Blue Cross & Blue Shield of Rhode Island

276/277 Health Care Claim Status Request and Response Companion Guide (Real-Time and Batch)

HIPAA version 5010

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PREFACE

This Companion Guide supplements the ASC X12 276/277 (005010X212) 5010 Technical Report 3(TR3) and Errata (005010X212E2) 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 3(TR3s) and Errata. This Companion Guide does not convey information that in any way exceeds the requirements or usages of data expressed in the 5010 Technical Reports 3(TR3s) and Errata.

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

2.0 Scope

This 276/277 Health Care Claim Status Request and Response Companion Guide is designed for use in conjunction with the ANSI ASC X12N 276/277(005010X212) Health Care Claim Status Request and Response 5010 Technical Report 3 (TR3) and Errata. 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 3 (TR3s) and Errata.

The tables in Sections 7.1 and 7.2 detail 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 process of implementing 276/277 transactions or if you should encounter any 276/277 transaction production issues.

Call the Information Technology (IT) Service Desk, which supports BCBSRI at 401-751-1673 or 1-800-343-5743.
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 should issues arise that will require 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 Web site. It is required that all trading partners have Internet access with an industry standard browser.

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

- Submit (send) HIPAA transactions;
- Receive HIPAA transaction responses; and
- View history files (directory) of all batch 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.

5.3.2 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 Connect Enterprise System. If necessary, also reference the BCBSRI EDI Gateway Dialup Networking Guide 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. Use the Receiver ID provided by BCBSRI in the Trading Partner Agreement in the 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 Delimiter (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:

<table>
<thead>
<tr>
<th>Functional Identifier Code</th>
<th>Batch format</th>
<th>Real-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application’s Sender Code</td>
<td>GS01 HS</td>
<td>GS02 TR</td>
</tr>
<tr>
<td>Application’s Receivers Code</td>
<td>GS03 XX222774</td>
<td>GS03 RR</td>
</tr>
<tr>
<td>Date</td>
<td>GS04 XXCCYYMMDD</td>
<td>GS04 XXCCYYMMDD</td>
</tr>
<tr>
<td>Time</td>
<td>GS05 XXHHMM</td>
<td>GS05 XXHHMM</td>
</tr>
<tr>
<td>Group Control Number</td>
<td>GS06 Required</td>
<td>GS06 Required</td>
</tr>
<tr>
<td>Responsible Agency Code</td>
<td>GS07 X</td>
<td>GS07 X</td>
</tr>
<tr>
<td>Version/Release/Industry Identifier Code</td>
<td>GS08 005010X212</td>
<td>GS08 005010X212</td>
</tr>
</tbody>
</table>

7.0 BCBSRI Specific Business Rules and Limitations

General: The claim status information is current as of the date and time of the creation of the 277 response. BCBSRI will process batch requests for claim status on a 24-hour turnaround with the exception of FEP and non-BCBSRI subscribers.

BCBSRI can give an electronic claim status response, if the dates of service are within the past two years. Claim status requests for dates of service greater than two years will be returned with a response of “claim not found.” Contact Customer Service for this type of request at 401-274-4848 or 1-800-230-9050.

If no matching claim is found, an appropriate reject reason will be returned.

If multiple matches are found within the same date range of the claim status request, all will be returned. This may occur due to split claims.

Claim status will only be returned for responses if the submitter requesting the claims status is authorized by the servicing provider on the 276 request.
All line items (start and end service dates) must fall within the requested date period in order for the claim to be selected for response.
If a claim is found that matches any of the specific matching criteria (Claim ID, Claim Submitted Charges), then that claim will be selected for response. If a specific matching criterion is not satisfied, then the claims that match the more general criteria (dates, servicing provider) will be selected for response.

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

**Enveloping Data:** BCBSRI will accept single GS-GE groups within a single ISA-IEA of the transaction envelope for Real-Time transactions. The 276 Real-Time requests must be limited to one patient request per ISA-IEA, GS-GE and ST-SE envelope configuration.

BCBSRI will accept multiple GS-GE groups within a single ISA-IEA of the transaction envelope for Batch transactions. Each group must be of the same transaction type.

**Note:** Real-Time and Batch transactions cannot be mixed in the same ISA-IEA, GS-GE grouping.

**Transaction Editing:** All HIPAA 5010 Technical Report (TR3) data requirements must be met including the required data elements to support the HIPAA search rules. The claim status response will be returned with the appropriate STC segment valued or returned as rejected in a 999 Report.

