



**Velatura**  
**HIE Corp.**  
A Velatura Company

# Integrated

File Submission User Guide

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## Table of Contents

What is the File Submission module? .....	2
Getting Started with File Submission .....	2
View the Status of Uploads.....	6
File Submission Statuses .....	8
Review Upload Error Messages.....	9
Learn More .....	15
Appendix A – Definitions.....	15
Appendix B – MIGATEWAY Application with Cut Off Drop Down View.....	15
Appendix C – Service Communication .....	16
Appendix D – Moving Away from Support of Internet Explorer (IE): .....	16



## What is the File Submission module?

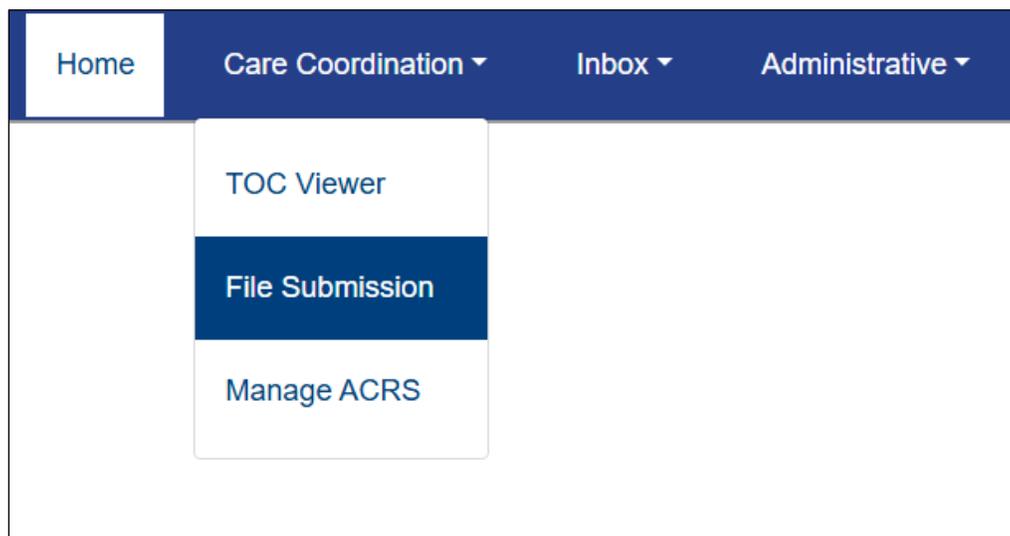
The File Submission module allows for the uploading of Active Care Relationship Service® (ACRS®) files directly from a computer to MIGateway® and the ability to view current and the historic status of files submitted.

In addition to uploading files, the module offers validation information within the user interface to ensure the proper format of the files prior to upload. This allows for proactive troubleshooting to ensure a successful upload.

### Getting Started with File Submission

*Note: Velatura MIGATEWAY application no longer supports the use of Internet Explorer. For more information and recommended browsers, see **Appendix D**.*

File Submission can be accessed by navigating to the Care Coordination drop-down menu at the top of MIGATEWAY and clicking “File Submission” as shown in **Figure 1**.



*Figure 1. Navigate to File Submission Module*

File Submission allows for Delivery and Attribution files to be uploaded at the same time within an easy-to-use interface (**Figure 2a**). Organizations may also submit multiple ACRS files: In order to perform this action, select “Choose Organization” drop-down as shown in **Figure 2b**.



Description of Files:

Please select your **Delivery** file:

Please select your **Attribution** file:

Validate only?

Figure 2a. File Upload Screen - Single organization

Description of Files:

Choose Organization:

Please select your **Delivery** file:

Please select your **Attribution** file:

Validate only?

