EDI Claims Gateway

Communication Document for ASC
X12N 837 Health Care Claim
Transaction Submission

Versions:
005010X222
005010X223
005010X224

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Preface

This Companion Guide to the Version 5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with Conduent EDI Direct. Transmissions based on this companion guide, used in tandem with the Version 5010 ANSI ASC X12N Implementation Guides, are compliant with both 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.

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1   Introduction

Conduent EDI, a leader in healthcare technology, provides Electronic Data Interchange (EDI) clearinghouse services to providers enrolled with various insurance companies and in contracted healthcare plans. This document outlines the procedures necessary for engaging EDI with Conduent EDI and supplies specific data clarifications where applicable. Our electronic transactions acquisition services provide an array of tools that allow you to:

- Easily submit all of your claims for payers listed in the Conduent EDI claims payer list to one source
- Submit transactions 24 hours a day, seven days a week
- Receive confirmation of receipt of each file transferred
- Receive corresponding remittance notifications on a regular basis (when available)

The Conduent EDI clearinghouse provides connectivity for the flow of medical information and data between medical providers, facilities, vendors, claim payment agencies, and other clearinghouses. Beyond the receipt and delivery of this data, the clearinghouse provides translation to and from ANSI ASC X12N standard formats.

The 837 transaction data is submitted to the Conduent EDI clearinghouse for processing. The clearinghouse validates submission of ANSI X12N format(s). If the file contains syntactical error(s), the segment(s) and elements(s) where the error(s) occurred will be reported in a 999 Implementation Acknowledgement. The TA1 report is used to report receipt of individual interchange envelope that contains corrupt data or an invalid trading partner relationship.

Scope

This companion guide is intended for use by Trading Partners for the submission of the X12N 837 I, P and D transactions to Conduent EDI Solutions for select, available payers. Payer-specific companion guides are available to be used in conjunction with this guide and the ANSI ASC X12N Implementation Guides

Overview

This document provides the following information for Trading Partners:

- Testing expectations
- Connectivity methods for transaction transmission and associated security standards
- Additional service offerings
- Details on responses/acknowledgements
- X12 transaction data clarifications

References

This document serves as a companion to the ASC X12N Implementation Guides (TR3) as adopted under HIPAA. These can be accessed at: http://store.x12.org/store/healthcare-5010-consolidated-guides.

Additional Information

The companion guide outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with Conduent EDI and specifies data clarification where applicable.

Insurance companies and health plans that participate with Conduent EDI are referred to as payers. Transactions are accepted electronically into our data center in East Windsor, NJ, and are processed through the Conduent EDI clearinghouse. As an Conduent EDI clearinghouse service, we provide connectivity to various health plans and states where Conduent EDI is the fiscal agent, third-party administrator, or contracted clearinghouse.

2   Getting Started

Working with Conduent EDI

To promote efficient, accurate electronic transaction processing to available payers, please note:

- Each user is assigned a 6-digit EDI Direct Trading Partner ID.
- Logon User Name is 8 characters.
- Logon User ID (password) is 9 characters.
- All dates are in the CCYYMMDD format.
- All date/times are in the CCYYMMDDHHMM format.

Trading Partner Registration

Trading partner enrollment is required prior to engaging in EDI with select payers through Conduent EDI Solutions. Trading partner can enroll online at:

https://conduent.formstack.com/forms/commercial_trading_partner_enrollment_form

Certification and Testing Overview

Conduent EDI Direct does not require certification of submitters and their transactions, but we do require some minimal transaction testing.

Completion of the testing process must occur prior to electronic submission to Conduent EDI Solution's production region. Testing is conducted to verify the integrity of the format, not the integrity of the data; however, in order to simulate a production environment, we request that you send live transmission data. More than one test transmission may be required depending on the number of format errors on a transmission and the relative severity of these errors. Conduent also recommends a minimum of 10 and a maximum of 20 requests per trading partner. Additional testing may be required in the future to verify any changes made to the Conduent EDI system. Also, changes to the X12N formats may require additional testing.

3   Testing with the Payer

The Trading Partners first test file will be validated against EDIFECS by a Conduent EDI analyst. EDIFECS is a testing tool used to validate a test file against the base HIPAA implementation guidelines.

- Test all 7 WEDI/SNIP types. Edifecs provides all 7 Types of WEDI/SNIP Testing for HIPAA including integrity testing, requirement testing, balancing testing, situational testing, code set testing, product or services testing, and guide-specific testing. EDI Direct, in most cases when applicable, will validate the test file against WEDI/SNIP types one through four.

- Test the HIPAA code sets. Validate over 40 industry code tables and databases.

- Get your answers fast. One you have submitted your test file please contact our EDI Commercial Support Team at edicommercialsupportteam@conduent.com or via the payer-specific toll-free number listed on our contact page.

    Please have your Trading Partner ID, Conduent EDI File Name (found in your confirmation report) and telephone number available.

Pilot submitters must use this application to validate their test files for HIPAA compliancy before submitting for communication and client Integration testing.

