



Portal user guide – Download a batch claim response file

After the portal has processed a batch claim file, you can view the results by downloading a batch response file. This file will display approved and rejected claims. Approved claims will show a claim amount. Rejected claims will show a rejection reason.

Access

What access do I need?

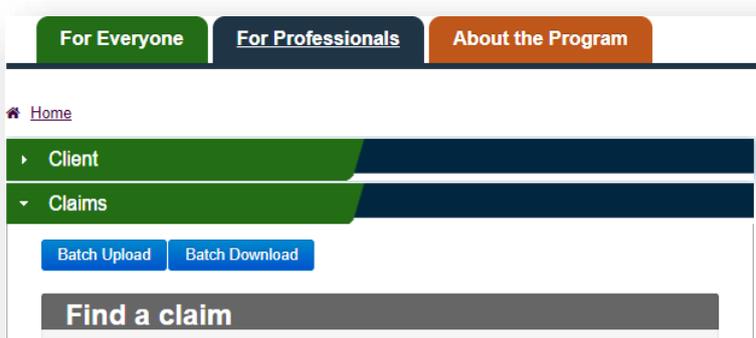
SP Claims

Download your e-claims batch response file

Step 1

Log in to the portal and open the Claims accordion.

Click **Batch Download**.



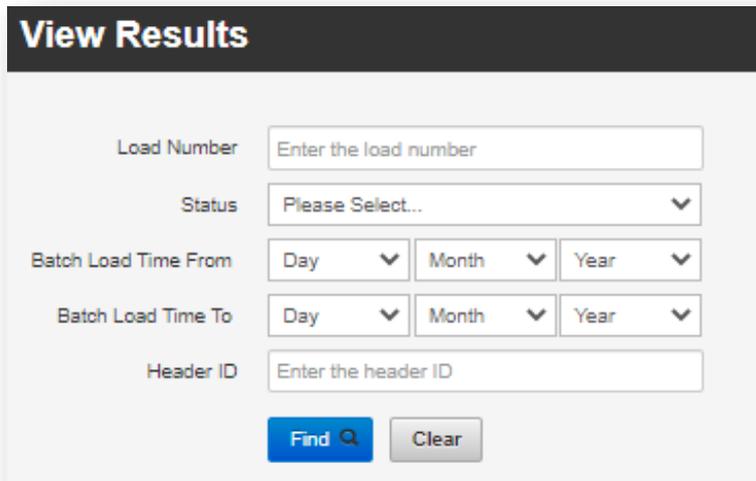
The Batch Download screen will appear.

Step 2

To access & download the batch file, enter the Claims File Reference Number into the Load Number field. This is the number which appears on your Upload Success screen, and in the confirmation email sent to your nominated email account.

Alternatively, you can search by status, date range or Header ID.

Click **Find**.



The screenshot shows a search form titled "View Results". It contains the following fields and controls:

- Load Number:** A text input field with the placeholder text "Enter the load number".
- Status:** A dropdown menu with the text "Please Select..." and a downward arrow.
- Batch Load Time From:** Three dropdown menus for "Day", "Month", and "Year".
- Batch Load Time To:** Three dropdown menus for "Day", "Month", and "Year".
- Header ID:** A text input field with the placeholder text "Enter the header ID".
- Buttons:** A blue "Find" button with a magnifying glass icon and a grey "Clear" button.

A list of batches that meet your search criteria will display.

Step 3

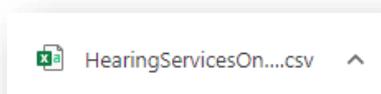
Click the blue hyperlink in the load number column to download the batch response file.



The screenshot shows a table header row with the following columns:

Upload Log ID	Load Number	File Name	Header ID	Status	Load Time	File Rejection Reason
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Your designated Response File will now download to your device.



Open the downloaded file to view the results of your batch claim. Note – A response file will only be available if the batch status is Processed. Rejected files will display a reason in the file rejection reason column. You must correct any formatting mistakes before attempting to upload the file again.

Response file format

Header record

Field	Description	Type	Length
BATCH IDENTIFIER	Free text to link the upload file to the response file	Character	20

Detail record

Field	Description	Type	Length
VOUCHER NUMBER	The voucher number of the client	Character	19
ITEM NUMBER	The item number of the service as per the schedule of service items	Numeric	3
DATE OF SERVICE	The date the service was given	Date	DDMMYYYY
PROVIDER REFERENCE NUMBER	Provider free text to help them reconcile - not mandatory	Character	15
RESULT	Approved / Rejected	Character	10
REJECTION REASON	Rejection reason description	Character	250
AMOUNT DUE	The total amount due to be paid	Numeric (7,2)	10