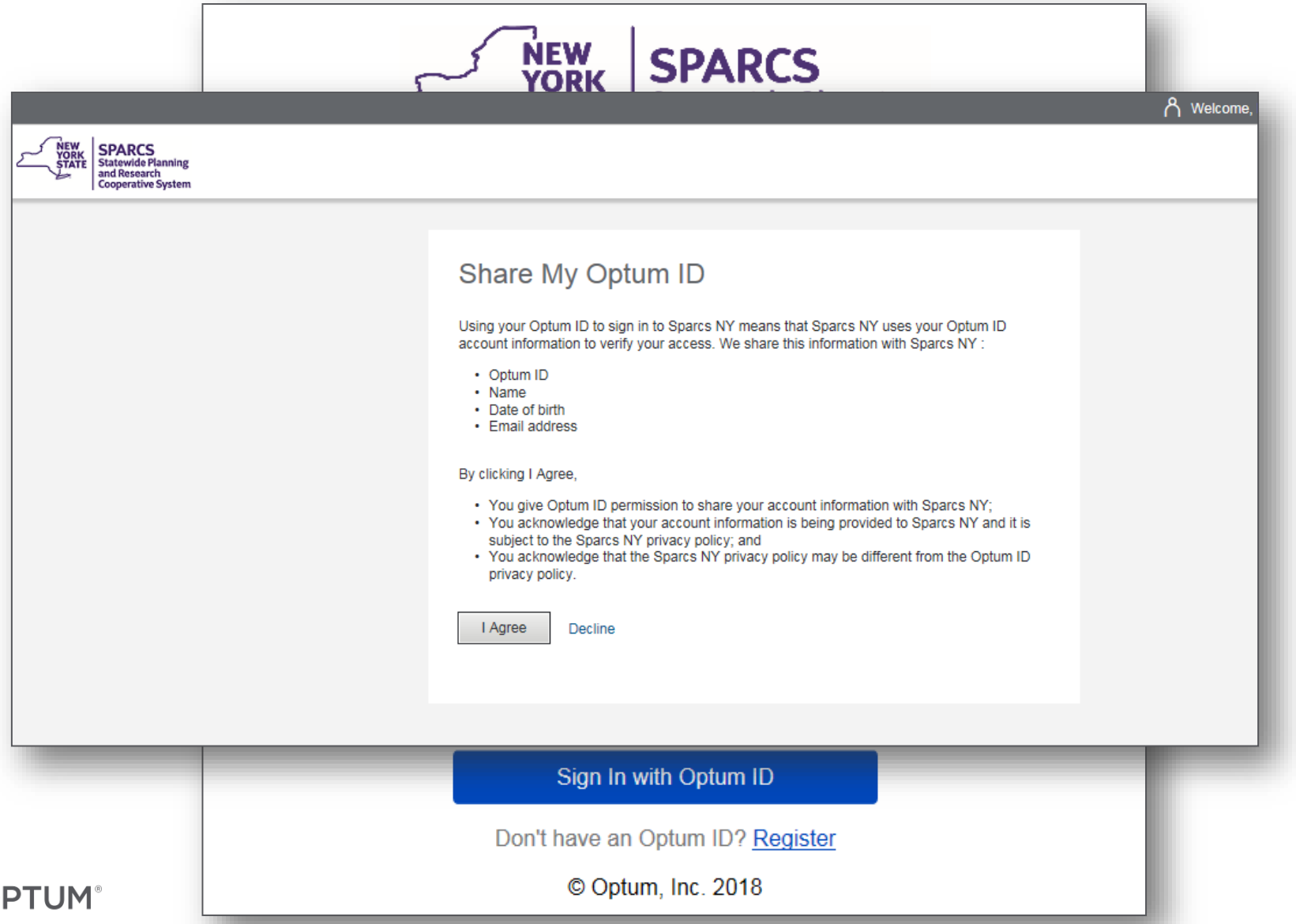
OPTUM®

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/.



