

Xerox EDI Direct Claims Gateway

Communication Document for ASC X12N 837 Health Care Claim Transaction Submission

Supporting Institutional, Professional
and Dental Transactions for Select
Payers

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Purpose of the Xerox EDI Direct Claims Gateway Communication Document for ASC X12N 837 Healthcare Claim Transactions

This communication document for the submission of the ASC X12N 837 Healthcare Claim Transaction to Xerox EDI Direct has been created to use in conjunction with the standard 5010 ASC X12N National Implementation Guide. It should not be considered a replacement for the Implementation Guide, but rather used as an additional source of information. This document includes useful information about sending and receiving data to and from Xerox EDI Direct and is subject to change.

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Chapter 1: Introduction

Xerox EDI Direct, a leader in healthcare technology, provides EDI clearinghouse services to providers enrolled with various insurance companies and in contracted healthcare plans. This document outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with Xerox EDI Direct 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 Xerox EDI Direct 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)

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

The Xerox EDI Direct 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.

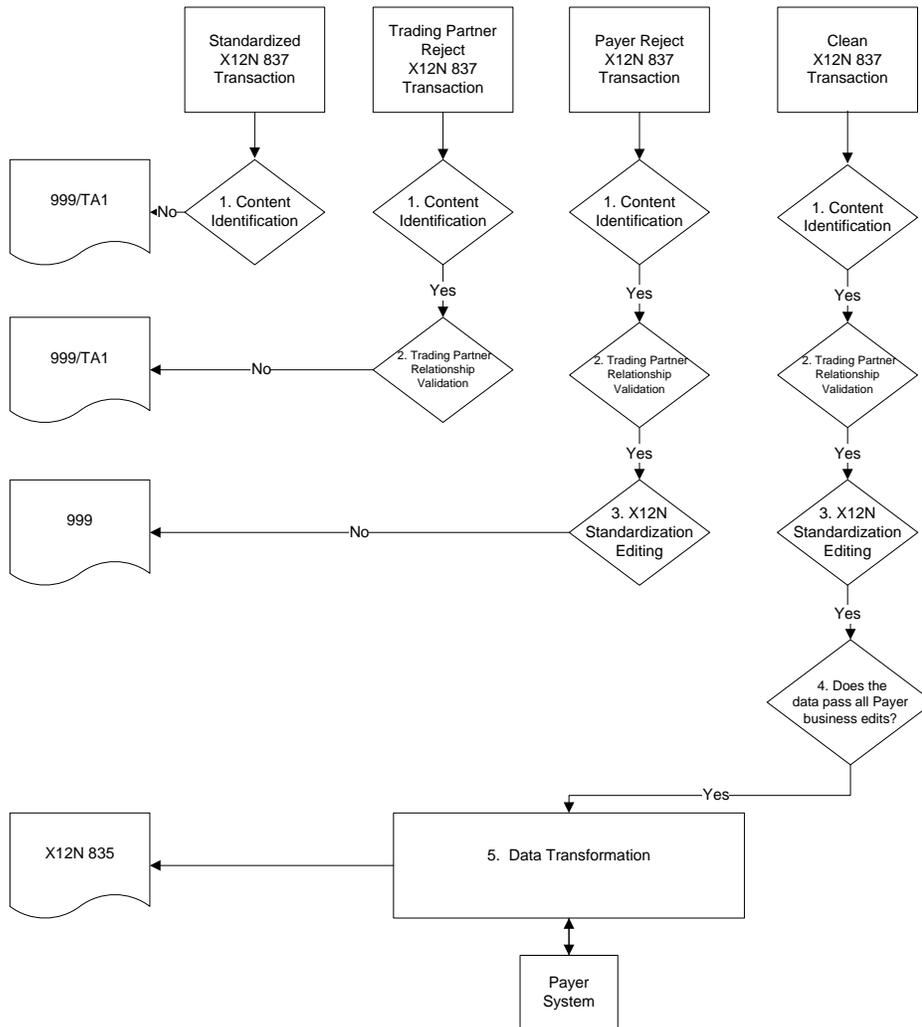
The 837 transaction data is submitted to the Xerox EDI Direct clearinghouse for processing. The clearinghouse validates submission of ANSI X12N format(s). If the file contains syntactical error(s), the segment(s) and elements(s) where the error(s) occurred will be reported in a 999 Implementation Acknowledgement. The TA1 report is used to report receipt of individual interchange envelope that contains corrupt data or an invalid trading partner relationship. A 277CA Claim Acknowledgement or 824 Application Advice will be generated and returned to the submitter if the data submitted fails specific business edits.

