Anthem NorthEast

eSubmit user guide

June 2021
Version 1.3

Table of Contents

Version Control

Date	Owner	Section	Comments
11/27/13	Oscar Sanchez	All	Initial Draft for the Test Portal
01/01/14	Oscar Sanchez	5	Replace test link for Production link.
01/01/14	Oscar Sanchez	6 (The interface)	Add a comment in bold red warning the user on how to do single submissions by Holder so documents don't get mixed up.
01/01/14	Oscar Sanchez	11 (Submitting work to different engagements)	Added instructions and important notes on how to switch between active business units in order to submit work to different engagements.
02/17/14	Oscar Sanchez	Anthem Date (Backdated submissions) Page 9-10	Updated the Anthem Date on the sample image; added samples for doing multiple submissions when multiple backdated claims are needed.
04/16/2014	Oscar Sanchez	HIX Coversheet and Appendix A	Instructions for filling out HIX Coversheet
01/19/2016	JP McElligott	All	Updated references to WellPoint to Anthem and ACS to Xerox
03/20/2021	Genesis Sabello	13 (DCN CrossWalk Report)	Updated DCN Crosswalk Report and Logo from Xerox to Conduent
06/10/2021	Genesis Sabello	All	Upgrade to Microsoft Edge

Request access to E-Submit

a) Open Microsoft Edge/Google Chrome and navigate to
    https://global.acswellpoint.com/Esubmit
b) You will be redirected to the E-Submit Web Portal which hosts the E-Capture tool. Select
    Request Account from the below menu.
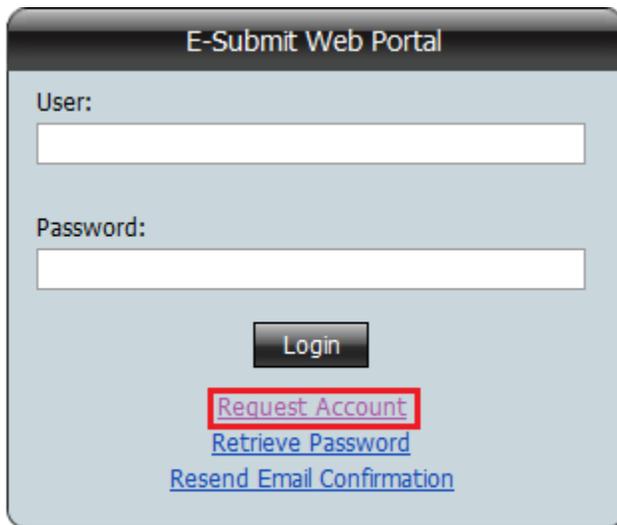
c) The following window will open to be filled:

    a.   Enter your Anthem email address.
    b.   Enter your full name.
    c.   Enter your MAIL STOP address.
    d.   Enter a Password.
    e.   Retype your password.
    f.   Enter your invitation ID that Conduent sent to you in your email (will always be ***Inv$t3***).
    g.   Select **NorthEast** as your business unit.

d)   After you have filled out the form, it will look something like this:

e) Click on REQUEST ACCOUNT. Once this is processed you will receive and email titled "Activate User account of E-Submit Web Portal" from noreply@Xerox-inc.com. This will contain account confirmation and a link to activate the account:
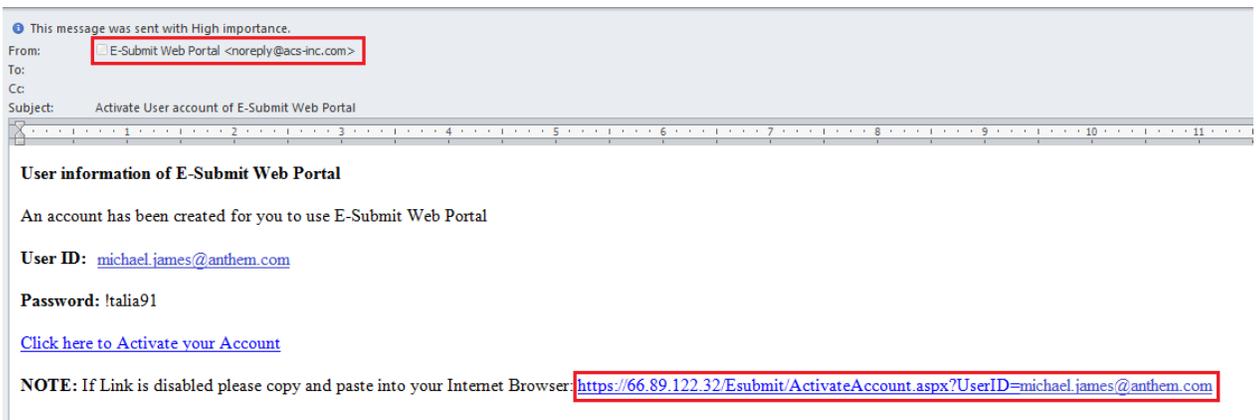
f) Follow the link within the email in order to active your account.

