



An Independent Licensee of the Blue Cross Blue Shield Association

2008

Blue Cross Blue Shield of Arizona Companion Guide

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Table of Contents

Overview 1

Transactions Sets Business Use and Description 2

Getting Started 9

Implementation Checklist 11

Control Segments/Envelope Specifications..... 11

 Control Segments – Inbound 13

 Control Segments – Outbound 15

General Transaction Information 18

270/271 Transaction Sets 20

 Guidelines 21

 AAA Segments..... 20

 Data Elements 22

 Information Sheet..... 24

 Service Type Guidelines 25

276/277 Transaction Sets 32

 Guidelines 32

 Data Elements 33

278 Transaction Sets 34

 Guidelines 35

 Data Elements 37

 AAA Segments..... 41

820 Transaction Sets 41

 Guidelines 41

 Data Elements 42

834 Transaction Sets 45

 Guidelines 46

 Data Elements 48

 Health Coverage Codes and Descriptions..... 48

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Table of Contents

835 Transaction Sets	48
AMT Segment.....	49
CAS Segment.....	49
PLB Segment.....	49
Data Elements	50
837 Transaction Sets	52
Guidelines.....	52
BCBSAZ Claims Errors.....	53
Data Elements - Health Care Claim - Professional.....	54
Data Elements – Health Care Claim – Professional COB	55
Data Elements – Health Care Claim – Institutional.....	55
Data Elements – Health Care Claim – Institutional COB.....	56
Data Elements – Health Care Claim - Dental	Erro
r! Bookmark not defined.	
Frequently Asked Transaction Questions	60
270/271	62
276/277	63
278	64
834	65
835	66
837	67
BCBSAZ HIPAA Glossary	68
Index	71

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Overview

The Health Insurance Portability and Accountability Act (HIPAA) requires Blue Cross Blue Shield of Arizona (BCBSAZ) and all health insurance payers to comply with the Electronic Data Interchange (EDI) standards for health care as established by the Department of Health and Human Services.

The ASC X12N 4010 & 4010-A-1 addenda versions of the National Electronic Data Interchange Transactions Set Implementation Guide (IGs) have been established as the standards for compliance of health care transactions. BCBSAZ utilized the Washington Publishing Company's (WPC) Combined version: March 2003 Implementation Guides (IGs). The IGs for each transaction are available electronically from the WPC website at <http://www.wpc-edi.com/>.

This Companion Guide is to be used with, not as a replacement for, the ASC X12N 4010 and 4010-A-1 addenda version of the HIPAA Transaction Implementation Guides.

270/271 Transaction Set Business Use and Description

Health Care Eligibility Benefit Inquiry and Response	Transaction Set	Business Use
	ASC X12N 270 Transaction	To inquire about the eligibility, coverage, or benefits associated with <ul style="list-style-type: none"> • a benefit plan • employer • plan sponsor • subscriber or a dependent under the subscriber’s policy
	ASC X12N 271 Transaction	To communicate information about or changes to <ul style="list-style-type: none"> • eligibility • coverage • benefits from information sources , insurers, sponsors, and health plans to information receivers, i.e., the following: <ul style="list-style-type: none"> • physicians • hospitals • third-party administrators • government agencies

Description

- Provides a method for the following sources to inquire about eligibility, coverage, and benefits associated with a subscriber’s policy:
 - physicians
 - hospitals
 - third-party administrators
 - government agencies
- Does not provide a history of benefit use

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

276/277 Transaction Set Business Use and Description

Health Care
Claim Status
Request and
Response

Transaction Set	Business Use
ASC X12N 276 Transaction	Used by health care providers, recipients of health care products or services, or their authorized agents to request the status of a health care claim or encounter from a health care payer.
ASC X12N 277 Transaction	Used by a health care payer or authorized agent to notify a provider, recipient, or authorized agent the status of a health care claim or encounter.

Description

- Provides a method for providers and recipients of health care products or services to request the status of a health care claim or encounter from a health plan or payer
 - The 276 request may occur at the summary or service level
 - The 277 notification may be at a summary or service line detail level
 - The 276 transaction set is not intended to replace the Health Care Claim transaction set (837), but rather to occur after the receipt of a claim or encounter information
 - The 277 transaction set is not intended to replace the Health Care Claim Payment / Advice Transaction set (835), and therefore, will not be used for account payment posting
-

278 Transaction Set Business Use and Description

Health Care Services Review—Request for Review and Response

<i>Transaction Set</i>	<i>Business Use</i>
ASC X12N 278 Transaction	<p>Used to transmit health care service information, i.e., subscriber, patient, demographic and diagnosis, or treatment data between the following referring sources</p> <ul style="list-style-type: none"> • health care providers • health care providers furnishing services • utilization management organizations • payers • plan sponsors and • health plans <p>for the purpose of request for review, certification, notification, or reporting the outcome of a health care services review.</p>

Description

- Provides a method for health care providers to obtain certification for certain health care services based on the subscriber’s contract
 - Used by both the provider (request) and the health plan (response)
 - Can be used for certification appeal review request and associated response
 - Can be used for extended certification review request and associated response
-

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

820 Transaction Set Business Use and Description

Payroll
Deducted
and Other Group
Premium
Payment for
Insurance
Products

Transaction Set	Business Use
ASC X12N 820 Transaction	Used to initiate: <ul style="list-style-type: none">• an electronic premium payment that includes the remittance detail needed by the premium receiver to properly apply the payment, or• a payment without the remittance detail and send the remittance detail separately to the premium receiver.

Description

- Provides a method for employers, employees, unions, and associations to make and keep track of payments of health plan premiums to their health insurers.
 - Can be used to make a payment, send a remittance advice, or make a payment and send a remittance advice.
 - Contains payment data related to a group employer's billing for health care premiums.
 - Can be an order to a financial institution to make payment to a payee.
 - Can also be a remittance advice identifying the detail needed to perform cash application to the payee's accounts receivable system.
 - The remittance advice can go directly from payer to payee, through a financial institution, or through a third-party agent.
-

834 Transaction Set Business Use and Description

Benefit
Enrollment
and
Maintenance

<i>Transaction Set</i>	<i>Business Use</i>
ASC X12N 834 Transaction	Used to establish communication between the sponsor of a health benefit and the health plan or payer for the purpose of providing the following enrollment data: <ul style="list-style-type: none"> • subscriber and dependents information • employer information, and • health care provider information.

Description

- Provides a method for the exchange of enrollment data between health benefit sponsors and health plans or payers.
 - The sponsor is the backer of the coverage, benefit or product. A sponsor can be an employer, union, government agency, association or insurance company.
 - The health plan or payer refers to an entity that pays claims, administers the insurance product or benefit, or both.
-

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

835 Transaction Set Business Use and Description

Health Care
Claim:
Payment/
Advice

Transaction Set	Business Use
ASC X12N 835 Transaction	Used by a health plan to: <ul style="list-style-type: none">• make a payment to a financial institution for a health care provider (sending payment only)• send an Explanation of Benefits (EOB) remittance advice directly to a health care provider (sending data only), or• make payment and send an EOB remittance advice to a health care provider via a financial institution (sending both payment and data).

Transaction Description

- Contains an explanation of payment and/or adjustment detail from the health plan.
 - One 835 transaction set reflects a single payment device – one 835 corresponds to one check or one Electronic Funds Transfer (EFT) payment. Multiple claims can be referenced within one 835.
 - Permits auto-posting of payments to the health care provider's practice management software or patient financial services accounts receivable system.
-

837 Transaction Set Business Use and Description

Health Care Claim:
Professional,
Institutional,
and Dental

<i>Transaction Set</i>	<i>Business Use</i>
ASC X12N 837 Transaction	<p>Used to submit health care claim billing information and/or encounter information from health care providers to health plans or payers, either directly or via intermediary billers or claims clearinghouses.</p> <p>The 837 transaction can also be used to transmit health care claims and billing payment information between the following:</p> <ul style="list-style-type: none"> • health plans or payers with different payment responsibilities where coordination of benefits is required, or • health plans and regulatory agencies to monitor the rendering, billing and/or payment of health care services within a specific health care/insurance industry segment.

Transaction Description

Separate 837 transaction sets support the submission of institutional, professional, and dental claim and/or encounter data.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Getting Started

Becoming a Trading Partner

The first step in becoming an electronic submitter is to contact eSolutions at the phone number listed below to assist you with completing the BCBSAZ Trading Partner Agreement. You may also contact them for additional information on enrollment procedures or electronic transaction questions. For HIPAA content information, visit BCBSAZ's public website at www.azblue.com.

Electronic Submission Options

Important! The two options for a provider to transmit electronic transactions to and from BCBSAZ are through direct connect or a third-party clearinghouse. Call eSolutions with questions concerning any method of connectivity at the phone numbers listed below.

eSolutions Contact Information

Address

Blue Cross Blue Shield of Arizona
eSolutions
2444 W Las Palmaritas Drive
Phoenix, AZ 85021-4883

Contact Numbers

<i>If Information You Need Is...</i>	<i>The Phone Number Is...</i>
To become a trading partner, for connectivity questions, or to set up electronic transactions submissions	(602) 864-4844 or (Out-of-state) (800) 232-2345 ext. 4844 (In-state) (800) 650-5656
Customer Support	(602) 864-4844 or (In-state) (800) 650-5656
Fax	(602) 864-3117

Getting Started, Continued

**BCBSAZ
Direct
Connect
Requirements**

If your software vendor offers the ASC X12N, 4010-A-1 transactions and can connect directly to BCBSAZ, please call eSolutions at (602) 864-4844 or (800) 650-5656 to be set up to submit electronic transactions directly to BCBSAZ.

- BCBSAZ will require a signed and executed Trading Partner Agreement to be on file prior to testing any ASC X12N HIPAA Transaction.

If your software vendor cannot connect directly, please see the bottom of this page for assistance with connecting through a third-party clearinghouse.

**Connecting
Through a
Third-Party
Clearinghouse**

The following information will assist you with connecting through a third-party clearinghouse.