Figure 2b. File Upload Screen – Multiple Organizations



To validate and upload ACRS files, take the following steps:

1. Enter a description of the file in the "Description of File" field (optional).
  - *Note: The description cannot be changed once the files are submitted.*
2. Some MIGATEWAY accounts are set up to submit ACRS files for multiple organizations. If applicable, select an organization from the "Choose Organization" drop-down and select the ACRS files desired for upload (**Figure 3b**).
  - If submitting files for a single organization, the "Choose Organization" will not be displayed (**Figure 3a**).
3. For validating and submitting Delivery & Attribution files, click the "Browse" button(s) and select the appropriate file(s). Please ensure the ACRS files follow the standard naming convention as outlined below:
  - **ACRS Delivery Files:** <QO name>\_<customer/PO name>\_acrsdelivery\_<YYYYMMDD>\_<Version>.csv
  - **ACRS Attribution Files:** <QO name>\_<customer/PO name>\_acrs\_<YYYYMMDD>\_<Version>.csv
4. Some organizations will have the ability to upload ACRS attribution or delivery files independent of one another.
  - In this case, simply upload the attribution or delivery file and click "Submit" (**Figure 3c**)
  - You'll receive a message asking for confirmation, at which point click "OK."
5. Decide whether validation and uploading files is warranted, or if for validation only.
  - For **validation only** of uploaded files, slide the "Validate Only?" toggle to the right and then click "Submit".
  - For **validation and upload**, click "Submit" **without** sliding the "Validate Only?" toggle, the system will validate and automatically upload files, if applicable.



Description of Files:

Please select your **Delivery** file:

Please select your **Attribution** file:

Validate only?

Figure 3a. File Upload Screen - Submit button (Single Organization)

Description of Files:

Choose Organization:

Please select your **Delivery** file:

Please select your **Attribution** file:

Validate only?

Figure 3b. File Upload Screen – Submit button (Multiple Organizations)

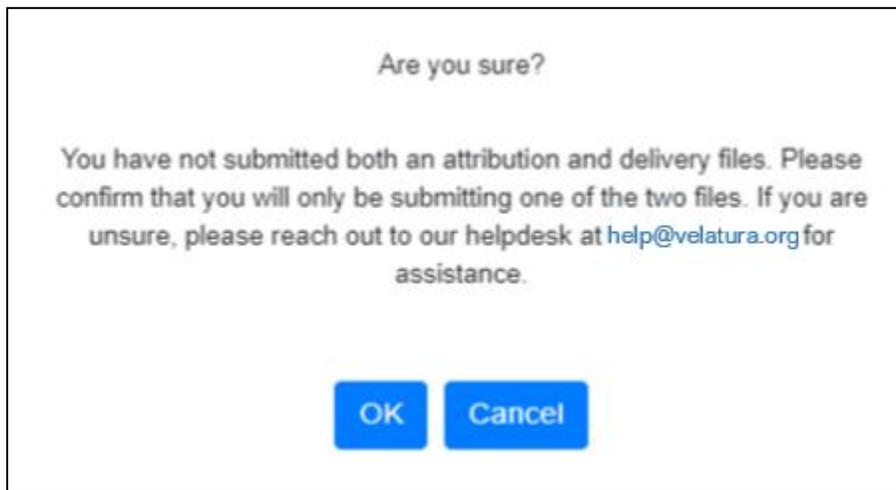


Figure 3c. Confirmation after submitting

## View the Status of Uploads

To view the progress of file submission, navigate to the status page by clicking the “Status” tab located directly below the MIGATEWAY logo as shown in **Figure 4**.

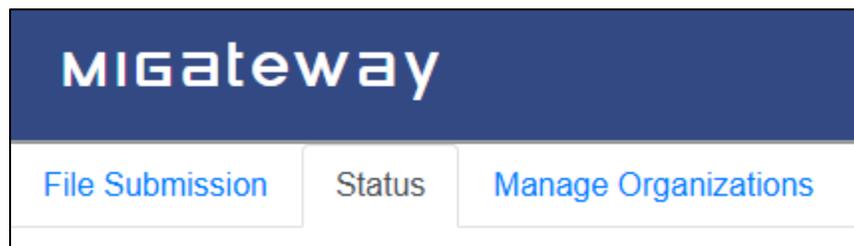


Figure 4. File Upload Screen – Access Status tab

The status tab allows for revision of information on all file uploads – historical and present (**Figure 5a**). If you are responsible for loading ACRS files for multiple organizations, an additional “Choose Organization” filter will be available on the status tab (**Figure 5b**). Select an organization from the drop-down menu or turn on the “Show only my uploads” toggle before viewing file upload status.