Login into E-Submit

a) Browse to the NorthEast eSubmit portal : https://global.acswellpoint.com/Esubmit
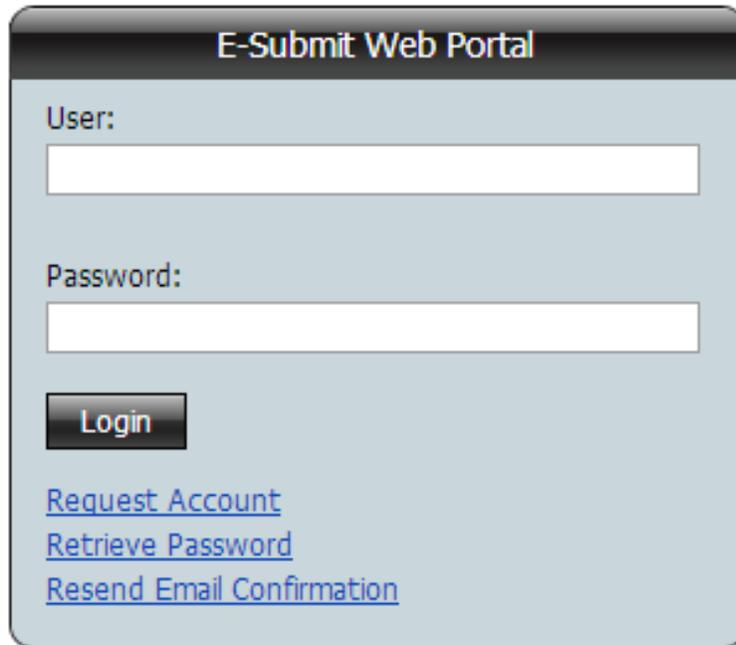b) Enter the User ID and Password that was sent to you in the account activation email.

c) Click on the E-Capture link on the navigation bar on the left side. You will see the below menu. Enter your email address and password that you registered when you submitted the account request then click LOGIN.
d) The E-Capture Tool Interface then loads.

Create E-Capture submissions

a) Select the desired E-Capture Configuration. *During this phase of the project, there will be only a single type of E-Capture Configuration for submitting documents. Regardless if they are Claims, Correspondence or any other doc type, you will **always** select HIX Documents.*

b)   After selecting an E-Capture document type, the interface for attaching images will load

The interface

c)   The interface consists of 4 small square boxes that are displayed by default; we will refer to these boxes as "Holders". Each folder can contain 1 or more attachments (up to N). After the submission is completed, each Holder will convert into a separate DCN in the Conduent backend system. This means that if you have 5 folders with attachments in your submission, you will create 5 Conduent DCNs.

E-Capture will accept any of these file types:

 PDF, DOC, DOCX, TIFF, **TIF**, JPEG, JPG.

You can add more Holders as you need by clicking on the Add Submission Holder option.

Business Unit: NorthEast   E-Capture Configuration: [HIX Documents ▼] ❓

[Add Submission Holder]

Used 0%   Used 0%   Used 0%   Used 0%

Used 0%   Used 0%

Wellpoint Date: [<M/d/yyyy>] 📅 *

Adding attachments

We have two options for adding attachments:

d) By clicking on each submission Holder, the Internet Browser will open a new window that will allow you to navigate to the folder or path in your local drive where your images are being stored.

e) Or, you can easily **Drag** the files from another opened window containing the files you need to attach, and **Drop** them into the Holder you need them to be. (This works similar to when you do a copy and paste in your computer by easily dragging and dropping files in the desired destination)

After you have uploaded all your attachments to each Holder/DCN, the Interface will look like this:

NOTE: **Please make sure that you put each submission along with all its attachments within a single Holder or Box; this means that if you have for example a Claim form + attachments and they belong to the same submission, you will add them to 1 Holder. If you have another Claim + attachments that belong to this other claim, you will put them in Holder 2. Do not put them in the same holder or this could result on possible data loss or misunderstanding while processing the claim on Conduent's system.**

Conduent _recommends_ that you sort your documents previously in your own computer by creating a single folder in your hard drive for each submission so when you are working on the eSubmit portal you don't mix them up.