Trading Partner Testing Procedures

1. Go to the Conduent EDI website to download the applicable Companion Guides which details Payer Business Edits and requirements at https://www.conduent.com/edi-services/claims-gateway/.

2. Each Trading Partner must enroll with Conduent EDI to add payers and transactions to your new or existing profile. Go to https://www.conduent.com/edi-services/claims-gateway/ and select your payer of preference. Within the expanded payer information, click on the 'EDI Direct Trading Partner Enrollment Form' form. Complete the Trading Partner Enrollment form online. Review your form to ensure you have filled out all applicable sections, go to the last page and click on "Submit". The Trading Partner Enrollment Form will be submitted directly to the Conduent EDI Commercial Enrollment Unit.

3. After successful enrollment, Conduent EDI will send you an email with your logon credentials.

4. The Trading Partner contacts Conduent EDI Commercial Support Team or email us at edicommercialsupportteam@conduent.com or contacts us via the payer-specific toll-free number to arrange a testing schedule.

5. If the Trading Partner is new to Conduent EDI Solutions, an analyst will work with the Trading Partner to engage in EDIFECS-SpecBuilder testing phase. An analyst will process the Trading Partners test file through EDIFECS-SpecBuilder and communicate any errors identified during this testing phase. The Trading Partner is required to address any errors discovered by EDIFECS-SpecBuilder during the compliance analysis prior to moving on to the next stage of testing with Conduent EDI.

6. The Trading Partner will participate in Phase Two of testing. All test files must contain at least 10 claims. The Trading Partner then submits a test file to EDI Direct. The Trading Partner will notify the analyst that a test file has been submitted via email at edicommercialsupportteam@conduent.com. Please include your Trading Partner ID and the Conduent EDI file confirmation number in your email.

7. The analyst evaluates flow of test data through the Conduent EDI clearinghouse.

8. If test cases are completed successfully, the analyst contacts the Trading Partner and the Trading Partner is approved and scheduled for placement into the production environment. If the testing entity is a software vendor, they will be required to provide a list of submitters using the approved software package.

9. If test cases are unsuccessful, the analyst will contact the Trading Partner. The Trading Partner will remain in the testing environment until test cases are completed successfully.

4 Connectivity with the Payer(s)/Communications

This section describes the process to submit HIPAA X12N 837 I, D, and P transaction, along with various submission methods, security requirements, and exception handling procedures.

Process Flow

Editing and Validation Flow Diagram
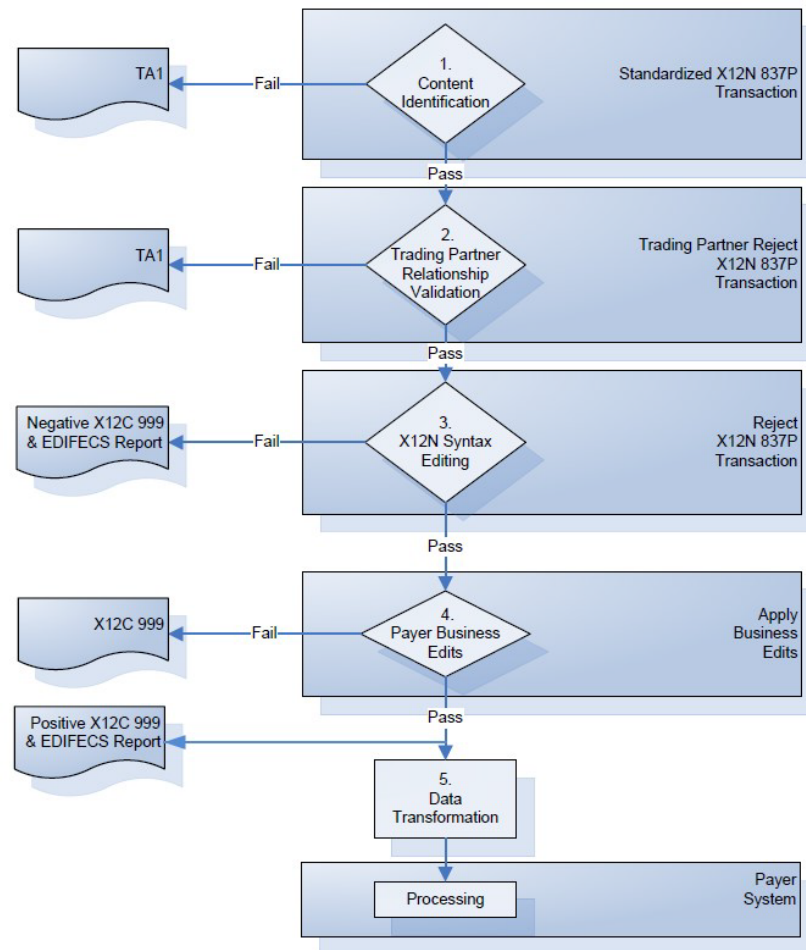
Legend:

1. **Content Identification**: Data identification is attempted. If the data is corrupt or intended for another resource, a 999 (Implementation Acknowledgement) will be returned. If the data can be identified, it is then checked for Trading Partner Relationship Validation.
2. **Trading Partner Relationship Validation**: The trading partner information is validated. If the trading partner information is invalid, a 999 (Implementation Acknowledgement) will be returned to the submitter containing a TA1 segment. If the trading partner relationship is valid,the data will be passed for X12N syntax validation.
3. **X12N Syntax Validation**: A determination will be made as to whether the data is ANSI ASC X12N. A 999 (Implementation Acknowledgement) will be returned to the submitter. The 999 contains ACCEPT, PARTIAL, ERRORED or REJECT information. If the file contained syntactical errors, the segment(s) and element(s) where the error(s) occurred will be reported.If the data passes X12N syntax validation, payer business edits will be performed.
4. **Data Transformation**: The data is transformed. An ANSI ASC X12N 835 will be returned forsubmitter pickup.

Transmission Administrative Procedures

837 Transaction

Enrolled trading partners will submit X12N 837 Professional transaction data to Conduent EDI Solutions for processing. Conduent validates submission of X12N format(s). The TA1 Interchange Acknowledgement reports the syntactical analysis of the interchange header and trailer. If the data (Interchange Envelope) is invalid, the file will be rejected. If the Trading Partner relationship does not exist (a missing or invalid Trading Partner ID) a TA1 will not be generated because the relationship does not exist within the Trading Partner Management Database. An email will be sent to the payer's EDI Business Analyst for review and follow-up with the submitter

An X12C 999 Implementation Acknowledgement is generated when a file has passed the interchange header and trailer validation. A negative X12C 999 is generated if the file contains one or more Type 1 or Type 2 EDI or HIPAA Syntax errors or Type 7 Trading Partner Specific errors. The segment(s) and element(s) where the error(s) occurred will be reported to the submitter in the X12C 999 response.

The EDIFECS Error Report will only be produced for Type 1 and Type 2 HIPAA Syntax errors and for Type 7 Trading Partner Specific errors.

If you have questions or require assistance with your TA1 or X12C 999 please contact an EDI Business Analyst at edicommercialsupportteam@conduent.com. Please include your Trading Partner ID in your email.

Re-Transmission Procedure

Conduent EDI Solutions does not have specific procedures for re-transmissions. All transmissions should follow the procedures outlined in this Companion Guide and the ASC X12N National Implementation Guide (TR3). When file transmission or technical production issues occur, which could require the re-submission of files, please contact edicommercialsupportteam@conduent.com.

Communication Protocol Specifications

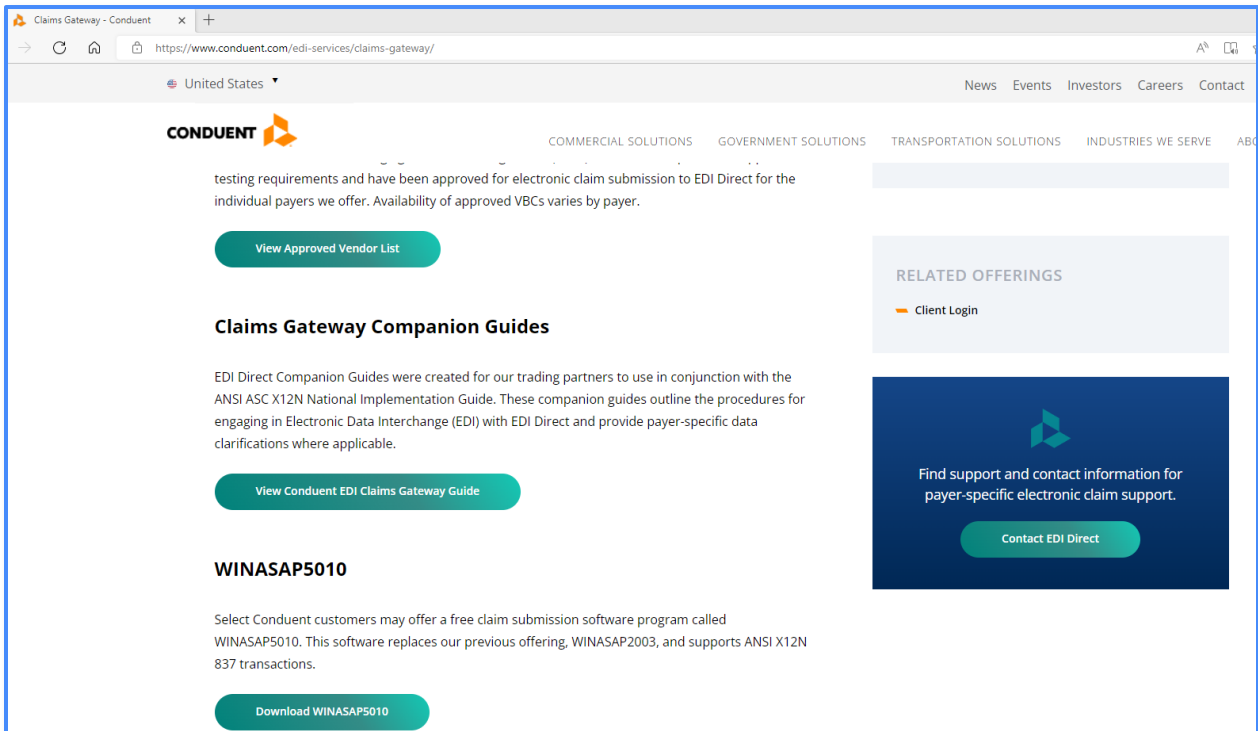We offer the following transmission methods for Trading Partners:

