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Blue Cross & Blue Shield of Rhode Island

**BCBSRI Blue Gateway**  
**SFTP Connection & Transmission Procedures**

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## **PREFACE**

The *BCBSRI Blue Gateway* 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 September 22, 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**

This document provides instructions for connecting to and using BCBSRI Blue Gateway, a Web-based application which utilizes SFTP (Secure File Transfer Protocol) protocol over an Internet connection. It allows the submission and receipt of HIPAA transaction responses, and enables the user to view history files (directory) of all transactions sent and received for up to 30 days. Use this document in conjunction with the *BCBSRI EDI Companion Guides* for each transaction.

## **2.0 Scope**

The procedures in *BCBSRI Blue Gateway* 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
- 820 Payroll Deducted and Other Group Premium Payment for Insurance Products
- 834 Health Care Benefit Enrollment and Maintenance
- 837 Health Care Claim: Institutional
- 837 Health Care Claim: Professional
- 837 Health Care Claim: Dental
- 835 Health Care Claim Payment Advice

## **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:

### **For Partner Testing:**

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)

**Applicable Web sites:** [www.BCBSRI.com](http://www.BCBSRI.com)

### **For Production:**

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

## **4.0 Establishing a Connection to BCBSRI Blue Gateway**

In order to submit and receive EDI files electronically to Blue Cross and Blue Shield of Rhode Island, you must establish a connection to our network. You must complete the EDI Data Transfer Worksheet to obtain connectivity to our network. The following connectivity options are currently available: HTTPS and SFTP. We will be adding AS2 and AS3 as options in the future.

Please refer to the connectivity document located at  
[https://www.bcsri.com/BCBSRIWeb/providers/provider\\_network\\_system/HIPAA.jsp](https://www.bcsri.com/BCBSRIWeb/providers/provider_network_system/HIPAA.jsp)

or

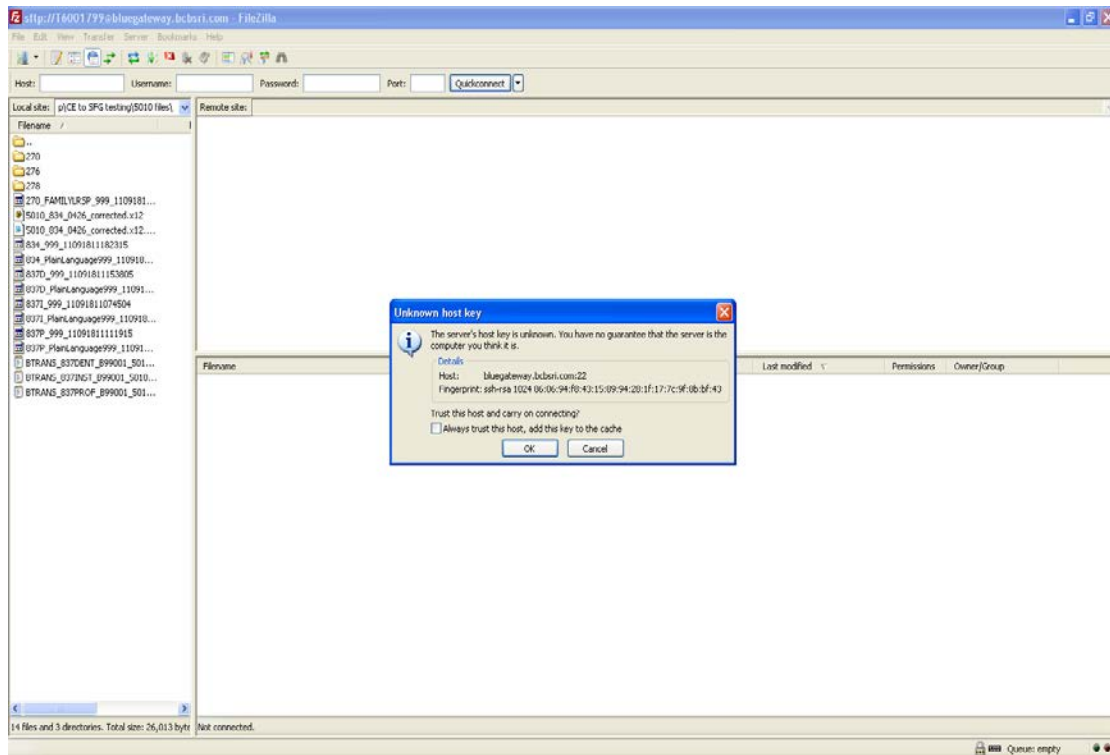
[https://www.bcsri.com/BCBSRIWeb/employers/companion\\_guides.jsp](https://www.bcsri.com/BCBSRIWeb/employers/companion_guides.jsp)

## 5.0 Connecting to BCBSRI Blue Gateway

### 5.1 Logging on using SFTP:

Using your SFTP (many different versions are available as freeware) software (we use Filezilla SFTP), enter the information provided to you upon completion of the registration process. This address will connect to the BCBSRI Blue Gateway (Sterling Commerce) application home page.

