

MN-ITS Troubleshooting Guide

Revised: [October 17, 2023](#)

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Video Modules

MN-ITS

- [Registering your MN-ITS Account](#) (6 min., 9 sec.)
- [Guide to the MN-ITS Home Page](#) (9 min., 5 sec.)
- [Using the MN-ITS Mailbox](#) (5 min., 33 sec.)
- [Functions and Features of the MN-ITS Claim Screens](#) (8 min., 36 sec.)
- [Adding Taxonomy Codes for Consolidated Providers](#) (5 min., 58 sec.)
- [Guide to the User Administration Section in MN-ITS](#) (7 min., 4 sec.)

Billing

- [Community Paramedic Services billing](#) (10 min., 19 sec.)
- [Entering Coordination of Benefits with Third Party Liability \(837P\)](#) (9 min., 13 sec.)
- [Entering Coordination of Benefits into an 837I Inpatient Claim](#) (9 min., 43 sec.)
- [Entering Coordination of Benefits for Medicare Part B](#) (7 min., 5 sec.)
- [Validating a Claim in MN-ITS](#) (5 min., 29 sec.)
- [Sending an Attachment for a MN-ITS Claim](#) (8 min., 44 sec.)
- [How to Read Your Remittance Advice](#) (8 min., 5 sec.)
- [How to Read the Payer Claim Control Number \(PCN\)](#) (4 min., 58 sec.)
- [How to Read the Payment and Claim Cut-off Calendars](#) (5 min., 44 sec.)

Error Messages

Registration Error Messages

1. Error Page #1 Initial User ID [\[resolution\]](#)
2. Error Page #2 Login Error [\[resolution\]](#)
3. Error Page #3 Database Connectivity Failure [\[resolution\]](#)
4. Error Page #4 Organizational Information Absent [\[resolution\]](#)
5. Error Page #5 Failure to Indicate Acceptance of the DHS EDI Biller Agreement [\[resolution\]](#)

Other Error Messages

1. An exception was thrown: Unexpected exception during mapping [\[resolution\]](#)
2. Unable to complete this transaction at this time: Unable to complete the host transaction [\[resolution\]](#)
3. Your Claim, Transaction Control Number XXXXXXXXXXXXXXXXXXXX, has been accepted for processing. The status of this claim is not yet known but you will be able to view it from this Web site as soon as processing is complete. If you have any questions, please call the Minnesota Health Care Programs (MHCP) Provider Resource Center at 651-431-2700 or 800-366-5411 [\[resolution\]](#)
4. Page Not Found or Page Not Available [\[resolution\]](#)
4. You have unsuccessfully attempted to log in to the MN-ITS Web site five times. [\[resolution\]](#)

Common User Questions

1. [Registration](#)

2. [Internet](#)
3. [System Access](#)
4. [System Functionality](#)
5. [User Access, Logging In & Passwords](#)
6. [Interactive](#)
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Registration

1. I'm trying to log in to MN-ITS Registration but the screen blinks and does not return me to the MN-ITS Registration screen. [\[resolution\]](#)
2. I forgot my password. [\[resolution\]](#)

Internet

1. I select the MN-ITS Web link from my Favorites or Bookmarks and am brought to the MN-ITS Registration log in screen. [\[resolution\]](#)
2. I try to log in to MN-ITS using a login ID saved in my browser's history but cannot get into MN-ITS. [\[resolution\]](#)

System Access

1. I'm trying to get into MN-ITS and do not have access. [\[resolution\]](#)

System Functionality

1. MN-ITS is not responding or is not functioning properly. [\[resolution\]](#)

User Access, Logging In and Passwords

1. I get redirected to the MN-ITS Login screen. [\[resolution\]](#)
2. I want to submit claims but see only options for "Administrator" and "Logout" on the left-hand menu. [\[resolution\]](#)
3. I try to log into MN-ITS using the User ID given to me for MN-ITS Registration. [\[resolution\]](#)
4. I received the error message: "You have unsuccessfully attempted to log in to the MN-ITS Web site five times." [\[resolution\]](#)
5. I see a blank or white screen. [\[resolution\]](#)
6. I forgot my password. [\[resolution\]](#)
7. I tried to log in to MN-ITS for the first time, but don't have the EDI Biller Agreement response screen generated during registration, which contains my new User ID for logging in to MN-ITS. [\[resolution\]](#)

