



Blue Shield of California and Blue Shield of California Promise Health Plan

276/277 HIPAA Transaction
Companion Guide
HIPAA*/ V5010X212

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The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects patients' health information.

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1. Introduction

This Companion Guide to the v5010 ASC X12N 270 and 271 Implementation Guides and associated errata adopted under HIPAA, clarifies and specifies the data content when exchanging eligibility data electronically with Blue Shield of California health plan and Blue Shield of California Promise Health Plan (collectively, "Blue Shield").

Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

1.1 Scope

This document should be used as a guide when sending or receiving health care claims status via a standard 276/277 EDI transaction to the Blue Shield EDI system.

Blue Shield's EDI is a system through which trading partners can submit 276 EDI transactions as well as receive 277 EDI transactions. This document describes how a submitter uses the system to submit files and receive acknowledgements and reports.

Before using Blue Shield EDI Channel, it is important to determine your compatibility in relation to Blue Shield EDI Channel.

- You must be able to send and receive X12 health care EDI files.
- You must be able to extract information from your system and interpret it.
- You must have sufficient EDI technical knowledge to make adjustments to your system, as necessary.
- You must be able to interact with Blue Shield EDI Channel.

This companion document has been separated into multiple sections:

- Getting Started
- Connectivity with payer/communications
- Contact information

1.2 References

The standard HIPAA transaction implementation guides are referenced by this guide. Copies of current guides may be obtained from the Washington Publishing Company at www.wpc-edi.com.

1.3 Additional information

This document was developed to provide users of BSC EDI with the necessary information in order to exchange EDI transactions with BSC. With the assumption that the user has working level EDI knowledge, this document focuses on the use of the BSC EDI system and does not provide background information on EDI transactions and their use.

2. Getting Started

2.1 Working with Blue Shield of California

This guide includes the instructions you will need to get connected and start sending/receiving standard 276 and 277 transactions with Blue Shield. Make sure you read the entire guide in order to take advantage of the full functionality of the system. With the assumption that the user has working level EDI knowledge, this document focuses on the use of the Blue Shield EDI system and provides background information on EDI transactions and their use.

2.2 Trading Partner Registration

Before submitting or receiving a 276 or 277 transaction, you must register as a Trading Partner with Blue Shield to ensure you are established and recognized in our system. To register, please fill out the Enrollment Application and Trading Partner Agreements that can be found on Provider Connection: www.blueshieldca.com/provider

2.3 Certification and Testing Overview

The purpose of Blue Shield EDI testing phase is to provide you with a mechanism to produce the same reports and acknowledgments that are produced once you are in production. This allows you to test your ability to produce correct data content and to receive and process the acknowledgments and files we produce for you. By testing with Blue Shield EDI, you will be allowed to send transactions. Transactions go from you to Blue Shield Non-Production Environment, as would be the case in a Production Environment. A general breakdown of the process is as follows::

- You will be set up with connectivity to perform connectivity testing.
- You will receive one of three (3) acknowledgments: a 277 response, a TA1 acknowledgment, or a 999 rejection.
- The 999 will show any errors or problems that were found in the transaction sent. The errors or problems may be related to the HIPAA standards or directly to the Blue Shield Companion Guide.
- You will continue to test until you have resolved any issues. Then, request to have your status for the specific transaction you have been testing changed from test to production.
- Your test to production status change request will be reviewed by Blue Shield and you will be notified via email when your request has been approved. Once your request has been approved you will be notified that you are now able to send transactions in production.
- More than one transaction type can be run simultaneously. You can also be granted production status for one type of transaction and still be in test mode for other transactions.

There are no technical limits to the number of transactions you can submit in a single batch file; there are, however, some practical limits. Files with large numbers of transactions will generate reports with large amounts of data. Keep this in mind as you prepare your systems to send files to Blue Shield EDI. For Real-time transactions you will need to send one 276 transaction request per file.

The communication protocol is tested as a part of first-time testing. Any time a communication protocol is changed, some testing is needed. The communication protocols for sending transactions to Blue Shield EDI are the same for testing as they are for production.

