Objective	Access and Use MN–ITS Mailbox
Performed by	MN–ITS users
Background	This User Guide instructs providers how to access and retrieve their Remittance Advice (RA's), Provider Updates & News, letters, authorizations, messages and other items within the MN–ITS Mailbox

About MN–ITS Mailbox

The MN–ITS Mailbox "Home" page now appears upon login. Items appear in four main folders.

1. **Links** (default folder which includes provider updates and provider news) are accessible for 30 days

2. **Archive** (any older files you requested) are accessible for 30 days

3. **Transaction Responses** (eligibility and claim responses and test results)

4. **Miscellaneous Received** (authorizations, enrollment letters, etc.)

- Remittance Advice (RAs) are accessible for 12 months

- Messages and all other files are accessible for 90 days

MN–ITS Administrators are able to restrict MN–ITS user access, which may reduce the number of Mailbox folders and file types that appear in an individual's Mailbox. Refer to the user guide, "Create/Modify MN–ITS User Access."

To Access and Use MN–ITS Mailbox

1. Login to MN–ITS. The landing page defaults to the Links folder, which contains Provider Updates, Provider News and other important information for your organization on any changes to coverage policies and/or billing procedures.

- The bolded number next to File Type indicates the number of new/unread messages

- New/unread messages appear in **bold** (most recent on top)

- Messages can be marked as "unread" after viewing

- Sort messages by Name, Date, or Size (select the title on column header)

- If the links folder does not automatically open, select the Search button to retrieve Provider News and Updates. DHS retains items in the links folder for 30 days

2. Select the Archive option, if necessary, to retrieve any items you have requested from DHS. DHS retains archived items for 30 days.

3. Select **Search**.

Transaction Responses and *Miscellaneous Received* folders appear on the left-hand column under *Mailbox* as shown:

Mailbox
      Transaction Responses
      Miscellaneous Received

Using Transaction Responses

1. Select **Transaction Responses.**

2. Select the appropriate file type from the options shown.

3. Use the Quick Search feature to find Provider News and Updates older than 30 days.

4. The Quick Search feature Start and End Dates default to one month (a broad search may result in a time delay).

Quick Search

Start Date
12/18/2011

End Date
01/17/2012

File Type

○ 835_PDF   ○ 835_X12   ○ 997

○ 277   ○ 271   ○ 999

○ TA1   ○ Production Failed   ○ Test Results   Search

Not all providers will see the file types displayed above.

File Types descriptions are as follows:
- 271 (Eligibility & Benefit Response)
- 277 (Claims status file to file inquiry response)
- 820 (MCO Payment Order and Remittance Advice)
- 834 (MCO Benefit Enrollment and Maintenance)
- 835 (Claim Payment and Remittance Advice)
    - **835C (Claim Responses)**
    - **835E (Managed Care Organizations only)**
    - **835_PDF (Interactive (Direct Data Entry) users, find your PDF RA here)**
    - **835_X12 (Batch users, find your downloadable X12 RA here)**
- 997 (Functional Acknowledgement ended 12/31/11)
- 999 (Functional Acknowledgement effective 1/1/12)
- DSHR (MCO Disproportionate Share Reporting)

- ICF (Intermediate Care Facilities – Developmental Disabilities)
- N11R (Functional Acknowledgement)
- TA1 (Acknowledgement Claim and Eligibility response)
- Production Failed (for batch X12 files only)
- Test Results (for batch X12 files only)

5. Change the Start and End Dates for the search, if necessary.

6. Select the **Search** option.

Using Miscellaneous Received

1. Select **Miscellaneous Received.**

2. Select the appropriate file type from the options shown.

Quick Search

Start Date	File Type	
12/18/2011	○ HSMM ○ IHL ○ PAL	
End Date	○ PRVLTR ○ APPL	Search
01/17/2012		

Not all providers will see the file types displayed above.

File Types descriptions are as follows:
- AFFL (MCO data)
- APPL (MCO data)
- CML (Chemical/Alcohol dependency Authorization letters)
- CMRPTS (MCO data)
- CLMSTAT (DHS/County/Tribe datashare)
- DMIE (DHS/Provider datashare)
- FFSDATA (DHS/Provider datashare)
- Failed-Voids (MCO data)
- HPREPT (MCO data)
- HSMM (DHS/Provider datashare)
- ICN (MCO data)
- IEP (DHS/Provider datashare)
- IHL (Inpatient Hospital Authorization Letters)
- MDH (DHS/Provider datashare)
- N51R (MCO data)
- PAL (Medical/Med supply/Dental Authorization Letters)
- PEMCO (MCO data)
- PMQI (MCO data)
- PROVIDERFILE (DHS/Provider datashare)
- PRVLTR (affiliation letters, category of service changes, and enrollment status changes from DHS/MHCP)

- RECIPIENTFILE (DHS/Provider datashare)
- RISKADJ MCO data (information for managed care organizations only)
- SAL (Waiver and home care authorization letters)
- XWALK (MCO data)

3. Change the Start and End Dates for the search, if necessary.

4. Select the **Search** option.

   Note: File Type options may vary for different users based on the files sent to their mailbox (i.e., users will not see a PAL, SAL, or PRVLTR file option until they receive their first PAL, SAL or PRVLTR file).

Logging out of MN–ITS mailbox

You may log out of MN–ITS mailbox anytime by selecting "**Logout**" at the top of the screen located on the dark blue bar. This will bring you back to the MN–ITS Homepage.