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Blue Cross & Blue Shield of Rhode Island

## **BCBSRI 27x Real-Time API Connection Procedures**

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## **PREFACE**

The *BCBSRI 27x Real-Time API* document supplements the *BCBSRI Companion Guides*. Its purpose is to provide trading partners with instructions on transmitting electronic data to Blue Cross & Blue Shield of Rhode Island (hereinafter "BCBSRI").

## **DISCLAIMER**

This document is considered a living document, and as such, the information provided herein will be subject to change after July 1, 2013 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**

This document provides instructions for connecting to and using the 27x Real-Time API, a Web-based application utilizing Internet browser technology (IP Protocol). It allows the programmatic submission and receipt of individual HIPAA transaction responses. Use this document in conjunction with the *BCBSRI EDI Companion Guides* for each transaction.

## **2.0 Scope**

The procedures in *BCBSRI 27x Real-Time API* apply to all of the following transactions:

270/271 Health Care Eligibility Benefit Inquiry and Response  
276/277 Health Care Claim Status Request and Response  
278 Health Care Services Review – Request for Review and Response

## **3.0 Contact Information**

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.

The following contact information is provided to assist in the process of implementing all transactions:

HIPAA EDI Testing Support business hours are Monday through Friday,  
8:00 AM to 4:30 PM.

**Email Address:** [HIPAA.EDI.Support@bcbsri.org](mailto:HIPAA.EDI.Support@bcbsri.org)

**For Production:**

**Call the Information Technology Call Center, which supports BCBSRI, at  
401- 751-1673 or 1-855-721-4211.**

## **4.0 Using the Web Service**

### **4.1 Logging On**

1. Using your Internet browser, enter the Web address provided to you upon completion of the registration process. This address will connect to the BCBSRI 27x Real-Time API.
2. The Web Service has been implemented in SOAP, Simple Object Access Protocol, as a single conduit for all transactions and as such there is only one operation in the API, **Real-Time X12 Transaction**. There is a parameter in the web service operation to denote the transaction requested (270, 276, and 278). For the 5010 transactions, the parameter names are 270-5010, 276-5010 and 278-5010. You may also use a T at end of parameter names to Test connectivity only.

3. To eliminate the need to use CDATA sections in order for the X12 not to trip up XML parsers, binary hexadecimal encoding is applied to the X12 content. This allows the X12 to be a defined parameter to the web service. All development platforms should allow for the simple conversion of text to binary hex. This does roughly double the size of the text but these transactions are small since they are Real-Time which only allows one inquiry per transaction (one ST segment).

**NOTE: Both the User ID and password are case sensitive. An alpha-leading User ID and a randomly assigned password will be provided by BCBSRI. The User ID prefixes will change from "T" (for Test) to "P" (for Production). The unique password assigned for testing will be replaced by a new production password.**

#### 4.2 Security

Security is accomplished via the use of SSL and an authentication to the service. There are two parameters, username and password to pass the credentials to the service. Since all submittals are direct to BCBSRI.COM servers and no intermediaries are used SSL will accomplish confidentiality of all data included.

#### 4.3 Web Service Description (WSDL)

The Web Service Operation is **Real-TimeX12Transaction** and this takes 4 parameters as input.

1. Transaction – the HIPAA transaction code (i.e. 270-5010, 276-5010, 278-5010)
2. UserName - user ID assigned to you
3. Password - password assigned to you
4. InputX12Transaction - X12 Real-Time HIPAA transaction encoded in hexadecimal binary form