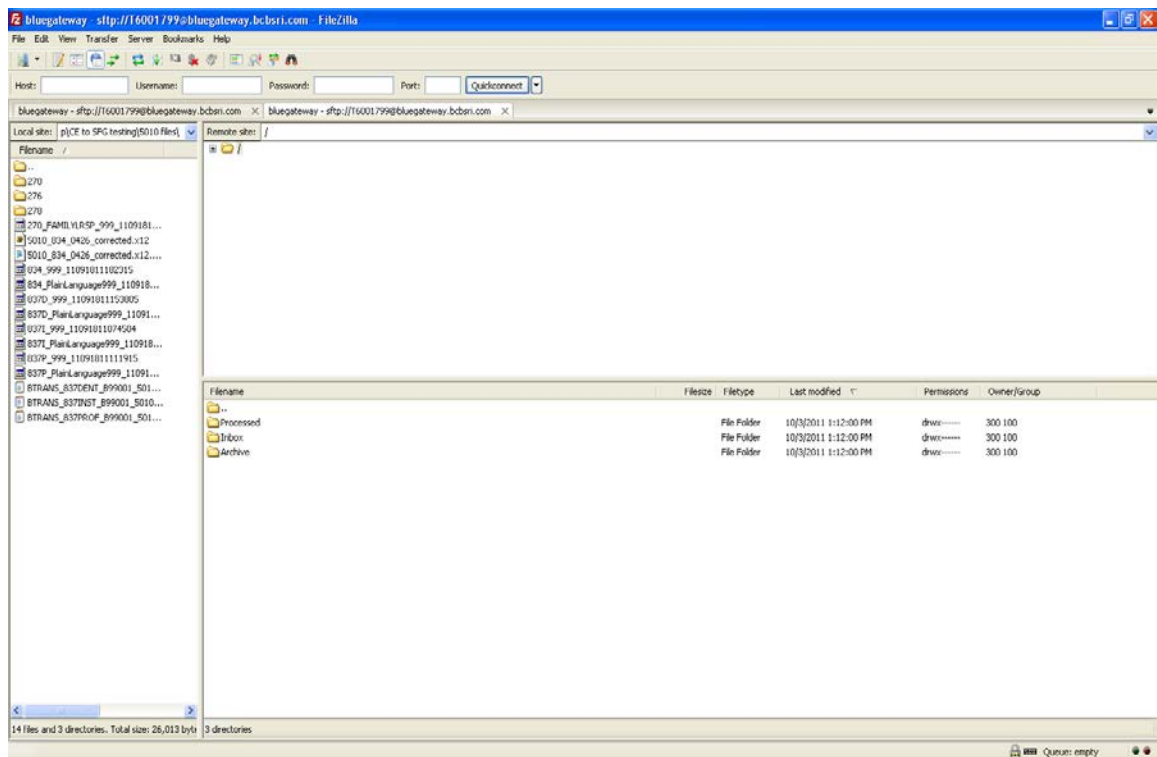
**Host Name:** bluegateway.bcsri.com  
**UserID :** Your Mailbox ID, T00XXXXX (Test) or P00XXXXX (Production)  
**Password:** Your password assigned during the setup of SFTP process for each zone (Test/Prod)  
**Port:** 22



Login using your Userid and Password for BlueGateway.

**IMPORTANT:** 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. The password can be ‘locked’ if a user logs in 3 or more times with an incorrect Userid/Password combination. Call the Information Technology (IT) Service Desk, which supports BCBSRI, at 401-751-1673 or 1-855-721-4211 for assistance.