3. Testing with payer

After we receive and process your EDI Registration Form, your Blue Shield EDI Analyst will work with you through our testing process. Our testing process is required for all trading partners in order to minimize production problems.

- If you have questions or concerns about testing, please call our EDI Analyst. See Section 5 for contact information.
- Proper preparation before testing will ease the testing process and promote its success.

Trading Partners must:

- Read and make sure that you understand the terms and conditions of the Blue Shield Trading Partner Agreement (TPA), accept the conditions and terms of the TPA.
- Read all chapters of this Companion Guide.
- Complete the Blue Shield Registration Form with the required attachments.
- After we receive and process you completed EDI Registration Form, your Blue Shield EDI Analyst will contact you to discuss your testing schedule and the testing process.

3.1 Testing and production phases

You will need to repeat the following Phase I and Phase II testing procedures for each transaction type that you want to submit.

The Blue Shield Trading Partner X12 testing process has two (2) phases as well for the 276

Phase I: Testing EDI Connections in Non-Production Environment (Using Limited Test Data)

- Checks the outer envelope in the order of the transaction segments
- Checks values to ensure that they comply with the specifications in the X12 Implementation Guides. During this 2nd section, you will submit test files and receive acknowledgments in response to your files.

Upon receipt of your Blue Shield Trading Partner Registration form and the required attachments, your Blue Shield EDI Analyst will contact you to schedule Phase I testing.

Creating and Submitting Your Test Files

Please ensure that your Phase I test files abide by the following instructions:

- Create test files with X12 version 005010A1.
- Agree upon a limited set of test scenarios.
- Create test files using the same means you will use to create files for productions data. The test files must contain realistic data. Do not handcraft data specifically for testing.
- Include a representative sampling of the types of transactions you typically submit.
- In the Interchange Control Header, ISA15 (Usage Indicator), enter "T" to indicate test data.

Upon successful completion of Phase I, Phase II can begin. Phase II checks values to ensure that they comply with the specification in the X12 Implementation Guides. During Phase II, you will submit test files and receive reports in response to your files. To test 27X files, you will construct and submit test files as explained in this section.

Phase II: Production (validation testing) to make sure TP setup has been promoted to Production environment.

Once you have received production status for a transaction, Blue Shield recommends that you send a limited run of production data. This will help ensure that it will be easier to troubleshoot problems that may arise during the first few production runs. It is up to you how many transactions you send, but you should use prudence as you select the size and scope of the first few production runs.

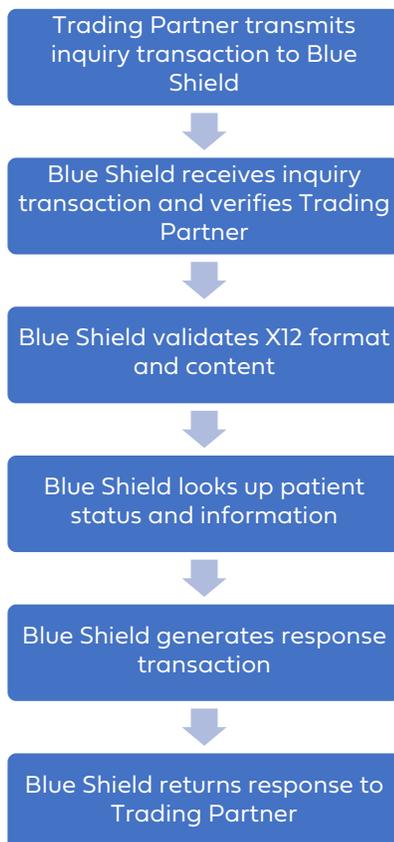
Once out of testing mode, you will send real transactions that will be processed by Blue Shield production applications. You will receive reports related to your production file submissions and the actual X12 transactions generated by Blue Shield production applications in response to your production file submissions.

Note: Ensure that your ISA15 is set to "P" when submitting transactions for production.

4. Connectivity with the payer/communications

4.1 Process flows

The below chart is a high-level process flow of a 276/277 transaction.