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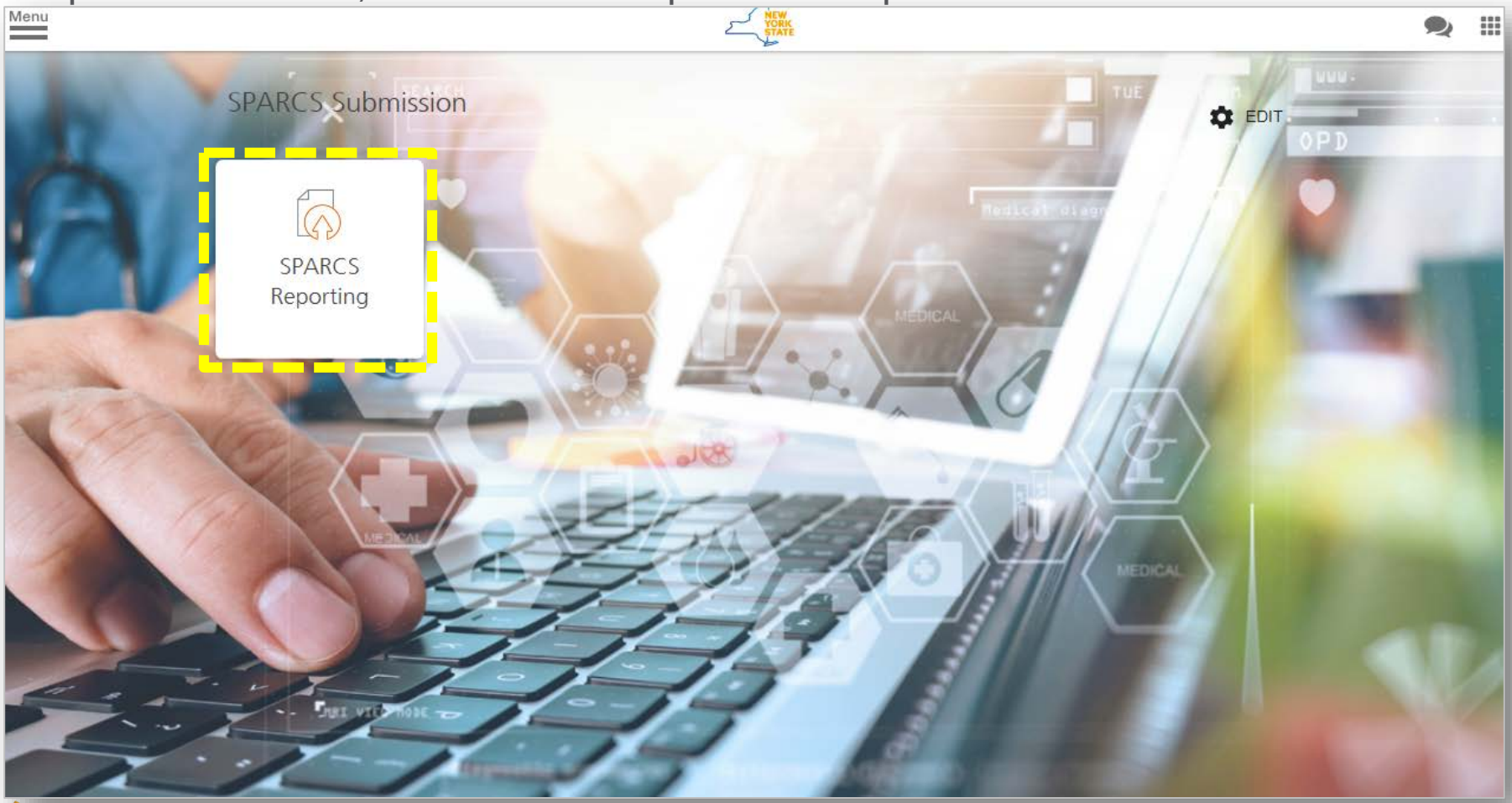
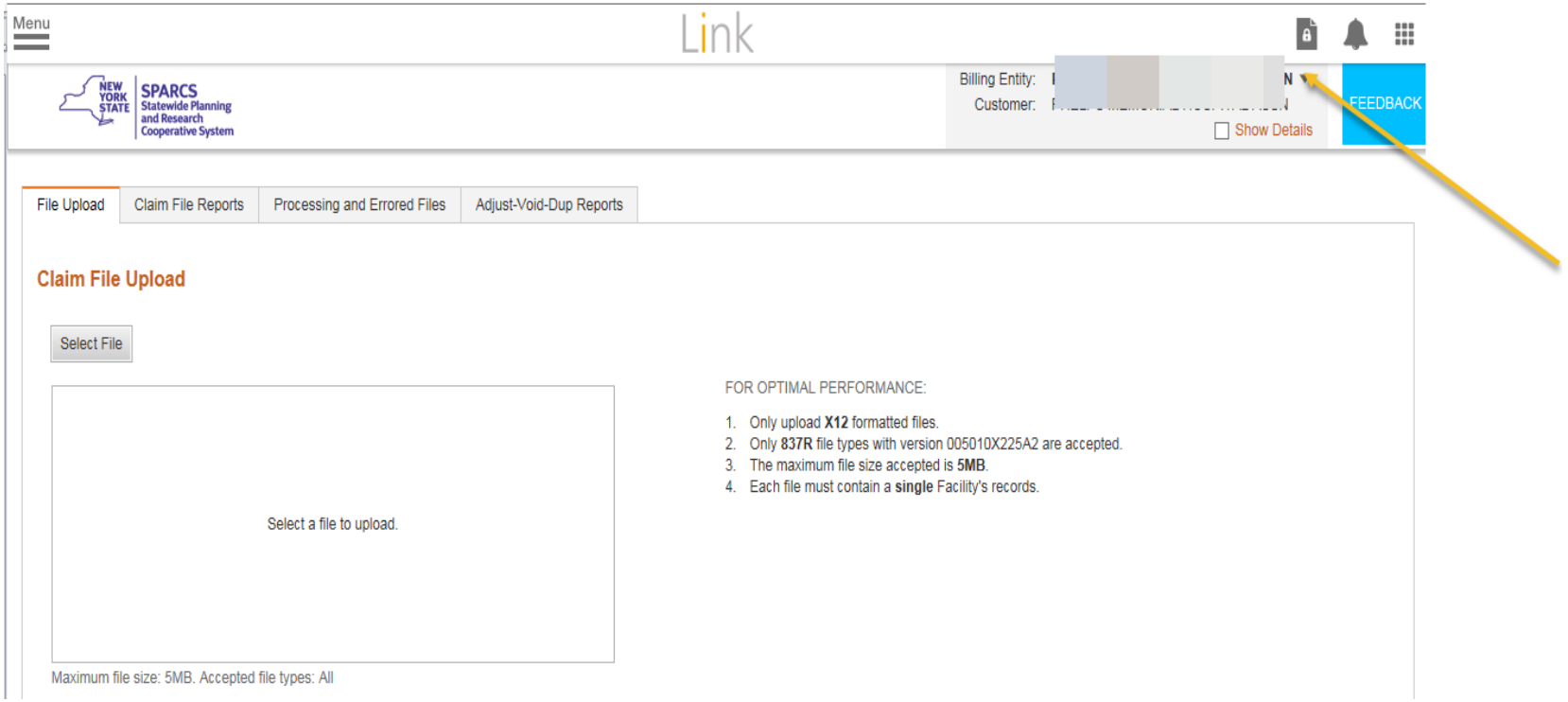
Logging into the LINK Portal page

