



Provider Nexus I/O

File Import Manager Whitepaper

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Getting Started

Use the Provider Nexus I/O File Import Manager to send us your private network data. It's the secure, easy-to-use way to import and validate your file. It's accessible from any computer, anywhere.

Our systems review your data and warn of potential errors quickly via our **Zelis Issue Report**, so you have the power to clean your file before the data is imported. This helps keep data as clean as possible for your projects.

Contact us at support.analytics@zelis.com to request access to Provider Nexus I/O to begin importing your data files.

Zelis Issue Report



Success!

	Count
Raw Row Count	1,048,564
Imported Row Count	1,016,643
Rows With Removed Fields	1,672
Rows Skipped	31,921

[Download Issue Report as CSV](#)

Review information about your file to make the best decisions. Each file import gives you counts that can answer your questions:

- How many raw rows were in my file?
- How many rows will be imported after the application has checked the file for issues?
- How many rows had at least 1 field with data that was removed?
- How many rows were skipped entirely (i.e. not imported) due to poor data quality?
- How do I fix my file?

Each file also comes with our unique downloadable **Zelis Issue Report**, providing you feedback, about *why* data may have been removed or skipped from your file, making it easy to know how to fix your file and reimport, if needed.

Approvals and Rejections

See a lot of skipped and removed rows in a file? Simply **reject** the file and use the Issue Report to resolve the issues on the file, then try the import again.

Your data refresh file is **ready for approval**. Use the information in the table on the right to decide whether to accept or reject the file. Files that are not approved within 4 days will be automatically rejected and will need to be reimported before further processing.

 Approve

 Reject

Everything looking good? Then *approve* your file and we'll take it from here!

Source File Requirements

Please review the following requirements regarding the file itself.

These details will be pertinent to *your internal data processing teams* that provide the data files being imported into the Zelis File Import Manager system.

- **CSV and TXT files are the preferred format**, but .xlsx and .xls are also accepted
 - If using .xlsx or .xls:
 - Ensure there are no additional “reader-friendly” content, such as summary notes about the data (neither above or below the data, nor to the side)
- All data in columns must be UTF-8 compliant
- Text-based files must use a new line character (Unix-style) or carriage return then new line characters (Windows style) to delineate each row
 - Note: These characters cannot be used for column data
- Comma separated data in columns (.csv) should contain double-quote text delimiters to avoid parsing issues
- All files must contain a valid header row with unique column header names
- Ensure 1 (one single) specialty per provider, per row of data

DO NOT:

- Data in columns **must not** contain carriage returns
- Data in columns **must not** contain newline values
- Files **must not** be larger than 250MB

Data Attribute Requirements

This section describes what column data should be included in the file and why this data is important.

The following data attributes are needed to support this project. Items in **red** with an asterisk (*) indicate this is a required data attribute.

Issue Report Action(s):

- **SKIPPED:** This indicates we will skip the entire row of data if the value inside of the data field is considered invalid
- **REMOVED:** This indicates the value in the specific data field is removed from being ingested, but the rest of the data in the row is fine.

ATTRIBUTE	REQUIRED?	DESCRIPTION
Address1*	Yes <ul style="list-style-type: none"> • All file types 	<p>Address Line 1 is the provider's location street address for the provider's practice location.</p> <p>Valid Example: "1234 Line Ave"</p> <p>Issue Report Action(s):</p> <p>SKIPPED if null/blank</p> <ul style="list-style-type: none"> • Reason: "Invalid Address1"
Address2	Recommended	<p>Address Line 2 is the provider's location suite, or other "secondary" address information.</p> <p>Example: "Suite C"</p>
City*	Yes <ul style="list-style-type: none"> • All file types 	<p>The city name associated with the provider's address identified in Address1 and Address2 fields.</p> <p>Example: "Kansas City"</p> <p>Issue Report Action(s):</p>