It is shown below:

```
<?xml version="1.0" encoding="UTF-8"?>
<wsdl:definitions targetNamespace="http://webservice.realtime"
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:wsdlsoap="http://schemas.xmlsoap.org/wsdl/soap/"
  xmlns:intf="http://webservice.realtime"
  xmlns:impl="http://webservice.realtime"
  xmlns:tns2="http://fault.webservice.realtime">
  <wsdl:types>
    <schema elementFormDefault="qualified"
      targetNamespace="http://webservice.realtime"
      xmlns="http://www.w3.org/2001/XMLSchema"
      xmlns:impl="http://webservice.realtime"
      xmlns:intf="http://webservice.realtime"
      xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
      xmlns:xsd="http://www.w3.org/2001/XMLSchema">
      <complexType name="RealTimeX12Request">
        <sequence>
          <element name="userName" nullable="true" type="xsd:string"/>
          <element name="password" nullable="true" type="xsd:string"/>
          <element name="transaction" nullable="true" type="xsd:string"/>
          <element name="inputX12Transaction" type="xsd:hexBinary"/>
        </sequence>
      </complexType>
      <element name="realTimeX12Transaction">
        <complexType>
          <sequence>
```

```
    <element name="parameters" nillable="true"
type="impl:RealTimeX12Request"/>
    </sequence>
</complexType>
</element>
<complexType name="RealTimeX12Response">
    <sequence>
        <element name="outputX12Transaction" type="xsd:hexBinary"/>
        <element name="status" nillable="true" type="xsd:string"/>
    </sequence>
</complexType>
<element name="realTimeX12TransactionResponse">
    <complexType>
        <sequence>
            <element name="realTimeX12TransactionReturn" nillable="true"
type="impl:RealTimeX12Response"/>
        </sequence>
    </complexType>
</element>
</schema>
<schema elementFormDefault="qualified"
targetNamespace="http://fault.webservice.realtime"
xmlns="http://www.w3.org/2001/XMLSchema"
xmlns:impl="http://webservice.realtime"
xmlns:intf="http://webservice.realtime"
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
    <complexType name="AuthenticationFailedFault">
        <complexContent>
            <extension base="tns2:RealTimeFault">
                <sequence/>
            </extension>
        </complexContent>
    </complexType>
    <complexType name="RealTimeFault">
        <sequence>
            <element name="message" nillable="true" type="xsd:string"/>
        </sequence>
    </complexType>
    <element name="AuthenticationFailedFault" nillable="true"
type="tns2:AuthenticationFailedFault"/>
    <complexType name="SystemUnavailableFault">
        <complexContent>
            <extension base="tns2:RealTimeFault">
                <sequence/>
            </extension>
        </complexContent>
    </complexType>
    <element name="SystemUnavailableFault" nillable="true"
type="tns2:SystemUnavailableFault"/>
</schema>
</wsdl:types>
<wsdl:message name="realTimeX12TransactionRequest">
    <wsdl:part name="parameters" element="intf:realTimeX12Transaction"/>
</wsdl:message>
<wsdl:message name="SystemUnavailableFault">
    <wsdl:part name="fault" element="tns2:SystemUnavailableFault"/>
</wsdl:message>
<wsdl:message name="realTimeX12TransactionResponse">
```

```
<wsdl:part name="parameters"
element="intf:realTimeX12TransactionResponse" />
</wsdl:message>
<wsdl:message name="AuthenticationFailedFault">
    <wsdl:part name="fault" element="tns2:AuthenticationFailedFault" />
</wsdl:message>
<wsdl:portType name="X12RequestHandlerService">
    <wsdl:operation name="realTimeX12Transaction">
        <wsdl:input name="realTimeX12TransactionRequest"
message="intf:realTimeX12TransactionRequest" />
        <wsdl:output name="realTimeX12TransactionResponse"
message="intf:realTimeX12TransactionResponse" />
        <wsdl:fault name="AuthenticationFailedFault"
message="intf:AuthenticationFailedFault" />
        <wsdl:fault name="SystemUnavailableFault"
message="intf:SystemUnavailableFault" />
    </wsdl:operation>
</wsdl:portType>
<wsdl:binding name="X12RequestHandlerServiceSoapBinding"
type="intf:X12RequestHandlerService">
    <wsdlsoap:binding style="document"
transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="realTimeX12Transaction">
        <wsdlsoap:operation soapAction="" />
        <wsdl:input name="realTimeX12TransactionRequest">
            <wsdlsoap:body use="literal" />
        </wsdl:input>
        <wsdl:output name="realTimeX12TransactionResponse">
            <wsdlsoap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="AuthenticationFailedFault">
            <wsdlsoap:fault name="AuthenticationFailedFault" use="literal" />
        </wsdl:fault>
        <wsdl:fault name="SystemUnavailableFault">
            <wsdlsoap:fault name="SystemUnavailableFault" use="literal" />
        </wsdl:fault>
    </wsdl:operation>
</wsdl:binding>
<wsdl:service name="X12RequestHandlerServiceService">
    <wsdl:port name="X12RequestHandlerService"
binding="intf:X12RequestHandlerServiceSoapBinding">
        <wsdlsoap:address
location="http://localhost:9081/RealTimeServicesWeb/services/X12RequestHandle
rService" />
    </wsdl:port>
</wsdl:service>
</wsdl:definitions>
```

