

**CENTER FOR HEALTH INFORMATION AND ANALYSIS**

**CHIA SUBMISSIONS USER GUIDE:**

**AMBULANCE AND WHEELCHAIR VAN  
REVENUE REPORT**

May 2026



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## A Few Reminders About the Process for Ambulance and Wheelchair Van Revenue Report Submissions:

1. Ambulance and wheelchair van providers are required to submit completed Revenue Reports through the Center for Health Information and Analysis' (CHIA) online submission portal, [CHIA Submissions](#).
2. Providers will log into CHIA Submissions and upload complete Ambulance and Wheelchair Van Revenue Reports.
3. All submissions must be saved using the "Save Submission File" button on Tab 3: Accuracy of Report. Submissions that are not saved by using this button cannot be read by CHIA's system and will not successfully upload.

## RETRIEVING AND POPULATING THE TEMPLATE

### Download the Excel Template

All ambulance and wheelchair van providers can download the Revenue Report template by visiting the following URL:  
<https://www.chiamass.gov/information-for-data-submitters-ambulance-and-wheelchair-van-revenue-reports/>

### Open and View Tabs

The Revenue Report contains the following sections, which must be completed by the provider and certified by an authorized individual:

- 1. Agency Information
- 2. Revenue
- 3. Accuracy of Report

### Required Field Population

The Accuracy of Report tab, Tab 3, details which fields must be populated in order to save and submit a completed report. If all fields in the table on Tab 3 say "No Action Required", you have correctly populated all required fields. Upon hitting the Save Submission File button, any outstanding errors will be shown.

You may submit when each line says "No Action Required". You will not be able to successfully submit if you see an "Error" message below.

Provider name is chosen (Tab 1)	No Action Required
MassHealth ID is entered (Tab 1)	No Action Required
National Provider Identifier (NPI) is entered (Tab 1)	No Action Required
Provider type is selected (Tab 1)	No Action Required
Fiscal year ending date is selected (Tab 1)	No Action Required
Contact Information is complete (Name, Phone Number, and Email Address) (Tab 1)	No Action Required
Operating Revenue (Tab 2) is filled out for the Provider Types selected in Tab 1, cell C18.	No Action Required
Bad Debt amount is entered on Tab 2, Line 38. (Please enter \$0 if no bad debt amount.)	No Action Required
Above Certification by Provider is complete.	No Action Required

Save Submission File

**NOTE:** The "Save Submission File" button is located in the lower right corner of the required fields in Tab 3. This button will automatically name your file in the required format that CHIA will accept. This is important when you submit your spreadsheet. Do NOT rename the file; it will not successfully upload in CHIA Submissions.

## Saving the File

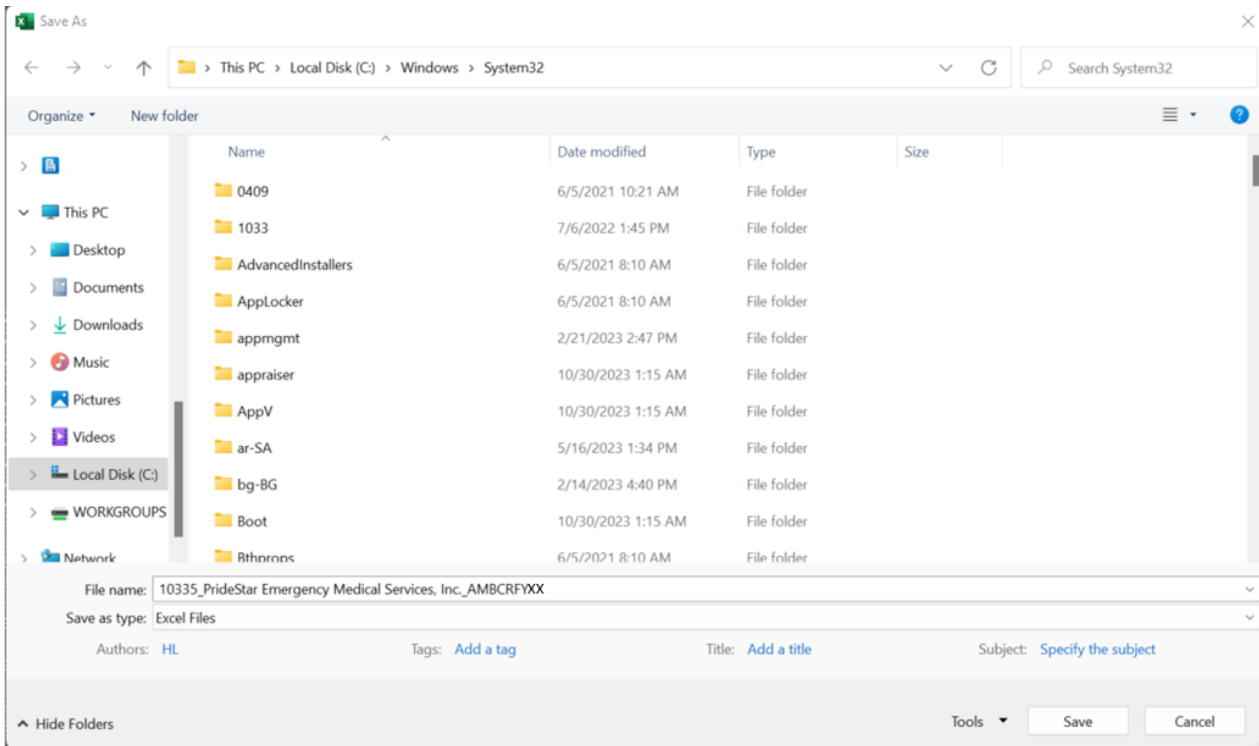
You may save a draft of the template at any time by using the “Save As” or “Save” options under the File menu in Excel.