Transaction ID	Username	Attribute File Name	Delivery File Name	Description	Organization Name	Status	Status Message	Submission Time
021f2f05-a952-4d3c-a0db-94c5e13b49f		SunnySide_Sunnyside_acrs_20240430-1714489030863.csv	SunnySide_SunnySide_acrsdelivery_20240430-1714489027890.csv	TEST	TEST	Loaded	All valid, files loaded.	2024-04-30-10:57:16
f8905bcd-9a56-4a19-ad70-a0408dabfac3		SunnySide_Sunnyside_acrs_20230503-1684498456806.csv	SunnySide_SunnySide_acrsdelivery_20230503-1684498450728.csv	Test	TEST	Loaded	All valid, files loaded.	2023-05-19-08:14:21
e86d9068-f0f-4666-bbf5-bf4f8509cf5		SunnySide_Sunnyside_acrs_20230503-1684423016125.csv	SunnySide_SunnySide_acrsdelivery_20230503-1684423012032.csv	Test	TEST	Valid	Attribution, Delivery and cross validation are valid.	2023-05-18-11:17:03

Figure 5a. File Upload Status Page- Single Organization

Figure 5c. File Upload Status page – initial screen when choosing an organization

The data points listed on **Table 1** can be used to troubleshoot issues with organizational ACRS files, including detailed error messages for each.

Column Name	Summary
Transaction ID	Identifier that Velatura can use to support for troubleshooting
User Name	User responsible for the file submission
Attribute File Name	Name of ACRS attribution file
Delivery File Name	Name of ACRS delivery file
Description	Free text description provided when submitting the files
Organization Name	Organization associated the ACRS files
Status	Indicates whether the files are valid to be uploaded, and if the files have been uploaded to ACRS
Status Message	Provides additional details on files being uploaded



Submission Time	Time the user submitted the files using the File Submission module
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*Table 1. File Submission Status tab columns*

## File Submission Statuses

For each file submission, there is a related status that indicates the progress of the file being uploaded. **Table 2** seen below has a list of all the statuses and a description of each status:

Status	Description
Submitted	Files have been submitted and validation will follow soon after.
Incorrect File	If an incorrect file sent. Could be a result of having incorrect headers on the file or having the wrong file type being submitted.
Validating	Correct files have been submitted and file validation has begun.
Invalid	Files did not pass validation. Status message column will display rows that contain errors and how to correct the row values.
Valid	Files have successfully passed validation, and the 'Validate Only?' toggle is on. Files are not loaded into ACRS.
Partial Loading	When file(s) did not pass validation and user wants to only load the rows that passed validation (see Figure 8).
Loading	Files have successfully passed validation and the 'Validate Only?' toggle is off. As a result, files have begun loading into ACRS and Health Directory



Loaded	Delivery files have finished loading into Health Directory. Attribute files will be accessible in ACRS beginning the next morning.
In Use	The records are now accessible in ACRS and Health Directory
Error	An unknown issue has occurred with File Submission. To resolve, contact the Velatura Help Desk – help@velatura.org

Table 2. File Submission statuses

## Review Upload Error Messages

For each file upload, there is a related status that indicates whether a file passed validation and if the file upload has been completed. Files that have passed validation have a status of “Valid”. If the files are valid and have been set to be uploaded (and the “Valid Only?” slider was set to off), the status will automatically move to “Loading” when MIGATEWAY begins loading the files into ACRS. Once the loading is complete the status changes to “Loaded”.

Invalid files have a status of “Invalid” and have a correlating message in the Status Message column as shown in **Figure 6**.