Interactive

1. I try to log in to MN-ITS but the screen blinks and I am returned to the MN-ITS log in screen. [\[resolution\]](#)

Batch/X12

1. I sent a batch of production claims but have not received any results. [\[resolution\]](#)
2. I received a 999 response from DHS and don't know what it is. [\[resolution\]](#)

X12 testing

1. I tried to submit a batch of test claims or production claims and immediately received an error about a duplicate file name. [\[resolution\]](#)

Remittance Advice (RA)

1. I am not receiving my X12 835 RA in my MN-ITS mailbox. [\[resolution\]](#)
2. When will my PDF RA appear in my MN-ITS mailbox. [\[resolution\]](#)
3. I can't open or retrieve my PDFRA file. [\[resolution\]](#)
4. My PDF RA file is appearing as scrambled lines. [\[resolution\]](#)
5. I want to direct my RA to the mailbox of another provider/biller. [\[resolution\]](#)
6. I want to change my RA from NSF to X12 835. [\[resolution\]](#)

Resolutions: Error Messages

Registration Error Messages

1. Error Page #1 Initial User ID

You have already completed the MN-ITS Registration process and the User ID from your Welcome Letter is no longer valid. You should log in to MN-ITS at <https://MN-ITS.dhs.state.mn.us> and enter the User ID and password that was displayed on the DHS EDI Biller Agreement.

2. Error Page #2 Login Error

You have attempted to log in to MN-ITS Registration five or more times with the wrong User ID, Password or both. If you are not the PA, contact your PA. If you are the PA, close your Web browser and attempt to register again.

3. Error Page #3 Database Connectivity Failure

A system error has occurred. Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your error code or description, User ID, date and time of session.

4. Error Page #4B Organizational Information Absent

Your organizational information in our file is missing or incomplete. Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 (option 3). This step is required before you can complete MN-ITS Registration.

5. Error Page #5 Failure to Indicate Acceptance of the DHS EDI Biller Agreement

You have not agreed to accept the DHS EDI Biller Agreement during the registration process. If you do not agree to the DHS EDI Biller Agreement, you are not given access to MN-ITS. Please make sure that your PA has accepted the agreement during registration.

Other Error Messages

1. An exception was thrown: Unexpected exception during mapping

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, date and time of session.

2. Unable to complete this transaction at this time: Unable to complete the host transaction

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, date and time of session.

3. Your Claim, Transaction Control Number XXXXXXXXXXXXXXXXX, has been accepted for processing. The status of this claim is not yet known but you will be able to view it from this Web site as soon as processing is complete. If you have any questions, please call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411

Your request may have timed out. DHS received your transaction but was not able to respond in time with a MN-ITS claim response. Refer to your claim number for status inquiries. Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, date and time of session.

4. **Page Not Found or Page Not Available**

Make sure the web address you entered is <https://MN-ITS.dhs.state.mn.us/>

MN-ITS may be down – scheduled system downtimes are listed on the MN-ITS home page.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, date and time of session.

5. **You have unsuccessfully attempted to log in to the MN-ITS Web site five times.**

If you are not the PA for your organization, contact your PA.

If you are the PA, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and identify yourself with your User ID. You will be assigned a temporary password.

Resolutions: Common User Questions

Registration

1. **I'm trying to log in to MN-ITS Registration but the screen blinks and does not return me to the MN-ITS Registration screen.**

The User ID or Password you entered is invalid. Refer to your Welcome Letter and enter the Initial User ID and Initial Password exactly as shown on the letter.

- Hint #1: The Initial User ID and Initial Password are case sensitive. Do not enter an uppercase letter unless it is shown. Do not use the Caps Lock key to create a capital letter; use the Shift key.
- Hint #2: 0's (zeroes) and O's may appear within your Initial User ID or Initial Password.

2. **I forgot my password.**

Refer to your Welcome Letter if you have not completed the Registration process. If you have lost your letter and you are the PA, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 (option 5).