4.2 Transmission administrative procedures

Schedule, availability, and downtime notification

Effective January 2013, the Blue Shield 276/277 system is available:

- Real Time: Sunday 22:00 through Saturday 21:59 PST
- Batch Transactions: 24x7 Sunday through Saturday

Any unplanned downtime will be communicated to Trading Partners via e-mail. A follow up e-mail will be sent once the system becomes available.

4.3 Re-transmission procedure

Trading Partners may contact Blue Shield for assistance in researching problems with their transactions. However, Blue Shield will not edit Trading Partner claim inquiry data and/or resubmit transactions for processing on behalf of a Trading Partner. The transaction must be corrected and re-submitted by the Trading Partner.

4.4 Communication protocol specifications

Blue Shield receives and transmits transactions using MQ and HTTP/s protocols for real-time mode, and SFTP and HTTP/s for batch mode.

Note: Batch transactions must not exceed 99 transactions per 276 file as this will cause the file to reject.

For MQ, both server-to-server and client-to-server connections are supported. B2B VPN connectivity must be established between both the Trading Partner and Blue Shield. Separate MQ connections must be made for each inquiry transaction type, however a single MQ connection may be used for the receipt of all registered transaction responses from Blue Shield.

Blue Shield supports CORE Phase II HTTP/s open connectivity standards, HTTP MIME Multipart and SOAP+WSDL, for both real-time and batch modes.

Specific connectivity information, including passwords, will be provided to you once you send in your Trading Partner Registration.

Unique file naming conventions are required for batch mode transactions:

- A standard naming convention is required to be used for the files you will be sending to Blue Shield. The file convention is stated as the following: SubmitterID_Date_Time.276.
- Example: SubmitterID_YYYYMMDD_HHMMSS.276
- The outbound file naming convention for 277 files in response to 276 files must be as follows:

InterchangeReceiverID]_HHmmsssSSSSyyyyMMddX212.277. Where HHmmsssSSSSyyyyMMdd is two-digit hour, two-digit minutes, seconds with leading zeros, milliseconds with leading zero, four-digit year, two-digit month and two-digit day followed by value "X212" to identify 277 files in response to a 276 request.

Example: 12345_1600001043220140713X212.277

5. Contact information

For support and questions with EDI transactions, please contact the EDI Help Desk at (800)-480-1221.

Applicable websites:

- www.blueshieldca.com/provider (for link from the Blue Shield Provider Connection website)
- www.blueshieldca.com/promise (for link from the Blue Shield Promise provider website)

6. Control segments/envelopes

6.1 ISA-IEA envelope data

Blue Shield uses the v5010 ASC X12N 276/277 Implementation Guide and associated errata adopted under HIPAA. This specifies the data content for the 276/277 transaction data that you will be getting from Blue Shield. Blue Shield has not made any changes or customizations to this format. You may purchase a copy of the 276/277 implementation guide from the Washington Publishing Company at <http://www.wpc-edi.com>.

The Interchange Control Header (ISA) is the first record of the entire Interchange. Every X12 Interchange must begin with an ISA Segment.

The purpose for this is to start and identify an interchange of zero or more functional groups and Interchange-related control segments.

File delimiters:

- **ISA segment:** This segment is 106-byte fixed length record. Insert trailing spaces after String type (AN) element values and leading zeroes before Numeric type (Nn) element values as needed to comply with the length requirement.
- **Data element separator:** The fourth byte within the ISA record (the first byte after ISA) tells the receiver what value the sender is using as a data element separator. The value used as the data element separator must not be present within any data element in the transaction.
 - To Blue Shield: Send the value used as the Data Element Separator in the transaction following this ISA segment.
 - From Blue Shield: In response to the 276 transactions, the value sent to Blue Shield with ISA record accompanying the 276 will be returned on the 277 response.
- **Repetition Separator:** Byte 83 (ISA11) within the ISA record is a simple or composite data elements within a segment that can be designated as repeating data elements. Repeating data elements are adjacent data elements that occur up to a number of times specified in the standard as number of repeats.
 - To Blue Shield: Send the value used as the Repetition Separator in ISA11 of the transaction.
 - From Blue Shield: In response to the 276 transactions, the value sent to Blue Shield with ISA record accompanying the 276 will be returned on the 277 response.