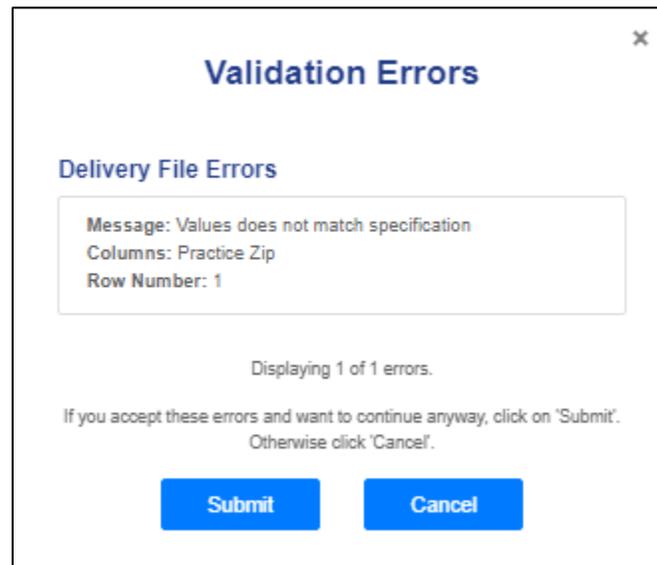
Transaction ID	Username	Attribute File Name	Delivery File Name	Description	Organization Name	Status	Status Message	Submission Time
436a5f14-f595-4254-9cfd-c9b0d50e6a1a		SunnySide_SunnySide_acrs_20240425_2-1714502599703.csv	SunnySide_SunnySide_acrsdelivery_20240425_2-1714502595136.csv	Test	TEST	Invalid	Cross Validation file is not valid. Click here for more information	2024-04-30-14:43:22
b7fec1dd-e181-4405-a6f8-99c5a80ff65		SunnySide_Sunnyside_acrs__20240430-1714502486116.csv	SunnySide_SunnySide_acrsdelivery_20240425_1-1714502480109.csv	Test	TEST	Invalid	Delivery file is not valid. Click here for more information	2024-04-30-14:41:28
906cd14e-691b-4379-b006-2518817b4163		SunnySide_SunnySide_acrs_20240425_1-1714502360165.csv	SunnySide_SunnySide_acrsdelivery_20240430-1714502368896.csv (Test 2.1.1)	Test	TEST	Invalid	Attribute file is not valid. Click here for more information	2024-04-30-14:39:41

Figure 6. File Upload Invalid Status Messages



If the Status Message field provides an “Invalid” status for a file upload, a pop-up window appears displaying a list of file errors – depending on if either/both files were valid and/or if they were cross valid. The errors are divided into three categories – Delivery File Errors (**Figure 7a**), Attribution Validation Errors (**Figure 7b**), and Cross Validation Errors (**Figure 7c**).

For each type of error in the “Status Message” field, the “Validation Errors” page will indicate a file row and the related column that need attention. An error message will also be provided to assist in fixing the validation errors.