		<p>SKIPPED if CITY is null AND Address1 OR ZIP are also null</p> <ul style="list-style-type: none"> Reason: "Invalid City"
State*	<p>Yes</p> <ul style="list-style-type: none"> All file types 	<p>The provider's location state abbreviation associated with the provider's address identified in Address1 and Address2 fields.</p> <p><i>Two letter abbreviations are required.</i></p> <p>Example: "MO"</p> <p>Issue Report Action(s):</p> <p>SKIPPED if not valid state abbreviation per US ZIP table</p> <ul style="list-style-type: none"> Reason: "Invalid State" <p>REMOVED if value is null/blank AND ZIP, Address1, city are populated</p> <ul style="list-style-type: none"> Reason: "Missing State"
ZIP code*	<p>Yes</p> <ul style="list-style-type: none"> All file types 	<p>The Postal Code associated with the provider's address identified in Address1 and Address2 fields.</p> <p>This field can be the 5 digit ZIP, or 5 digit ZIP+4.</p> <p>Example: "64086" or "64086-1234"</p> <p>Issue Report Action(s):</p> <p>SKIPPED if blank/null AND city value is blank/null</p> <ul style="list-style-type: none"> Reason: "Missing Address Data - Not enough data" <p>SKIPPED if not valid ZIP code per USPS designations</p> <ul style="list-style-type: none"> Reason: "State/ZIP Mismatch" <p>REMOVED if ONLY ZIP is null/blank (city, state, address1 all populated)</p>

		<ul style="list-style-type: none"> Reason: "Missing ZIP Code"
License Number	Recommended	Medical licenses granted by the state in which the provider practices.
Office Name*	Yes <ul style="list-style-type: none"> Facility / Vision files 	This is the name of the facility. Example: "Golden Oak Community Hospital" Issue Report Action(s): SKIPPED if null/blank <ul style="list-style-type: none"> Reason: "Missing Office Name"
Last Name*	Yes <ul style="list-style-type: none"> Provider / Vision files 	This field only applies to Individual Providers. This is the last name of the provider. Issue Report Action(s): SKIPPED if null/blank <ul style="list-style-type: none"> Reason: "Invalid Last Name"
First Name*	Yes <ul style="list-style-type: none"> Provider / Vision files 	This field only applies to Individual Providers. This is the first name of the provider. Issue Report Action(s): SKIPPED if null/blank <ul style="list-style-type: none"> Reason: "Invalid Last Name"
Degree(s)	Recommended <ul style="list-style-type: none"> Provider / Vision files 	The degree(s) earned by the provider. Example: M.D., Ph.D., N.P., etc.
NPI	Recommended <ul style="list-style-type: none"> All file types 	A National Provider Identifier(NPI) is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS). Issue Report Action(s):

		<p>REMOVED if not valid NPI, per current NPPES registries (CMS)</p> <ul style="list-style-type: none"> Reason: "Invalid NPI"
Gender	<p>Recommended</p> <ul style="list-style-type: none"> Provider / Vision files 	<p>This is the gender of the individual provider.</p> <p>Valid Gender values:</p> <ul style="list-style-type: none"> "M" or "Male" "F" or "Female," "U" or "Unknown" <p>Issue Report Action(s):</p> <p>REMOVED if not one of the valid values above</p> <ul style="list-style-type: none"> Reason: "Invalid value for gender"
Group Practice Affiliations	<p>Recommended</p> <ul style="list-style-type: none"> Provider / Vision files 	<p>This field only applies to Individual Providers. Specifies the name of the group that practices at the location.</p> <p>Example: "Sunshine Pediatrics Clinic"</p>
Fax Number	<p>Recommended</p> <ul style="list-style-type: none"> All file types 	<p>The provider's practice location fax number, including area code.</p> <p>Example: "816-555-5555" or "(816) 555-5555"</p> <p>Issue Report Action(s):</p> <p>REMOVE if not in valid US phone format</p> <ul style="list-style-type: none"> Reason: "Invalid Format - Fax Number"
Phone Number*	<p>Recommended</p> <ul style="list-style-type: none"> All file types 	<p>The provider's practice location phone number, including area code.</p> <p>Example: "816-555-5555" or "(816) 555-5555"</p> <p>Issue Report Action(s):</p> <p>REMOVE if not in valid US phone format OR is a "1-900" number</p> <ul style="list-style-type: none"> Reason: "Invalid Format - Phone Number"

Accepting New Patients (aka "Office Status")*

- Yes
- Dental - DHMO

Indicator determining if the provider's practice address is accepting new patients for their specialty at the location.

Example: "Open", "Closed", "Unknown", "Existing Patients Only", "Yes", "No"

Tax ID	Recommended <ul style="list-style-type: none"> All file types 	Business TaxID, <i>only</i> if it is not an individual provider's SSN. Do not include any provider social security numbers.
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Specialty Description*

- Yes
- All file types

Value indicating what field of medicine a provider is practicing.

Include only 1 specialty per provider.