Business Unit: NorthEast   E-Capture Configuration: HIX Documents

Add Submission Holder

Used 1%   Used 1%   Used 0%   Used 0%

Used 0%

Wellpoint Date: 1/4/2014

Submit   Clear All

Anthem Date (Back Dated Submissions)

f)   In the bulk submission example above, it is assumed that all documents have a Anthem In-House **back** Date of 1/4/2014.

Please note: If you have multiple documents with different Anthem In-House dates you will need to break them up into separate submissions and specify the date for each them, examples:

1.   *Submission with back date January 4th.*

Business Unit: NorthEast   E-Capture Configuration: [HIX Documents ▼] ?

Add Submission Holder

1 vent 35879918 ✗
052313.pdf

Used 1%

| Wellpoint Date: | 1/4/2014 | 15 |

[Submit] [Clear All]

2. Submission with back date January 6ᵗʰ

Business Unit: NorthEast   E-Capture Configuration: [HIX Documents ▼] ?

Add Submission Holder

1 ec thru ✗
Feb_2EDD.pdf

Used 1%

| Wellpoint Date: | 1/6/2014 | 15 |

[Submit] [Clear All]
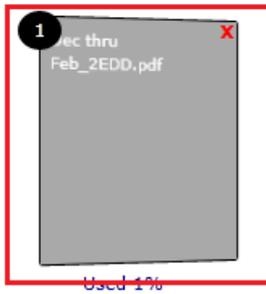
3. Submission with back date January 8ᵗʰ

Business Unit: NorthEast   E-Capture Configuration: | HIX Documents ▾ | ❓

Add Submission Holder

1   each 35503420.pdf ✗

Used 0%

Wellpoint Date: | 1/8/2014 | 📅15

Submit   Clear All

4. Submission with back date January 10th

Business Unit: NorthEast   E-Capture Configuration: | HIX Documents ▾ | ❓

Add Submission Holder

1   C2013052300072.pdf ✗

Used 0%

Wellpoint Date: | 1/10/2014 | 📅15

Submit   Clear All

5. The maximum size per file is 15MB and the total file size between all uploaded files cannot exceed 30MB. This maximum is per holder not per submission

g)   After you have your images loaded on each of the holders, click the SUBMIT button.

h)   You will get a confirmation dialogue with an attachment count for each folder:

Please confirm

Submission	Total Pages
Holder1	1
Holder2	1
Holder3	1
Holder4	3
Holder5	1
Holder6	1
Holder7	1

Selected SBU

Empire

i)   Scroll to the end (if applicable) and choose CONTINUE.

j)   A submission menu will begin to process. After it is completed you can view, print or close the report:

Submit Progress

Holder1: Uploaded 1 out of 1   Status:Completed.

Holder2: Uploaded 1 out of 1   Status:Completed.

Holder3: Uploaded 1 out of 1   Status:Completed.

Holder4: Uploaded 3 out of 3   Status:Completed.

Holder5: Uploaded 1 out of 1   Status:Completed.

Holder6: Uploaded 1 out of 1   Status:Completed.

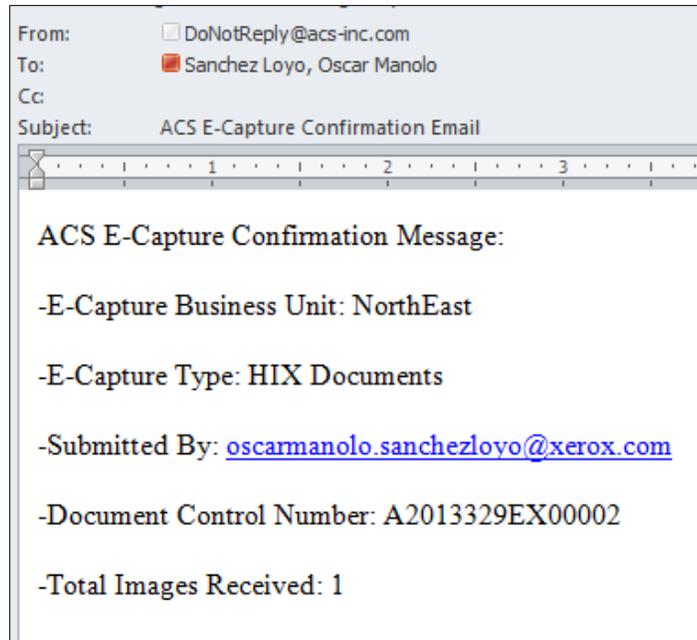Holder7: Uploaded 1 out of 1   Status:Completed.