- EDI Direct
- FTPs or sFTP
- MOVEit DMZ
- WINASAP5010 (*select payers)

Transaction transmission is available twenty-four hours a day, seven days a week. This availability is subject to scheduled and unscheduled maintenance downtime. It is operational policy to schedule preventative maintenance periods on weekends whenever possible.

EDI Direct

You can visit the Conduent EDI Claims Gateway website at https://www.conduent.com/edi-services/claims-gateway/. Using our EDI Direct site you can upload 837 files and download response files. File Exchange allows you to upload your batch of claims and download file responses/confirmations. Below are instructions for using the File Exchange option.

First, connect to Conduent EDI using the link above then scroll down and under Solutions click on 'Client Login'.

A new browser will open with the login page for our secured site. Enter your User ID and Password from the Welcome Packet that you received after enrolling with Conduent EDI, and then click the login button.
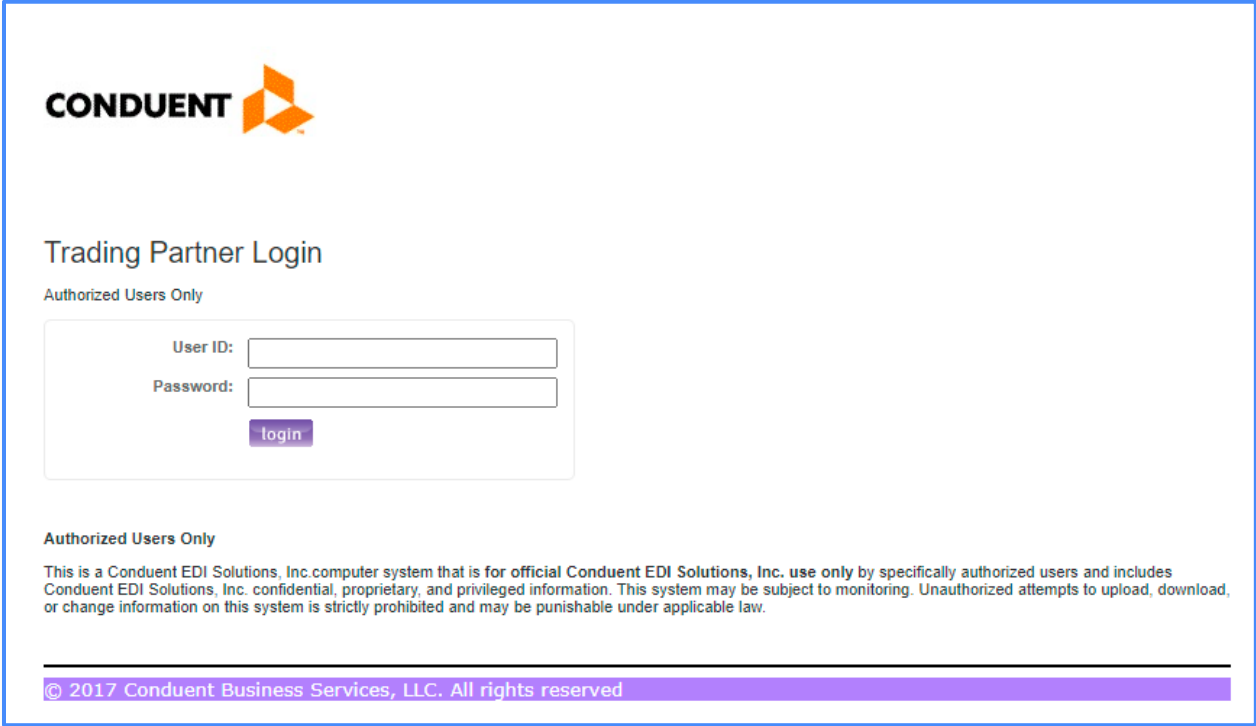
Select Send File or Retrieve File option under File Exchange. Send File is used to upload your batch file and Retrieve File is used to download your file responses or confirmation reports.

After selecting the Send File option, click on the Browse button and select the file saved to a designated location on your computer. **Note: You can send an X12 file in the following formats – plain text, zip, cab, and gzip.** Then click submit.