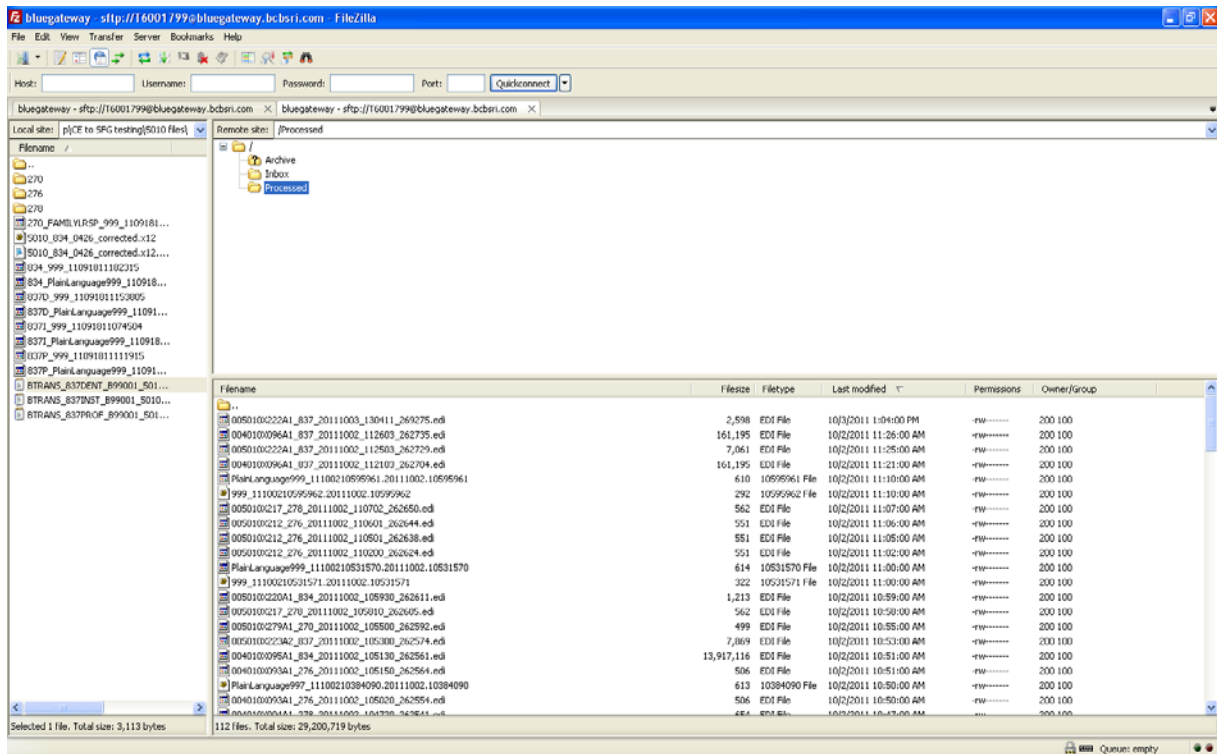
The following screen will be displayed upon successful login.



## 5.2 Uploading/Sending a File

1. Locate the file you wish to submit on your system and double click.
2. File must be uploaded to the Root directory, '/'
3. Hit Refresh button, F5, to view the uploaded/processed files

A file is placed in the "Inbox" area while it is being processed.



Once the file is Uploaded and Processed it will be moved from the /Inbox, to the /Processed Directory. Any 999's or 999 Plain Language Reports will be posted back into the /Inbox for the Trading Partner to retrieve. Once they are retrieved/downloaded, they are moved into the /Processed folder for 30 days

The BCBSRI Blue Gateway will automatically route the inbound file from the Trading Partner to the correct area for processing. You no longer need to select a 'Batch ID' such as 837P\_CORP, 837I\_CORP or 837D\_Corp.