Example: "General Dentist"

Claims Paid (\$) Last 12 Months	Recommended <ul style="list-style-type: none"> All file types 	Last 12 month's total claims you paid to a provider at the location. We use this information (in aggregate form <i>only</i>) to calculate our exclusive Confirmed Practicing flag. Example: "100.00" Issue Report Action(s): REMOVE field if not a numeric (X.XX) value (allow integer, float or decimal) <ul style="list-style-type: none"> Invalid Reason: "Invalid Format - Claims Paid (\$) Last 12 Months"
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Provider ID

- Recommended
- All file types, other than Dental DHMO

Your internal identifier for the provider.

Location ID	Recommended <ul style="list-style-type: none"> All file types 	Your internal location Id for the facility.
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Email Address

- Recommended
- All file types

Email address on file for provider at the location.

Issue Report Action(s):

Example: "appointments@healthysmiles.com"

REMOVE if not in valid email format

- Invalid Reason: "Invalid Format - Email Address"

Website	<p>Recommended</p> <ul style="list-style-type: none"> All file types 	<p>Website address on file for the provider entity at the location.</p> <p>Example: www.healthysmiles.com</p> <p>Issue Report Action(s):</p> <p>REMOVE if not valid URL per Internet Official Protocol Standards</p> <ul style="list-style-type: none"> Reason: "Invalid Format - Website"
School	<p>Recommended</p> <ul style="list-style-type: none"> Provider and Vision files 	<p>For individual providers, this is the medical school they attended.</p> <p>Example: "University of Kansas Medical School"</p>
Year Graduated	<p>Recommended</p> <ul style="list-style-type: none"> Provider and Vision files 	<p>For individual providers, this is the 4 digit year they graduated medical school.</p> <p>Example: "2002"</p> <p>Issue Report Action(s):</p> <p>REMOVE if not 4 digit number</p> <ul style="list-style-type: none"> Reason: "Invalid Format - Grad Year"
Date of birth	<p>Recommended</p> <ul style="list-style-type: none"> Provider and Vision files 	<p>For individual providers, this is their date of birth. <i>Ensure you use full 4 digit year values.</i></p> <p>Example: "2/10/1973"</p>
Suffix	<p>Recommended</p> <ul style="list-style-type: none"> Provider and Vision files 	<p>Suffix for the individual provider, if applicable.</p> <p>Examples: II, III, Jr, Sr, etc.</p>

FAQ's

See a walk-through of our application here: <https://vimeo.com/448878157>

Is the upload secure and encrypted?

We take your data security concerns seriously; the upload page uses 256-bit SSL encryption keeping data safe between transfers from your computer to our systems (similar to security levels in current sFTP data transfers).

Is my data secure in the Zelis database?

Only authorized users on our data team have access to the raw data to ensure it properly flows through our data matching and cleaning processes. Once the data has been imported in our database our data experts only give access to public and private networks you licensed.

What happens if my file contains invalid or missing data?

During the initial upload, if the field is required, but does not exist or contains no data (such as ZIP code or specialty descriptions) then the file import wizard will immediately alert you in the wizard and not allow you to continue with the file import. You will be informed which column on your file caused the rejection so you can fix it and try again.

After your file is uploaded, we do a more in-depth examination of your data.

- For most required fields, bad data could potentially cause us to skip the entire record. For example, if this is a Dental - Provider file, but the provider row did not include a last name, we would skip the row, rather than import the provider without the last name.
- For most other non-required fields, such as email addresses or websites, we'll be less strict and ignore potential dirty data and simply not import that specific field data into our system.

Before you approve your file for inclusion in your projects, you can review a downloadable **Issue Report**, which gives you the feedback you need to see what we are cleaning or skipping entirely.

How are Provider and Location IDs handled?

Including your internal provider and location identifiers makes it easy for you to connect Zelis data to your internal provider databases.

Contacting Zelis

If you have any questions or concerns, or just would like more information, please contact your Zelis project contact or use one of the below options:

- **Enter a support ticket in Provider Nexus I/O:**
<https://io.providernexus.com/#!/support/tickets>
- **Request New I/O users and email** our Data Expert Support Team at support.analytics@zelis.com
- **Call us** at 866.796.7507 (opt. 2)

About Zelis

We work with more than 100 payers (including seven of the eight largest), leveraging provider data from more than 3,500 provider networks and approximately 200 million user interactions to provide actionable insights through the industry's leading provider network analysis and reporting platform. This results in better decisions to effectively build, optimize, and deliver the right provider networks to compete effectively in the market.