**PLEASE NOTE:** Submissions to CHIA must be saved using the “Save Submission File” button. Do not submit using another file name, as CHIA will not be able to process the submission.

### SAVING THE FILE FOR SUBMISSION TO CHIA:

After completing the Excel spreadsheet, providers must save the report using the “Save Submission File” box located in the bottom right-hand side of the Accuracy of Report tab. This will automatically open your workstation’s Save functionality. Please use the pre-formatted naming convention that is designed to work in CHIA’s upload system. This pre-formatted name will be auto-populated in the Save As box that appears when you click the “Save Submission File” button.

It will be formatted as follows: ‘OrgID\_FacilityName\_AMBCRFYXX’ The file name’s fiscal year should reflect the fiscal year for which the Revenue Report is being submitted. See example below:



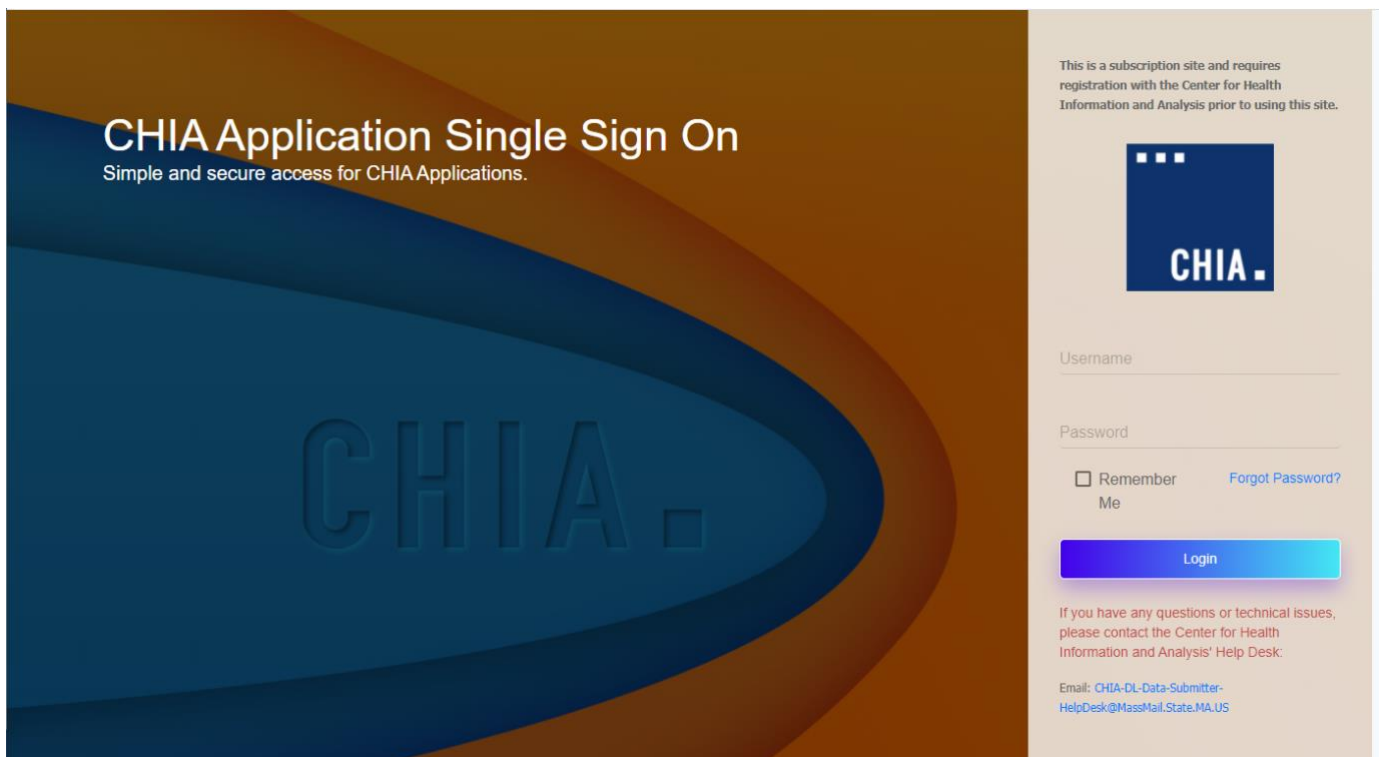
You are now ready to visit the CHIA Submissions webpage to upload and submit the report.