### 7.1 276 Claim Status Request

The following are specific BCBSRI rules applicable to 276 Claim Status Request transactions:

<table>
<thead>
<tr>
<th>Item</th>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>2100A – INFORMATION SOURCE NAME</strong> Identification Code Qualifier Information Source Primary Identifier</td>
<td>NM108</td>
<td>42</td>
<td>Value PI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NM109</td>
<td>42</td>
<td>Use 00370 or 00870.</td>
</tr>
<tr>
<td>2.</td>
<td><strong>2100B - INFORMATION RECEIVER NAME</strong> Identification Code Qualifier Identification Code</td>
<td>NM108</td>
<td>46</td>
<td>Use value ‘46’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NM109</td>
<td>46</td>
<td>Electronic Transmitter Identification Number (ETIN) assigned by BCBSRI, Use BCBSRI assigned Trading partner ID.</td>
</tr>
<tr>
<td>3.</td>
<td><strong>2100C – SERVICE PROVIDER NAME</strong> Identification Code Qualifier Information Source Primary Identifier</td>
<td>NM108</td>
<td>51</td>
<td>Value XX</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NM109</td>
<td>51</td>
<td>National Provider Identifier (NPI)</td>
</tr>
<tr>
<td>4.</td>
<td><strong>2000D - Subscriber Demographic Information</strong></td>
<td>DMG01</td>
<td>54</td>
<td>Date Time Format Qualifier- D8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DMG02</td>
<td>55</td>
<td>Subscriber Date of Birth (CCYYMMDD)</td>
</tr>
</tbody>
</table>
### 5. 2100D – SUBSCRIBER NAME

<table>
<thead>
<tr>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber Name</td>
<td>NM103</td>
<td>57</td>
<td>Subscriber last name</td>
</tr>
<tr>
<td>Subscriber Identifier qualifier</td>
<td>NM104</td>
<td>57</td>
<td>Subscriber first name</td>
</tr>
<tr>
<td>Subscriber ID Code</td>
<td>NM108</td>
<td>57</td>
<td>Use Value ‘MI’</td>
</tr>
<tr>
<td></td>
<td>NM109</td>
<td>57</td>
<td>Always required. Note: Use BCBSRI ID exactly as it appears on the member’s ID card. If an alpha prefix is on the member’s ID card, then include in request.</td>
</tr>
</tbody>
</table>

### 9. 2200D- CLAIM STATUS TRACKING NUMBER

<table>
<thead>
<tr>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trace Type Code</td>
<td>TRN01</td>
<td>58</td>
<td>Use Value ‘1’</td>
</tr>
<tr>
<td>Reference Identification</td>
<td>TRN02</td>
<td>58</td>
<td>Transaction Trace Number from Sender Only send on Subscriber Level</td>
</tr>
</tbody>
</table>

### 10. 2100E – DEPENDENT NAME

<table>
<thead>
<tr>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity Identifier Code</td>
<td>NM101</td>
<td>79</td>
<td>Required if Dependent is patient to act as a tie breaker for duplicate matches.</td>
</tr>
<tr>
<td>Entity Type Qualifier</td>
<td>NM102</td>
<td>79</td>
<td>Value QC</td>
</tr>
</tbody>
</table>

### 11. 2200E- CLAIM STATUS TRACKING NUMBER

<table>
<thead>
<tr>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TRN01</td>
<td>81</td>
<td>Use Value ‘1’</td>
</tr>
<tr>
<td></td>
<td>TRN02</td>
<td>81</td>
<td>Transaction Trace Number from Sender Use only on Dependent claims status requests</td>
</tr>
</tbody>
</table>

### 7.2 277 Claim Status Response

The following are specific BCBSRI rules applicable to 277 Claim Status Response transactions:

<table>
<thead>
<tr>
<th>Item</th>
<th>Loop ID Segment Description and Element Name</th>
<th>Reference (REF) Designator</th>
<th>HIPAA TR3 Page Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>2100A – INFORMATION SOURCE NAME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Identification Code Qualifier</td>
<td>NM108</td>
<td>112</td>
<td>Value PI.</td>
</tr>
<tr>
<td></td>
<td>Information Source Primary Identifier</td>
<td>NM109</td>
<td>112</td>
<td>Value received on 276 (2100A/NM109) will be returned 00370 or 00870.</td>
</tr>
<tr>
<td>2.</td>
<td>2100B- INFORMATION RECEIVER NAME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Identification Code Qualifier</td>
<td>NM108</td>
<td>119</td>
<td>Value 46</td>
</tr>
<tr>
<td></td>
<td>Information Source Primary Identifier</td>
<td>NM109</td>
<td>119</td>
<td>Electronic Transmitter Identification Number (ETIN) assigned by BCBSRI, Use BCBSRI assigned Trading partner ID.</td>
</tr>
<tr>
<td>3.</td>
<td>2100C – SERVICE PROVIDER NAME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information Source Primary Identifier</td>
<td>NM108</td>
<td>128</td>
<td>Value XX</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NM109</td>
<td>128</td>
<td>NPI (National Provider Identification number)</td>
</tr>
<tr>
<td>Item</td>
<td>Loop ID Segment Description and Element Name</td>
<td>Reference (REF) Designator</td>
<td>HIPAA TR3 Page Number</td>
<td>Comments</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------</td>
<td>-----------------------------</td>
<td>----------------------</td>
<td>----------</td>
</tr>
<tr>
<td>4.</td>
<td>2100D – SUBSCRIBER NAME Subscriber Primary Identifier</td>
<td>NM109</td>
<td>136</td>
<td>Always returned, as BCBSRI does not have individual member identifiers.</td>
</tr>
<tr>
<td>5.</td>
<td>2200D – SERVICE LINE STATUS INFORMATION Subscriber</td>
<td>STC</td>
<td>138</td>
<td>This segment is returned when the subscriber is the patient. Example: STC<em>F1: 65</em>19960501 (F1=Finalize payment, 65= Claim/line has been paid.)</td>
</tr>
<tr>
<td>6.</td>
<td>2100E – DEPENDENT NAME Patient First Name</td>
<td>NM104</td>
<td>176</td>
<td>Always returned when 276 request is for the dependent.</td>
</tr>
<tr>
<td>7.</td>
<td>2200E – SERVICE LINE STATUS INFORMATION Dependent</td>
<td>STC</td>
<td>178</td>
<td>This segment is returned when the dependent is the patient. Example: STC<em>A4:35</em>19960501 (A4=Acknowledgement/Claim not found, 35=Claim/encounter not found)</td>
</tr>
</tbody>
</table>
7.3 276 Claim Status Request (Example)

In the following explanation, the prefix "T" signifies "test," and the prefix "P" signifies "production."

As illustrated in the example below, the ISA Sender ID for "non-Real-Time," batch submissions is T00XXXXX or P00XXXXX. For 276 Real-Time submissions, the ISA Sender ID is TR0XXXXX or PR0XXXXX. One Real-Time request within one Transaction Set Header (ST) or one Group Segment (GS) will be accepted.

```
ISA*00*  *00*  *ZZ*U0001799  *ZZ*222774
  *101015*1311*{"00501*000000001*0"T*:
GS*HR*U0001799*222774*20101015*1311*1*X*005010X212
ST*276*0005*005010X212
BHT*0010*13*2222*20101021*1122
HL*1**20*1
NM1*PR*2*BCBSRI*****PI*00870
HL*2*21*1
NM1*41*2*BRIGHAM WOMENS*****46*BKANE5
HL*4*2*19*1
NM1*1P*2*BRIGHAM WOMENS*****XX*1447233788
HL*4*3*22*0
DMG*D8*19840402*F
NM1*IL*1*Mouse*Minnie****MI*048436619800
TRN*1*3920394930203
REF*1K*90287010490
SVC*HC:87480*135*****
DTP*472*RD8*20100707-20100707
```