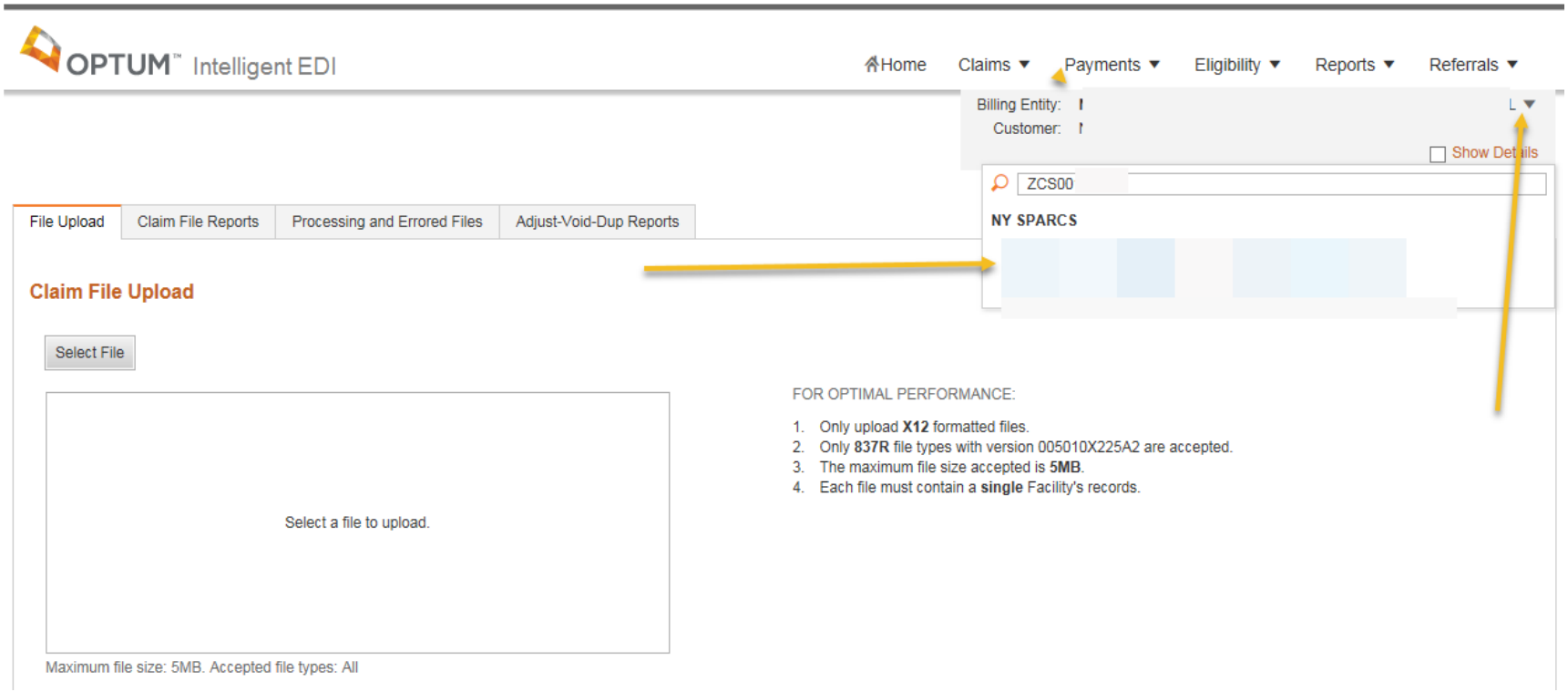
The application tile will launch into the landing page where you will be able to upload 837R files, find Claim file reports and reprocess claim files.