- **Component Element Separator:** Byte 105 (ISA16) within the ISA record. This delimiter is used to separate Composite Data Structure which is an intermediate unit of information in a segment.
 Composite Data Structures are composed of one or more logically related simple data elements, each, except the last, followed by a Component Element Separator.
 - To Blue Shield: Send the value used as the Component Element Separator in ISA16 of the transaction.
 - From Blue Shield: In response to the 276 transactions, the value sent to Blue Shield with ISA record accompanying the 276 will be returned on the 277 response.
- **Segment Terminator:** Byte 106 within the ISA record. The data segment is a unit of information in a transaction set. A data segment consists of a segment identifier, one or more composite data structures or simple data elements each preceded by a data element separator and succeeded by a segment terminator.
 - To Blue Shield: Send the value used as Segment Terminator in byte 106 within the ISA record of the transaction.
 - From Blue Shield: In response to the 276 transactions, the value sent to Blue Shield with ISA record accompanying the 276 will be returned on the 277 response.
 -

Example: ISA* 00** 01* SECRET * ZZ* SUBMITTERS.ID..* ZZ*
 RECEIVERS.ID * 930602* 1253* U* 00501* 000000905* 1* T* :~

Table:

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|-------------------------------------|-----|------|---------|---|------------------------------------|
| ISA01 | Authorization Information Qualifier | M | ID | (2/2) | 00=No authorization info present. 03=Additional data identification | 0 |
| ISA02 | Authorization Information | M | AN | (10/10) | If ISA01=00, must be 10 spaces. If ISA01=03, must be mutually agreed upon. | 10 spaces |
| ISA03 | Security Information Qualifier | M | ID | (2/2) | 00=No security info present. 01=Password. | 0 |
| ISA04 | Security Information | M | AN | (10/10) | IF ISA03=00, must be 10 spaces. IF ISA03=01, must be mutually agreed upon. | 10 spaces |

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|------------------------------------|-----|------|---------|---|--|
| ISA05 | Interchange Sender ID Qualifier | M | ID | (2/2) | 01=Duns 14=Duns plus suffix 20=Health insurance number (HIN) 27=CMS carrier ID number 28=CMS fiscal intermediary ID number 29=CMS Medicare provider /supplier ID 30=U.S. federal tax ID 33=NAIC ID ZZ=Mutually defined. | To Blue Shield: Use the value that best describes the sender ID in ISA06. If the value in ISA06 is an ID assigned to the sender by Blue Shield or Enumeron LLC, use ZZ. From Blue Shield: ZZ |
| ISA06 | Interchange Sender ID | M | AN | (15/15) | | To Blue Shield: Send the value entered as your sender ID on the Registration or Settings page, left justified. From Blue Shield: 940360524, left justified. |
| ISA07 | Interchange Receiver ID Qualifier | M | ID | (2/2) | See ISA05 for values | To Blue Shield: ZZ From Blue Shield: In response to 276 transactions, the value sent to Blue Shield in the ISA05. In other transactions Blue Shield will send ZZ. |
| ISA08 | Interchange Receiver ID | M | AN | (15/15) | | To Blue Shield: 940360524, left justified. From Blue Shield: in responses to 276 transactions, the value sent to Blue Shield in the ISA06. Otherwise, the value entered as your sender ID on the Registration or Settings page, left justified. |
| ISA09 | Interchange Date | M | DT | (6/6) | Format=YYMMDD | Date from sending system. |
| ISA10 | Interchange Time | M | TM | (4/4) | Format=HHMM | Time from sending system using 24-hour format. E.G., for 1 PM use 1300. From Blue Shield: this will be EST. |
| ISA11 | Repetition Separator | M | ID | (1/1) | This value must be different than the data element separator, component element separator, and the segment terminator. | } |
| ISA12 | Interchange Control Version Number | M | ID | (5/5) | 00501 | 00501 |

