

## Mailbox

Revised: [July 5, 2024](#)

### Overview

MHCP delivers the following provider information electronically to each provider's MN-ITS mailbox account:

- Provider news and updates
- Enrollment letters
- Medical, Dental and Service Authorization letters
- Remittance Advices (RA)

Watch the on-demand videos on our [MHCP provider training](#) webpage for more information about using your mailbox account.

### Mailbox Folders

The MN-ITS mailbox has the following three sections:

- Mailbox Home
- Transaction Responses
- Miscellaneous Received

Each section contains specific folders for various business functions. The administrator of each MN-ITS account determines the access each user has within these sections and folders within each section. You may or may not have the folders listed based on your business.

Providers are responsible for their own [Record Keeping](#) according to state and federal laws and MHCP may remove documents greater than the retention days shown. Use the following table to review the folders in each section, the information in each folder and amount of time documents remain in each folder.

Mailbox Section	Mailbox Folders	Type of Item or Document	Retention Schedule
Home	Links	Links to online webpages including: <ul style="list-style-type: none"><li>• Provider news and updates</li><li>• Provider announcements</li></ul>	30 days
Transaction Responses	835 PDF	PDF version of the RA – delivered to all providers with any claim transactions during a pay cycle	One year
	835 X12	X12 version of the RA – delivered to all X12 batch submitters with any claim transactions submitted during a pay cycle	One year
	277 Request Status Response	X12 version of the request claim status response (277) – delivered to X12 batch submitters when sending request claim status inquiries (276)	90 days
	271 Eligibility Response	X12 version of the eligibility response (271) – delivered to X12 Batch submitters when sending eligibility requests (270)	90 days
	999	Acknowledgment response showing receipt of X12 835 file transaction	90 days
	TA1	Acknowledgment response showing reason X12 835 file transaction was unsuccessful	90 days

	835E	Encounter Claims – used only by managed care organizations (MCOs)	90 days
	N12R	Outbound responses to NCPDP Encounter files	90 days
	DSHR	Used only by hospitals, one time per year, to receive results and error files for Medicaid PMAP eligibility matches.	90 days
	Production Failed	Files submitted by an X12 batch submitter but unable to be accepted by MHCP	90 days
Miscellaneous Received	PRVLTR	PDF documents for communicating important information about providers' enrollment with Minnesota Health Care Programs (MHCP).	90 days
	PAL	PDF copies of authorization letters for the following types of items or services: <ul style="list-style-type: none"> <li>• Medical</li> <li>• Dental</li> <li>• Durable medical equipment</li> </ul>	90 days
	SAL	PDF copies of service authorization letters for the following items or services: <ul style="list-style-type: none"> <li>• Home Care</li> <li>• PCA</li> <li>• Waiver</li> </ul>	90 days
	CMRPTS	Reports sent to counties and tribes of claim transactions	90 days
	CLMSTAT	Social Service Information System (SSIS) Process provides statistical data about state of processing of claims, long-term claims, DD documents, service agreements	90 days
	CML	Case manager service agreement letters	90 days
	ICF	Intermediate Care Facilities – Developmental Disabilities) – Day Training and Habilitation claims report	90 days
	IHL	Inpatient Hospital authorization letters	90 days
	APPL	These are files sent by the AS Data Management team	90 days
	FAILED-VOIDS	Daily or failed voids. The MMIS job is run each business day	90 days
	RECIPIENTFILE	Estate Recovery – Death match information to counties	90 days
	RISKADJ	Reports by MCO Rates and Special Needs Purchasing units of the Purchasing and Service Delivery (PSD) division	90 days

## Mailbox Administration

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 [Create/Modify MN-ITS User Access](#) user guide.

## To access and use MN-ITS Mailbox

1. [Log in](#) to MN-ITS. Select Mailbox from the left navigation, which defaults to the Mailbox-Home, File Type Links folder. The File Type links folder contains Provider Updates, Provider News and other important information for your organization on any changes to coverage policies or billing procedures.
  - The number next to File Type indicates the number of new or unread messages
  - New or 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. Minnesota Department of Human Services (DHS) retains items in the links folder for 30 days
2. 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. The Quick Search feature Start and End Dates default to one month (a broad search may result in a time delay).

File Type 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)**
- 999 (Functional Acknowledgement)
- 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)

4. Select the **Search** option.