Once you click submit you will receive the following dialogue box.
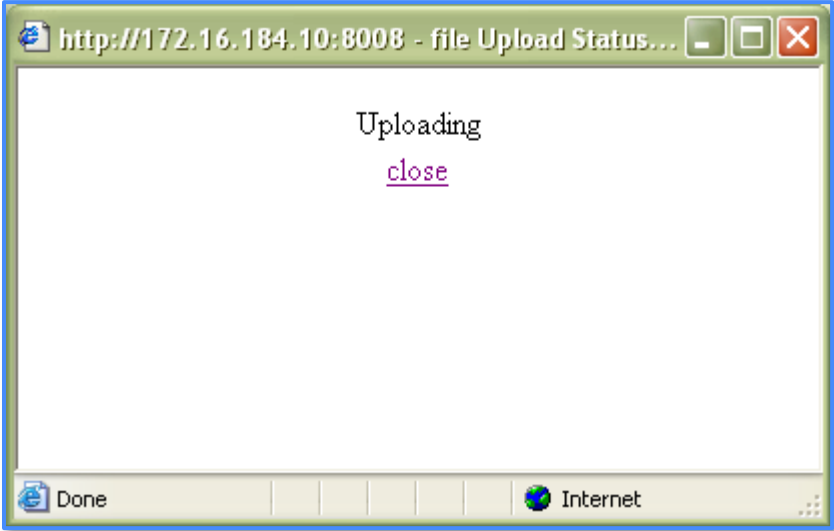
The dialogue box will update once the file upload is complete. Once completed, click close.
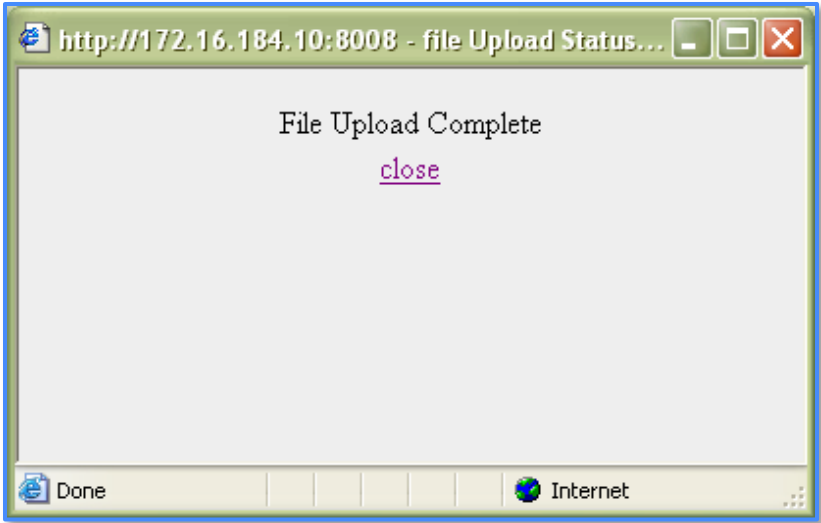
Once you have clicked close on the dialogue box above, you can submit additional batch files by repeating the same process.

In order to retrieve your file response and confirmation reports, click Home. You are now back to the web page, which has the File Exchange option, select Retrieve File to download any file responses and confirmation reports.
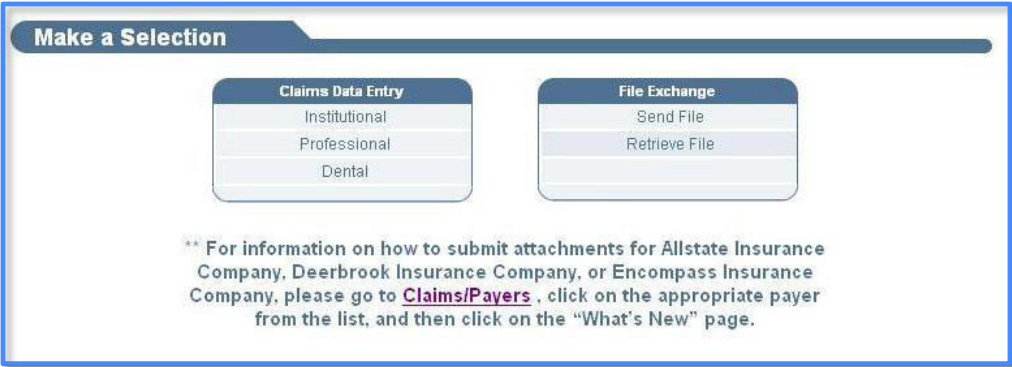
Click on the dropdown menu named "Select a Document Type".

