Blue Cross & Blue Shield of Rhode Island

278 Health Care Services Review Request for Review and Response Companion Guide

HIPAA version 5010

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This *Companion Guide* may be revised and republished if and when Blue Cross & Blue Shield of Rhode Island makes improvements and/or changes to any referenced product, process or program.

PREFACE

This *Companion Guide* supplements the *ASC X12 278* (005010X217*) Technical Report Type 3 (TR3)* adopted under HIPAA. Its purpose is to clarify the rules and specify the data content when data is electronically transmitted to Blue Cross & Blue Shield of Rhode Island (hereinafter "BCBSRI"). The rules for transmitting data detailed herein are compliant with both X12 syntax and the *5010 Technical Reports Type 3 (TR3s)*. This *Companion Guide* does not convey information that in any way exceeds the requirements or usages of data expressed in the *5010 Technical Reports Type 3 (TR3s).*

DISCLAIMER

This *Companion Guide* is considered a living document, and as such, the information provided herein will be subject to change after July 1, 2011 in the event that BCBSRI revises its policies or HIPAA Transactions and Code Sets law is updated or amended.

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1.0   Introduction

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all health insurance payers in the United States comply with the electronic data interchange (EDI) standards for health care as established by the Secretary of Health and Human Services (HHS).

The *ANSI X12N 5010 Technical Reports Type 3 (TR3s)* and *Erratas* adhere to the final HIPAA Transaction Regulations and have been established as the standards of compliance for electronic transactions. The *5010 Technical Reports Type 3 (TR3s)* are available electronically at www.wpc-edi.com.

2.0   Scope

This *278 Health Care Services Review —Request for Review and Response Companion Guide,* HIPAA version 5010 is designed for use in conjunction with the *ANSI ASC X12N 278 (005010X217) Health Care Services Review —Request for Review and Response 5010 Technical Report Type 3 (TR3).* The specifications contained within this *Companion Guide* define current functions and provide supplemental information specific to Blue Cross & Blue Shield of Rhode Island (BCBSRI). The information presented is for clarification and does not contradict any requirements in the *ANSI X12N 5010 Technical Reports Type 3 (TR3s).*

The table in **Section 7.0** details the additional information directly related to loops, segments, or data elements specific to BCBSRI transactions.

3.0   Trading Partners

A BCBSRI EDI trading partner is any business partner (provider, billing service, software vendor, employer group, financial institution, etc.) who transmits to or receives electronic data from BCBSRI.

In order to register as a BCBSRI Trading Partner and begin testing, it is necessary to complete the Trading Partner Registration (TPR) form. In addition, trading partners must print out and complete a copy of the Trading Partner Agreement (TPA) before partner testing can begin. Both documents are located on the BCBSRI Web site:
(https://www.bcbsri.com/BCBSRIWeb/providers/provider_network_system/companion_guides.jsp).

Both original documents must be returned to:

   Director, EDI & Electronic Information Exchange
   ATTN: EDI Trading Partner Agreement & Registration
   Blue Cross & Blue Shield of Rhode Island
   500 Exchange Street
   Providence, RI 02903

4.0   Working with BCBSRI

BCBSRI will work closely with its trading partners to establish effective communication protocols and to resolve any connectivity issues that may arise regarding the exchange of HIPAA-related electronic transactions.

4.1 Contact Information

The following contact information is provided to assist in the processing of 278 transactions:

Call the Information Technology (IT) Service Desk, which supports BCBSRI, at 401-751-1673 or 1-855-721-4211.

5.0 Payer Connectivity/Communications

5.1 Transmission Administrative Procedures

BCBSRI Operations personnel will establish logons, passwords and a HIPAA Transaction mailbox for each trading partner approved for testing.

5.2 Retransmission Procedures

In the event that issues arise requiring trading partners to resubmit transactions, BCBSRI support personnel will confirm that it is necessary to retransmit the file(s) in question and will forward specific information to the trading partner.

5.3 Communications Protocols

The initial communications will utilize Internet browser technology (IP Protocol) to the secure BCBSRI Sterling File Gateway via HTTPS or SFTP connectivity for Batch Transactions and using API with SOAP protocol for Real-Time transactions.. It is required that all trading partners have Internet access with an industry standard browser version IE 7.0 or greater..

BCBSRI provides a Web-based application known as BCBSRI Connect Enterprise System that enables trading partners to:

1. Submit (send) HIPAA transactions;
2. Receive HIPAA transaction responses; and
3. View history files (directory) of all transactions sent and received.

5.3.1 Passwords

Trading partner access will be verified by the logon and password whenever the BCBSRI Connect Enterprise system is accessed. Operation procedures will assure that logons and passwords are initiated, monitored and maintained in a secure manner.

1. **Connecting to BCBSRI via EDI Gateway**

Please go to www.bcbsri.com and select the **Providers** tab, **HIPAA** and **Documentation** to view or print *BCBSRI EDI Gateway*, a document that provides detailed instructions on how to connect to the BCBSRI Sterling File Gateway. If necessary, also reference the *BCBSRI SFTP or HTTPS Documents* for specific data communications set-up instructions.