Menu
Link
NEW YORK STATE
SPARCS
Statewide Planning and Research Cooperative System
Billing Entity:
Customer:
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.
Maximum file size: 5MB. Accepted file types: All
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.

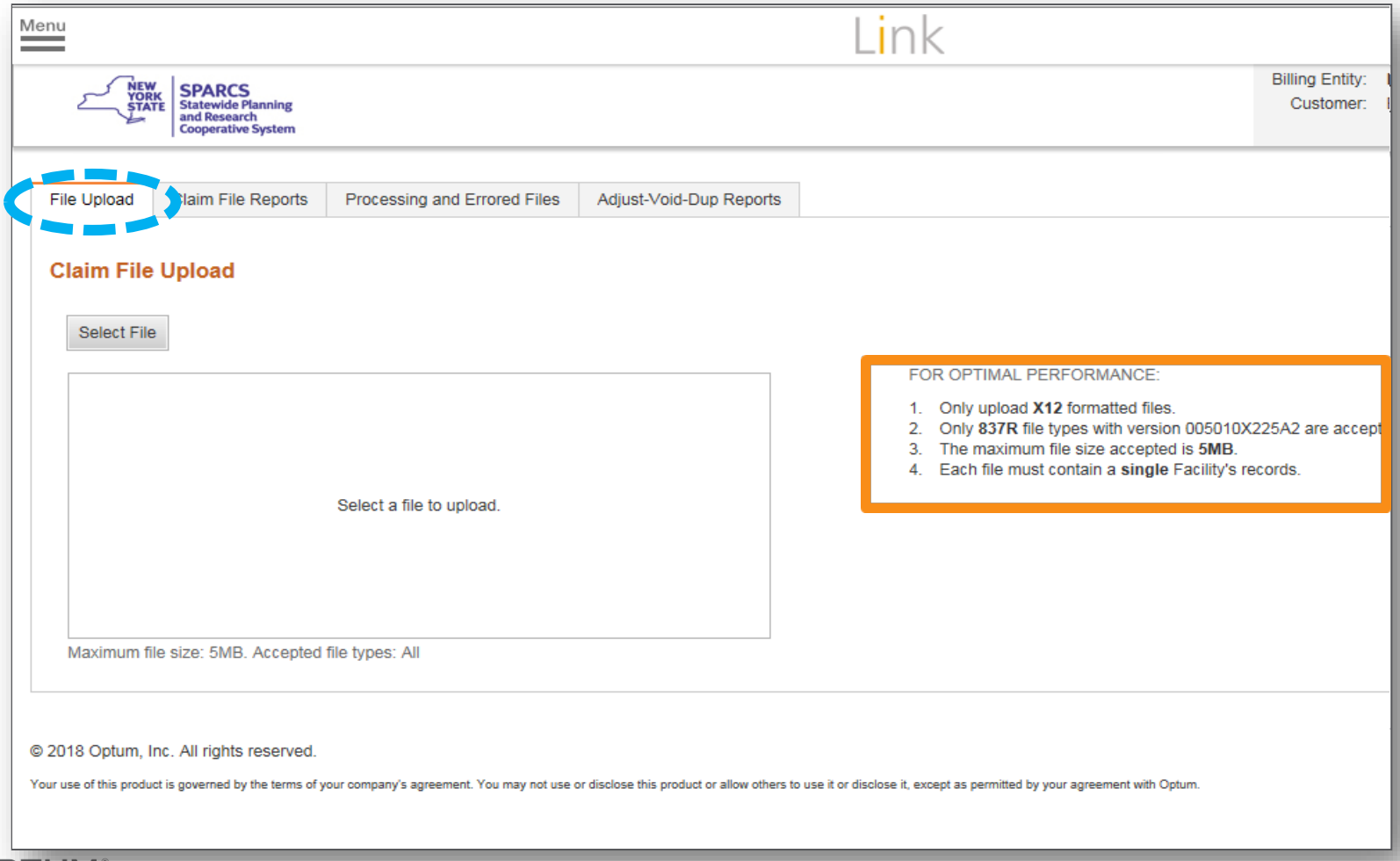
To change facility click on drop down arrow upper R hand corner, and a list will drop down to choose from.