- Contact your software vendor to see if they are affiliated with a clearinghouse. Some software vendors will require that the provider/submitter connect through a designated clearinghouse.
 - After you have selected a third-party clearinghouse, the clearinghouse will notify eSolutions for the provider/submitter to enroll in the BCBSAZ system for electronic transactions.
 - The third-party clearinghouse is responsible to assist the provider/submitter with the communication connection between provider/submitter and clearinghouse.
 - The clearinghouse will conduct HIPAA testing with BCBSAZ for provider/submitter.
-

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Implementation Checklist

HIPAA ASC X12N Transactions Implementation Check List	
<input type="checkbox"/>	Trading Partner Agreement Direct connect providers should complete a Trading Partner Agreement and Customer Profile sheet.
<input type="checkbox"/>	BCBSAZ Companion Guide Details situational data elements unique to BCBSAZ for processing each transaction. It should be used in conjunction with the Washington Publishing Company (<i>WPC</i>) <i>Combined March 2003 Electronic Data Interchange Transaction Set Implementation Guide 4010-A-1</i> version. A link is available on BCBSAZ's website at www.azblue.com .
<input type="checkbox"/>	Complete required HIPAA testing with BCBSAZ <ul style="list-style-type: none">• BCBSAZ will have submitters test all transactions:<ol style="list-style-type: none">1) For HIPAA compliance via BCBSAZ's HIPAA testing website.2) With BCBSAZ translators, clearinghouse* payer specific edits.
<input type="checkbox"/>	Once testing is successfully completed, BCBSAZ will implement the HIPAA Transaction ASC X12N 4010-A-1.

Control Segments/Envelope Specifications

Acknowledgment Transactions BCBSAZ will acknowledge all inbound HIPAA batch transactions with either a TA-1 Interchange Acknowledgment or a 997 Functional Acknowledgment transaction.

TA-1 Interchange Acknowledgment A TA-1 will be sent for compliance failures, for both batch and real-time transactions, at the X12 Interchange Envelope level [within the Interchange Control Header (ISA) and Trailer (IEA) segments], resulting in rejection of the entire Interchange.

997 Functional If a valid interchange is received, a 997 transaction will be sent which provides

** The clearinghouse operated by BCBSAZ is not a clearinghouse as defined by HIPAA. The BCBSAZ clearinghouse will not translate electronic transactions sent from a non-standard format into a HIPAA standard format or from a HIPAA format into a non-standard format.*

- Acknowledgment** the results of the syntactical analysis of the functional groups of transaction sets:
- A transaction set Acknowledgment Code (AK501) of 'A' indicates that the batch transaction passed compliance and was accepted.
 - A non-compliant batch or real-time transaction will have a transaction set Acknowledgment Code of 'R' (rejected). The entire transaction set, Header (ST) to transaction set Trailer (SE) is rejected if any part of the transaction fails compliance.

More information on the TA-1 Interchange Acknowledgment and the 997 Functional Acknowledgment transactions can be found in *HIPAA Transaction Implementation Guides-Appendix B, EDI Control Directory*.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Control Segments/Envelope Specifications - Inbound

**ISA
Interchange
Control
Header
Segment**

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003				
<i>Data Element</i>	<i>Data Element ID</i>	<i>Size</i>	<i>Value</i>	<i>Notes/Comments</i>
Authorization Information Qualifier	ISA01	2/2	00	
Authorization Information	ISA02	10/10		Space filled.
Security Information Qualifier	ISA03	2/2	00	
Security Information/Password	ISA04	10/10		Space filled.
Interchange ID Qualifier/ Qualifier for Trading Partner ID	ISA05	2/2	ZZ	
Interchange Sender ID/Trading Partner ID	ISA06	15/15		BCBSAZ assigns 8-digit Sender ID code; left-justified, space filled.
Interchange ID Qualifier/Qualifier for BCBSAZ	ISA07	2/2	33	
Interchange Receiver ID/BCBSAZ	ISA08	15/15	53589	Left-justified, space filled
Interchange Date	ISA09	6/6		YYMMDD
Interchange Time	ISA10	4/4		HHMM
Interchange Control Standards ID	ISA11	1/1	U	
Interchange Control Version Number	ISA12	5/5	00401	
Interchange Control Number/Last Control Number	ISA13	9/9		Sender determines the control number; must match IEA02.
Acknowledgment Request	ISA14	1/1	01	
Usage Indicator	ISA15	1/1	P T	P=Production T=Test
Component Element Separator	ISA16	1/1		Sender determines the component element separator.

Control Segments/Envelope Specifications – Inbound, Continued

**GS Functional
Group
Header
Segment**

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003				
<i>Data Element</i>	<i>Data Element ID</i>	<i>Size</i>	<i>Value</i>	<i>Notes/Comments</i>
Functional Identifier Code	GS01	2/2		Code is defined in the Implementation Guide of the transaction in question.
Application Sender's Code	GS02	2/15		BCBSAZ assigns Sender ID Code.
Application Receiver's Code	GS03	2/15	53589	
Date	GS04	8/8		CCYYMMDD
Time	GS05	4/8		HHMM
Group Control Number	GS06	1/9		Sender determines the control number; must match GE02.
Responsible Agency Code	GS07	1/2	X	
Version/Release/Industry Identifier Code	GS08	1/12	00401 0X???A1	The question marks are defined in the Implementation Guide of the Transaction in question.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Control Segments/Envelope Specifications - Outbound

**ISA
Interchange
Control
Header
Segment**

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003				
<i>Data Element</i>	<i>Data Element ID</i>	<i>Size</i>	<i>Value</i>	<i>Notes/Comments</i>
Authorization Information Qualifier	ISA01	2/2	00	
Authorization Information	ISA02	10/10		Space filled.
Security Information Qualifier	ISA03	2/2	00	
Security Information/ Password	ISA04	10/10		Space filled.
Interchange ID Qualifier/Qualifier for BCBSAZ ID	ISA05	2/2	33	
Interchange Sender ID/ BCBSAZ ID	ISA06	15/15	53589	Left-justified, space filled.
Interchange ID Qualifier/ Qualifier for Trading Partner ID	ISA07	2/2	ZZ	
Interchange Receiver/ Trading Partner ID	ISA08	15/15		BCBSAZ-assigned Sender ID is used as Receiver ID on outbound transactions. Left justified, space filled.
Interchange Date	ISA09	6/6		YYMMDD
Interchange Time	ISA10	4/4		HHMM
Interchange Control Standards ID	ISA11	1/1	U	
Interchange Control Version Number	ISA12	5/5	00401	
Interchange Control/ Last Control Number	ISA13	9/9		Sender (BCBSAZ) determines the control number; must match IEA02.
Acknowledgment Request	ISA14	1/1	0	BCBSAZ will always use '0' (No Acknowledgment Requested).
Usage Indicator	ISA15	1/1	P T	P=Production T=Test
Component Element Separator	ISA16	1/1		Sender (BCBSAZ) determines the component element separator.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Control Segments/Envelope Specifications – Outbound, Continued

GS Functional Group Header Segment

GS Functional Group Header Segment				
<i>Data Element</i>	<i>Data Element ID</i>	<i>Size</i>	<i>Value</i>	<i>Notes/Comments</i>
Functional Identifier Code	GS01	2/2		Code is defined in the Implementation Guide of the transaction in question.
Application Sender's Code	GS02	2/15	53589	
Application Receiver's Code	GS03	2/15		BCBSAZ-assigned Sender ID Code is used as Receiver's Code on outbound transactions.
Date	GS04	8/8		CCYYMMDD
Time	GS05	4/8		HHMM
Group Control Number	GS06	1/9		Sender (BCBSAZ) determines the control number; must match GE02.
Responsible Agency Code	GS07	1/2	X	
Version/Release/ Industry Identifier Code	GS08	1/12	004010X ???A1	The question marks are defined in the Implementation Guide of the transaction in question.

General Transaction Information

Introduction

eSolutions will issue an eight-digit sender ID identifying HIPAA transactions that the trading partner has elected to send/receive within the context of the Trading Partner Agreement/Addenda.

Transmission Guidelines

- Do not concatenate multiple ISA/IEA interchanges within a file.
- Submit one GS/GE functional group within one ISA/IEA interchange envelope structure.
- Transaction responses for batch transactions will be placed in a mailbox for pickup by the provider.
- Submit data in uppercase.
- For batch transactions, the file naming convention is, "0000SSSS.###"

Note: "SSSS" indicates the sender ID number assigned by BCBSAZ. "###" defines the transaction number.

Outbound Delimiters

BCBSAZ will use the following basic/extended character set for all outbound transactions to our trading partners:

Basic/Extended Character	Purpose
Asterisk (*)	Used to separate elements within a segment
Colon (:)	Used for composite elements
Tilde (~)	Represents the end of a segment

Inbound Delimiters

Important! The use of (*), (:) and (~) other than a delimiter is expressly prohibited. Do not use these delimiters in any data elements of the file.

BCBSAZ will accept any standard delimiter for inbound transactions as defined in Section A of the Implementation Guides.

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

General Transaction Information, Continued

Decimals

The decimal element, represented as 'R' in the Implementation Guides may contain explicit decimal points and is used for numeric values that have a varying number of decimal positions. The decimal point always appears in the character stream if it is at any place other than the right-end.

Examples

- If the monetary amount submitted is \$30.00, the data will look like '30' with no decimal present in the character stream.
 - If the monetary amount submitted is \$30.25, the data will look like '30.25' with the decimal present in the character stream.
-

HIPAA Guidelines on Monetary Decimals

For implementation under HIPAA Guidelines, decimal data elements containing monetary amounts will be limited to a maximum length of 10 characters, including reported or implied places for cents (implied value of '00' after the decimal point).

Triad Separators

Important! The use of triad separators, i.e., the commas in 1,000,000, is expressly prohibited and will result in compliance failure at the point of entry.

Leading Zeros

Leading zeros should be suppressed unless needed to satisfy a minimum length requirement.

Trailing Zeros

Trailing zeros following the decimal point should be suppressed unless needed to indicate precision.

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response

Introduction

The 270/271 ASC X12N – Health Care Eligibility Benefit Inquiry and Response transactions provide assistance with electronically transferring health care eligibility and benefit information.

These transactions are used by inquiry submitters to determine if an information source organization (i.e., payer, employer, HMO) has a particular subscriber's and/or dependent's health care eligibility and benefit information on file. The data is used to verify an individual's eligibility and benefit information, but does not provide a benefit history.

<i>Transaction Type</i>	<i>Description</i>
ASC X12N 270 Transaction	Health Care Eligibility Benefit inquiry from a submitter (information receiver) to an information source organization. This transaction is used for requesting information.
ASC X12N 271 Transaction	Health Care Eligibility Benefit response from an information source organization to a submitter (information receiver). This transaction is used to respond to eligibility and benefit coverage inquiries.

The information on the following pages details situational data elements unique to BCBSAZ for processing the ASC X12N 270/271- Health Care Eligibility Benefit Inquiry and Response transaction.