View Report   Close

Submission Report

Submission	Status	Document Control No
Holder1	OK	A2014048EX00001
Holder2	OK	A2014048EX00002
Holder3	OK	A2014048EX00003
Holder4	OK	A2014048EX00004
Holder5	OK	A2014048EX00005

Continue   Print Group Report

*Click the error link to get error details

k) You will receive and email for EACH DCN /Submission Holder that was submitted.

DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:23 PM	
ACS E-Capture Confirmation Email		
DoNotReply@acs-inc.com	3:03 PM	
ACS E-Capture Confirmation Email		

l) Each email will have the following information for your record (sample):

From: ☐ DoNotReply@acs-inc.com
To: 🟥 Sanchez Loyo, Oscar Manolo
Cc:
Subject: ACS E-Capture Confirmation Email

ACS E-Capture Confirmation Message:

-E-Capture Business Unit: NorthEast

-E-Capture Type: HIX Documents

-Submitted By: oscarmanolo.sanchezloyo@xerox.com

-Document Control Number: A2013329EX00002

-Total Images Received: 1

CONGRATULATIONS, you have successfully created an E-Capture submission(s). If you have submissions with other attachment types or other Anthem receipt dates start step 3 over.
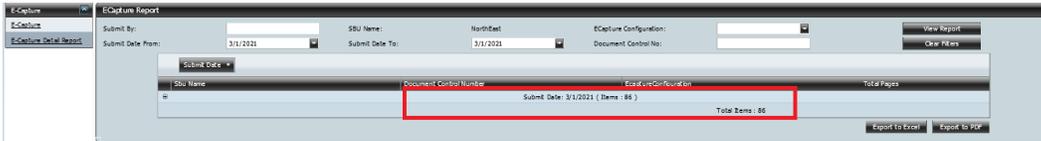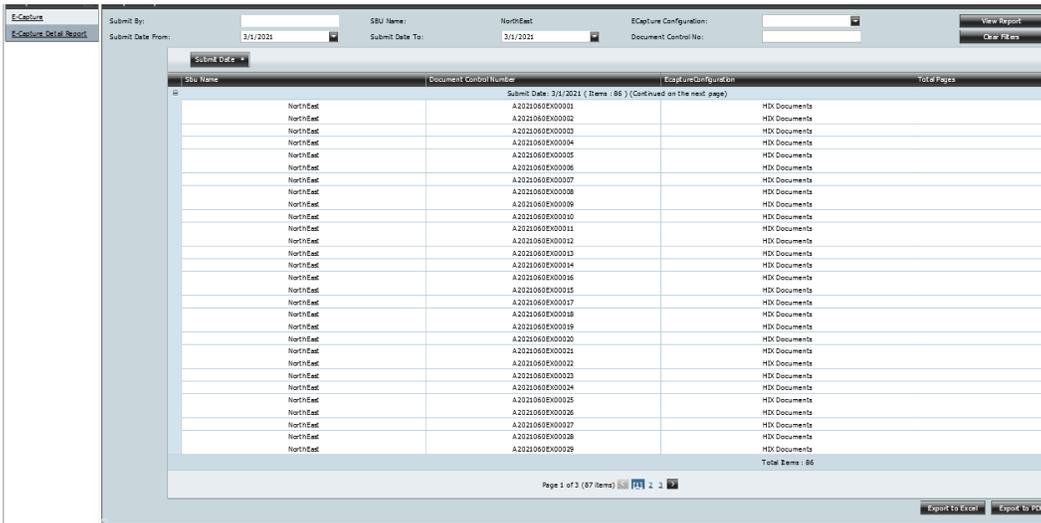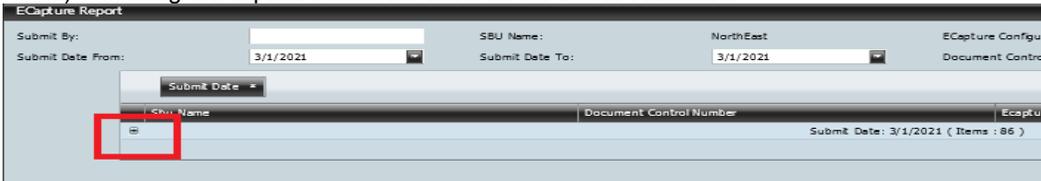
DCN Crosswalk Report