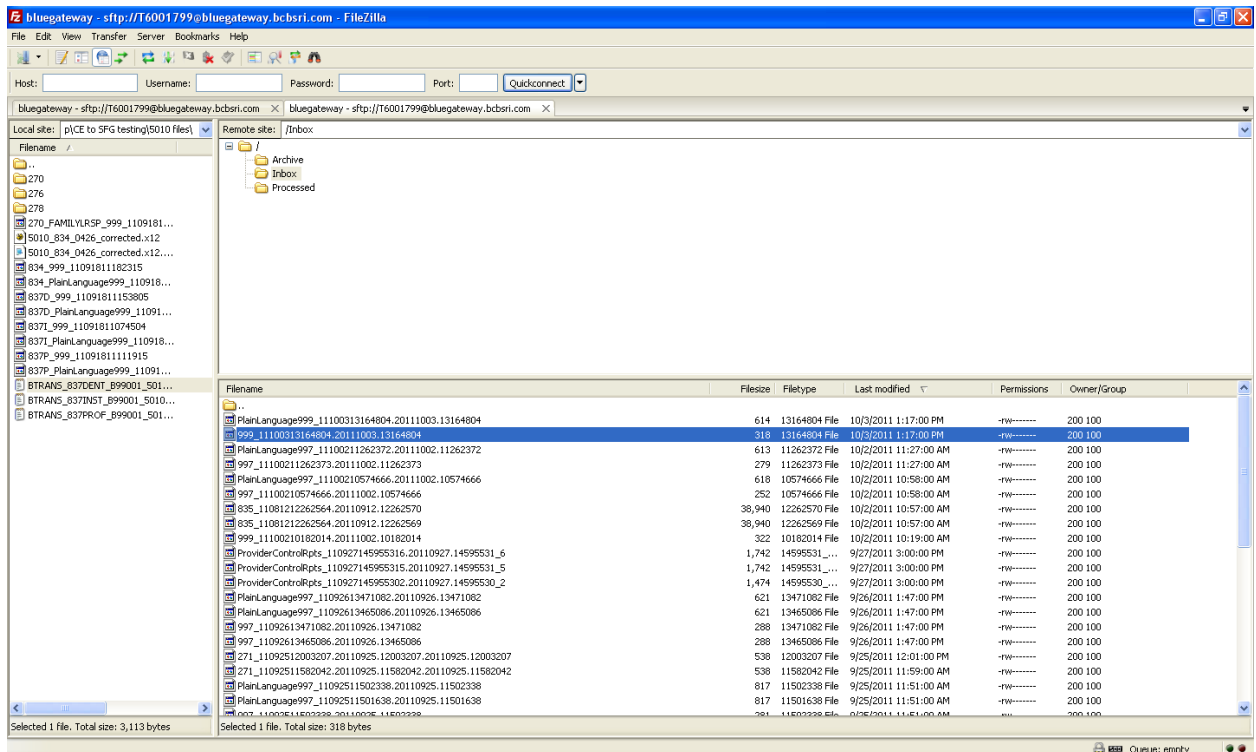
You will need to click the 'REFRESH' key in order to refresh the contents of your /Processed Files directory. Any files that are for the Trading Partner to download/receive to their system will be in the /Inbox directory on this screen. This will be where your 999's and 999 Plain Language Reports will be posted. If you do not see these reports within a few minutes of your transmission, that means there was a problem with your file.

**These reports MUST be monitored by the Trading Partner.** If they are not received, please contact the Information Technology (IT) Service Desk at 401-751-1673 or 1-855-721-4211 for assistance.