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response

**270/271
Guidelines**

- The 270/271 transaction can be conducted for local BCBSAZ, BlueCard (Out-of-Area) and FEP (Federal Employee Program) member's eligibility inquiries and responses.
- Local subscriber ID three-digit alpha prefix is required on all BCBS eligibility inquiries. For FEP members, the ID alpha prefix 'R' is required. For out-of-area members, the ID three-digit alpha prefix, with the first two characters other than XB (Arizona) or R (FEP), are required.
- The 271 response transaction will identify a "change in identifying elements" for the following data fields: provider ID, subscriber ID, first, last name and date of birth.
- Effective May 23, 2008, the NPI only will be required on all electronic transactions. As of this date, BCBSAZ will no longer accept transactions that contain a legacy number.
- Batch inquiries will be broken down and processed as individual transactions by BCBSAZ. Therefore, you will receive individual responses.
- The 270/271 transaction is capable of responding to past, present and future inquiries. Future inquiries must be less than or equal to 14 days in the future.
- For Corporate Health Service (CHS) plans eligibility and benefit inquiries, contact the CHS plan or applicable third-party administrator (TPA).

AAA Segments

Potential scenarios which result in failure of the request transaction and creation of the 271 AAA segment response are:

- system time-out
- future date of service
- membership validation
- provider ID validation

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response

**270/271
Data Elements**

Implementation Guide Version: 4010 A-1 WPC Combined Version: March 2003						
IG Page #	Loop ID	Reference	Name	Codes	Length	Comments
44	2100A	<u>NM101</u> Information Source Name	Entity Identifier Code	PR	2/3	Insert 'PR' (Payer)
45		<u>NM102</u> Information Source Name	Entity Type Qualifier	2	1/1	Insert '2' (Non-Person Entity)
46		<u>NM108</u> Information Source Name	Identification Code Qualifier	NI	1/2	Insert 'NI' (NAIC)
		<u>NM109</u> Identification Code	Information Source Identifier	53589	2/80	Insert '53589'
52	2100B	<u>NM108</u> Identification Code Qualifier	Identification Code Qualifier	24, 34, FI, SV or XX	1/2	Effective 5/23/08, only 'XX' should be submitted
53		<u>NM109</u> Identification Code	Information Source Identifier		1/2	Effective 5/23/08, only the NPI should be submitted
72	2100C	<u>NM103</u> Subscriber Name	Subscriber Last Name		1/35	Must be present, if the patient is the subscriber.
		<u>NM104</u> Subscriber Name	Subscriber First Name		1/25	
73	<u>NM108</u> Subscriber Name	Identification Code Qualifier	MI	1/2		
	<u>NM109</u> Subscriber Name	Subscriber Primary Identifier		2/80		

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response, Continued

270/271 Data Elements, Continued

Implementation Guide Version: 4010 A-1		WPC Combined Version: March 2003				
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Comments</i>
84	2100C	<u>DMG01</u> Subscriber Demographic Information	Date Time Period Format Qualifier	D8	2/3	The DMG segment is situational but must be present if the patient is the subscriber; if it is used, this element is required.
		<u>DMG02</u> Subscriber Demographic Information	Subscriber Date of Birth		1/35	Must be present if the patient is the subscriber, i.e., 2100C, DMG segment is created.
		<u>DMG03</u> Subscriber Demographic Information	Gender Code	F, M	1/1	
D8		<u>DTP01</u> Subscriber Date	Date Time Qualifier	307	3/3	The DTP segment is situational. If it is used to specify a date of service, other than "today", this element is required. It is used only if the patient is the subscriber.
		<u>DTP02</u> Subscriber Date	Date Time Period Format Qualifier		2/3	
		<u>DTP03</u> Subscriber Date	Date Time Period		1/35	
	2100D	<u>NM103</u> Dependent Name	Dependent Last Name		1/35	Must be present if the patient is a dependent.
		<u>NM104</u> Dependent Name	Dependent First Name		1/25	

(continued on next page)

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response, Continued

**270/271
Data
Elements,
Continued**

Implementation Guide Version: 4010 A-1			WPC Combined Version: March 2003				
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Comments</i>	
125	2100D	<u>DMG01</u> Dependent Demographic Information	Date Time Period Format Qualifier	D8	2/3	The DMG segment is situational but must be present if the patient is a dependent; if used, this element is required.	
		<u>DMG02</u> Dependent Demographic Information	Dependent Date of Birth		1/35	Must be present if the patient is a dependent, i.e., 2100D, DMG01 is used.	
		<u>DMG03</u> Dependent Demographic Information	Gender Code	F, M	1/1	Must be present if the patient is a dependent, i.e., 2100D, DMG segment is created.	
		130	<u>DTP01</u> Dependent Date	Date Time Qualifier	307	3/3	The DTP segment is situational. If it is used to specify a date of service other than "today", this element is required. It is used only if the patient is a dependent.
			<u>DTP02</u> Dependent Date	Date Time Period Format Qualifier	D8	2/3	
			<u>DTP03</u> Dependent Date	Date Time Period		1/35	

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

270/271-ASC X12N-Health Care Eligibility Benefit Inquiry and Response, Continued

270 Information Sheet Vendors and Clearinghouses must not truncate the 271 Response when returning the response data back to the provider.

BCBSAZ only supports one service type (EQ Segment) per transaction.

Service Type EQ Segment	Description	Comments
98	Office Visit	Do not use 03
42	Home Health	Do not use 14
08	Immunization	Do not use 19
12	Prosthetic Device	Do not use 75
34	Chiropractic Office Visits	Do not use 33
59	Licensed Ambulance	Do not use 56, 57 or 58
5	Diagnostic Lab	Do not use 66
AI	Substance Abuse	Do not use AJ or AK
AL	Vision	Do not use BR (for medical)
12	Durable Medical	Do not use 11
62	MRA and PET	

BCBSAZ does not support eligibility inquiries prior to 1/01/2006.

270 Service Type Guidelines

Service Type	HIPAA Description	Included Service Types on Response	Comments
1	Medical Care	1*, 48, 50, 52, 98, A7, A8	
2	Surgical	2, 7, 8, 20	
3	Consultation	48, 50, 52, 98, A7, A8	
4	Diagnostic X-Ray	4	
5	Diagnostic Lab	5	
6	Radiation Therapy	6	
7	Anesthesia	7	
8	Surgical Assistance	8	
9	Other Medical		
10	Blood Charges		
11	Used Durable Medical Equipment		Please inquire using service type 12
12	DME Purchase	12	
13	Ambulatory Service Center Facility	13	
14	Renal Supplies in the Home		
15	Alternate Method Dialysis		
16	Chronic Renal Disease (CRD) Equipment		
17	Pre - Admission Testing		
18	DME Rental	18	
19	Pneumonia Vaccine		Please inquire using service type 80
20	Second Surgical Opinion	20	
21	Third Surgical Opinion		
22	Social Work		
23	Diagnostic Dental	24, 25, 26, 35, 38, 39, 41	
24	Periodontics	24, 25, 26, 35, 38, 39, 41	
25	Restorative	24, 25, 26, 35, 38, 39, 41	
26	Endodontics	24, 25, 26, 35, 38, 39, 41	
27	Maxillofacial Prosthetics		
28	Adjunctive Dental Services	24, 25, 26, 38, 39, 41	

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

270 Service Type Guidelines, Continued

Service Type	HIPAA Description	Included Service Types on Response	Comments
30	Health Benefit Plan Coverage	48, 50, 52, 98, A7, A8	
32	Plan Waiting Period		
33	Chiropractic	4, 33	
34	Chiropractic Office Visits		Please inquire using service type 33
35	Dental Care	35	Service Type 35 is the Dental Baseline
36	Dental Crowns	24, 25, 26, 35, 38, 39, 41	
37	Dental Accident		Please inquire using service type 30
38	Orthodontics	24, 25, 26, 35, 38, 39, 41	
39	Prosthodontics	24, 25, 26, 35, 38, 39, 41	
40	Oral Surgery	40	
41	Routine (Preventive) Dental	24, 25, 26, 35, 38, 39, 41	
42	Home Health Care	42, 43, A3	
43	Home Health Prescriptions		
44	Home Health Visits		
45	Hospice	45	
46	Respite Care		
47	Hospital	47*, 48, 99, 50, 51, 52, A0	
48	Hospital - Inpatient	48, 99	
49	Hospital - Room and Board		
50	Hospital - Outpatient	50, 51, 52, A0	
51	Hospital - Emergency Accident	51	
52	Hospital - Emergency Medical	52	
53	Hospital - Ambulatory Surgical	53	
54	Long Term Care		
55	Major Medical		
56	Medically Related Transportation		Please inquire using service type 59

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

270 Service Type Guidelines, Continued

57	Air Transportation		Please inquire using service type 59
Service Type	HIPAA Description	Included Service Types on Response	Comments
58	Cabulance		Please inquire using service type 59
59	Licensed Ambulance		
60	General Benefits	60*	
61	In-vitro Fertilization	61	
62	MRI/CAT Scan	62	
63	Donor Procedures		
64	Acupuncture		
65	Newborn Care	65	
66	Pathology		Please inquire using service type 5
67	Smoking Cessation		
68	Well Baby	68, 80, BH	
69	Maternity	69	
70	Transplants		
71	Audiology Exam		
72	Inhalation Therapy		
73	Diagnostic Medical	4, 5, 62, 73	
74	Private Duty Nursing		
75	Prosthetic Device		Please inquire using service type 12
76	Dialysis	76	
77	Otological Exam		
78	Chemotherapy	78	
79	Allergy Testing		
80	Immunizations	80	
81	Routine Physical	81	
82	Family Planning	82	
83	Infertility	83, 61	
84	Abortion	84	
85	AIDS		
86	Emergency Services	51, 52, 86, 98	
87	Cancer		
88	Pharmacy	88	Service Type 88 is the Pharmacy Baseline
89	Free Standing Prescription Drug	88	

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

**270 Service
Type
Guidelines,
Continued**

90	Mail Order Prescription Drug	88	
91	Brand Name Prescription Drug	88	
	Service Type	HIPAA Description	Included Service Types on Response
			Comments
92	Generic Prescription Drug	88	
93	Podiatry	93	
94	Podiatry-Office Visits		
95	Podiatry - Nursing Home Visits		
96	Professional(Physician)		
97	Anesthesiologist		
98	Professional (Physician) Visit - Office	98	
98	Professional (Physician) Visit - Office	98	
99	Professional (Physician) Visit - Inpatient	99	
A0	Professional (Physician) Visit - Outpatient	A0	
A1	Professional (Physician) Visit - Nursing Home		
A2	Professional (Physician) Visit - Skilled Nursing Facility		
A3	Professional (Physician) Visit - Home	A3	
A4	Psychiatric		
A5	Psychiatric - Room and Board		
A6	Psychotherapy	A6	
A7	Psychiatric - Inpatient	A6, A7	
A8	Psychiatric - Outpatient	A6, A8	
A9	Rehabilitation		
AA	Rehabilitation - Room and Board		