a)   E-Capture Detail Report

b)   An option to check the DCN submitted with in the selected Submission Date (Submit Date From, Submit Date To). Once the date selected, just click View Report.
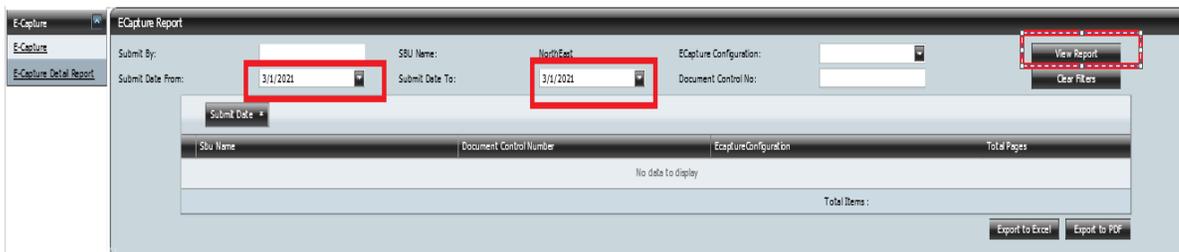
c) At first, it will show the submit date selected and number of items.

d) Clicking the expand button will show all the DCNs submitted.

e) There's an option to Export to Excel the report

Do you want to open or save **gvEcaptures.xls** from **10.229.40.159**?   Open   Save ▼   Cancel   ✕
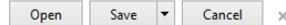
f) Or Export to PDF the report

Do you want to open or save **gvEcaptures.pdf** from **10.229.40.159**?   Open   Save ▼   Cancel   ✕
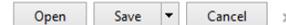
g) Cross walking the Conduent DCNs to Anthem DCNs.

Log into the Conduent NorthEast Web portal: https://northeastfe.acswellpoint.com/wellpoint/Login.aspx
Enter the User and Password then login.

h) Select the DCN Crosswalk Report

i) Enter the DCNs that need the details.

DCN Crosswalk Report

Select DCNs:

A2021060EX00001
A2021060EX00002
A2021060EX00003

DCN Type:

○ Anthem DCN   ● Conduent DCN   ○ Both (Slow)

SEARCH

j) Once the DCNs entered, click search to show all the details.

Conduent DCN	Anthem DCN	Process Date	Receipt Date	Item Type	Image Transmission	Image Transmission Time	Image Ack Time	Data Transmission	Data Transmission Time	Data Ack Time	Stack Name	Box Name
A2021060EX00001	21057Z000001	2/25/2021 5:00:00 PM	3/1/2021	NEHCFANS	AXNE202103010014	3/1/2021 7:01:23 AM	3/1/2021 11:36:24 AM	WGN_837P_CT_03012021.122612	3/1/2021 12:53:19 PM	3/1/2021 9:15:37 PM	glyzeil.guanzon@legatohealth.com	Ecapture
A2021060EX00002	21059I000002	2/27/2021 5:00:00 PM	3/1/2021	NEHCFANS	AXNE202103010016	3/1/2021 9:44:07 AM	3/1/2021 11:36:27 AM	WGN_837P_CT_03012021.122612	3/1/2021 12:53:19 PM	3/1/2021 9:15:37 PM	Reymart.Gaspar@legatohealth.com	Ecapture
A2021060EX00003	21057Z900002	2/25/2021 5:00:00 PM	3/1/2021	NECorr	ACCC202103010009	3/1/2021 5:22:51 PM	3/1/2021 7:42:35 PM				lamonica.vann@wellpoint.com	Ecapture

1

Submitting work to different engagements within eSubmit

The E-Submit portal allows you to submit documents to multiple engagements within Anthem/Coduent. You can submit documents for NorthEast, NY, Virginia, Healthlink, etc. The default engagement that eSubmit will submit documents to is the one that you requested your user access with (Request access to E-Submit). We assume that your default engagement is