Once the dropdown menu appears, select the file response or Confirmation Reports to download the status of your recent file submission.
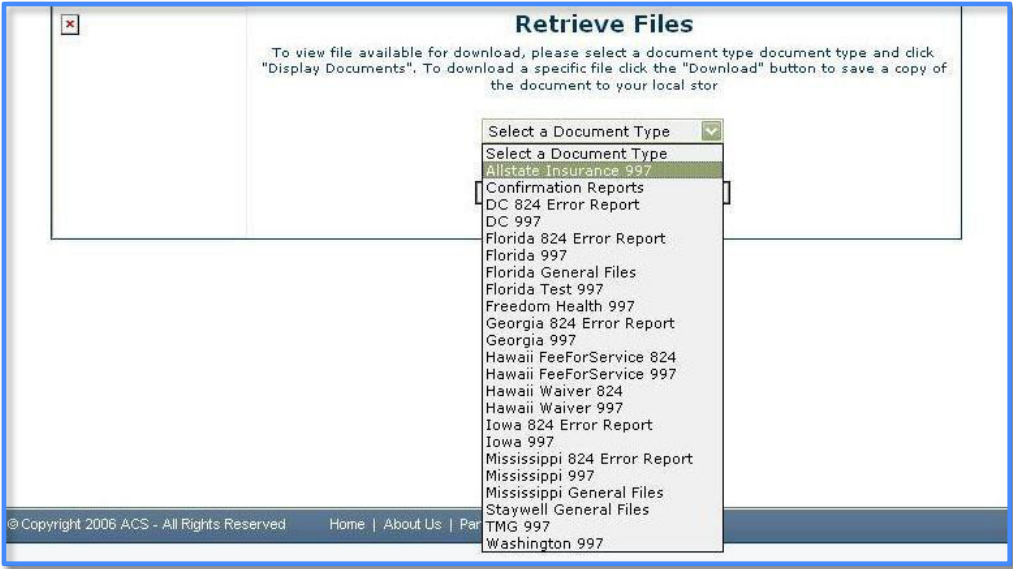
For example, select Confirmation Reports from the dropdown menu and then click Display Documents. The displayed reports will be available for download. If you chose to look at the payer-specific 999, you would follow the same steps except click on the payer-specific 999 and then click Display Documents. In addition, there is a Download button so you can save your file responses or confirmation reports.

Next, to download your response or report click Download and the following File Download dialogue box will appear.
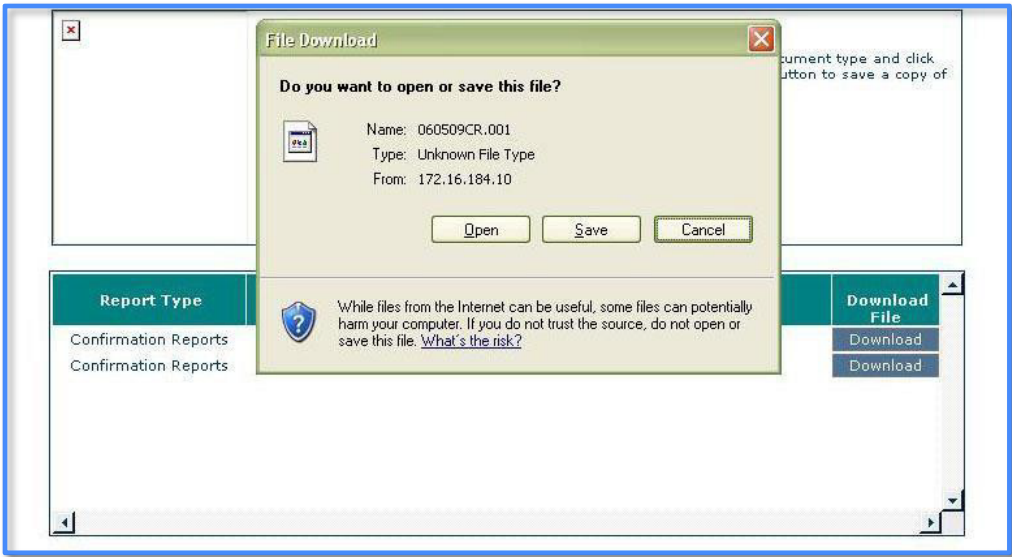
After clicking open the following confirmation report was displayed.

Upon completion of submitting your files for payment and downloading any file responses or confirmation reports, click Sign Out.

Secure FTP/MOVEit DMZ

MOVEit DMZ allows you to transport data across the Internet via secure FTP. To submit data using MOVEit DMZ, you must first enroll with EDI Direct. After successfully enrolling with EDI Direct, you will receive a trading partner ID. If you choose to submit your files via Secure FTP (SFTP) or Move-IT DMZ, contact the Commercial Support Team by email edicommercialsupportteam@conduent.com. The Conduent EDI Commercial Support Team is available Monday through Friday, 8:00 AM to 5:30 PM ET.

Conduent's MOVEit DMZ

- Upload files through a secure website https://moveitewdc.services.conduent.com/.This is a website that users can use to view the content of their folders and to transfer one file at a time, through the use of the https protocol and it supports SFTP.
- If you are using SFTP automation (scripts, etc.) and would like to avoid password changes, this can be accommodated. You can be setup to authenticate with SSH public key in lieu of password.

Here are the steps to submit files via SFTP once a MOVEit userid and password are assigned:

1. Go to URL: <<https://moveitewdc.services.conduent.com/>> using the Conduent EDI supplied user-id and password. The initial login will force you to reset the password.
2. Either use the web UI or you can use an SFTP client. If you do not have one, you may download one from https://www.ipswitch.com/resources/free-tools/moveit-freely.
3. Instructions with folder structures will be provided to navigate for submitting data files or retrieving data files.