270 Service Type Guidelines, Continued

AB	Rehabilitation - Inpatient		
AC	Rehabilitation - Outpatient		
AD	Occupational Therapy		
AE	Physical Medicine		
AF	Speech Therapy	AF	
Service Type	HIPAA Description	Included Service Types on Response	Comments
AG	Skilled Nursing Care - Room and Board	AG	
AH	Skilled Nursing Care - Room and Board		
AI	Substance Abuse	AI	
AJ	Alcoholism		Please inquire using service type AI
AK	Drug Addiction		Please inquire using service type AI
AL	Vision (Optometry)	AL	Service Type AL is the Vision Baseline
AM	Frames	AL, AN	
AN	Routine Exam	AL, AN	
AO	Lenses	AL, AN	
AQ	Nonmedically Necessary Physical		
AR	Experimental Drug Therapy		
BA	Independent Medical Evaluation		
BB	Partial Hospitalization (psychiatric)		
BC	Day Care (Psychiatric)		
BD	Cognitive Therapy		
BE	Massage Therapy		
BF	Pulmonary Rehabilitation		
BG	Cardiac Rehabilitation	BG	
BH	Pediatric	BH	
BI	Nursery		
BJ	Skin		
BK	Orthopedic		
BL	Cardiac		
BM	Lymphatic		
BN	Gastrointestinal		
BP	Endocrine		

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

BQ	Neurology		
BR	Eye		Please inquire using service type AL
BS	Invasive Procedures		

276/277-ASC X12N- Health Care Claim Status Request and Response

Introduction

The 276/277 ASC X12N - Health Care Claim Status Request and Response transactions assist in electronically transferring subscriber's and/or dependent's health care claim status information. These transactions and their descriptions consist of the following :

<i>Transaction Type</i>	<i>Description</i>
ASC X12N 276 Transaction	Claim Status inquiry from a submitter (information receiver) to an information source organization. This transaction is used for requesting information.
ASC X12N 277 Transaction	Claim Status response from an information source organization to a submitter (information receiver). This transaction is used to respond with claim status information.

The information below and on the following pages detail situational data elements unique to BCBSAZ for processing the ASC X12N 276 - Health Care Claim Status Request and Response transaction.

**276/277
Guidelines**

- Subscriber ID three-digit alpha prefix is required on all BCBS claim status inquiries. For Federal Employee Program (FEP) members, the ID is 'R' plus eight numeric digits.
 - If an incorrect subscriber alpha prefix is submitted on a local BCBSAZ request, the 277 response will contain the corrected alpha prefix.
 - Effective May 23, 2008, the NPI only will be required on all electronic transactions. As of this date, BCBSAZ will no longer accept transactions that contain a legacy number.
 - Batch inquiries will be broken down and processed as individual transactions by BCBSAZ. Therefore, you will receive individual responses.
 - If the claim was paid by Electronic Funds Transfer (EFT), the EFT trace number in the 277 response will be a BCBSAZ tracking number, not the EFT number used by the bank.
 - Provider claim status inquiries for all services provided in Arizona for any BCBS Plan must be submitted to BCBSAZ.
 - For Corporate Health Service (CHS) Plans claim status inquiries, contact the CHS Plan or applicable third-party administrator (TPA).
-

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

276/277-ASC X12N- Health Care Claim Status Request and Response, Continued

276/277 Data Elements

Implementation Guide Version 4010A-1				WPC Combined Version: March 2003		
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
55-56	2100A	<u>NM108</u> Payer Name	Identification Code Qualifier	NI	1/2	Insert 'NI' (NAIC Code).
		<u>NM109</u> Payer Name	Payer Identifier		2/0	Insert '53589'.
76	2100D	<u>NM109</u> Subscriber Name	Subscriber Identifier		2/80	Must be complete ID number, including the alpha prefix.

278-ASC X12N- Health Care Services Review–Request for Review and Response

Introduction

The ASC X12N 278 Health Care Services Review-Request for Review and Response transaction provides assistance with electronically transferring a subscriber's and/or dependent's health care referral, pre-certification and pre-authorization review, request, and response between providers and review entities.

It processes information from primary participants such as, providers and Utilization Management Organizations (UMOs), where the entity inquiring is the primary provider and the service provider.

<i>Transaction Type</i>	<i>Description</i>
ASC X12N 278-13 Transaction	Health Care Services Review-Request from a submitter (information receiver) to an information source organization. This transaction is used to for requesting information.
ASC X12N 278-11 Transaction	Health Care Services response from an information source organization to a submitter (information receiver).This transaction is used to respond to referral, pre-certification and pre-authorization inquiries.

The information on the following pages details situational data elements unique to BCBSAZ for processing the HIPAA 278 Health Care Services Review–Request for Review and Response transaction.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

278-ASC X12N- Health Care Services Review–Request for Review and Response, Continued

278 Guidelines

Important! When the 278-11 response is sent, HCR02 Certification Number may or may not be present. This number only confirms the return response and does not confirm approval of the 278-13 request. Therefore, it is imperative to check each Service Line for the appropriate HCR01 Action Code (A1, A3, A4, A6, CT or NA). The following guidelines will assist you in processing the 278 transaction.

General Guidelines

- BCBSAZ will only accept batch 278 HIPAA transactions.
- Batch inquiries will be broken down and processed as individual transactions by BCBSAZ. Therefore, you will receive individual responses.

278-13 Request

- Effective May 23, 2008, the NPI only will be required on all electronic transactions. As of this date, BCBSAZ will no longer accept transactions that contain a legacy number.
- Urgent and Non-Urgent 278-13 requests should be submitted with separate Level of Service Codes, per patient event.
- Subscriber ID three-digit alpha prefix is required on all BCBSAZ 278 request. For Federal Employee Program (FEP) members, the ID is 'R' plus eight numeric digits.
- BCBSAZ will accept default values of all 9's on TRN02 and TRN03.

278-11 Response

- 278 responses sent from other Plans may not be considered final and can be followed-up with a letter, phone call, etc. Please contact the appropriate BCBS Plan for status.
- If the TRN is submitted at the subscriber level and BCBSAZ determines the patient is the dependent the response will be returned at the dependent level.
- If the TRN is submitted at the dependent level and BCBSAZ determines the patient is the subscriber the response will be returned at the subscriber level.
- If an incorrect subscriber alpha prefix is submitted on a local BCBSAZ request, the 278 response will contain the corrected alpha prefix.

(continued on next page)

278-ASC X12N- Health Care Services Review–Request for Review and Response, Continued

AAA Segments Potential scenarios which result in failure of the request transaction and creation of the 271 AAA segment response are:

- system time-out
- membership validation
- provider ID validation

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

278-ASC X12N: Health Care Services Review–Request for Review and Response, Continued

278 Data Elements

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
71	2010A	NM108 Utilization Management Organization Name (UMO)	UMO ID Code	PI	1/2	Insert 'PI' (Payor Identification).
		NM109 Utilization Management Organization Name (UMO)			2/80	Insert '860004538' for UMO (BCBSAZ) ID Code.
83	2010B	PER02 Requester Contact Information	Requester Contact Name		1/60	This information must be submitted to identify the Contact Name.
		PER03 Requester Contact Information	Requester Communication Number Qualifier	EM FX TE	2/2	At least one Qualifier and up to three associated communication numbers must be submitted.

(continued on next page)

278-ASC X12N: Health Care Services Review–Request for Review and Response, Continued

278 Data Elements, Continued

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
IG Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
83	2010B	<u>PER04</u> Requester Contact Information	Requester Communication Number		1/80	This information must be submitted as the contact communication number. Note: If additional Contact Communication Numbers are available, please use elements PER05 through PER08.
60	2010CA	<u>NM103</u> Subscriber Name	Subscriber Last Name		1/35	This information is required if the subscriber is the patient.
60		<u>NM104</u> Subscriber Name	Subscriber First Name		1/35	
141	2010DA	<u>NM103</u> Dependent Name	Dependent Last Name		1/35	This information is required when the dependent loop is used.
141		<u>NM104</u> Dependent Name	Dependent First Name		1/35	
145		<u>DMG02</u> Dependent Demographic Information	Dependent Date of Birth		1/35	
145		<u>DMG03</u> Dependent Demographic Information	Gender Code	F, M	1/1	

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

278-ASC X12N: Health Care Services Review–Request for Review and Response, Continued

278 Data Elements, Continued

Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003				
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Comments</i>
153	2010E	<u>NM103</u> Service Provider Name	Service Provider Last or Organization Name		1/35	BCBSAZ requires for internal processing.
161		<u>PER02</u> Service Provider Contact	Service Provider Contact Name	Free form	1/60	This information is required to identify the Contact Name.
		<u>PER03</u> Service Provider Contact	Service Provider Communication Number Qualifier	EM FX TE	2/2	
		<u>PER04</u> Service Provider Contact	Service Provider Contact Communication Number		1/80	Note: If additional Contact Communication Numbers are available, please use elements PER05 through PER08.

(continued on next page)

278-ASC X12N: Health Care Services Review–Request for Review and Response, Continued

278 Data Elements, Continued

Implementation Guide Version: 4010A-1				WPC Combined Version: March 2003		
IG Page #	Loop ID	Reference	Name	Codes	Length	Comments
170		<u>UM02</u> Health Care Services Review Information	Certification Type Code		1/1	Insert the selected certification type code to indicate type of certification. Note: If '1' is selected, then UM06 must be submitted with value of '03' or 'U' to indicate the level of service as Urgent. Otherwise, the request will be treated as non-urgent.
170-173		<u>UM03</u> Health Care Services Review Information	Service Type Code		1/2	Required by BCBSAZ to indicate classification of service.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

820-ASC X12N- Payroll Deducted and Other Group Premium Payment for Insurance Products

Introduction

The 820 ASC X12N Payroll Deducted and Other Group Premium Payment for Insurance Products is used to initiate group premium payment transactions with or without remittance detail.

The information on the following pages details situational data elements unique to BCBSAZ for processing this type of transaction.