NorthEasth and you can check what path your documents will take by looking at the main screen of your eSubmit login, it will be displayed as Active Business Unit:
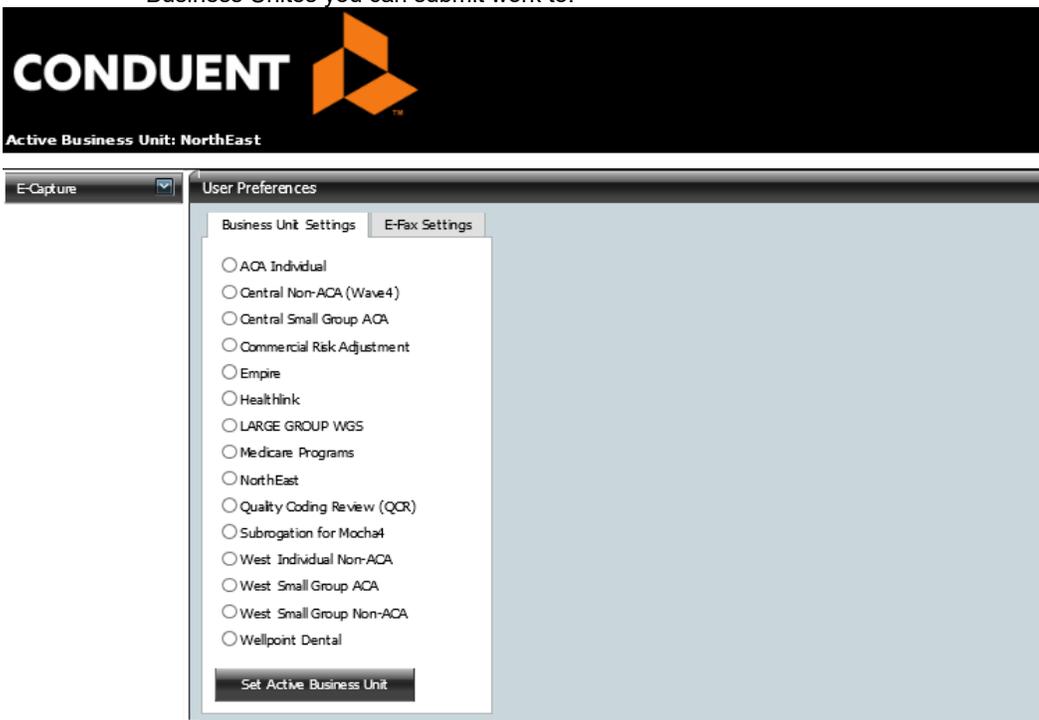

Switching Active Business Unit

If you want to switch your Active Business Unit and submit work to another engagement you will need to:

a) Click on User Preferences on the right upper corner of your web browser:

b) After you click on this option, a sub-menu will be displayed and it will show all the Business Unites you can submit work to:

c) You will click/select the new Business Unit you need to submit work to (we selected Empire on this example) :

Active Business Unit: NorthEast

E-Capture

User Preferences

Business Unit Settings | E-Fax Settings

○ ACA Individual
○ Central Non-ACA (Wave4)
○ Central Small Group ACA
○ Commercial Risk Adjustment
◉ Empire
○ Healthlink
○ LARGE GROUP WGS
○ Medicare Programs
○ NorthEast
○ Quality Coding Review (QCR)
○ Subrogation for Mocha4
○ West Individual Non-ACA
○ West Small Group ACA
○ West Small Group Non-ACA
○ Wellpoint Dental

Set Active Business Unit

d) Finally, click on Select Active Business Unit

CONDUENT

Active Business Unit: NorthEast

E-Capture

User Preferences

Business Unit Settings | E-Fax Settings

- ○ ACA Individual
- ○ Central Non-ACA (Wave4)
- ○ Central Small Group ACA
- ○ Commercial Risk Adjustment
- ● Empire
- ○ Healthlink
- ○ LARGE GROUP WGS
- ○ Medicare Programs
- ○ NorthEast
- ○ Quality Coding Review (QCR)
- ○ Subrogation for Mocha4
- ○ West Individual Non-ACA
- ○ West Small Group ACA
- ○ West Small Group Non-ACA
- ○ Wellpoint Dental