Internet

1. **I select the MN-ITS Web link from my Favorites or Bookmarks and am brought to the MN-ITS Registration log in screen.**

You saved the MN-ITS Registration Web link instead of the link for the MN-ITS system home page. Since registration is a one-time process, delete the Registration address and replace it with <https://MN-ITS.dhs.state.mn.us>.

2. **I try to log in to MN-ITS using a login ID saved in my browser's history but cannot get into MN-ITS.**

Your browser may have saved an expired login ID in the browser history and, as a result, your History files may need to be cleaned out.

System Access

1. **I'm trying to get into MN-ITS and do not have access.**

Contact your assigned PA to reset your password or create a user profile for you.

System Functionality

1. **MN-ITS is not responding or is not functioning properly.**

- Check for web browser compatibility. MN-ITS is compatible with Microsoft Edge, Google Chrome, Mozilla FireFox, and Netscape. Internet Explorer is not supported. The Apple Safari browser may be used to access RAs and downloads but is not compatible for claims submission. These browsers are available as free downloads at the following websites:
- Check your browser's "Internet Control Settings" or "Security Settings." To function properly, MN-ITS requires "Per-Session Cookies" and "Allow Cookies To Be Stored On Your Computer" to be enabled.

- MN-ITS Mailbox PDF files require a relatively current version of a PDF reader program installed on your PC.
- You may have a Pop-Up Blocker program on your PC. Disable your anti-virus program while in MN-ITS. Contact your technical staff or your internet service provider for more information.
- You may have an anti-virus program on your PC. Disable your anti-virus program while in MN-ITS. Contact your technical staff or your internet service provider for more information.
- You may have firewall issues on your PC. Check with your technical staff or your internet service provider regarding possible firewall issues.
- Your PC may be low on memory. Close all other programs if you are experiencing slow or no response.
- MN-ITS is down. Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, time and date of occurrence.

User Access, Logging In & Passwords

1. I get redirected to the MN-ITS Login screen.

- If you are logged in to MN-ITS and your PC is idle for more than one hour, MN-ITS will require you to log in again.
- If you are logged in to and using MN-ITS for more than two continuous hours, MN-ITS will require you to log in again.

2. I want to submit claims but see only options for “Administrator” and “Logout” on the left-hand menu.

- If you are not the PA, contact your PA to adjust your MN-ITS Application Role within your user profile.
- If you are the PA,
 - Select “Administrator.”
 - Click on “My Identity” under the “User manager” toolbar.
 - Click on “Organizational Information” on your profile.
 - Click on the “Modify” button.
 - Click on the MN-ITS Application Role option “Interactive,” “Batch” or click on both.
 - Click on “Save” and “Logout.” The next time you log in you will see the appropriate menu view.
 - Select “MN-ITS Interactive”
 - Select from the options under “New Claim.”

3. I try to log in to MN-ITS using the User ID given to me for MN-ITS Registration.

You won't be able to log in to MN-ITS. During registration, you are given a new User ID on the EDI Biller Agreement response. If you have lost your copy of this response, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 (option 2) to receive a copy of your EDI Biller Agreement response. You cannot log in to MN-ITS without your new user ID.

4. I received the error message: “You have unsuccessfully attempted to log in to the MN-ITS Web site five times.”

- If you are not the PA for your organization, contact your PA.
- If you are the PA, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and identify yourself with your User ID. You will be assigned a temporary password.

5. I see a blank or white screen.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your User ID, date and time of session.

6. **I forgot my password.**

- If you are not the PA for your organization, then contact your PA
- If you are the PA, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and identify yourself with your User ID. You will be assigned a new temporary password.

7. **I tried to log in to MN-ITS for the first time, but don't have the EDI Biller Agreement response screen generated during registration, which contains my new User ID for logging into MN-ITS.**

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 (option 5) to receive a copy of the EDI Biller Agreement response. You cannot log in to MN-ITS without your new user ID.

Interactive

1. **I try to log in to MN-ITS but the screen blinks and I am returned to the MN-ITS log in screen.**

The User ID or password you entered is invalid. Refer to your DHS EDI Biller Agreement response and enter the User ID and password exactly as shown on that document.

- Hint #1: The User ID and password are case sensitive. Do not enter an uppercase letter unless it is shown. Use the Shift key instead of Caps Lock to create a capital letter.
- Hint #2: 0's (zeros) and O's may appear within your User ID or password.