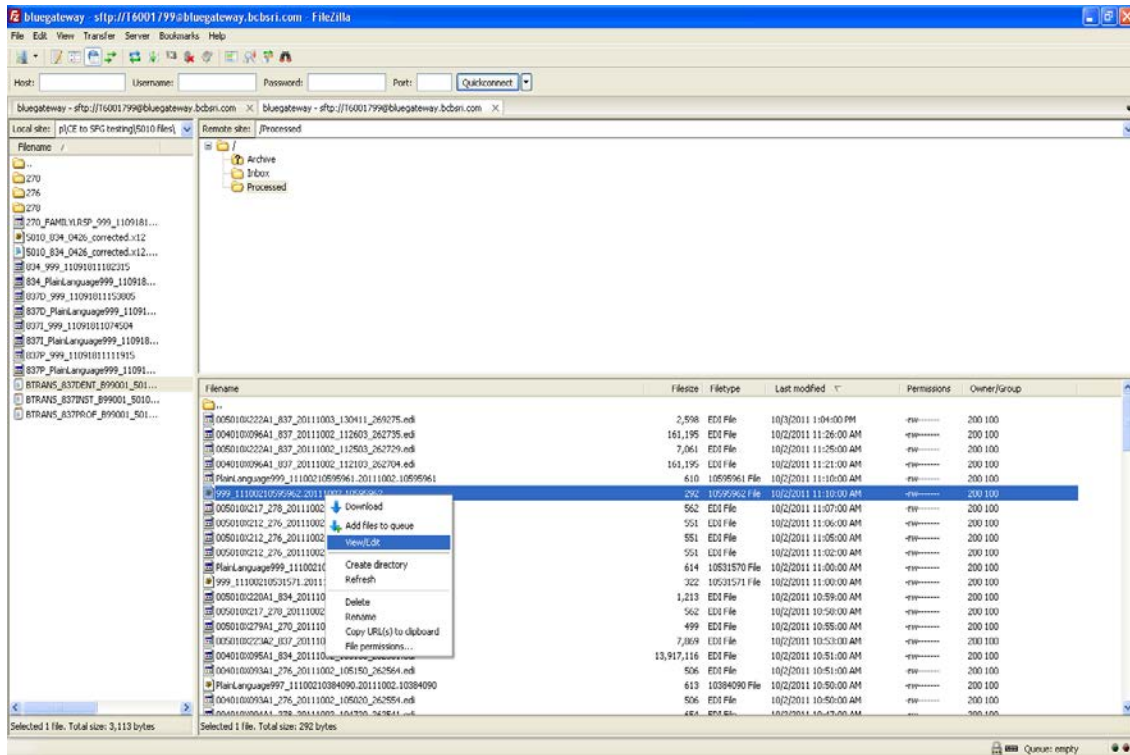


### 5.3 Downloading/Receiving a File from BCBSRI's Blue Gateway

1. Select the **/Inbox** directory to view the files on the BCBSRI Blue Gateway window.



2. Locate the file you wish to download to your system, and click on it. A Window will appear confirming that you wish to view/download the file. Select OK button to continue.



Once you have retrieved/saved your file, it will be moved from the /Inbox to /Processed directory. It will remain here for 30 days, after which it will be purged.

## 6.0 Provider Control Reports

The two types of Control Reports available to trading partners in the directory are: **Submitter Summary Reports** (Batch Control Reports) and **837 Rejected Claims Error Reports**. These Control Reports are generated every business day cycle.

The **Submitter Summary Reports** (Batch Control Report) shown below details the number of batches submitted, the number of accepted or rejected claims per batch and corresponding charges.

1CLP530/CLR585	BLUE CROSS BLUE SHIELD RHODE ISLAND				
10/16/03 12:10:02	DAILY CLAIM FORMATTER - CONTROL REPORT				
*** TEST ***	PROFESSIONAL 837 SUBMITTER SUMMARY REPORT				
*****					
SUBMITTER:	T0001799	BATCH CONTROL:			T0001799
	PNS TEST FILE				610017
	15 LASALLE SQ				20031016
	PROVIDENCE, RI 02903				1019
					000009001
*****					
	ACCEPTED	ACCEPTED	ACCEPTED	REJECTED	REJECTED
SUBMITTER NO	BATCHES	CLAIMS	CHARGES	BATCHES	CLAIMS
*****					
0 T0001799	1	7	8,315.00	0	0

The 837 **Rejected Claims Error Report** below details the rejected claims itemized by patient, service date, charge and reason.

1CLP531/CLR581	BLUE CROSS BLUE SHIELD RHODE ISLAND				
PAGE:	CLAIM EDIT PROGRAM -- CLAIM LEVEL REJECTS				
12/01/2010 19:09:43	PROFESSIONAL 837 REJECTED CLAIMS ERROR REPORT				
*** PRODUCTION ***					
-	SUBMITTER NUMBER: P0001799	BATCH NUMBER: 000300251			
0	SUBMITTER NAME: TEST submitter				
	ADDRESS: 500 Exchange Street				
	Providence, RI 02903				
OPATIENT CONTROL # OR	SERVICE	CLAIM	PROVIDER	INVALID	
RELATED					
CLEARING HOUSE #	PATIENTS NAME	START DT	CHARGES	NUMBER	REASON
DATA					
CONTROL					
NEI26RSP-00063	Lastname JANET	11/29/10	1,300.00		C551 INVALID LID PREFIX
MMM210A50605					
NEI26RSP-00076	LASTNAME BIBIA	11/30/10	260.00		S110 BCBS ID# INCORRECT
AAA0456939013					
0	TOTAL REJECTED CLAIMS - 2	TOTAL ACCEPTED CLAIMS - 45	TOTAL ACCEPTED AMOUNT - \$33,662.00		

## 7.0 Document Version Control

Version Number	Date	Modified By	Comments/Revision Details
1.0	November 9, 2011	D.Santos	Published version for BCBSRI Blue Gateway SFTP procedures
1.1	March 2, 2012	D.Santos	Removed Partner Testing phone number
1.2	October 29, 2014	D.Santos	Updated IT Help Desk telephone number