Set Active Business Unit

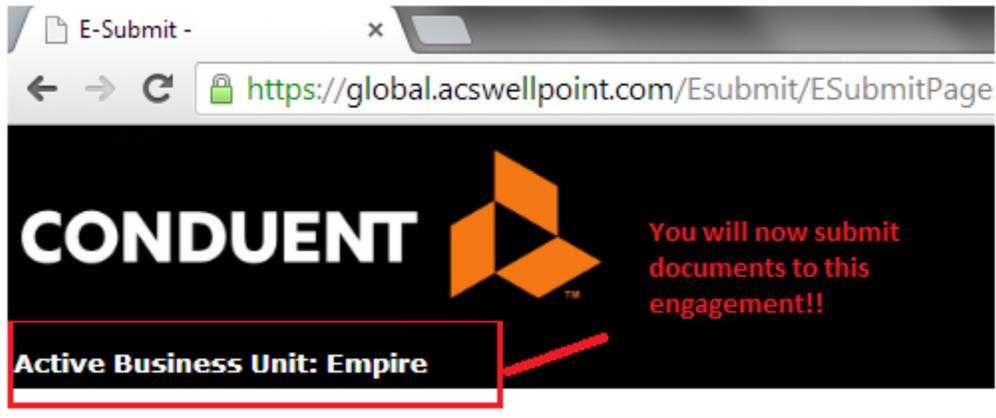e) Wait for a few seconds and eSubmit will show this message window (make sure you have your pop-up blocker disabled for this website) :

The page at https://global.acswellpoint.com says: ✕

Active SBU updated successfully

OK
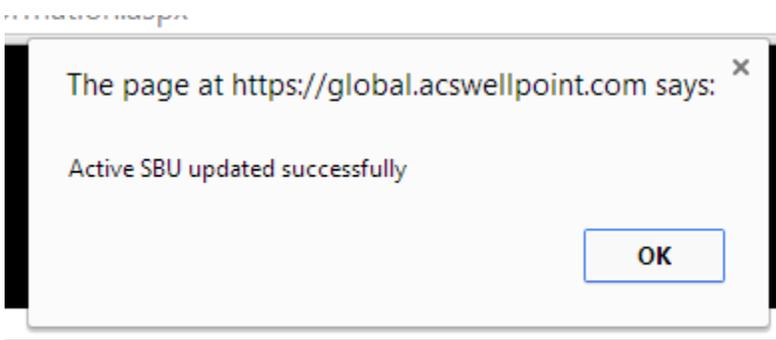
f) You will click in OK, and they eSubmit will show the new Active Business Unit in the main screen:

g) Finally you can go back to The Interface by clicking on the eCapture option on the left side of the screen in order to view all the futures for the new engagement selected:
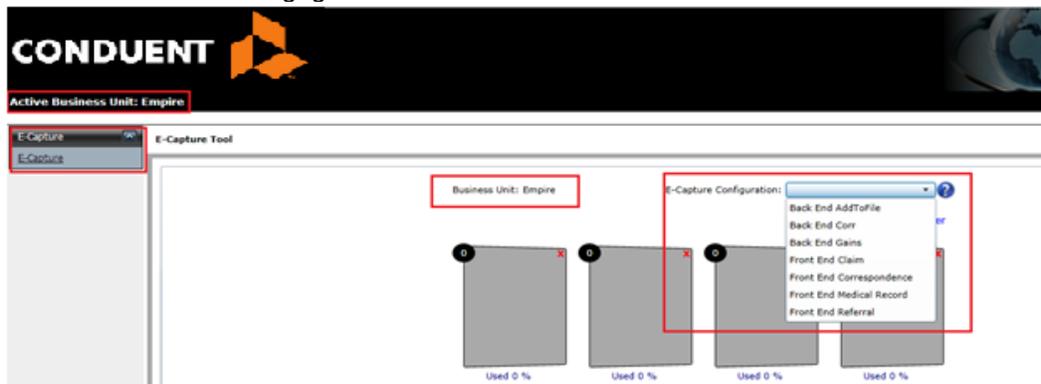
I
MPORTANT!! eSubmit will not retain the newly selected business unit as the default business unit when you login to the site next time. You will need to change your active business unit every time you need to submit work to a different engagement.
If you are a user that needs to submit work to different engagements, Conduent **strongly** recommends you to check the Active Business Unit before you submit any work. This is for work reconciliation and to make sure the submission is not processed by different business rules and the final outcome is what is expected.

HIX Coversheet

If you need to send documents with explicit sorting/keying rules for processing exceptions, you can use the HIX coversheet with predefined filled data and instructions in order to have the Conduent team to follow the keying rules on this coversheet so that way any sorting and keying rule can be override by what you are requesting on this coversheet.

You only need to fill out the boxes and predefined fields and DO NOT modify or change any of these or they could turn out on undesired keyed data or unexpected transmission outcome.

Xerox WGS Normal Workflow Request

DO NOT MODIFY THIS FORM. Only those instructions in pre-printed designated fields will be followed.