Passwords

A submitter is authenticated using a "Logon ID" and "Password" assigned by EDI Direct.

Password General Standards

Where technically feasible, passwords must contain various types of characters and must contain three out of the following four categories:

- Uppercase alpha characters (A, B, C . . .)
- Lowercase alpha characters (a, b, c . . .)
- Numeric characters (1,2,3 . . .)
- Non-alphanumeric punctuation marks (@, #, $ . . .)

Passwords will not contain portions of the logon ID, personal names (family members or pets), guessable dates (birthdates or anniversaries), or be constructed around a dictionary word, regardless of language.

5 Contact Information

EDI Customer Service

Conduent EDI Direct's Support Team is available to handle customer service inquiries Monday through Friday, 8:00 AM to 5:30 PM ET.

Email: edicommercialsupportteam@conduent.com

Commercial Support Call-in Number: 1-800-952-0495

EDI Technical Assistance

Requests for assistance can be submitted online using the Conduent EDI Helpdesk Request Form:

https://conduent.formstack.com/forms/edi_solutions_helpdesk_request

- Trading Partner ID: Your Trading Partner ID is our key to accessing your Trading Partner information. Please ensure you have this when you submit a request for assistance.

Applicable Websites/Emails

https://edisolutionsmmis.portal.conduent.com/gcro/

https://edicommercial.portal.conduent.com/edidirect/_login.do

https://moveitewdc.services.conduent.com

edicommercialsupportteam@conduent.com

6 Control Segments/Envelopes

Conduent-Specific Data

As noted in the Section 2, Getting Started, please note the following information:

- Each user is assigned a 6-digit EDI Direct Trading Partner ID.
- Logon User Name is 8 characters.
- Logon User ID (password) is 9 characters.
- All dates are in the CCYYMMDD format.
- All date/times are in the CCYYMMDDHHMM format.

ISA-IEA

Conduent EDI Solutions will read the Interchange Control Segments to validate the Interchange Envelope of each ASC X12 file received for processing. If the InterchangeEnvelope is invalid, the trading partner will receive a TA1 Interchange Acknowledgement. In the event a TA1 is generated, the TA1 will be delivered to the Trading Partner Mailbox. The ISA table provides sender and receiver codes, authorization and delimiter information.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Interchange Control Header (ISA)					
C.3	Envelope	ISA	01	Authorization Information Qualifier	Refer to the X12 TR3 Guide
C.4	Envelope	ISA	06	Interchange Sender ID	Trading Partner ID assigned by Payer/Conduent EDI
C.5	Envelope	ISA	08	Interchange Receiver ID	026000618
C.6	Envelope	ISA	16	Component Element Separator	Refer to the X12 TR3 Guide

GS-GE

Conduent EDI Solutions permits Trading Partners to submit single or multiple functional groups within an X12 file. If the X12 file contains multiple functional groups, Conduent EDI will split a file containing multiple functional groups in several files for processing. As a result, the Trading Partner will receive multiple X12C 999 Implementation Acknowledgments.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Functional Group Header (GS)					
C.7	Envelope	GS	02	Application Sender's Code	Trading Partner ID assigned by the Payer/Conduent EDI
C.7	Envelope	GS	03	Application Receiver's Code	026000618

ST-SE

Conduent EDI Solutions will require a unique Transaction Set Control Number in the ST02. The ST02 value should match the SE02 value. Should a file contain multiple ST to SE Transaction Sets, each transaction set control number may not be duplicated within the same interchange (ISA to IEA).

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Transaction Set Header (ST to SE)					
70	Functional Group	ST	02	Transaction Set Control Number	Refer to the X12 TR3Guide
Transaction Set Trailer (SE)					
499	Functional Group	SE	02	Transaction Set Control Number	Refer to the X12 TR3Guide

7 Acknowledgements and/or Reports

HIPAA not only gave the healthcare community the ability to standardize transactions, but also the ability to standardize front-end edits and the acceptance/rejection reports associated with the edits. The acceptance and rejection reports provide information about the transaction's compliance with the corresponding ASC X12N standard transaction implementation guide. When a report is generated, the type of report returned is dependent on the edit level that is reported.

A transaction contains three levels where edits are present. The edit level in which the error occurs controls rejection of an entire batch or a single transaction. The three levels are:

• Interchange Level Errors
• Functional Group Level Results
• Transaction Set Level Syntax Results

In the description below, the three levels and their associated acceptance/rejection reports are discussed.

Report Inventory

837 Transaction

Interchange Level Errors and TA1 Rejection Report
The edits reflected on the TA1 report relate to interchange level problems. These editscheck the ISA, GS, GE and IEA level segments and the data content within these segments, which consist of the header and footer batch information. Any X12N syntaxerror that occurs at this level will result in the entire transaction being rejected. These rejections are reported on a TA1.