Non-BCBSRI member and FEP Claim status requests will be forwarded to another entity, and the submitter will not receive any indication the request was forwarded. If multiple requests are submitted within a ST/SE, the 277 responses from the other entities will be received individually.
7.4 277 Claim Status Response (Example)

```
ISA*00* *00* *ZZ*222774 *ZZ*U0001799
*101025*0807*{005010452014*0*T*:
GS*HN*222774*U0001799*20101025*0807131*1*X*005010X212
ST*277*0001*005010X212
BHT*0010*08*3920394930203*20101025*1122*DG
HL*1**20*1
NM1*PR*2*BCBSRI*****PI*00870
PER*IC**TE*4012714848
HL*2*1*21*1
NM1*41*2*BRIGHAM WOMENS*****46*BKANE5
HL*3*2*19*1
NM1*1P*2*BRIGHAM WOMENS*****XX*1992703938
HL*4*3*22*0
NM1*IL*1*LASTNAME*FIRSTNAME*L***MI*1153399178008
TRN*2*3920394930203
STC*F0:3*20101025**120*50.32*20100129
REF*1K*60029025210
REF*EJ*00654978USA89056
DTP*472*R+8*20100105-20100105
SVC*HC:99213*120*50.32****1
STC*F1:65*20101025
DTP*472*R+8*20100105-20100105
SE*20*0001
GE*1*1
IEA*1*000452014
```

8.0 Functional Acknowledgement/Reports

8.1 999 Implementation Acknowledgement Report

Upon successful receipt of a 276, BCBSRI will **not** respond with a 999 functional acknowledgement transaction to inform the submitter that the transaction has arrived.

8.2 999 Rejection and 999 Plain Language Reports

In the event that a transmission is rejected, a 999 Rejection and a 999 Plain Language Report detailing the reasons for rejection will be issued for the convenience of the trading partner.

Level 2 editing will be performed. Multiple 999s could occur if a transaction set resulted in both Level 1 and Level 2 errors.
The following is an example of a 999 Rejection:

```
ISA*00*        *00*        *ZZ*222774       *ZZ*U0001799
*101026*0221*(*00501*000000010*T*:
GS*FA*222774*U0001799*20101026*022111*X*005010X212
ST*999*0001*005010X212
AK1*HR*1*005010X212
AK2*276*0005*005010X212
IK3*SVC*14*2210D*8
IK4*7**19
IK5*R*5
AK9*R*1*1*0
SE*8*0001
GE*1*1
IEA*1*000000001
```

The following is an example of 999 Plain Language Report:

```
BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND
PAPERLESS TRANSMISSION ACKNOWLEDGEMENT
FUNCTIONAL ACKNOWLEDGEMENT REPORT
Sender ID Number: 610017
ISA CTRL#: 000000014

FUNCTIONAL GROUP INFORMATION
REPORT DATE - 20101014
REPORT TIME -17:16:31
SUBMITTER ID: U0098500
Report ID: 20100414171631-140001-XXX

TRANSACTION INFORMATION
FUNCTIONAL GROUP CONTROL #: XXX
NUMBER OF INCLUDED TRANSACTION SETS: 1
NUMBER OF RECEIVED TRANSACTION SETS: 1
NUMBER OF ACCEPTED TRANSACTION SETS: 0

TRANSACTION SET INFORMATION
TRANSACTION SET CONTROL #: 0001
TRANSACTION SET ACKNOWLEDGEMENT STATUS: REJECTED
TOTAL NUMBER OF ERRORS IN TRANSACTIONS SET: 1

DATA SEGMENT (S) IN ERROR
ERROR NUMBER: 1
DATA SEGMENT ERROR: SEGMENT HAS DATA ELEMENT ERRORS
ANSI LOOP ID:
POSITION WITHIN TRANSACTION SET: 2
BAD ELEMENT: CLM

DATA ELEMENT (S) IN ERROR
POSITION IN SEGMENT: 9
DATA ELEMENT ERROR CODE: INVALID CODE VALUE
```

9.0 Certification and Testing

BCBSRI has partnered with Foresight to provide a 24/7 online tool for self-service transaction validation. To use this tool, download the Trading Partner Agreement (TPA) and Trading Partner Registration (TPR) form from the [www.bcbsri.com](http://www.bcbsri.com) Web site. Complete the form and return to the Director of EDI & Electronic Information Exchange (refer to page 1). Upon receipt of the signed TPA and TPR, BCBSRI will provide you with a User ID and password allowing you to access the Foresight HIPAA Web site.
# 10.0 Document Version Control

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date</th>
<th>Modified By</th>
<th>Comments/Revision Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>October 21, 2010</td>
<td>D.Santos, L.Merola, M.Hegarty, G.Ruggiero</td>
<td>Version incorporating all previous draft versions.</td>
</tr>
<tr>
<td>1.0</td>
<td>April 29, 2011</td>
<td>D.Santos, M.Hegarty, G.Ruggiero</td>
<td>Published version for 5010 format</td>
</tr>
</tbody>
</table>