820 Guidelines

The following are guidelines for processing the 820 transaction:

- Receiving Depository Financial Institution ID Number and Receiver Bank Account Number will be provided after execution of the Trading Partner Agreement.
 - ACH payment dollars must include remittance detail with group section number and will be processed through the ACH Network and financial institutions.
 - BCBSAZ expects premium payments to be made in the same currency as billed (United States Dollars); therefore, the Non-US Dollars Currency segment should not be used.
-

820-ASC X12N- Payroll Deducted and Other Group Premium Payment for Insurance Products,
Continued

820 Data Elements

		Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003				
IG Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments		
36		<u>BPR01</u> Financial Information	Transaction Handling Code	C	1/2	Insert 'C' (Payment Accompanies Remittance Advice) when format is X12N including ACH payment.		
				I		Insert 'I' (Remittance Information Only), when submitting a check and separate remittance detail.		
37		<u>BPR03</u> Financial Information	Credit/Debit Flag Code	C	1/1	Insert 'C' (Credit).		
37/38		<u>BPR04</u> Financial Information	Payment Method Code	ACH	3/3	Insert 'ACH' (Automated Clearing House) when format is X12N including ACH payment.		
				CHK		Insert 'CHK' (Check) when submitting a check and separate remittance detail.		
38		<u>BPR05</u> Financial Information	Payment Format Code	CTX	1/10	Insert 'CTX' (Corporation Trade Exchange) when format is X12N including ACH payment.		
39-41		<u>BPR06</u> thru <u>BPR15</u>	Bank Information		2/2	Data Elements must be used when format is X12N including ACH payment (BPR04 = 'ACH').		
41		<u>BPR13</u> Financial Information	Receiving Depository Financial Institution ID Number		3/12	Number determined upon completion of Trading Partner Agreement.		
				<u>BPR14</u> Financial Information	Account Number Qualifier	DA	1/3	Insert 'DA' (Demand Deposit).
				<u>BPR15</u> Financial Information	Receiver Bank Account Number		1/35	Number determined upon completion of Trading Partner Agreement.

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

820-ASC X12N- Payroll Deducted and Other Group Premium Payment for Insurance Products, Continued

820 Data
Elements,
Continued

		Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003		
IG Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
43		<u>TRN01</u> Re-association Key	Trace Type Code	1	1/2	Insert '1' (Current Transaction Trace Numbers) when format is X12N including ACH payment.
				3		Insert '3' (Financial Reassociation Trace Number) when submitting a check and separate remittance detail.
46		<u>CUR</u> Non-US Dollars Currency	Non-US Dollars Currency			Segment should not be used.
48		<u>REF01</u> Premium Receiver's Identification Key	Reference Identification Qualifier	14	2/3	Insert '14' (Master Account Number).
49		<u>REF02</u> Premium Receiver's Identification Key	Reference Identification		1/30	Insert BCBSAZ Group Section Number as the ID.
57	1000A	<u>N102</u> Premium Receiver's Name	Information Receiver Last or Organization Name		1/60	Insert 'BCBSAZ'.
		<u>N103</u> Premium Receiver's Name	Identification Code Qualifier	FI	1/2	Insert 'FI' (Federal Taxpayer's Identification Number) until National Plan ID is mandated.
		<u>N104</u> Premium Receiver's Name	Receiver Identifier		2/80	Insert BCBSAZ Tax ID '860004538'.
59		<u>N301</u> Premium Receiver's Address	Receiver Address Line		1/55	Insert BCBSAZ Address 'PO BOX 81049'.

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

820-ASC X12N- Payroll Deducted and Other Group Premium Payment for Insurance Products,
Continued

**820 Data
Elements,**
Continued

Implementation Guide Version: 4010A-1				WPC Combined Version: March 2003		
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
60		<u>N401</u> Premium Receiver's City, State, Zip	Information Receiver City Name		2/30	Insert BCBSAZ City 'PHOENIX'.
		<u>N402</u> Premium Receiver's City, State, Zip	Information Receiver State Code		2/2	Insert BCBSAZ State 'AZ'.
61		<u>N403</u> Premium Receiver's City, State, Zip	Information Receiver Zip Code		3/15	Insert BCBSAZ Zip Code '850691049'.
63	1000B	<u>N103</u> Premium Payer's Name	Identification Code Qualifier	FI	1/2	Insert 'FI' (Federal Taxpayer's ID Number) or '24' (Employer's ID Number).
				24		
75	2300A	<u>RMR01</u> Organization Summary Remittance Detail	Reference Identification Qualifier	1L	2/3	Insert '1L' (Group or Policy Number).
		<u>RMR02</u> Organization Summary Remittance Detail	Contract/ Invoice/ Account/ Group or Policy Number		1/30	Insert use BCBSAZ Group Section Number.
88	2100B	<u>NM101</u> Individual Name	Entity Identifier Code	EY	2/3	Insert 'EY' (Employee Name).
89		<u>NM108</u> Individual Name	Identification Code Qualifier	EI	1/2	Insert 'EI' (Employee ID Number).

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

820-ASC X12N- Payroll Deducted and Other Group Premium Payment for Insurance Products, Continued

**820 Data
Elements,**
Continued

Implementation Guide Version: 4010A-1					WPC Combined Version: March 2003	
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
92	2300B	<u>RMR01</u> Individual Premium Remittance Detail	Reference Identification Qualifier	AZ	2/3	Insert 'AZ' (Health Insurance Policy Number) when invoice has not been received.
				IK		Insert 'IK' (Invoice Number) when invoice has been received.

834-ASC X12N- Benefit Enrollment and Maintenance

Introduction

The 834 ASC X12N-Benefit Enrollment and Maintenance transaction set is used to request and receive information and to transfer subscriber and/or dependent enrollment information from the sponsor of the insurance coverage, benefits, or policy to a payer.

The information on the following pages details situational data elements unique to BCBSAZ for processing the ASC X12N 834 – Benefit Enrollment and Maintenance transaction.

**834
Guidelines**

- No more than 10,000 INS segments can occur in a single 834 transaction. Multiple transactions within a single interchange can be used to transfer information on larger numbers of members.
 - Subscribers and dependents are sent as separate occurrences of Loop 2000 (Member Level Detail). The initial enrollment for the subscriber must be sent before sending the initial enrollment for any of the subscriber's dependents. The enrollment of a dependent may follow the subscriber's enrollment in the same transmission, or it may be sent separately in a later transmission.
 - Loop 2000 INS segment (Member Level detail) is sent with a termination Maintenance Type Code (024), then the Health Coverage Maintenance Type Code (2300-HD segment) is required. If the member being terminated is the subscriber, then all dependents linked to the subscriber will also be terminated.
 - Termination dates are not to be sent at both the Health Coverage (Loop 2300 HD Segment) and the Member Level Detail (Loop 2000 INS Segment) levels for a particular occurrence of Loop ID-2000. Terminating all covered insurance products for a dependent at the HD level is the equivalent of terminating that dependent at the INS level.
 - An update is either an "add", "terminate" or "change" request. The transaction only contains information about the changed members. This is identified in BGN08 by a code value of '2', Change (Update). It is recommended that Full File Audits (Verify) not be used for regular, daily processing.
 - Submit Member Communications Numbers (2100A PER segment). PER03 and PER04 are required and should include the member's primary communication qualifier and the number where the member is likely to be reached. If additional communications numbers are available, use the remaining PER data elements to provide the next 'primary' communication numbers available.
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BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

834 ASC X12N- Benefit Enrollment and Maintenance

834 Data Elements

		Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003		
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Comments</i>
32	Trans Set Policy Number	<u>REF01</u> Trans Set Policy Number	Reference ID Qualifier	38	2/3	Must be submitted. Insert '38' (Master Policy Number).
33		<u>REF02</u> Trans Set Policy Number	Master Policy Number		1/30	Must be submitted. Insert Group Policy Number supplied by BCBSAZ.
38	1000B	<u>N102</u> Payer	Insurer Name		1/60	Insert 'BCBSAZ'.
		<u>N103</u> Payer	ID Code Qualifier	FI	1/2	Insert 'FI' (Federal Taxpayer's ID Number).
		<u>N104</u> Payer	Insurer ID Code		2/80	Insert '860004538' for BCBSAZ ID Code.
45	2000	<u>INS03</u> Member Level Detail	Maintenance Type Code	024	3/3	When '024' is submitted, then Health Coverage Maintenance Type Code (HD Segment) must be submitted.
52	2000	<u>REF01</u> Subscriber Number	Reference ID Qualifier	OF	2/3	Insert 'OF' (Member/Subscriber Number)
		<u>REF02</u> Subscriber Number	Subscriber ID		1/30	Insert the Member/Subscriber Number as follows. <ul style="list-style-type: none"> ▪ For an existing subscriber, submit Subscriber Number ▪ For new members, submit the subscriber SSN or the words 'New Member' <ul style="list-style-type: none"> - Option 1 for subscriber's SSN - Option 2 to insert 'New Member' <p>Note: Using Option 1 or 2 for new Members is temporary until the new member receives their ID card with the new Member ID.</p>

834 ASC X12N- Benefit Enrollment and Maintenance, Continued

834 Data Elements, Continued

Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003				
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Comments</i>
130-131	2300	HD03 Health Coverage	Insurance Line Code		2/3	See BCBSAZ Health Coverage Codes and Descriptions below.
		HD04 Health Coverage	Plan Coverage Description		1/50	
136-137		REF01 Health Coverage	Reference ID Qualifier	1L	2/3	Must be submitted. Insert '1L' (Health Coverage Group/ Policy Number)

BCBSAZ Health Coverage Codes and Descriptions

BCBSAZ health coverage codes and descriptions are listed below to assist in selecting the proper HD03 and HD04 values. HD03 IG codes not listed are not used by BCBSAZ but will be accepted with an HD04 value of "UNK" but may cause delays in processing.

Note: If you do not see a product type here, please contact eSolutions at (602) 864-4844 or (800) 650-5656.

BCBSAZ Health Coverage Codes and Descriptions			
<i>BCBSAZ Code</i>	<i>=</i>	<i>Description</i>	
LIFE	=	Life	AG
DP	=	Dental Plus	DCP
DC	=	Dental Choice	DEN
BC	=	Blue Choice	HMO
BLADV	=	Blue Advantage	HMO
BP	=	Blue Preferred	HLT PPO
BCL	=	Blue Classic	HLT
UNK	=	Unknown	(HD03 values not used by BCBSAZ)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

835-ASC X12N- Health Care Claim Payment/Advice

Introduction

The purpose of the 835 ASC X12N-Health Care Claim Payment/Advice Transaction is to assist in the electronic transfer of electronic remittance advice health care claim payment information. The information on the following pages details situational data elements unique to BCBSAZ for processing the ASC X12N 835 – Health Care Claim Payment/Advice transaction.

PLB Segment

Provider Level Adjustments

Offset detail is reported in the PLB segment. The following information will be reported in the PLB03-2 Provider Adjustment Identifier data element for the type of offset specified.

Note: The Patient Account Number when available will be provided, in the Offset Detail.

<i>Offset Type</i>	<i>Data Reported in PLB03-2</i>
IRS Backup Withholding (PLB03-1 Adjustment Reason Code = 'IR')	IRS Backup Withholding
Claim Overpayment Offset (PLB03-1 Adjustment Reason Code = 'WO')	11-digit Offset A/R Number, space, first 8 letters of the Subscriber's Last Name, space, first 9 digits of the Subscriber ID.