TA1 - Interchange Acknowledgement
The TA1 is an X12N Interchange Acknowledgement segment used to report receipt of individual interchange envelopes. An interchange envelope contains the sender, receiver, and data type information within the header. The TA1 reports the syntactical analysis of the interchange header and trailer. If invalid (e.g., the data is corrupt or the Trading Partner relationship does not exist within the EDI Direct system), the interchange will reject and a TA1, along with the data, will be forwarded to the Conduent EDI Gateway call center for referencing purposes.

Transaction Set Level Syntax Results and X12N 999 Implementation Acknowledgement
The edits reflected on the X12N 999 transaction relate to transaction set level syntax problems for all transactions within each functional group. These edits check the ST and SE level segments and the data content within these segments. These segments consist of all detailed information within a transaction. Any X12N syntax error that occurs at this level will result in the entire transaction being rejected. However, if the functional group consists of additional transactions without errors, these will be processed. The rejections are reported on a X12N 999.

X12N 999 - Implementation Acknowledgement
Conduent EDI Direct validates submission of X12N format(s). An X12N 999, or Implementation Acknowledgement, is generated when an EDI file, i.e., an X12N file that has passed the header and trailer check, passes through the clearinghouse. The 999 contains Accept, Partial, Errored or Reject information: If the file contained syntactical errors, the segment(s) and element(s) where the error(s) occurred will be reported. For additional information on this report, please see the ANSI ASC X12N 999 Implementation Guide. This method of acknowledgement is required by the Trading Partner Agreement between Conduent EDI and the Trading Partners.

Acceptance/rejection reports provide information about the validity of EDI transaction format syntax and implementation guide compliance. The type of report returned depends on the edit level that is invalid.

A transaction contains four levels where edits are present. The edit level in which the error occurs designates rejection of an entire batch or a single claim.

The four levels are:

- Interchange Level Errors
- Transaction Set Level Syntax Results
- Functional Group Level Results
- Companion Guide Level Results

An ANSI ASC X12N 999 Implementation Acknowledgement is generated for each X12N file.

Example:

The batch was built with incorrect segment data: ISA

(Contains sender information) GS

ST

(Detailed Segment Information-1) SE

(Contains detailed information within a transaction)

ST

(Detailed Segment Information-2) SE

(Contains detailed information within a transaction)

ST

(Detailed Segment Information-3) SE

(Contains detailed information within a transaction) GE

IEA

(Contains a number total of all functional groups within the batch)

In the description below, we discuss the four levels and their affiliated acceptance/rejection reports.

Interchange Level Errors

These edits are enforced at the interchange level. These edits check the ISA, GS, GE and IEA segments and the data in these segments, which consist of the header and footer batch information. Any X12N syntax error that occurs at this level will result in the entire transaction being rejected. These rejections are reported on a 999 Implementation Acknowledgement. The 999 will contain a TA1 segment.

Note: If a response is not received for a file, please email our Support Team at edicommercialsupportteam@conduent.com for assistance. Your email request should include your trading partner ID, Conduent EDI file confirmation number (01319999.H99, format mmdd####.H##) and a brief explanation of the research requested.

For additional information on the TA1 reporting in the 999, please see the 999 Implementation Acknowledgement.

Transaction Set Level Syntax Results

These edits are enforced by transaction set-level syntax problems for all transactions within each functional group. These edits check the ST and SE segments and the data in these segments. Any X12N syntax error that occurs at this level will result in the entire transaction being rejected. However, if the functional group consists of additional transactions without errors, these will be processed. The rejections are reported on an X12 999 Implementation Acknowledgement.

8   Trading Partner Agreements

Conduent EDI requires trading partner enrollment and testing for the transmission of X12N transactions to our processing gateway. Trading partners can enroll via the following online form:

https://conduent.formstack.com/forms/commercial_trading_partner_enrollment_form

Trading Partners

An EDI Trading Partner is defined as any payer customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from the payer.

9 Transaction-Specific Information (Version 5010)

Many of the data elements included in the Companion Guides are business requirements and are not necessarily required per the ANSI ASC standard. Inclusion of a "Business-Required" data field, as defined by this Companion Guide, may aid in the delivery of a positive response.

See payer-specific companion guides for transaction-specific information. Guides for Conduent EDI-supported payers are available here: https://www.conduent.com/edi-services/claims-gateway/.

10 Appendices

Implementation Checklist

Conduent EDI offers a high-level onboarding checklist on request.

Business Scenarios

Please contact edicommercialsupportteam@conduent.com to discuss your specific business needs.

Transmission Examples

Please contact edicommercialsupportteam@conduent.com for transmission examples beyond the samples already provided in this guide.

Frequently Asked Questions

Your Conduent EDI Business Analyst(s) have EDI and X12 expertise in order to field all related inquiries. Please direct your questions to edicommercialsupportteam@conduent.com.

Change Summary

Version	Date	Description	Revision Details
1.0	12/13/2017	Document creation.	N/A
1.1	05/24/2022	Document update.	• Hyperlinks and screen captures updated. • Branding updated. • Content updated to align with CAQH CORE companion guide template standards.