Please refer to Chapter 3 for more information regarding transmission responses.

Audience

This communication document is intended for trading partners to use in conjunction with the ANSI ASC X12N National Implementation Guide. The ANSI ASC X12N Implementation Guides can be purchased at <http://www.wpc-edi.com/>. The companion guide outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with Xerox EDI Direct and specifies data clarification where applicable.

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, ERROR, 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 for submitter pickup.

Chapter 2: Transmission Methods

We offer the following transmission methods for Trading Partners:

- Xerox 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.

Xerox EDI Direct

You can visit the Xerox EDI Direct website at <http://www.xerox.com/edidirect>. Using our Xerox 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 EDI Direct using the link above.

The screenshot shows the Xerox EDI Direct website. At the top left is the Xerox logo and the text "EDI Direct". To the right is a search bar and navigation links for "News & Events", "Contact Us", and "Client Login". Below this is a horizontal menu with three buttons: "Claims Gateway", "Eligibility Gateway", and "Industry Presence". The main content area features a large banner with the text "Connecting healthcare industry stakeholders. Reducing administrative costs. We are EDI at work." and a photograph of four business professionals (three men and one woman) gathered around a laptop, looking at the screen. Below the banner, the heading "EDI Direct" is followed by a paragraph describing the company's services: "EDI Direct provides electronic data interchange (EDI) and related transaction clearing services for the healthcare industry. With a HIPAA-driven approach to healthcare transaction clearing, we specialize in translating and processing high-volume X12N eligibility and claim transactions in a secured environment. We connect with multiple Medicaid, Medicare and commercial payers and offer expertise in payer front-end translation." This is followed by two sections: "Eligibility Gateway" with a bulleted list of services (Real time and batch transaction processing, Over 400 Medicare, Medicaid and commercial payer connections, Claim status processing for select payers) and "Claims Gateway" with a bulleted list of services (Transaction clearing, specializing in X12N, Reporting services, Online remittance advice, Technical support, Web data exchange, Claim management tools). At the bottom, there is a footer with navigation links: "Services Home", "About Xerox", "Contact Us", "Site Map", "Privacy Policy", and "Legal".

Please click Client Login, which can be located at the top left of the EDI Direct homepage. 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 Xerox EDI Direct, and then click the login button.

xerox EDI Direct

Search

News & Events **Client Login**

Claims Gateway Eligibility Gateway Industry Presence

Connecting healthcare industry stakeholders. Reducing administrative costs. We are EDI at work.

EDI Direct

ACS EDI Direct provides electronic data interchange (EDI) and related transaction clearing services for the healthcare industry. With a HIPAA-driven approach to healthcare transaction clearing, we specialize in translating and processing high-volume X12N eligibility and claim transactions in a secured environment. We connect with multiple Medicaid, Medicare and commercial payers and offer expertise in payer front-end translation.

Eligibility Gateway

- Real time and batch transaction processing
- Over 420 Medicare, Medicaid and commercial payer connections
- Claim status processing for select payers

Claims Gateway

- Transaction clearing, specializing in X12N
- Reporting services
- Online remittance advice
- Technical support
- Web data exchange
- Claim management tools

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.

Make a Selection

Claims Data Entry	File Exchange
Institutional	Send File
Professional	Retrieve File
Dental	

** For information on how to submit attachments for Allstate Insurance Company, Deerbrook Insurance Company, or Encompass Insurance Company, please go to [Eligibility/Payers](#) , click on the appropriate payer from the list, and then click on the "What's New" page.

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.