*Figure 7a. Validation Errors – Delivery File Errors*

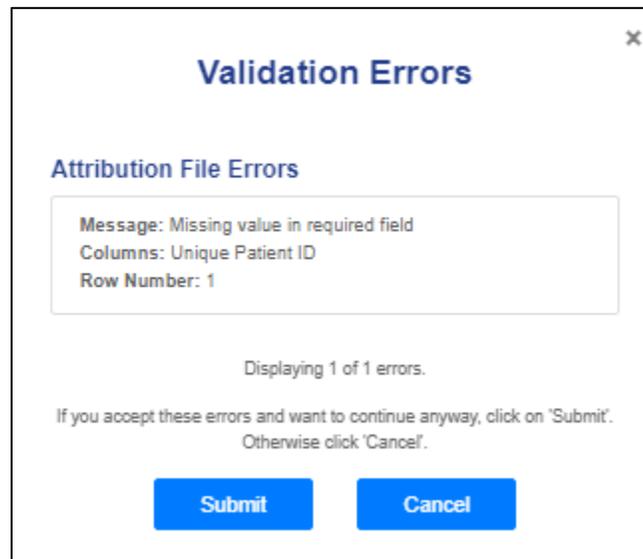


Figure 7b. Validation Errors – Attribution File Errors

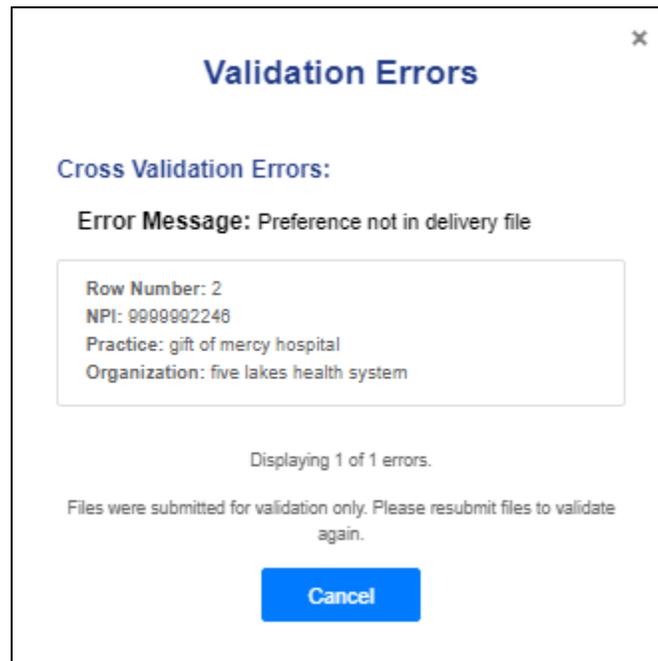


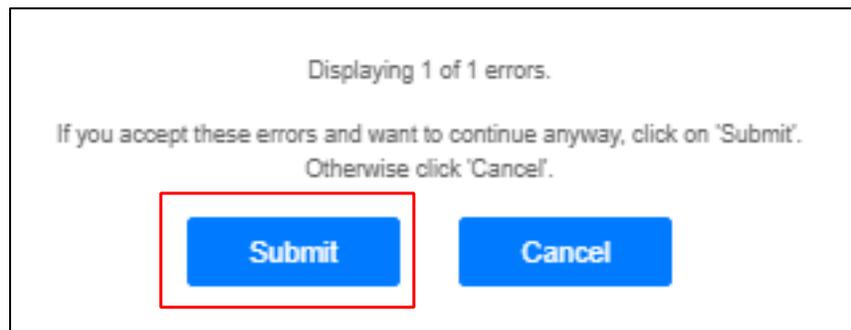
Figure 7c. Cross Validation Errors



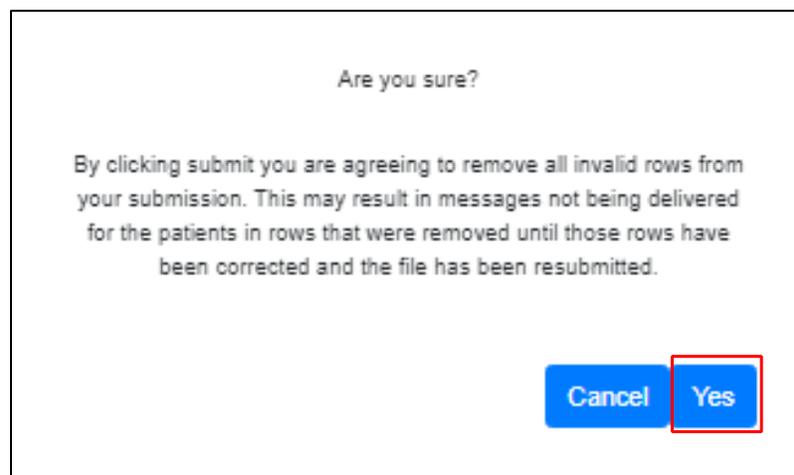
The File Submission module allows the submission of files that contain validation errors. This function will delete all the invalid rows and only load the valid rows. This can be done by clicking the Submit button on the Validation Errors pop-up window as shown in **Figure 8**.

By selecting the Submit button, a new pop-up window will appear asking for confirmation that moving forward with a partial file submission is desired as shown in **Figure 9**.

*Note: proceeding with this option means messages will not be delivered for the patients in the removed rows.*



*Figure 8. Validation Errors – Submit files containing errors – valid rows only*



*Figure 9. File Submitter – submit partially invalid files*



Once the files have been submitted, three (3) confirmation emails containing file submission details will be delivered to the relevant inbox. The emails are sent to the email address associated with the MIGATEWAY account as shown below in **Figures 10, 11, and 12**

Dear Health Care Provider,

Thank you for your recent file submission of ACRS®(2.0) Attribution(s). **We received 1 file(s) and 1 passed successfully.**

The following files were validated successfully. 0 of 0 rows were valid.