(continued on next page)

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

835-ASC X12N- Health Care Claim Payment/Advice, Continued

835 Data Elements

		Implementation Guide Version: 4010A-1		WPC Combined Version: March 2003		
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
54	Header	<u>CUR</u>	Foreign Currency Information			Will not be used.
57		<u>REF</u>	Receiver Identification			
58		<u>REF02</u> Receiver Identification	Version Identification		1/30	
73	1000B	<u>N102</u> Payee Identification	Payee Name		1/60	'Pay To' Provider Name will be reported.
		<u>N104</u> Payee Identification	Payee Identification Code		2/80	
78		<u>REF02</u> Payee Additional Identification	Additional Payee Identifier		1/30	As of 5/23/08, 'Pay To' provider Tax ID will be reported.
80	2000	<u>TS3</u>	Provider Summary Information			Will not be used.
85		<u>TS2</u>	Provider Supplemental Summary Information			
112	2100	<u>NM103</u> Service Provider Name	Rendering Provider Last or Organization Name		1/35	Claim-level Rendering Provider Name will be reported if different from the 'Pay To' Provider
		<u>NM104</u> Service Provider Name	Rendering Provider First Name		1/25	
		<u>NM105</u> Service Provider Name	Rendering Provider Middle Name		1/25	

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

835-ASC X12N- Health Care Claim Payment/Advice, Continued

835 Data
Elements,
Continued

Implementation Guide Version: 4010A-1			WPC Combined Version: March 2003			
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
113		<u>NM109</u> Service Provider Name	Rendering Provider Identifier		2/80	As of 5/23/08, NPI will be reported.
114		<u>NM1</u>	Crossover Carrier Name			Will not be used.
118		<u>MIA</u>	In-patient Adjudication Information			
123		<u>MOA</u>	Out-patient Adjudication Information			
157	2110	<u>REF02</u> Rendering Provider Information	Rendering Provider Identifier		1/30	As of 5/23/08, NPI will be reported.
160		<u>QTY</u>	Service Supplemental Quantity			Will not be used.
162		<u>LQ</u>	Health Care Remark Codes			

837-ASC X12N- Health Care Claim: Professional, Institutional, and Dental

Introduction

The purpose of the 837 ASC X12N transactions is to provide assistance with electronically transferring and exchanging health care claim billing and encounter information for the following types of claims.

- ASC X12N 837 P — (Professional Claims)
- ASC X12N 837 I — (Institutional Claims)
- ASC X12N 837 D — (Dental Claims)

The information on the following pages details situational data elements unique to BCBSAZ for processing the HIPAA 837 Health Care Claim for Professional, Institutional, and Dental transactions.

**837
Guidelines**

- Files will reject if more than 5,000 claims within each ST/SE functional group.
- Effective May 23, 2008, the NPI only will be required on all electronic transactions. As of this date, BCBSAZ will no longer accept transactions that contain a legacy number.
- For Corporate Health Services (CHS) claims, 2000B, SBR03 (group or policy number) must be submitted to ensure accurate routing.
- For non-CHS and non-FEP claims, a valid three-character alpha prefix must be submitted in 2010BA, NM109 (Subscriber Primary Identifier). FEP members ID are 'R' plus eight numeric digits.
- Stand-alone facilities, SurgiCenters, and skilled nursing facilities (SNFs) are required to submit an ASC X12N 837 Institutional format.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

837 ASC X12N- Health Care Claim: Professional, Institutional, and Dental, Continued

BCBSAZ Claims Errors

The following values will result in a BCBSAZ Clearinghouse* claim error:

- '7' (Replacement) used for 2300 CLM05-3 (claim frequency)
 - '8' (Void) used for 2300 CLM05-3 (claim frequency)
 - In 2400, SV103 (Unit or Basis for Measurement Code) the value 'F2' (International Unit) will not be accepted. This value is only used for NDC codes.
-

* ***The clearinghouse operated by BCBSAZ is not a clearinghouse as defined by HIPAA. The BCBSAZ clearinghouse will not translate electronic transactions sent from a non-standard format into a HIPAA standard format or from a HIPAA standard format into a non-standard format.***

837 ASC X12N- Health Care Claim: Professional, Continued

837-
Professional
Data
Elements,
Continued

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
IG Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
106	2000B	<u>SBR03</u> Subscriber Information	Subscriber Group Number		1/30	For CHS claims, the appropriate Group Number must be submitted in this element.
114	2010BA	<u>NM108</u> Subscriber Information	Subscriber Primary ID	MI	1/2	Insert 'MI' (Member ID Number).
		<u>NM109</u> Subscriber Information	Subscriber Primary ID		2/80	When submitting the Subscriber ID Number, a valid alpha prefix must be included for non-CHS claims.
160	2300	<u>CLM</u>	Claim Information		1/80	No more than 5000 CLM segments should be submitted within the ST/SE Functional Group.
164		<u>CLM05-3</u> Claim Information	Claim Frequency Code	7 8	1/1	These values are not accepted by BCBSAZ on electronic claims.
383	2400	<u>SV101-1</u> Professional Service	Product or Service ID Qualifier	HC	2/2	'HC' (HCPCS Codes) is the only value accepted for this element by BCBSAZ.
385		<u>SV103</u> Professional Service	Unit or Basis for Measurement Code	F2	2/2	This value is <u>not</u> accepted by BCBSAZ. 'MJ' (Minutes) or 'UN' (Units) must be used.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

837 ASC X12N- Health Care Claim: Professional-Coordination of Benefits

**837-
Professional
COB
Data
Elements**

Note: 837 Professional COB billing is done at the line level (2430 loop)

Implementation Guide Version: 4010A-1			WPC Combined Version-March 2003			
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
164	2300	<u>CLM07</u>	Medicare Assignment Code		1/1	If primary payer is Medicare, the Medicare Assignment Code must be present.
462	2400	<u>AMT01/02</u>	Approved Amount	AAE	1/3 1/18	The amount approved by the primary payer must be entered in AMT02 with the qualifier 'AAE' in AMT01.
533-534	2430	<u>SVD02</u>	Paid Amount		1/18	The amount paid by the primary payer must be entered in SVD02.
537-540	2430	CAS01/02/03 <u>CAS05/06</u>	Line Adjustment	PR 1 2	1/2 1/5 1/18	If applicable, primary payer deductible and coinsurance amounts must be entered in CAS03 (and CAS05, if both amounts are applicable) with 'PR' in CAS01 and '1' (deductible) and/or '2' (coinsurance) in CAS03 (and CAS06).

837-
Institutional
Data
Elements

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
IG Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
108	2010 BA	<u>NM108</u> Subscriber Name	Subscriber Primary ID	MI	1/2	Insert 'MI' (Member ID Number).
		<u>NM109</u> Subscriber Name	Subscriber Primary ID		2/80	When submitting the Subscriber ID Number, a valid alpha prefix must be included for Non-CHS claims.
154	2300	<u>CLM</u>	Claim Information			No more than 5000 CLM segments should be submitted within the ST/SE Functional Group.
156		<u>CLM05-3</u>	Claim Frequency Type Code	7 8	1/1	These values are not accepted by BCBSAZ on electronic claims.
249-250		<u>HI01-1/01-2</u> Principal Procedure Information	Principal Procedure Code List Qualifier Code	BR	1/3	Inpatient Institutional 'BR' (ICD-9-CM Procedure) is the only value accepted for this element by BCBSAZ.
	BP			1/3	Outpatient HCPCs Procedure Code	
251-262	<u>HI0X-1/0X-2</u> Other Procedure Information	Other Procedure Code List Qualifier Code	BQ	1/3	Inpatient Institutional 'BQ' (ICD-9-CM Procedure) is the only value accepted for this element by BCBSAZ. Note: The 'X' represents the value 1 -12.	
			BO	1/3	Outpatient HCPCs Procedure Code	
436	2400	<u>SV202-1</u> Institutional Service Line	Product or Service ID Qualifier	HC	2/2	'HC' (HCPCS Codes) is the only value accepted for this element by BCBSAZ.
439		<u>SV204</u>	Unit or Basis for Measurement Code	F2	2/2	This value is <u>not</u> accepted by BCBSAZ; 'MJ' (Minutes) or 'UN' (Units) should be used.
103	2000B	<u>SBR03</u> Subscriber Information	Subscriber Group Number		1/30	For CHS claims, the appropriate Group Number must be submitted in this element.

837 ASC X12N- Health Care Claim: Institutional-Coordination of Benefits

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

**837-
Institutional
COB
Data
Elements**

Note: 837 Professional COB billing is done at the line level (2430 loop)
BCBS **Secondary and Tertiary info.**

Implementation Guide Version: 4010A-1		WPC Combined Version-March 2003				
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
105	2000B	<u>SBR01</u>	Subscriber Info. Payer Responsibility	"S" or "T"	1/1	If secondary or Tertiary payer is Blue Cross, the assignment code must be present.
125	2010BB	<u>NM103</u>	Payer Name	BCBS AZ	1/3 1/18	The payer name must be entered this field.
164	2300	<u>CLM07</u>	Medicare Assignment Code		1/1	If primary is Medicare, the Medicare Assignment Code must be present.
462	2400	<u>AMT01</u>	Qualifier	AAE	1/3	Code to qualify amount
462	2400	<u>AMT02</u>	Approved Amount		1/18	The amount paid/approved by the primary payer, used in a COB situation
533 - 536	2430	<u>SVD01</u> <u>match</u> <u>NM109 Loop</u> <u>2330B</u>	Service Line Adjustment		2/80	Identification Code
533 - 536	2430	<u>SVD02</u>	Paid Amount	"0"	1/18	If 2400 AMT01=AAE and 2430 SVD are equal, no 2430 CAS segment is required, except if both are = 0. If they are not equal or both = 0, the 2430 CAS segment is required. If this isn't correct the claim will error for "Insufficient COB Data Submitted to Adjudicate Claim.
537- 540	2430	CAS01/02/03 <u>CAS05/06</u>	Line Adjustment	PR 1 2	1/2 1/5 1/18	If applicable, primary payer deductible and coinsurance amounts must be entered in CAS03 (and CAS05, if both amounts are applicable) with 'PR' in CAS01 and '1' (deductible) and/or '2' (coinsurance) in CAS03 (and CAS06).

**837-
Institutional
COB
Data
Elements**

Note: 837 Institutional COB billing is done at the claim level (2320 loop).