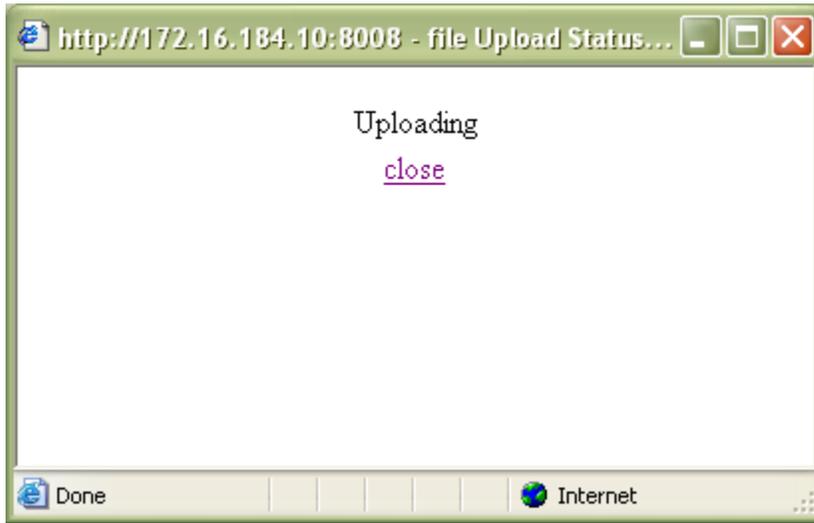
Send File

To **Send** a file, click the Browse button on the form below. It will open a window in your browser, that will allow you to navigate to where the file is located on your computer. Select it and then press the open button. The file will then appear in the Send File box below. When you are satisfied with your selection, press the Submit.

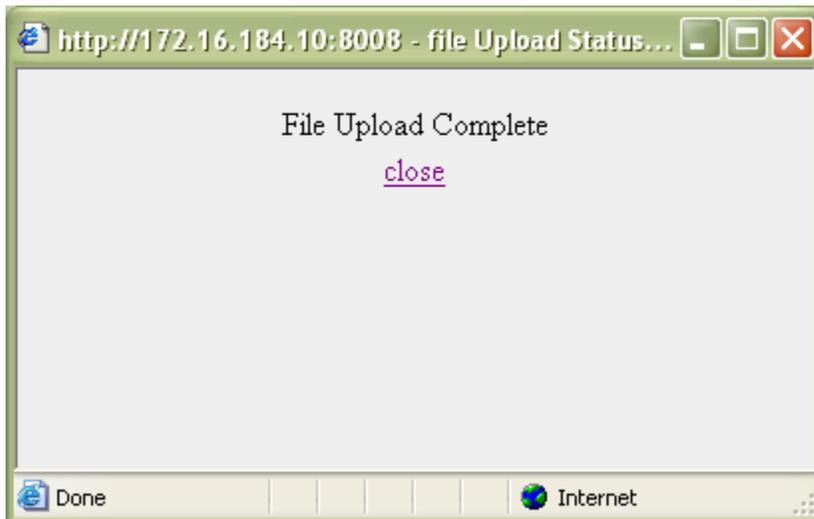
Select a File

****You can send a X12 file in any of the following formats - plain text, zip, cab, gzip.**

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.



Send File

To **Send** a file, click the **Browse** button on the form below. It will open a window in your browser, that will allow you to navigate to where the file is located on your computer. Select it and then press the open button. The file will then appear in the **Send File** box below. When you are satisfied with your selection, press the **Submit**.

Select a File

****You can send a X12 file in any of the following formats - plain text, zip, cab, gzip.**

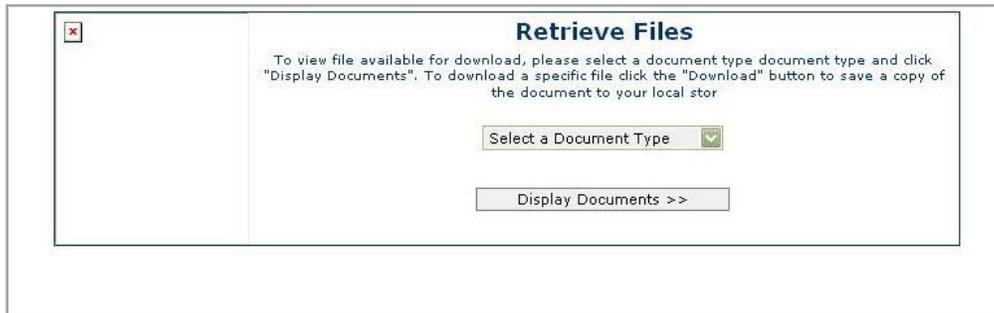
In order to retrieve your file response and confirmation reports, click Home. You are now back to the web page, which has the File Exchange option, select Retrieve File to download any file responses and confirmation reports.