6.0   Receiver/Sender Identifiers

6.1 ISA-IEA Control Structure/Envelopes

Sender ID interchange control segments: Use ID Qualifier code ZZ in ISA05. The Submitter ID provided by BCBSRI in the Trading Partner Agreement must be used in ISA06 and GS02. ID limited to 8 characters with a leading alpha prefix. Prefixes: **P** = **Production, T** = **Test**.

Receiver ID interchange control segments: Use ID Qualifier code ZZ in ISA07. The Receiver ID provided by BCBSRI in the Trading Partner Agreement must be used in ISA08 and GS03.

6.1.1 ISA Delimiters

BCBSRI systems will accept the valid delimiters listed below and request that the use of delimiters be restricted to the following:

*   = Element Delimiter

:   = Composite Delimiter

~   = Terminator Delimiter

^, { = Repetition Separator (ISA11)

6.2 GS-GE Control Segments/Envelopes

Sender ID interchange control segments: Submitter = GS02.

Receiver ID interchange control segments: Receiver = GS03.

Sender IDs will be assigned.

GS Segments/Reference Codes:

Functional Identifier Code	GS01	HI	HI
Application's Sender Code	GS02	TXXXXXXX (Test) PXXXXXXX (Production)	TRXXXXXX (Test) PRXXXXXX (Production)
Application's Receivers Code	GS03	222774	R222774
Date	GS04	Date (ccyymmdd)	Date (ccyymmdd)
Time	GS05	Time (hhmm)	Time (hhmm)
Group Control Number	GS06	Required	Required
Responsible Agency Code	GS07	X	X
Version/Release/Industry Identifier Code	GS08	005010X217	005010X217

7.0   BCBSRI Specific Business Rules and Limitations

General: Attainment of preauthorization does not guarantee benefits will be payable. Benefits will be denied if the member is not eligible for coverage under their benefit plan on the date services

are provided. Services provided are also subject to any applicable deductibles, co-pays, conditions, limitations and exclusions of the member's benefit plan.

As recommended in the *278 5010 Technical Report Type 3 (TR3),* BCBSRI will accept and process only one patient event per transaction (ST-SE).

While BCBSRI utilizes external business associates to perform authorization review, all electronic requests for authorization should be forwarded to BCBSRI. We will in turn forward the request to the appropriate business associate.

BCBSRI will respond with the HIPAA 278 transaction and will return all required trace numbers and data as submitted on the 278 in addition to the response information.

Requestors should be aware that a response will indicate that it is necessary to contact BCBSRI. These responses will include the appropriate phone number in the UMO PER segment.

Valid Submitters: BCBSRI will only accept transactions from valid trading partners whose submitter IDs are on file. BCBSRI will reject transmissions if the submitter ID cannot be validated.

Enveloping Data: The 278 Real-Time requests must be limited to one patient request per ISA-IEA, GS-GE and ST-SE envelope configuration BCBSRI will accept single GS-GE groups within a single ISA-IEA of the transaction envelope for Real-Time transaction.. Each group must be of the same transaction type. The only exceptions to this rule are Batch requests. BCBSRI will accept multiple GS-GE groups within a single ISA-IEA of the transaction envelope for Batch 278 transactions
Note: Real-Time and batch transactions cannot be mixed in the same ISA-IEA, GS-GE grouping

Transaction Editing: All HIPAA *(*005010X217*) 5010 Technical Reports Type 3 (TR3s)* data requirements must be met including the required data elements to support the HIPAA search rules. If the required data elements are not sent within the transaction set ST-SE, the eligibility response will be returned with the appropriate AAA segment value

The following are specific BCBSRI rules applicable to 278 Services Request for Review and Response transactions:

Item	Loop ID Segment Description and Element Name	Reference (REF) Designator	HIPAA *TR3* Page Number	Comments
1.	**BEGINNING OF HIERARCHICAL TRANACTION**			
	Hierarchical Structure Code	BHT01	67	Value 0007.
	Transaction Set Purpose Code	BHT02	67	Only value 13 is applicable to BCBSRI eligibility requests.
2.	**2010A — UTILIZATION MANAGEMENT ORGANIZATION (UMO) NAME**			
	Entity Identifier Code	NM101	71	BCBSRI recommends using value X3.
	Utilization Management Organization (UMO) Last or Organization Name	NM103	72	BCBSRI recommends including 'BCBSRI' as the UMO name on transactions.
	Identification Code Qualifier	NM108	73	If NM108 = 46 (ETIN), then NM109 must equal **222774;**
	Utilization Management Organization (UMO) Identifier	NM109	73	**OR** if NM108 = PI (Payer Identification), then NM109 = Use BCBSRI assigned Trading Partner ID