Drop down of facilities:



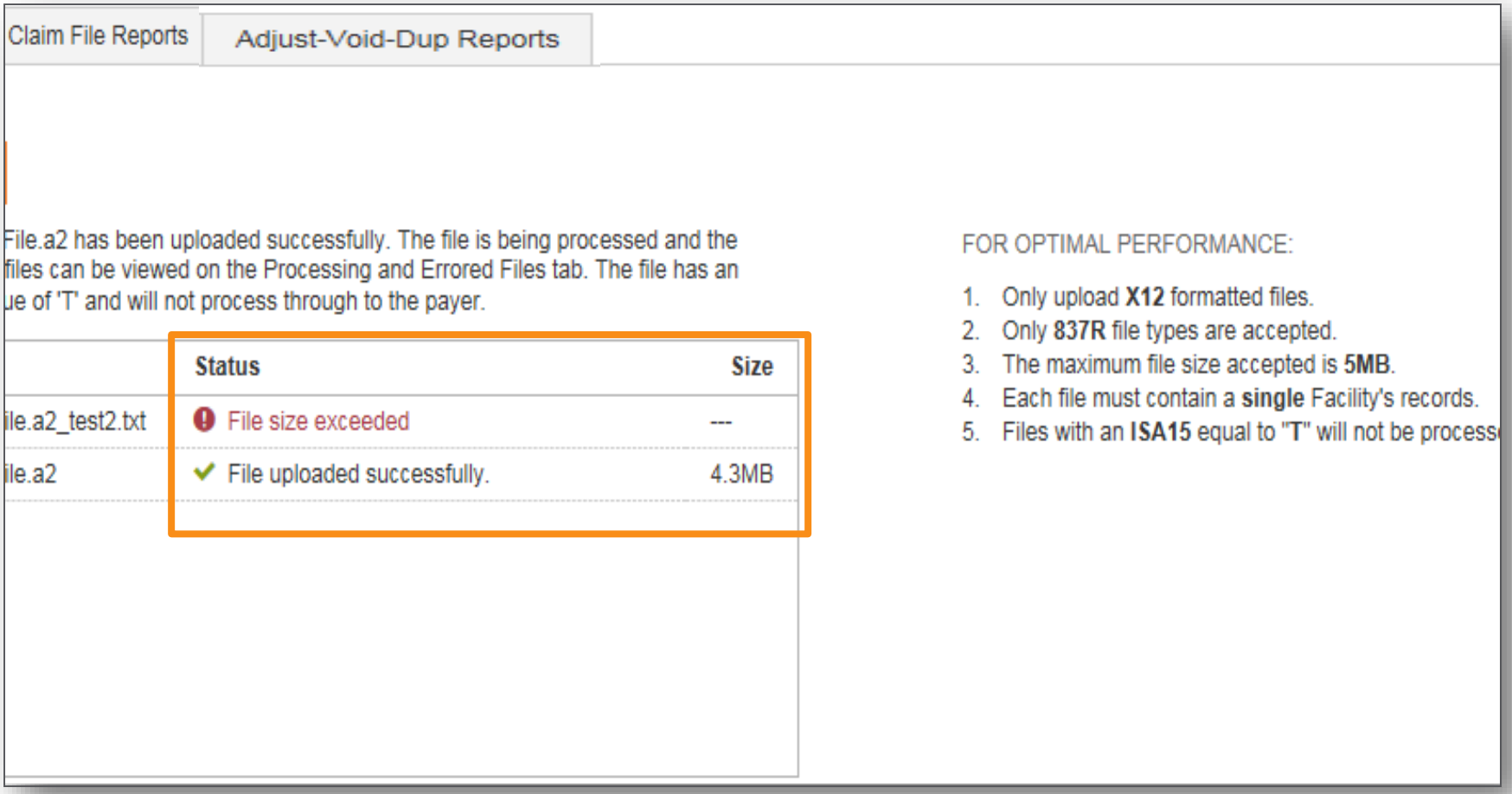
How to upload 837R files

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.