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|---|-----|------|---------|--|--|
| ISA13 | Interchange Control Number | M | NO | (9/9) | Must be the same as the value sent in the following IEA02 | To Blue Shield: Must be a unique sequential number that does not repeat within a 180-day period. From Blue Shield: In responses to 276 transactions, the value sent to Blue Shield in the ISA13. Otherwise, a Blue Shield assigned unique sequential number that does not repeat within a 180-day period. |
| ISA14 | Interchange Acknowledgment Accepted | M | ID | (1/1) | 0=No interchange ACK requested. 1=Interchange ACK requested | To Blue Shield: in 276 transactions: Must be 0. |
| ISA15 | Usage Indicator | M | ID | (1/1) | T=Test P=Production | T=Test P=Production |
| ISA16 | Component Element Separator (also referred to as "sub-element separator") | M | n/a | (1/1) | The value used as Component Element Separator must not be present for any other reason within any data element in the transaction. | To Blue Shield: The value that is used as the component element separator in the transaction following this ISA segment. From Blue Shield: In responses to 276 transactions, the value sent to Blue Shield is the ISA16. Otherwise, from BSC: (vertical bar). |

There are several things you can use for the sender ID, as outlined in the HIPAA Implementation Guides. A summary of those guidelines is included here for your perusal.

The qualifier that designates the type of sender ID is sent in the ISA05 and can be one of the following:

- 01=Duns (Dun & Bradstreet)
- 14=Duns plus suffix
- 20=Health Industry Number (HIN)
- 17=Carrier Identification Number as assigned by CMS
- 29=Fiscal Intermediary Number as assigned by CMS
- 30=US Federal Tax ID
- 33=NAIC Code
- ZZ=Mutually Defined

IEA-Interchange Control Trailer

The Interchange Control Trailer (IEA) is the last record of the entire Interchange. Every X12

Interchange must end with an IEA segment.

Example: IEA*1*000000905~

The purpose is to define the end of the interchange of zero or more functional groups and interchange-related control segments.

Table:

| Seg/Fld | Name | Req | Type | Min/Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|-----------------------------|-----|------|---------|--|------------------------------------|
| IEA01 | Number of Functional Groups | M | NO | (1/5) | The total number of functional groups (GS-GE) contained in the interchange (ISA-IEA) | As required by standard |
| IEA02 | Interchange control number | M | NO | (9/9) | Must be the same as the value sent in preceding ISA13. | As required by standard |

6.2 GS-GE-Functional Group Header

The Functional Group Header (GS) is the first record of an entire Functional Group. Every X12 Functional Group must begin with a GS segment.

GS Example: GS*HS*SENDER CODE*RECEIVER CODE*19971001*0802*1*X*005010X092~

GS Purpose: To indicate the beginning of the functional group and to provide control information.

Table:

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|---------------------------|-----|------|---------|--|--|
| GS01 | Functional ID Code | M | ID | (2/2) | FA=999; Functional ACK HS=276; Health Care Claim Status Inquiry HB=277; Health Care Claim Status Response/Information. | Must reflect the transaction being submitted within the Functional Group. |
| GS02 | Application Sender's Code | M | AN | (2/15) | | To Blue Shield: Send the value entered as your ediLD on the Registration or Settings page, left justified. From Blue Shield: In responses to 276 transactions, the value sent to Blue Shield in the GS03. Otherwise, the value entered as your ediLD on the Registration or Settings page. |

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|-----------------------------------|-----|------|---------|---|--|
| GS03 | Application Receiver's Code | M | AN | (2/15) | | To Blue Shield: Must reflect the transaction being submitted within the Functional Group using the values listed below. Eligibility: 276-940360524. From Blue Shield: In responses to 276 transactions, the value sent to Blue Shield in the GS02. Otherwise, the value entered as your ediLD on the Registration or Settings page. |
| GS04 | Date | M | DT | (8/8) | Format=CCYYMMDD | Date from sending system. |
| GS05 | Time | M | TM | (4/8) | Format=HHMM | Time from sending system using 24-hour format; e.g., for 1 PM, use 1300. From Blue Shield, this will be EST. |
| GS06 | Group Control Number | M | NO | (1/9) | Must be equal to the value sent in the following GE02 | A number assigned by the sender that is unique to each functional group within this interchange. |
| GS07 | Responsible Agency Code | M | ID | (1/2) | X=ASC X12 | X |
| GS08 | Version/Release/ Industry ID Code | M | AN | (1/12) | 005010=999 00500X212=276/277 | Must reflect the transaction being submitted within the Functional Group using the values listed to the left. |

6.3. GE-Functional Group Trailer

The Functional Group Trailer (GE) is the last record of an entire Functional Group. Every X12 Functional Group must end with a GE Segment.