## SUBMITTING THE EXCEL FILE

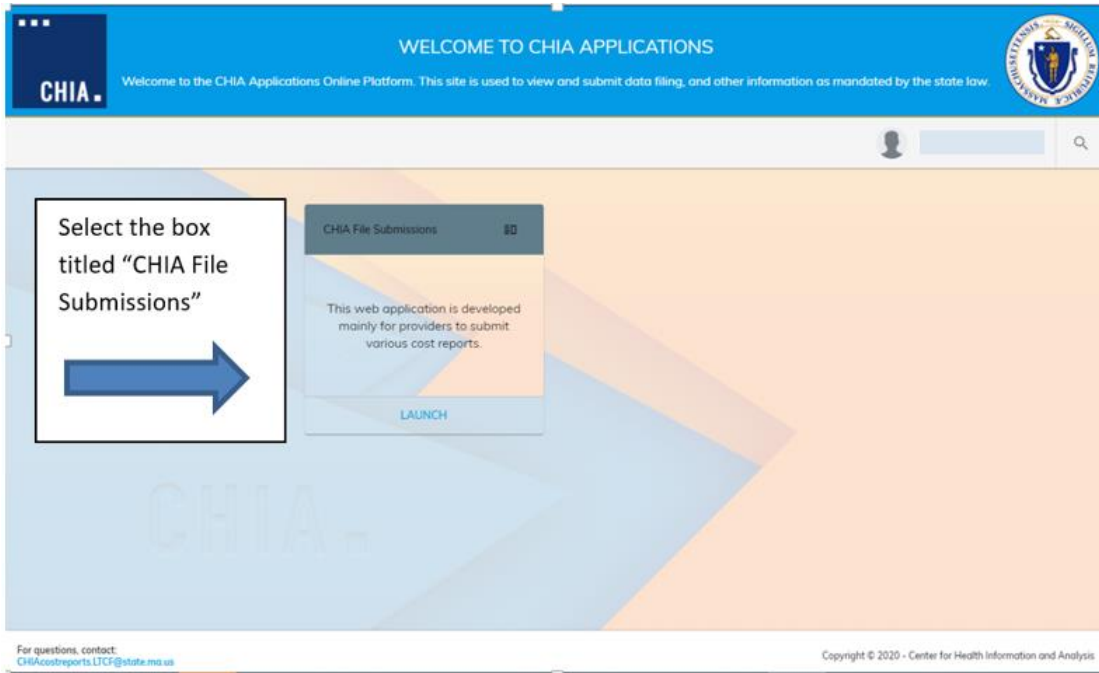
### Ambulance and Wheelchair Van User Access: CHIA Submissions

1. Access CHIA's online submission platform at <https://chiasubmissions.chia.state.ma.us>. Then log-in with a valid username and password. The login credentials will be the same as the ones used for INET submissions.
  - a. If you are new user for a facility that is registered with CHIA, please complete a [User Agreement](#) and email the completed form to [dl-data-submitter-helpdesk@chiamass.gov](mailto:dl-data-submitter-helpdesk@chiamass.gov).
  - b. Please refer to the Revenue Report Instructions for more detailed steps on submitting these forms. For technical issues with CHIA Submissions, please email [dl-data-submitter-helpdesk@chiamass.gov](mailto:dl-data-submitter-helpdesk@chiamass.gov).