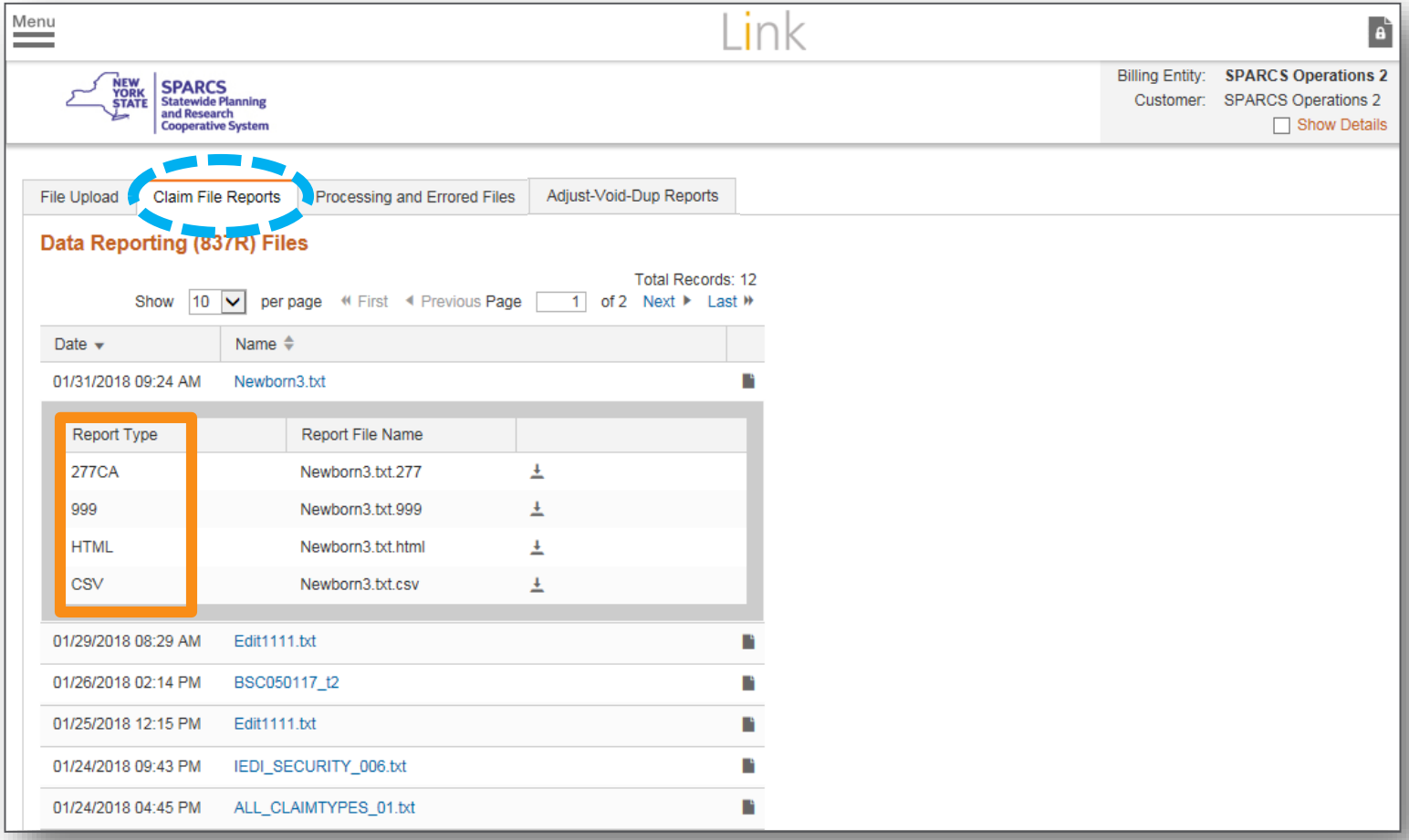
File Error

Example of a file that does not meet optimal performance.