Make a Selection

Claims Data Entry	File Exchange
Institutional	Send File
Professional	Retrieve File
Dental	

**** For information on how to submit attachments for Allstate Insurance Company, Deerbrook Insurance Company, or Encompass Insurance Company, please go to [Claims/Payers](#) , click on the appropriate payer from the list, and then click on the "What's New" page.**

Click on the drop down menu named "Select a Document Type".



The screenshot shows a web interface titled "Retrieve Files". It contains a close button (red 'x' in a square) in the top left corner. Below the title, there is a paragraph of instructions: "To view file available for download, please select a document type document type and click 'Display Documents'. To download a specific file click the 'Download' button to save a copy of the document to your local stor". Below the text, there is a dropdown menu labeled "Select a Document Type" with a green downward arrow icon. At the bottom, there is a button labeled "Display Documents >>".

Once the drop down menu appears, select the file response or Confirmation Reports to download the status of your recent file submission.

The screenshot shows a web interface titled "Retrieve Files". The main content area contains the following text: "To view file available for download, please select a document type document type and click 'Display Documents'. To download a specific file click the 'Download' button to save a copy of the document to your local stor". Below this text is a dropdown menu labeled "Select a Document Type". The dropdown menu is open, showing a list of document types. The first item is "Allstate Insurance 997", which is highlighted. Other items in the list include "Confirmation Reports", "DC 824 Error Report", "DC 997", "Florida 824 Error Report", "Florida 997", "Florida General Files", "Florida Test 997", "Freedom Health 997", "Georgia 824 Error Report", "Georgia 997", "Hawaii FeeForService 824", "Hawaii FeeForService 997", "Hawaii Waiver 824", "Hawaii Waiver 997", "Iowa 824 Error Report", "Iowa 997", "Mississippi 824 Error Report", "Mississippi 997", "Mississippi General Files", "Staywell General Files", "TMG 997", and "Washington 997". At the bottom of the page, there is a footer with the text: "© Copyright 2006 ACS - All Rights Reserved Home | About Us | Par".

For example, select Confirmation Reports from the drop down 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.

Retrieve Files

To view file available for download, please select a document type document type and click "Display Documents". To download a specific file click the "Download" button to save a copy of the document to your local stor

Confirmation Reports

Display Documents >>

Report Type	File Name	Created Date	File Size	Download File
Confirmation Reports	060509CR.001	09/21/2006	1000 Bytes	Download
Confirmation Reports	060906CR.001	09/06/2006	869 Bytes	Download

Next, to download your response or report click Download and the following File Download dialog box will appear.



After clicking open the following confirmation report was displayed.

Date: 08/07/10	ACS Host System					Time: 18:10		
User Name: AAAA#####						User Number: *****		
File Number	Payor	Frmt	Type	Claims	Batches	Tot. Charges	Status	Msg
09229999.299	77160	X12	837	767	10	\$351,215.96	Prod	001
Messages								
001 - File Received.								

File must be in X12 format.								
** End of Report **								

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 Xerox EDI Direct. After successfully enrolling with Xerox EDI Direct, you will receive a trading partner ID. If you choose to submit your files via Secure FTP or Move-IT DMZ, contact the Commercial Support Team by email edicommercialsupportteam@xerox.com or via the payer-specific toll-free phone support number listed on our contact page, <http://mkt.services.xerox.com/edi/contact.aspx>. The Xerox EDI Direct Commercial Support Team is available Monday through Friday. Hours vary by payer.

There are two methods available for using MOVEit DMZ:

- Upload files through a secure website <https://grabit.acs-shc.com/>. This is a web site 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.
- Send and receive files via Secure FTP client. There is a DNS entry set-up for grabit.acs-shc.com that points to our MOVEit DMZ ftp server, which users reference when connecting to the ftp server using an ftp client such as MOVEit Freely. MOVEit Freely is a free secure FTP client available for download at <http://www.standardnetworks.com/>.

For example, "ftps -z -d -t:5 -e:implicit grabit.acs.shc.com -user:XXXXXXXXX - password:XXXXXXXXX" can be specified when connecting to MOVEit DMZ using MOVEit Freely.