Item	Loop ID Segment Description and Element Name	Reference (REF) Designator	HIPAA *TR3* Page Number	Comments
3.	**2010B — REQUESTER LEVEL** Requester Last or Organization Name	NM103	77	BCBSRI requires the requestor name.
	Identification Code Qualifier	NM108	77	XX= National Provider Identifier (NPI) is the only value allowed by BCBSRI.
	Requester Identifier	NM109	78	National Provider Identifier (NPI) is the only value allowed by BCBSRI.
	Reference Identification Qualifier	REF01	79	N5 = Provider Plan Network Identification Number is required by BCBSRI. Any other additional IDs sent at this level will be ignored.
	Requester Supplemental Identifier	REF02	80	Submit either your Plan or BlueCHiP Coordinated Health Plan ID based upon the patient's coverage. If valid ID is not sent the request transaction will be rejected.
	Requester Address Line	N301	81	Required.
	Requester City Name	N401	82	Required.
	Requester State or Province Code	N402	83	Required.
	Requester Postal Zone or Zip Code	N403	83	Required.
	Communication Number Qualifier	PER03	85	**TE** = Telephone or **FX** = Facsimile are the only values allowed by BCBSRI.
4.	**2010C — SUBSCRIBER NAME** Subscriber Last Name	NM103	92	Required.
	Subscriber First Name	NM104	92	Required.
	Subscriber Birth Date	DMG02	100	Required ONLY if the Subscriber is the patient.
	Subscriber Gender Code	DMG03	100	Required ONLY if the Subscriber is the patient.
5.	**2010D — DEPENDENT NAME** Dependent Last Name	NM103	106	Required ONLY if the Dependent is the patient.
	Dependent First Name	NM104	106	Required ONLY if the Dependent is the patient.
	Dependent Birth Date	DMG02	113	Required ONLY if the Dependent is the patient.
	Dependent Gender Code	DMG03	113	Required ONLY if the Dependent is the patient.

Item	Loop ID Segment Description and Element Name	Reference (REF) Designator	HIPAA *TR3* Page Number	Comments
6.	**2000E — PATIENT EVENT LEVEL** Health Care Code Information	HI01	137	Must have at least one diagnosis code. ICD-9-CM codes should be used at their highest level of specificity. Assign 3-digit codes if there are no 4-digit codes within the coding category; assign 4-digit codes if there is no fifth digit; and assign 5-digit codes for those categories where it exists.
	Report Transmission Code	PWK02	206	BCBSRI only accepts value BM. BM – Information should be mailed to the following address: **Blue Cross & Blue Shield of Rhode Island** **500 Exchange Street** **Providence, RI 02903** **Attn: Health Services Management Dept.**

8.0   999 Implementation Acknowledgement

Upon successful receipt of a 278 transaction, BCBSRI will **not** respond with a 999 functional acknowledgement to inform the submitter that the transaction has arrived.

8.1 999 Implementation Acknowledgement (Rejection/Error)

In the event that a transmission is rejected, a 999 Implementation Acknowledgment (Rejection/Error), detailing the reasons for rejection will be issued for the convenience of the trading partner.

BCBSRI meets all requirements of Strategic National Implementation Process (SNIP), HIPAA Level 4 for all inbound transactions.

The following is a **999 Implementation Acknowledgement (Rejection/Error**) sample report:

```
 ISA*00*       *00*       *ZZ*222774       *ZZ*U5001799
*110621*1739*{*00501*000000001*0*T*^
GS*FA*222774*UR501799*20110621*1739*1*X*005010X231A1
ST*999*0001*005010X231A1
AK1*HI*17585268*005010X217
AK2*278*0001*005010X217
IK3*NM1*27*2010*8
IK4*1*98*I9
IK5*R*5
AK9*R*1*1*0
SE*8*0001
GE*1*1
IEA*1*000000001
```

9.0   Certification and Testing Schedule

If you wish to submit 278 (Preauthorization requests) to BCBSRI, complete the Trading Partner Agreement and Registration forms and return to the appropriate address located on the form. You may download the Trading Partner Agreement (TPA) and Trading Partner Registration (TPR) forms from the www.bcbsri.com Web site. An EDI staff member will provide you with a User ID and password allowing you to access the Real time API website for testing and certification.

10.0 Document Version Control

Version Number	Date	Modified By	Comments/Revision Details
0.1	October 29, 2010	L. Merola G. Ruggiero D. Santos	DRAFT version Section 8.0 : ADDED--999 Implementation Acknowledgement (Rejection/Error) Sample
	November 10, 2010	L. Merola J. Harvey	DRAFT: FINAL
1.0	April 29, 2011	D. Santos G. Ruggiero M. Hegarty	Published version 1.0 for 5010
1.1	July 26, 2011	G. Ruggiero	Updated
1.2	February 15, 2012	D. Santos	Updated connectivity options and general formatting
1.21	October 27, 2014	D. Santos	Updated section 4.1 Help desk toll free number
1.22	September 22, 2016	D. Santos	**Updated section 9.0**