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
105	2000B	<u>SBR01</u>	Subscriber Info. Payer Responsibility	"S" or "T"	1/1	If secondary or Tertiary payer is Blue Cross, the assignment code must be present.
125	2010B B	<u>NM103</u>	Payer Name	BCBSA Z	1/3 1/18	The payer name must be entered this field.
164	2300	<u>CLM07</u>	Medicare Assignment Code		1/1	If primary is Medicare, the Medicare Assignment Code must be present.
462	2400	<u>AMT01</u>	Qualifier	AAE	1/3	Code to qualify amount

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

837 ASC X12N- Health Care Claim: Dental

837-Dental Data Elements,

Implementation Guide Version: 4010A-1 WPC Combined Version: March 2003						
<i>IG Page #</i>	<i>Loop ID</i>	<i>Reference</i>	<i>Name</i>	<i>Codes</i>	<i>Length</i>	<i>Notes/Comments</i>
96	2000B	SBR03 Subscriber Information	Insured Group or Policy Number		1/30	Insert the appropriate group number. CHS dental claims need to be submitted directly to the TPA, BCBSAZ is unable to forward CHS dental claims.
101	2010 BA	NM108 Subscriber Name	Identification Code Qualifier	MI	1/2	Insert 'MI' (Member ID Number).
102		NM109 Subscriber Name	Subscriber Primary ID		2/80	When submitting the Subscriber ID Number, a valid alpha prefix must be included for Non-CHS claims.
141	2300	CLM	Claim Information			No more than 5000 CLM segments should be submitted within the ST/SE Functional Group.
144		CLM05-3	Claim Frequency Type Code	7, 8	1/1	These values are not to be submitted to BCBSAZ on electronic claims; will result in claim rejection back to the submitter.

Frequently Asked Transaction Questions

General

Q- “How do I begin the testing process on HIPAA transactions?”

A- You will need to contact eSolutions at (602) 864-4844 or (800) 650-5656 to sign a Trading Partner Agreement.

Q- “What will happen during the testing process?”

A- BCBSAZ tests HIPAA standard transactions in phases. Once the Trading Partner Agreement is signed and received by BCBSAZ, the Trading Partner will be given a user ID number. In addition, you will receive instructions on accessing a web-based testing site contracted by BCBSAZ to ensure that transactions pass all HIPAA syntax and semantic requirements.

In the second testing phase, a test file is processed through BCBSAZ’s system to ensure the transactions meet pre-system edits. The Trading Partner will receive a unique identifiable sender ID and password to enable the site to send test files to BCBSAZ.

Test results will be provided to the Trading Partner in an Acknowledgment Response and/or Report, which can be picked up in the electronic mailbox. This mailbox is accessible via the Trading Partner sender ID and password.

Q- “How much time will testing require?”

A- The timeline generally varies depending on the support and coordination you establish with your software vendor, clearinghouse, and health plans. The accuracy of the test file, based on the Implementation Guide and the BCBSAZ Companion Guide requirements, will also help accelerate the testing process.

Q- “When can I begin to submit “live” transactions in production?”

A- After you successfully complete the HIPAA compliance testing on our web-based testing site and testing through BCBSAZ’s systems.

Q- “Do I still have to submit a BCBSAZ specific sender ID number?”

A- Yes, the BCBSAZ specific sender ID needs to be sent in the Interchange Control Header ISA06 and the Functional Group Header GS02 Application Sender’s Code.

Q- “Will BCBSAZ have special requirements for HIPAA transactions?”

A- There are situational data elements BCBSAZ needs in order to conduct business and process your transactions. BCBSAZ has developed the BCBSAZ Companion Guide to supplement the HIPAA Transactions Implementation Guides, versions 4010 and 4010-A-1 addenda. The Companion Guide contains specific data elements required for transactions and clarifies some of the standard uses of the transaction elements.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Frequently Asked Transaction Questions, Continued

General,
Continued

Q- “If I am only sending an 837, can I start sending other HIPAA transactions?”

A- Yes, after testing. If you want to send additional types of HIPAA transactions, contact eSolutions at **(602) 864-4844** or **(800) 650-5656**.

Q- “What is the difference between real-time and batch transactions?”

A- Batch is one or more transactions sent with the expectation that a response will not be available immediately. BCBSAZ typically responds within 24 hours or the next business day.

*Real-time is a single transaction sent with the expectation that a response should be returned in the same session, typically within 60 seconds. The transactions available in real-time are the **270/271** and **276/277**.*

Q- “Who is the contact for HIPAA transaction testing technical support?”

A- Contact eSolutions Customer Support at **(602) 864-4844** or **(800) 650-5656**.

Frequently Asked Transaction Questions, Continued

270/271

Q- “What is the 270/271 ASC X12N transaction?”

A- This transaction provides a member’s eligibility and benefit information, but does not provide a history of benefit use.

Q- “What information will I receive from BCBSAZ in a 271 response?”

A- The 271 BCBSAZ response will provide detailed member information indicating active/inactive status on the date requested, health benefit plan coverage, and/or dental coverage.

Q- “Will I be able to send and receive 270/271 transactions in real-time?”

A- Yes, BCBSAZ accepts real-time transactions from vendors, clearinghouses, and providers. Real-time response transactions are typically sent within 60 seconds.

Q- “Can I send 270 batch inquiries?”

A- Yes, BCBSAZ accepts and processes batch 270 inquiries. Batch responses are typically provided within 24 hours or the next business day.

Q- “Can I submit BlueCard (Out-of-area) and FEP 270 requests to BCBSAZ?”

A- Yes, providers should submit BlueCard and FEP requests to BCBSAZ. BCBSAZ will forward your inquiry to the appropriate Home Plan or FEP for processing.

Q- “How long will it take to receive an answer for BlueCard (Out-of-area) and FEP requests?”

A- Providers typically receive a real-time inquiry 271 response for BlueCard and FEP requests within a maximum of 60 seconds. Batch response for BlueCard and FEP requests are typically received within a maximum of 48 hours.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Frequently Asked Transaction Questions, Continued

276/277

Q- “What is the purpose of the 276/277 ASC X12N Transaction?”

A- *This transaction provides a member’s claim status information.*

Q- “What information will I receive from BCBSAZ in a 277 Response?”

A- *The response typically includes the patient’s name, date of service, billed amount, processed date, paid amount, claim and line status, and procedure and revenue codes.*

Q- “Will I be able to send and receive a 276/277 in real-time?”

A- *Yes, BCBSAZ accepts real-time transactions. Real-time response transactions are typically sent within 60 seconds.*

Q- “Can I send 276 batch inquiries?”

A- *Yes, BCBSAZ accepts and processes a batch of 276 Inquiries. Batch responses are generally provided within 24 hours or the next business day.*

Q- “Can I submit BlueCard (Out-of-area) and FEP 276 requests to BCBSAZ?”

A- *Yes, providers should submit BlueCard and FEP requests to BCBSAZ.*

Q- “How long will it take to receive an answer for BlueCard (Out-of-area) requests?”

A- *Providers will receive a 277 response for BlueCard requests for real-time inquiries typically within a maximum of 60 seconds. Batch response will be received generally within a maximum of 48 hours.*

Frequently Asked Transaction Questions, Continued

278

Q- “What is the purpose of the 278 ASC X12N Transaction?”

A- This transaction provides the ability to electronically request precertifications and appeals.

Q- “What information will I receive from BCBSAZ in a 278 response?”

A- The 278 response provides an approval or denial of the 278 request.

Q- “Will I be able to send and receive this information real-time or batch?”

A- BCBSAZ accepts 278 requests in batch transactions only. Any real-time transactions will be rejected with a TA-1 Interchange Acknowledgment.

Q- “How long will it take to receive a response for a 278 request?”

A- BCBSAZ returns responses within Department of Labor standards.

Q- “Can I submit 278 requests for other BCBS Plans?”

A- Yes, providers should submit BlueCard (Out-of-area) requests to BCBSAZ.

Q- “How long will it take to receive an answer for BlueCard (Out-of-area) requests?”

A- BCBSAZ returns responses within Department of Labor standards.

Q- “How will I know if my 278 request has been received for processing?”

A- BCBSAZ acknowledges all inbound HIPAA transactions with either a TA1 Interchange Acknowledgment or a 997 Functional Acknowledgment transaction.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Frequently Asked Transaction Questions, Continued

834

Q- “What is the purpose of the 834 ASC X12N Transaction?”

A- This transaction is used to transfer benefit enrollment and maintenance information from employer groups to BCBSAZ.

Q- “If I cannot send an 834 ASC X12N, how else can I send enrollment and maintenance information to BCBSAZ?”

A- An employer group can submit an 834 Flat File. For information regarding submission of a flat file, please contact eSolutions Customer Support at **(602) 864-4844** or **(800) 650-5656**.

Frequently Asked Transaction Questions, Continued

835

Q- “What version of the 835 are we going to be receiving?”

A- You will be receiving the ASC X12N 835 4010A-1 version.

Q- “Will the 835 electronic remittance advice (ERA) work with all practice management software systems?”

A- Check with your software vendor, as this feature may not be available with all practice management systems.

Q- “Must we participate in electronic funds transfer (EFT) in order to get the 835 ERA?”

A- No, EFT isn’t required to receive the ERA. However, utilizing both the EFT and the ERA generally makes your accounts receivable reconciliation more efficient.

Q- “Will I be able to associate the EFT to the 835 ERA?”

A- Yes, for ease in reconciliation, there will be an EFT trace number present on the 835 ERA file.

Q- “Will the patient account number be present in the 835 ERA?”

A- Yes.

Q- “Will I be able to identify the accounting adjustments?”

A- Yes, there will be an Adjustment Reason Code to identify the type of offset, an eleven-digit accounts receivable number, the eight letters of the subscriber’s last name, and the first nine digits of the subscriber identification number. The patient account number will be provided when submitted on the claim.

Q- “Can we print the 835?”

A- No, it is an electronic file. Check with your software vendor for printing capability through your Practice Management System. Medicare provided software (PC-Print) may enable you to print 835 transactions to a formatted paper remit.

Q- “Who do I call for 835 ERA support?”

A- Call eSolutions Customer Support at (602) 864-4844 or (800) 650-5656.

Q- “How do I get set up for ERA or EFT?”

A- Contact eSolutions at (602) 864-4844 or (800) 650-5656.

BLUE CROSS BLUE SHIELD OF ARIZONA COMPANION GUIDE

Frequently Asked Transaction Questions, Continued

837

Q- “Do I need to send the subscriber’s group number?”

A- *If the claim is for a member that belongs to a Corporate Health Services (CHS) group, the subscriber group number must be sent or the claim will reject back to the submitter.*

Q- “Do I have to send the alpha prefix of the subscriber’s ID Number?”

A- *Yes, the alpha prefix is part of the BCBS subscriber ID number and is used for identification and routing internally, as well as externally.*

Q- “How many claims can I submit within a transaction?”

A- *Please limit the volume of claims within a transaction (ST/SE Functional Group) to no more than 5000.*

Q- “Do I still need to include my Federal Tax ID with the implementation of NPI?”