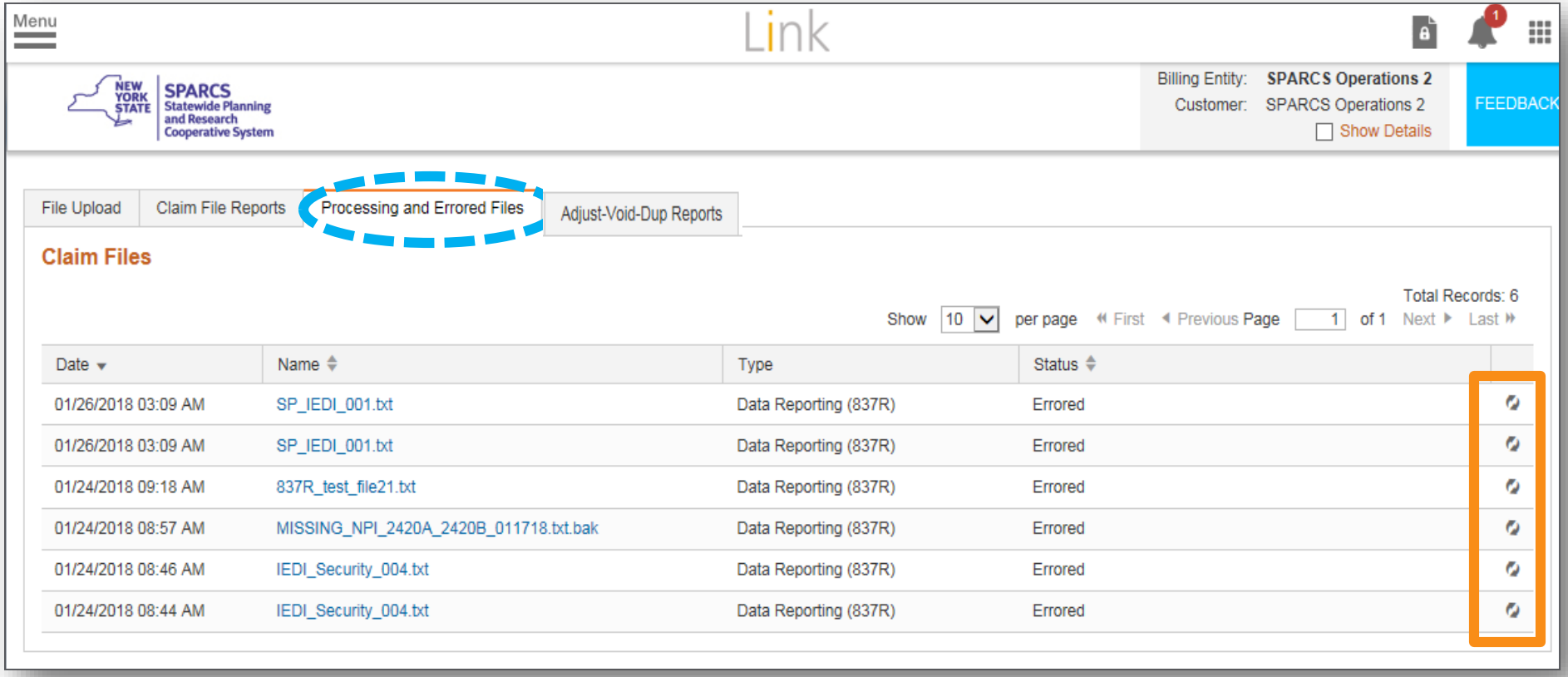
Claim File Reports

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).