Example: GE*1*1~

Purpose: To indicate the end of a functional group and to provide control information.

Table:

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|-------------------------------------|-----|------|---------|--|------------------------------------|
| GE01 | Number of Transaction Sets Included | M | NO | (1/6) | The total number of transaction sets (ST-SE) contained in the Functional Group (GS-GE) | As required by standard |
| GE02 | Group Control Number | M | NO | (9/9) | Must be the same as the value sent in the preceding GS06. | As required by standard |

6.4 ST-SE Transaction Set Header

The Transaction Set Header (ST) is the first record of an entire Transaction Set. Every X12 Transaction set must begin with an ST Segment.

Example: ST*999*1234~

Purpose: To indicate the start of a transaction set and assign a control number.

Set Notes:

- These acknowledgments shall not be acknowledged, thereby preventing an endless cycle of acknowledgments. Nor shall a Functional Acknowledgment be sent to report errors in a previous Functional Acknowledgment.
- The Functional Group Header Segment (GS) is used to start the envelope for the Functional Acknowledgment Transaction Sets. In preparing the functional group of acknowledgments, the application sender's code and the application receiver's code, taken from the functional group being acknowledged, are exchanged; therefore, one acknowledgment functional group responds to only those functional groups from one application receiver's code to one application of the sender's code.
- There is only one Functional Acknowledgment Transaction Set per acknowledged functional group.

Table:

| Seg Fld | Name | Req | Type | Min Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|--------------------------------|-----|------|---------|--|------------------------------------|
| ST01 | Transaction Set ID Code | M | ID | (3/3) | 999: Functional Acknowledgement 276: Health Care Claim Status Inquiry 277: Health Care Claim Status Response | As required by standard |
| ST01 | Transaction Set Control Number | M | AN | (4/9) | Must be the same as the value sent in the following SE02 | As required by standard |

SE-Transaction Set Trailer: The Transaction Set Trailer (SE) is the last record of an entire Transaction Set. Every X12 Transaction Set must end with an SE Segment.

Purpose: To indicate the end of the transaction set and provide the count of the transmitted segments (including the beginning (ST) and ending (SE) segments).

Example: SE*27*1234~

Table:

| Seg Fld | Name | Req | Type | Min/Max | Values allowed by X12 Standards | Values to be used with Blue Shield |
|---------|--------------------------------|-----|------|---------|--|------------------------------------|
| SE01 | Number of Segments Included | M | NO | (1/10) | The total number of segments contained in the transaction set (ST-SE), including the ST and SE segments. | As required by standard |
| SE02 | Transaction Set Control Number | M | AN | (4/9) | Must be the same as the value sent in the preceding ST02 | As required by standard |

7. Acknowledgements and reports-Reports inventory

The purpose of this section is to outline the Blue Shield processes for handling the initial processing of incoming files and electronic acknowledgments.

TA1 Interchange Acknowledgment Transaction

All X12 file submissions are pre-screened upon receipt to determine if the interchange control header (ISA) or interchange control trailer (IEA) segments are readable. If errors are found, a TA1 response transaction will be sent to notify the trading partner that the file could not be processed. No TA1 response transaction will be sent for error-free files.

999 Functional Acknowledgment Transaction

If the file submission passes the ISA/IEA pre-screening above, it is then checked for ASCX12 syntax and HIPAA compliance errors. When the compliance check is completed, a 999 will be sent to the trading partner informing them if the file has been accepted or rejected. If multiple transaction sets (ST-SE) are sent within the functional group (GS-GE, the entire functional group (GS-GE) will be rejected when an ASCX12 or HIPPA compliance error is found.

8. Transaction-specific information

Please reference Section 11-Appendices: Blue Shield 276/277 Companion Guides (BSC-270-5010A1-CG/BSC- 271-5010A1-CG).