A- *Yes, when the NPI is present in either the 2010AA Loop, NM109 or the 2010AB Loop the Federal Tax ID must be present in REF02 Billing Prov Sec ID.*

Q- “Can I submit requests for claim adjustments electronically?”

A- *Not at this time. Adjustment requests will need to be submitted on paper.*

BCBSAZ HIPAA Glossary

ASC X12N:	<i>The subcommittee chartered to develop electronic standards specific to the health insurance industry.</i>
BlueCard: (Out-of-area)	<i>The BlueCard Program enables members who are traveling or living in another Plan's service area to receive all the same benefits of their contracting BCBS Plan and access to BlueCard providers and savings. It links participating healthcare providers and the independent BCBS Plans across the country through a single electronic network for claims processing and reimbursement.</i>
Business Associate:	<i>A person who, or entity which, performs a function on behalf of a covered entity involving the use or disclosure of protected health information.</i>
Code Sets:	<i>A set of codes used for encoding data elements, such as, tables of terms, medical concepts, medical diagnostic codes, or medical procedure codes including the codes and descriptors of the codes.</i>
Corporate Health Services (CHS):	<i>Provides large, self-insured groups access to the BCBSAZ provider networks. Most groups have selected a third party administrator (TPA) as their claims administrator for claims processing and verification of eligibility and benefits. BCBSAZ does not provide group health coverage for CHS accounts. Benefits for these groups may vary from BCBSAZ standard benefits.</i>
Covered Entities:	<i>A health plan, health care clearinghouse that, or health care provider who, transmits health information electronically.</i>
Data Condition:	<i>The rule that describes the circumstances a covered entity must use for a particular data element or segment.</i>
Data Content:	<i>All the data elements and code sets inherent in, but not related to the format of the transaction. Data elements related to the format are not considered data content.</i>
Data Element:	<i>The smallest named unit of information in a transaction.</i>
Data Set:	<i>A semantically meaningful unit of information exchanged between two parties, in relation to a transaction.</i>
Dependent:	<i>A person who is identifiable by an information source in association with a subscriber; not uniquely identifiable to an information source.</i>
Descriptor:	<i>The text defining a code.</i>
Format:	<i>Data elements that either provide or control the enveloping or hierarchical structure, or assist in identifying data content of a transaction.</i>
Functional Acknowledgment- 997:	<i>The transaction set can be used to define the control structures for a set of acknowledgments to indicate the results of the syntactical analysis of the electronically encoded documents.</i>

BCBSAZ HIPAA Glossary, Continued

Health Care Clearinghouse:	<p><i>A public or private entity that either processes or facilitates the processing of health information in a non-standard format or containing non-standard data content into standard data elements or a standard transaction (or vice versa). Such an entity currently receives health care transactions from health care providers and other entities, translates the data from a given format into one acceptable to the intended recipient, then forwards the processed transaction to appropriate health plans and other health care clearinghouses, as necessary, for further action.</i></p> <p><i>HIPAA regulations considers the following entities to be health care clearinghouses if they conduct the foregoing activities: billing services, repricing companies, community health management information systems or community health information systems, value-added networks, and switches performing these functions.</i></p>
Health Care Provider:	<p><i>A provider of medical or other health services and other persons furnishing health care services or supplies; limited to entities who furnish or bill, and are paid for, health care services during the normal course of business.</i></p>
Health Information:	<p><i>Information, whether oral or recorded, in any form or medium, that:</i></p> <ol style="list-style-type: none"> a. <i>is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or health care clearinghouse and</i> b. <i>is related to the past, present, or future physical or mental health condition of an individual, the provision of health care to an individual, or the past, present, or future payment for the provision of health care to an individual.</i>
Health Plan:	<p><i>An individual or group plan providing or paying medical care costs, including self-funded plans, Medicare, Medicaid, HMOs, long-term care insurers, programs for active military personnel, Indian Health Services, FEP, Medicare Choice, and Medicare supplemental policies.</i></p>
Information Receiver:	<p><i>The entity asking questions in relation to a 270 Eligibility or Benefit transaction, 276 Claim Status Inquiry transaction, and the 278 Health Care Services Review Request.</i></p>
Interchange Acknowledgment, TA-1:	<p><i>The Interchange or TA1 Acknowledgment is a means of replying to an interchange or transmission that has been sent. The TA-1 verifies the interchange envelope only.</i></p>
Local Business:	<p><i>Services for Blue Cross Blue Shield of Arizona members. This excludes FEP, CHS and BlueCard programs.</i></p>
Privacy:	<p><i>Standards that define who may use and disclose "protected health information" and circumstances requiring patient authorization or consent.</i></p>

(continued on next page)

BCBSAZ HIPAA Glossary, Continued

Protected Health Information (PHI):	<i>Individually identifiable health information including demographic information, collected from an individual, whether oral or recorded, in any form or medium.</i>
Security:	<i>Safeguards that encompass all information systems, including hardware, software, personnel policies, information practice policies, disaster preparedness, and the oversight of all these areas.</i> <i>The purpose of security is to protect the system and the information it contains from unauthorized external access and internal misuse.</i>
Segment:	<i>A group of related data elements in a transaction.</i>
Standard:	<i>A set of rules for a set of codes, data elements, transactions, or identifiers promulgated either by an organization accredited by ANSI or the HHS for the electronic transmission of health information.</i>
Standard Transaction:	<i>A transaction that complies with the applicable standard adopted under HIPAA.</i>
Subscriber:	<i>A person uniquely identifiable to an information source; referred to as a member. The subscriber may or may not be the patient.</i>
Trading Partner:	<i>A sending or receiving party involved in the electronic exchange of business information.</i>
Trading Partner Agreement:	<i>An agreement between parties, whether distinct or part of a larger agreement, in relation to the electronic exchange of information transactions. For example, a trading partner agreement may specify, among other things, the duties and responsibilities of each party to the agreement in conducting a standard transaction.</i>
Transaction:	<i>A single business activity. For health care EDI purposes, transactions include claim submission, remittance advice, claim payment, and enrollment.</i>
Transaction Sets:	<i>Logical groupings of data used to convey a specific type of business information.</i>

Blue Cross Blue Shield of Arizona Companion Guide

Index

<p>270/271 Transactions 19</p> <p style="padding-left: 20px;"><i>corporate health services</i> 20</p> <p style="padding-left: 20px;"><i>guidelines</i> 20</p> <p style="padding-left: 20px;"><i>information sheet</i> 24</p> <p style="padding-left: 20px;"><i>service type guidelines</i> 24</p> <p style="padding-left: 20px;"><i>transaction types, description of</i> 19</p> <p>276/277 Transactions 30</p> <p style="padding-left: 20px;"><i>corporate health services</i> 30</p> <p style="padding-left: 20px;"><i>guidelines</i> 30</p> <p>278 Transaction 32</p> <p style="padding-left: 20px;"><i>278-11 response</i> 33</p> <p style="padding-left: 20px;"><i>aaa segments</i> 20, 34</p> <p style="padding-left: 20px;"><i>guidelines</i> 33</p> <p>820 Transaction 39</p> <p style="padding-left: 20px;"><i>guidelines</i> 39</p> <p>834 Transaction 44</p> <p style="padding-left: 20px;"><i>guidelines</i> 44</p> <p style="padding-left: 20px;"><i>health coverage codes and descriptions</i> 46</p> <p>835 Transaction 47</p> <p style="padding-left: 20px;"><i>plb segment (provider level adjustments)</i> 47</p> <p>837 Transaction 50</p> <p style="padding-left: 20px;"><i>bcbsaz claims errors</i> 51</p> <p style="padding-left: 20px;"><i>claim types</i> 50</p> <p style="padding-left: 20px;"><i>clearinghouse disclaimer</i> 51</p> <p style="padding-left: 20px;"><i>cob</i> 53, 55</p> <p style="padding-left: 20px;"><i>coordination of benefits</i> 56</p> <p style="padding-left: 20px;"><i>guidelines</i> 50</p> <p style="padding-left: 20px;"><i>institutional</i> 54</p> <p>Control Segments/Envelope Specifications 11</p> <p style="padding-left: 20px;"><i>997 functional acknowledgment</i> 12</p> <p style="padding-left: 20px;"><i>acknowledgment transactions</i> 11</p> <p style="padding-left: 20px;"><i>inbound</i> 13</p> <p style="padding-left: 20px;"><i>isa interchange control header segment</i> 13</p> <p style="padding-left: 20px;"><i>inbound isa interchange group header segment</i> 14</p> <p style="padding-left: 20px;"><i>outbound</i> 13</p> <p style="padding-left: 20px;"><i>gs functional group header segment</i> 16</p>	<p style="padding-left: 20px;"><i>isa interchange control header segment</i> 15</p> <p style="padding-left: 20px;"><i>ta-1 interchange acknowledgment</i> 11</p> <p>Getting Started</p> <p style="padding-left: 20px;"><i>becoming a trading partner</i> 9</p> <p style="padding-left: 20px;"><i>eSolutions contact info</i> 9</p> <p style="padding-left: 20px;"><i>electronic submission options</i> 9</p> <p style="padding-left: 20px;"><i>electronic transaction questions</i> 9</p> <p style="padding-left: 20px;"><i>enrollment procedures</i> 9</p> <p style="padding-left: 20px;"><i>hipaa content information</i> 9</p> <p>Glossary, BCBSAZ HIPAA 66</p> <p>HIPAA Implementation Check List</p> <p style="padding-left: 20px;"><i>clearinghouse disclaimer</i> 11</p> <p>HIPAA IMPLEMENTATION CHECKLIST 11</p> <p>Overview</p> <p style="padding-left: 20px;"><i>ansi asc x12n 4010 and 4040-a-1</i> 1</p> <p style="padding-left: 20px;"><i>health insurance portability and accountability act</i> 1</p> <p style="padding-left: 20px;"><i>washington publishing company's website</i> 1</p> <p>Transaction Information, General 17</p> <p style="padding-left: 20px;"><i>decimals</i> 18</p> <p style="padding-left: 20px;"><i>hipaa guidelines on monetary decimals</i> 18</p> <p style="padding-left: 20px;"><i>inbound delimiters</i> 17</p> <p style="padding-left: 20px;"><i>leading zeros</i> 18</p> <p style="padding-left: 20px;"><i>outbound delimiters</i> 17</p> <p style="padding-left: 20px;"><i>transmission guidelines</i> 17</p> <p>Transaction Questions 58, 59</p> <p style="padding-left: 20px;"><i>270/271</i> 60</p> <p style="padding-left: 20px;"><i>276/277</i> 61</p> <p style="padding-left: 20px;"><i>278</i> 62</p> <p style="padding-left: 20px;"><i>834</i> 63</p> <p style="padding-left: 20px;"><i>835</i> 64</p> <p style="padding-left: 20px;"><i>general</i> 58</p>
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