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

1. Go to URL: <<<https://grabit.acs-shc.com>>> using the Xerox EDI Direct supplied user-id and password. The initial login will force you to reset the password.
2. Download ftp client MOVEit Freely from <<www.standardnetworks.com>>. Review the documentation for MOVEit Freely.
3. Use the following command to connect to our ftp server:

"ftps -z -d -t:5 -e:implicit grabit.acs-shc.com -user:XXXXXXX - password:XXXXXXXX"

Please note that this is a very generic connection string and additional switches may need to be supplied based on what it is the user wants to do.

4. Instructions with folder structures will be provided to navigate for submitting data files or retrieving data files.

Chapter 3: Transmission Responses

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

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 e-mail our Support Team at edicommercialsupportteam@xerox.com for assistance. Your e-mail request should include your trading partner ID, Xerox EDI Direct 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.

999-Implementation Acknowledgement

An ANSI ASC X12N 999 Implementation Acknowledgement is generated for each X12N file. 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 Xerox EDI Direct and the Trading Partners.

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)

Chapter 4: Testing

In order to submit claims to Xerox EDI Direct, testing is required. The X12 format is the standard. A majority of payers have additional business requirements in addition to the X12 standard. The business requirements could be due to system limitations or utilized to properly adjudicate a claim. Therefore, Xerox EDI Direct requires trading partners to engage in two phases of testing for each payer/transaction type. Phase one testing is Edifecs validation and phase two is parallel testing.

Xerox EDI Direct will process test files through Edifecs-SpecBuilder to ensure X12 transactions meet the WEDI-SNIP validation levels one through four. The WEDI-SNIP levels may vary by payer.

- Level One—EDI Syntax Error
- Level Two—HIPAA Syntax Error
- Level Three—Balancing Error
- Level Four—Situational Error

Once all Syntax Errors have been resolved in the Trading Partners test file and the file passes phase one of testing, phase two of testing will begin. Phase two of testing is performed between the trading partner and a Analyst at Xerox EDI Direct. The Xerox EDI Direct Commercial Support Team is available to assist you throughout this process. Testing is conducted to verify the integrity of the format, not the integrity of the data. The number of test transmissions required depends on the number of format errors on a transmission and the relative severity of these errors. We may require additional testing to verify any changes made to the Xerox EDI Direct Clearinghouse system or the X12 formats.

Testing Procedures

The Trading Partners first test file will be validated against Edifecs by a Xerox EDI Direct 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. Xerox 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. Once you have submitted your test file please contact our EDI Commercial Support Team at edicommercialsupportteam@xerox.com or via the payer-specific toll-free number listed on our contact page,

<http://mkt.services.xerox.com/edi/contact.aspx>. Please have your Trading Partner ID, Xerox EDI Direct 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 Xerox EDI Direct website to download the applicable Companion Guides which details Payer Business Edits and requirements at <http://www.xerox.com/edidirect>.
2. Each Trading Partner must enroll with Xerox EDI Direct to add payers and transactions to your new or existing profile. Go to <http://www.xerox.com/edidirect> and select Claims Gateway > Claim Payers List and select your payer of preference. Within the expanded payer information, click on the Trading Partner Enrollment Form link. 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 "E-mail Completed Form". The Trading Partner Enrollment Form will be submitted directly to the Xerox EDI Direct Commercial Enrollment Unit.
3. After successful enrollment, Xerox EDI Direct will send you an e-mail with your logon credentials.
4. The Trading Partner contacts Xerox EDI Direct Commercial Support Team or e-mail us at edicommercialsupportteam@xerox.com or contacts us via the payer-specific toll-free number to arrange a testing schedule. Toll-free contact numbers are listed at <http://www.xerox.com/edi/contact.aspx>
5. If the Trading Partner is new to Xerox EDI Direct, 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 Xerox EDI Direct.
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 Xerox EDI Direct. The Trading Partner will notify the analyst that a test file has been submitted via e-mail at edicommercialsupportteam@xerox.com. Please include your Trading Partner ID and the Xerox EDI Direct file confirmation number in your e-mail.
7. The analyst evaluates flow of test data through the Xerox EDI Direct 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.

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