Transaction ID	File Name	Status Message
68cc2d95-0d25-422d-9cf9-98f30c741786	SunnySide_SunnySide_acrs_20230425-1732114740725.csv	Passed

Thank you!  
The Velatura Team

Figure 10. Valid Attribution File Submission Email

Dear Health Care Provider,

Thank you for your recent file submission of ACRS®(2.0) Attribution(s). **We received 1 file(s) and 0 validated successfully.**

The following file(s) that you recently submitted failed validation. The file format was invalid.

Transaction ID	File Name	Status Message
e9efea79-ada3-4e27-9231-d7c34661166a	SunnySide_SunnySide_acrs_20231120-1732129208435.csv	File not valid

If desired, please correct the issue(s) and resubmit the file(s). If the problem persists, or if assistance is needed to locate or to create a new file, please contact us at [help@velatura.org](mailto:help@velatura.org). For faster assistance, please reference the Transaction ID. The failed validations are attached to this email.

Thank you!  
The Velatura Team

Figure 11. Invalid Attribution File Submission Email



Dear Health Care Provider,

Thank you for your recent ACRS®(2.0) file submission. **Cross validation passed successfully.**

The following file(s) were submitted. 100% of the attribution file rows cross validated successfully. File(s) are now being loaded.

Transaction ID	Attribution File	Delivery File	Status Message
68cc2d95-0d25-422d-9cf9-98f30c741786	SunnySide_SunnySide_acrs_20230425-1732114740725.csv	SunnySide_SunnySide_acrsdelivery_20240425-1732114731011.csv	Passed

Thank you!  
The Velatura Team

Figure 12. Cross Validation File Submission Email



## Learn More

For immediate assistance please contact [help@velatura.org](mailto:help@velatura.org)

More information on MIGATEWAY and each of the use cases and services can be found online at:  
<https://velatura.org/>

## Appendix A – Definitions

**Active Care Relationship Service® (ACRS®)** – Identifies healthcare providers and healthcare organizations who have declared a relationship with a patient, for the purpose of receiving electronic updates on that patient’s healthcare. Active Care Relationship Service promotes better-coordinated transitions of care by enabling physicians and care management teams to receive notifications when there are updates in a patient’s status.

**MIGATEWAY®** – Medical Information Gateway. A collection of services provided by Michigan Health Information Network Shared Services to allow healthcare professionals to access, view and use health information for their patients.

## Appendix B – MIGATEWAY Application with Cut Off Drop Down View

Occurs when using Chrome (Version 68+) on Windows, MIGATEWAY application is open on an external monitor, and the display scaling setting of the computer’s monitors are different values (ex. 100% & 120%).

There is an open bug with Chrome browser regarding drop downs being cut off when display scaling sizes are different and the application loaded is in an Iframe (all MIGATEWAY applications are loaded in Iframes).

- <https://bugs.chromium.org/p/chromium/issues/detail?id=877625>

Steps to troubleshoot:

Set the Scale and Layout setting to the same value for all displays.

1. Open display settings by right clicking on the desktop and clicking display settings.
2. Displays will appear numbered. For each display, do the following:
  - a. Under Scale and Layout, set the drop down to the same value. (ex. 100%)



3. Refresh the MIGATEWAY web page and the drop downs should not be cut off.

## Appendix C – Service Communication

- MIGATEWAY Service Downtime: Velatura will provide communication to MIGATEWAY users regarding service downtime.
  - An email notification will be sent for any downtime during normal business hours (8AM-5PMpm Eastern Standard Time).
  - A follow up email will be sent once MIGATEWAY services are available.
- MIGATEWAY Production Deployment: Email notification will be sent to MIGATEWAY users for all scheduled production deployments prior to Velatura maintenance window.
  - Velatura reserves the period from Thursday 5:30PM to 10:30PM to perform system maintenance.
  - The email will include the list of feature enhancement updates and the scheduled deployment date.

## Appendix D – Moving Away from Support of Internet Explorer (IE):

As of October 2019, Internet Explorer (IE) will no longer be a supported browser for MIGATEWAY. With the introduction of Microsoft Edge, and the availability of more modern browsers (Mozilla Firefox, Google Chrome, etc.), more and more organizations are moving away from continuing to support IE integration with their applications.

MIGATEWAY will continue to support current and future versions of: Firefox, Chrome, Edge, and Safari.

For questions or concerns, please submit a help desk ticket to [help@velatura.org](mailto:help@velatura.org)