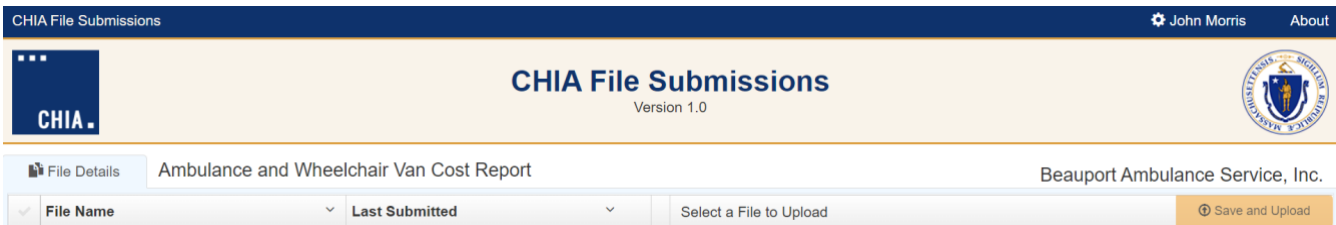
**Please Note: CHIA Submissions works best with Google Chrome.**



- Successful access brings you to the Main Menu page. Choose the selection box titled 'CHIA File Submissions'. You may have access to more than one box depending on other projects for which you have applied.



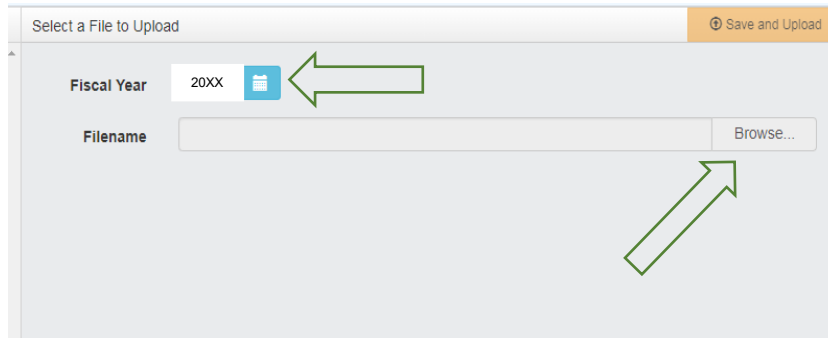
- If you submit other Cost Reports, aside from the Ambulance and Wheelchair Van Revenue Report, you will see a drop down list containing all the possible reports you can submit. Select "Ambulance and Wheelchair Van Cost Report" from the drop down menu.
- If you are the designated user for multiple facilities, you will see them listed under the "Agency Name" column on the left hand side. If you are affiliated with only one facility, the "Agency Name" column will not be displayed. Your Agency name will be displayed at the top, above the Save and Upload button.



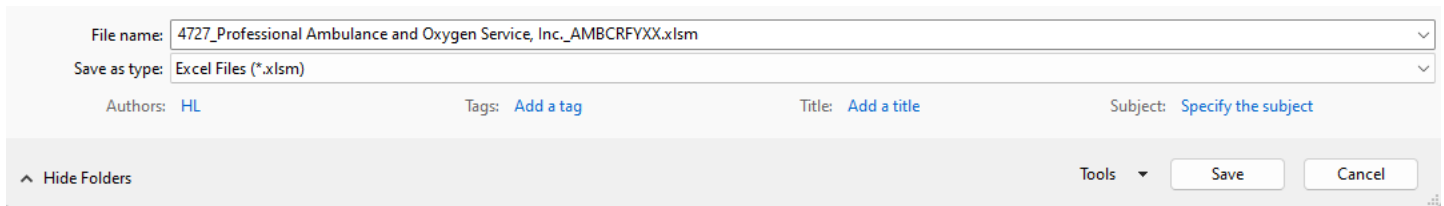
- If you see more than one facility, select the facility you are submitting for by clicking the check mark next to the facility name. If you do not see agency names, this does not pertain to you.