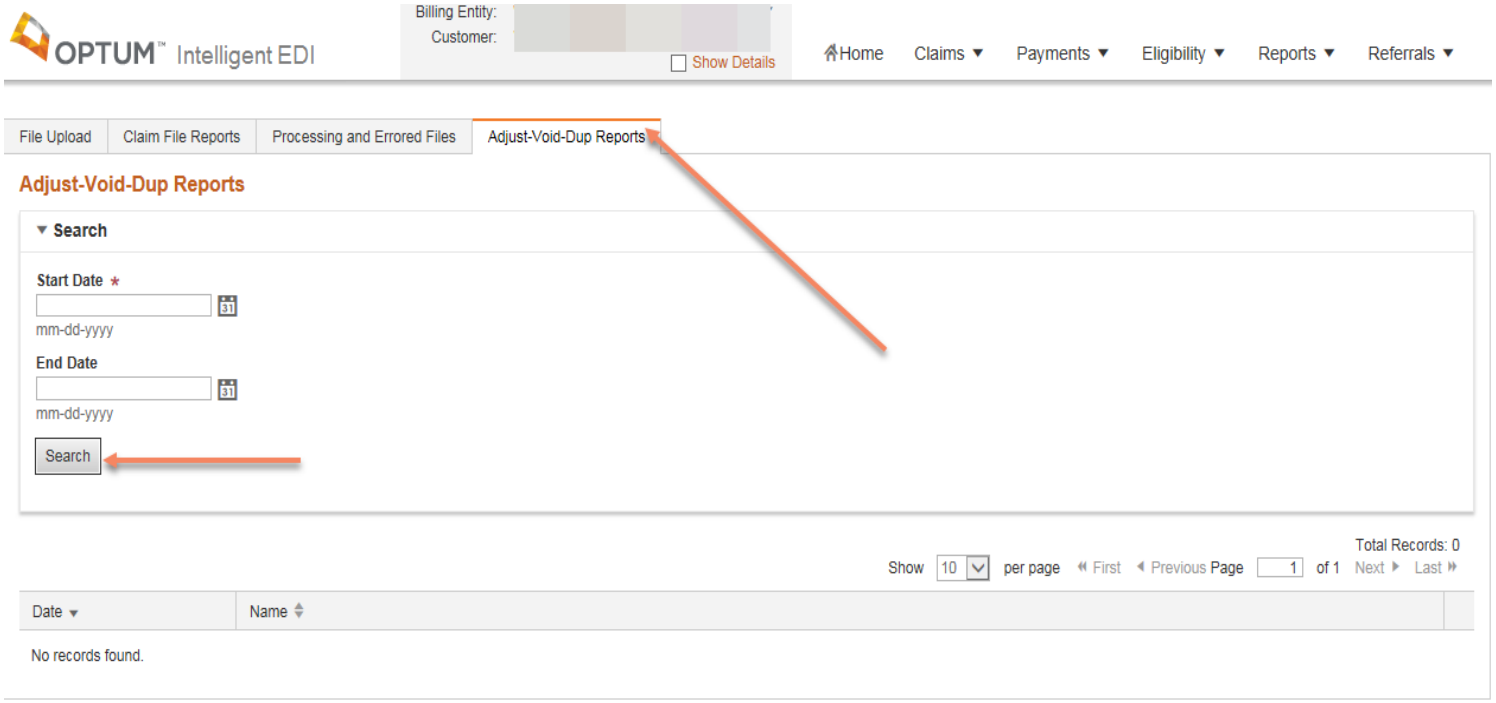
How to reprocess a file

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.



Adjust-void-Dup Reports

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



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

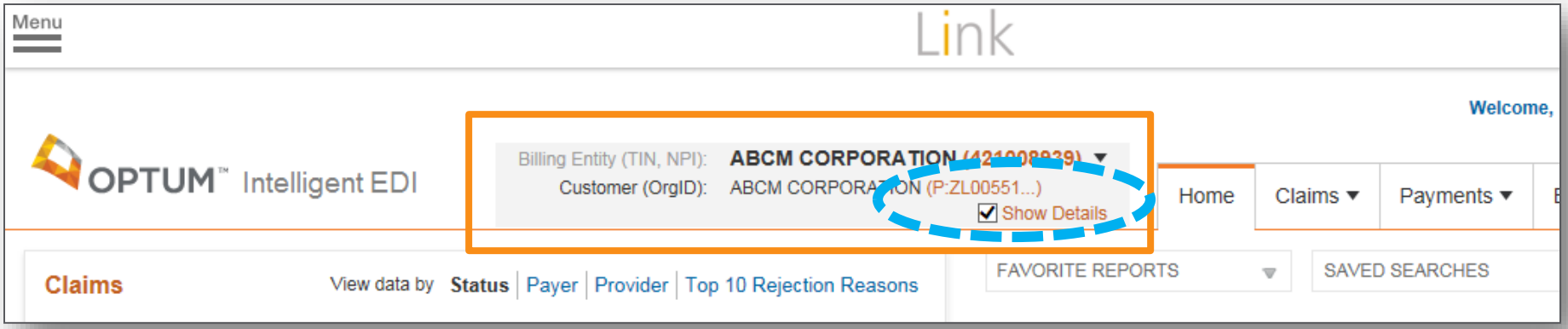
4. Correct URL to be using to sign into – https://sparcs.linkhealth.com

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)



Thank you.

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Support Information

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

Log a Support Ticket:

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

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