TO: Xerox NE: ☐ Xerox VA: ☐ DATE _____

Xerox NY: ☐

1. SUBMITTER	_____
	First & Last Name
2. PHONE	(____) _____ EXT
	Area Code / Number
3. MAILPOINT	_____ 4. MANAGER _____

5. WELLPOINT RECEIVED DATE: _____
MMDDYY

6. ☐ Special Instructions, Coversheet will be scanned with Document(s)

ID #: _____ Date of Service: _____
Do NOT include PREFIX! ID # cannot be changed for a claim! *MMDDYY*

Member Name: _____ _____ Date of Birth: _____
First Name *Last Name* *MMDDYY*

7. Document Type *(check one)*	
CMS 1500 **See Note Below**	☐
UB ** See Note Below**	☐
Dental	☐
Member Submitted	☐
Correspondence	☐

Xerox Use Only – Provide reason for return of documents to WLP business area.
RETURNED TO SUBMITTER FOR:

_____

Filling out HIX Coversheet

Open the coversheet attachment from the Appendix A at the bottom of this manual. You must use Office Word for opening and editing the file.

To:

- Mark the checkbox for the engagement or business unit you are submitting the dcn to. For the purpose of this manual, we will do it for NE.
- Types in the date than you are submitting the dcn on, for this example we will use 04/16/2014.

TO: Xerox NE: ☒   Xerox VA: ☐

Xerox NY: ☐

DATE ___04/16/2014_____

Submitter, Phone, MailPoint and Manager:

- You need to update the submitter personal information. If you are directly doing the dcn submission, you can fill out your own information; or if you are being delegated by some else you can fill out that person's information.

1. SUBMITTER	_____Michael Bradley_____ *First & Last Name*
2. PHONE	(801) __567-8304_____ *Area Code / Number* EXT _____
3. MAILPOINT	_____048243829_____ **4. MANAGER** _____Jenny Baumann_____

Anthem Received Date:

- This is the corporate receipt date or the date when the claim was received at Anthem's office for processing

5. WELLPOINT RECEIVED DATE: _____04/01/2014_____
MMDDYY

Special Instructions:

- Check and fill out this section if you have a correspondence submission where you need the data on the submission itself to be override by the information filled on this section. Please note that Conduent will only key information from this section and this will be used for Account Determination process. Conduent will not look at any other pages from the submission when this section is filled out in the coversheet.
- This section must be filled **only for Correspondence** submissions that require data to be overridden with this coversheet details.

  - **ID #** - Member ID that will override any other id on the submission. This needs to be added without Prefix.
  - **Date Of Service** – Date of Service that will override any other date of service on the submission.
  - **Member Name** – Member's First and Last name that will override any patient's or insured's names on the submission.
  - **Date Of Birth** - Member's date of birth that will override any patient's or insured's date of birth on the submission.

6. ☒ Special Instructions, Coversheet will be scanned with Document(s)

ID #: __1608A2324_____   Date of Service: __01/25/2014____
   Do NOT include PREFIX!! ID # cannot be changed for a claim!   *MMDDYY*

Member Name: ____CARL_____JOHNSON____ Date of Birth: __10/14/1976__
              First Name   *Last Name*   *MMDDYY*

Document Type:

- Select any document type from this coversheet if you need the submission to be sorted, keyed and processed as the document type that you have selected here, regardless if the submission may fall under any other sorting rules that would make Conduent to sort it differently than what you need.

   - For example, if you have a CMS HCFA claim that clearly contains any Correspondence keywords or indicators that would make Conduent to sort it as Correspondence but you actually need it to be keyed and processed as a Claim and not as Correspondence, you can select the CMS 1500 Document type so this way when Conduent looks at the coversheet, they will understand that the submission is required to be processed as a Claim instead of Correspondence.

7. Document Type *(check one)*	
CMS 1500 **See Note Below**	☒
UB ** See Note Below**	☐
Dental	☐
Member Submitted	☐
Correspondence	☐

NOTE: If you fill out Section 6, you also need to select Correspondence document type in section 7.

Conduent Use Only:

- This will be filled out by Conduent when any of the below occurs:
   - No Document Type is selected.
   - No Anthem Corporate Date is provided.

Finally, once you have filled out all the desired information on the coversheet, make sure it's attached to the dcn submission placeholder where you are adding the submission files. You can either attached it as a word or as a PDF document. Please refer to Adding Attachments section on this document for more details.

Appendix A

CR297.2
Coversheet.docx