## Revenue Report File Selection and Upload

1. Choose the correct 'Fiscal Year' via the available dropdown boxes on the right. The Fiscal Year chosen should match the fiscal year on the Revenue Report you are submitting



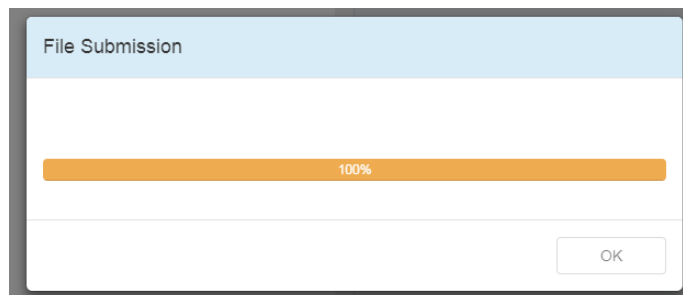
2. Once selected, hit the 'Browse' button to choose the final file with the CHIA naming convention that you have saved from your own computer workstation.
3. Browse your File Manager or your Windows Explorer on your computer workstation and select the file saved using the "Save Submission File" button from the Excel Revenue Report template. Apply the file to CHIA Submissions by using the 'Open' key in the lower right corner of the screen. Your file name will appear in the Filename line.



4. To upload the File, to the CHIA Submissions application, hit the Save and Upload button.
- 5.



6. When the progress bar shows 100%, you will see your Filename is uploaded successfully.



## FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. Who can access the web application?

Users who are registered with CHIA to submit the Ambulance and Wheelchair Van Revenue Report will be able to access the application located at <https://chiasubmissions.chia.state.ma.us>. For additional users, follow the instructions on under FAQ #3.

### 2. What are my system requirements?

The Microsoft (MS) Excel template is fully supported with **MS Excel 2010 or higher**. CHIA Submissions is fully supported on **Google Chrome**.

### 3. How can I request to add new user(s)?

- If you are new user for a facility that is registered with CHIA, please complete a [User Agreement](#) and email the completed form to [dl-data-submitter-helpdesk@chiamass.gov](mailto:dl-data-submitter-helpdesk@chiamass.gov).
- Please refer to the Revenue Report Instructions for more detailed steps on submitting these forms. For technical issues with CHIA Submissions, please email [dl-data-submitter-helpdesk@chiamass.gov](mailto:dl-data-submitter-helpdesk@chiamass.gov).

### 4. Can one provider have multiple submitters?

User access can be granted for multiple individuals.

### 5. How do I update information in a submitted report?

If a provider needs to update information in an already submitted report, users should email [data@chiamass.gov](mailto:data@chiamass.gov) to inform CHIA of the intent to resubmit and provide good cause for resubmission. Users should make the appropriate changes to the Revenue Report in the local workstation and resubmit it by following the steps detailed in this user guide.

### 6. What are the different types of errors and how do I avoid them?

- All errors on Tab 3: Accuracy of Report must be cleared to submit. If there is an error, please follow the description of the error to go to the relevant tab and correct it.
- All submissions must be saved using the "Save Submission File" button on Tab 3. You will be unable to save if all errors are not cleared. Submissions that were not saved by using this button cannot be read by CHIA's system.
- Data can be pasted in. Please paste as **values** and refrain from attempting to re-format the Revenue Report template. **If you choose to paste values, please ensure that numbers entered are whole numbers, unless it is stated that decimals are allowed.** Please consult the Revenue Report instructions for detailed information on where decimals are allowed in the Revenue Report.

### 7. Can I view submitted reports?

The provider that submitted the report has the original copy of the Excel spreadsheet. If copies of submitted data are needed from CHIA, please contact [data@chiamass.gov](mailto:data@chiamass.gov).

### 8. Who can I contact with questions?

If you have any questions, please email [CostReports.Pricing@chiamass.gov](mailto:CostReports.Pricing@chiamass.gov) with the following information in the subject line of your email:

1. Name of the agency with MassHealth ID #
2. Name of the report in question
3. Reporting year

Subject Line Example: Question on FY 2025 Ambulance Revenue Report – ABC agency, ID# 123456789A