#### 4.4 Error Conditions

Several faults have been defined that may be returned from the service:

- **AuthenticationFailedFault** – the authentication credentials (username and password) did not match our records
- **AccountLockedFault** – authentication failed more than the maximum allowable times and the account was locked as a precaution. This will require a phone call to get the account unlocked.
- **SystemUnavailableFault** – the system is unable to respond at this time or did not respond in a timely manner
- **UnknownTransactionFault** – the transaction was not one of the permitted values (270-5010, 270-5010T, 276-5010, 276-5010T, 278-5010, 278-5010T).

Note that general soap faults will be returned in the case of unforeseen issues.

#### 4.5 Sample Input XML

Following is a sample XML file that could be submitted to the Real-Time web service (PHI has been removed)

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <realTimeX12Transaction xmlns="http://webservice.realtime">
            <parameters>
                <userName>WSUSER1</userName>
                <password>abc123</password>
                <transaction>276-5010</transaction>
                <inputX12Transaction>4953412a30302a2020202020202020202a30302a202020202020202020202a5
a5a2a5530303031373939202020202020202a5a5a2a36313030313720202020202020202a313031303
1352a313331312a7b2a30303530312a303030303030312a302a542a3ada47532a48522a553030303
13739392a3631303031372a32303130313031352a313331312a312a582a30303530313058323132da535
42a3237362a303030352a30303530313058323132da4248542a303031302a31332a3232322a3230313
0313032312a31313232da484c2a312a2a32302a31da4e4d312a50522a322a4243425352492a2a2a2a5
0492a3030383730da484c2a322a312a32312a31da4e4d312a34312a322a4252494748414d20574f4d454
e532a2a2a2a2a34362a424b414e4535da484c2a332a322a31392a31da4e4d312a31502a322a425249474
8414d20574f4d454e532a2a2a2a58582a31343437323333373838da484c2a342a332a32322a30da444
d472a44382a31393834303430322a46da4e4d312a494c2a312a4c4153544e414d452a46495253544e414
d452a2a2a2a4d492a414243303438343336363139383030da54524e2a312a33393230333934393330323
033da5245462a314b2a3930323837303130343930da5356432a48433a38373438302a3133352a2a2a2
ada4454502a3437322a5244382a32303130303730372d3230313030373037da53452a31362a30303035d
a47452a312a31da4945412a312a3030303030303031</inputX12Transaction>
            </parameters>
        </realTimeX12Transaction>
    </soapenv:Body></soapenv:Envelope>
```

## 4.6 Test Mode

There is a test mode which simply loops back. There is a dummy response returned but it has no correlation to the request. This can be used to ensure that you are communicating correctly with the web service prior to submitting live requests. To enable test mode simply add a "T" suffix to the transaction parameter (i.e. **270-5010T**, **276-5010T**, **278-5010T**).

Sample output from a 270 submitted in test mode is shown below:

## 5.0 Document Version Control

Version Number	Date	Modified By	Comments/Revision Details
2.0	September 24, 2009	L. Merola D. Santos J. Daniels	Section 4.7: Removed (per Web Services)
3.0	April 29, 2011	MJ Aschman D.Santos	5010 support
3.1	May 25, 2012	D.Santos	Removed phone number section 3.0
3.2	July 16, 2013	D.Santos	Removed transaction IDs pertaining to 4010 format
3.3	October 29, 2014	D.Santos	Updated Section 3.0 telephone number