Batch/X12

1. **I sent a batch of production claims but have not received any results.**

Check your "Transaction Responses" option within your mailbox in MN-ITS Batch. If you have not received a 999 transaction within four hours of submission, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 and report your Submitter ID (the NPI or UMPI of whoever is submitting the claim), time and date of batch submission.

2. **I received a 999 response from DHS and don't know what it is.**

A 999 response is an X12 acknowledgement of your submitted batch file. You receive a 999 response after you submit an X12 transaction batch under the "Submit Transactions" option within MN-ITS Batch. You should review the transaction sets within the 999 for possible errors. Information about the 999 is available in the back of the 835 Implementation Guide. Also refer to the 999 companion guide on the [AUC Minnesota Uniform Companion Guides](#) page.

The 999 naming convention uses the following protocol:

ProviderID_997_TransactionType_SubmittedFileName

Filename	ISA Envelope Info
999999999_837P_200410190900.txt	ISA*00* *00* *ZZ* 123456700 *30*41-1674742 *040127*1247*U*00401*999999999*0*P*:~GS*HC*999999999*41-1674742*20040915*1137*1 *X* 004010X098A1

Provider ID: **123456700 (mailbox)**

997 Ack: **997**

Transaction Type: **837P**

Submitted Filename: **999999999_837P_200410190900.txt**

The value in ISA06 of the submitted file envelope information is used to determine the ProviderID and the value in GS08 is used to determine the Transaction Type.

Please limit your Submitted file name to less than 150 characters. To assure access to the 999, the following characters should not be used in your Submitted file name (837, 270, etc.):

% & * + | : " < > ? \ /

In special, limited circumstances the 999 will appear differently – most likely based upon a call made to our Help Desk.

X12 testing

1. I tried to submit a batch of test claims or production claims and immediately received an error about a duplicate file name.

DHS requires providers to submit every batch with a unique file name. Consult file naming conventions in the [Secure FTP Guide](#).

Remittance Advice (RA)

1. I'm not receiving my X12 835 RA in my MN-ITS mailbox.

You may not have completed the testing process with the HIPAA Collaborative or DHS, and may not be submitting production-ready claims transactions. Review [Test 5010 Batch Transactions](#) on the 5010/D.0 Compliance page.

2. When will my PDF RA appear in my MN-ITS mailbox.

RAs appear in the MN-ITS mailbox on the Thursday following the billing cycle. Refer to the Payment and Claim Cut-Off Calendars at the bottom of the [MHCP billing resources](#) webpage. If it does not appear by this time:

- Check your "Messages" folder in your MN-ITS mailbox to determine if you received a message about a delay in distribution of RAs.
- Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411.

3. I can't open or retrieve my PDF RA file.

You may need a more current version of a PDF reader program installed on your PC or you may need to change the program's preferences.

4. My PDF RA file is appearing as scrambled lines.

Open any RA on the computer screen. Then go to the top under "Edit," then at the bottom, click "Preferences," and then on the left side of the screen, make sure "Page Display" is highlighted. In the middle of the page, make sure that "Use Greek Text Below" is UNCHECKED. Click "OK" and this should resolve the issue.

5. I want to direct my RA to the mailbox of another provider/biller.

That other provider/biller must be registered for MN-ITS. Refer to [MN-ITS DDE & X12 Transactions](#) on the 5010/D.0 Compliance page.

6. I want to change my RA from NSF to X12 835.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411.

User Administration Error

1. I am getting a "User Administration" error.

Primary and Secondary MN-ITS Administrators:

MHCP advises these workarounds to resolve errors occurring while navigating, modifying or saving any changes made to a MN-ITS user account.

We recommend using the Firefox web browser if available. Firefox users are reporting fewer Administrator errors than those with Internet Explorer.

If using Internet Explorer (IE), try the following:

- Delete Cookies/Temporary Files
- Override automatic cookie handling

Virtual Desktop Users

Some virtual desktop internet browsers may be incompatible with MN-ITS. If some MN-ITS functions, such as action buttons, are not appearing correctly while you are using a virtual desktop environment, contact your IT staff to get a different internet browser or a browser version that is compatible with MN-ITS.