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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
- 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
<?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" nillable="true" type="xsd:string"/>
          <element name="password" nillable="true" type="xsd:string"/>
          <element name="transaction" nillable="true" type="xsd:string"/>
          <element name="inputX12Transaction" type="xsd:hexBinary"/>
        </sequence>
      </complexType>
    </schema>
  </wsdl:types>
  <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>
<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"/>
</complexType>
</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:realTimeX12Transaction"/>
</wsdl:message>
</wsdl:types>
<wsdl:part name="parameters" element="intf:realTimeX12TransactionResponse"/>
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    <wsdl:operation name="realTimeX12Transaction">
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        <wsdl:output name="realTimeX12TransactionResponse" message="intf:realTimeX12TransactionResponse"/>
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        <wsdl:fault name="SystemUnavailableFault" message="intf:SystemUnavailableFault"/>
    </wsdl:operation>
</wsdl:portType>
<wsdl:binding name="X12RequestHandlerServiceSoapBinding" type="intf:X12RequestHandlerService">
    <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/X12RequestHandlerService"/>
    </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
<?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>4953412a30302a20202020a2020202020202020202020202a5
a5a2a553030303033t78932020202020202a582a56333030313a72020202020202a3130313033
1352a3133313127b2a30303530312a303030303030312a302a542a3ada47532a48522a5530303033
1373932a3631303031372a323030313031303132a313331312a312a582a30303330313058323132da535
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0313032312a31313232da484c2a312a2a32302a31da46312a50522a322a423425352492a2a2a2a5
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532a2a2a2a4362a424b414e4535da484c2a332a322a31392a31da46312a31502a322a425249474
8414d20574f4f454e522a2a2a58582a31343437323333373838da484c2a303032323a30da444
d472a44382a3139383434303430322a46da46312a494c2a312a453544e454d454a4695253544e414
d452a2a2a4d492a4142433034383433363139383030da545242e2a312a339323033393493330323
033ad524542a31ab2a393032383730313034930da5356432a48433a3837438302a313352a2a2a2a2
ada445402a3437322a5244382a323031303073072d3230313030373037da53452a31362a30303035
da47452a312a494542a312a3030303030303030
</inputX12Transaction>
</parameters>
</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:

```xml
<?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>270-5010T</transaction>
<inputX12Transaction>4953412a30302a20202020202020202a5 a5a2a553530303137393920202020202a5a5a2a3631303031332020202020202a313031303
a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
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a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
a5a2a553530303137393920202020202a5a5a2a36313030313320202020202a313031303
</inputX12Transaction>
</parameters>
</realTimeX12Transaction>
</soapenv:Body></soapenv:Envelope>
```

5.0 Document Version Control

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