

Eligibility Gateway Companion Guide

Conduent EDI Solutions, Inc.

ASC X12N 270/271
ASC X12N 276/277

All Payers

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Preface

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

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1 Introduction

This 270/271 Companion Guide is intended for Trading Partner use in conjunction with the ASC X12N 270/271 National Electronic Data Interchange Transaction Set Implementation Guide. The ASC X12N Implementation Guide can be accessed at <http://store.x12.org/store/healthcare-5010-consolidated-guides>.

This guide outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with Conduent EDI Direct and specifies data clarification where applicable. [Section 10 Transaction Specific Information](#) contains provider data clarifications for fields and values that have changed.

Transaction specific data will be detailed using a table with the following information included (if applicable):

- TR3 page
- Loop
- Segment
- Data Element
- Industry name
- Comments

Scope

This Companion Guide is intended for use by Trading Partners for the submission of the X12N 270 and X12N 276 transaction to Conduent EDI Direct's eGateway for processing. The eGateway validates submission of ASC X12N standard format(s). If the file contains syntactical error(s), the segment(s) and elements(s) where the error(s) occurred will be reported in an X12N 999 Implementation Acknowledgement. If the X12N 270 or X12N 276 transaction is valid, it is sent to the payer system for processing and creation of a response transaction. The eGateway will then return the X12N 271 or X12N 277 Response transaction accordingly.

Overview

This document provides the following information for Trading Partners:

- How to enroll with Conduent EDI Direct as a Trading Partner for X12N 270/271 and 276/277 submission
- Testing expectations
- Connectivity methods for transaction transmission and associated security standards
- Conduent EDI Direct data requirements
- Additional service offerings
- Details on responses/acknowledgements
- X12 transaction data clarifications

This document **does not** provide the following for Trading Partners:

- Payer special enrollment requirements
- Payer specific business rules/edits

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>.

Conduent EDI Direct's eGateway processes X12N 270 transactions to more than 700 payers, including BCBS payers, Medicaid states, and commercial payers. X12N 276 transactions are processed to a subset of the payer list. Specific requirements and data types for each of the offered payers are documented in our Payer Reference Guides available for download from our website:

<https://www.conduent.com/edi/eligibility-verification-services/medical>

The Payer Guides are broken out by transaction type and payer type:

- 270 Payer Guide - BCBS Payers
- 270 Payer Guide - Medicaid Payers
- 270 Payer Guide - Commercial
- 276 Payer Guide - All Payers

2 Getting Started

Working with Conduent EDI Direct

Before Conduent EDI Direct can process transactions, the submitter must obtain a Trading Partner ID and password by contacting the eGateway Support Team.

Providers who verify eligibility with a payer must register with Conduent EDI Direct for that payer. See following section, Trading Partner Registration, for additional information on the registration process.

Providers may need to complete additional documentation for a payer. This requirement is in compliance with Center for Medicare and Medicaid Services (CMS) rules and regulations, and Conduent agreement with the payers. See following section, Trading Partner Registration, for additional information on payer documentation.

Trading Partner Registration

Conduent EDI Direct maintains a profile for all trading partners, including trading partners/providers that access special enrollment payers. This allows EDI Direct to limit eGateway services to authorized providers. Prior to going to production, all trading partners must register all providers for payers with special enrollment requirements with EDI Direct. For a current list of payers whom require additional paperwork email us at egateway@conduent.com.

To register providers, visit the online enrollment website eEnroll. If you have not received a login for the online enrollment website send an email to egateway@conduent.com. To find out what paperwork is required for special enrollment payers also email egateway@conduent.com.

We will contact you if there are any problems with registering the provider.

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 Direct'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. EDI Direct 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 EDI Direct system. Also, changes to the X12N formats may require additional testing.

3 Testing with the Payer

Testing with our 700+ payer connections through our eGateway is facilitated by Conduent EDI Direct. Our Product Specialist assists each trading partner with testing with the payers for whom they are enrolled for transaction submission. Our trading partner testing procedures apply to our entire payer list.

Trading Partner Testing Procedures

1. The client contacts the Eligibility Gateway Support line at 800.333.4979, option 3, to arrange a testing schedule.
2. The client creates test cases and data is sent to EDI Direct.
3. The Product Specialist evaluates the flow of test data through the EDI Direct eGateway
4. If the submission is completed successfully, the Product Specialist contacts the client and the client is approved for placement into the EDI Direct production environment.
5. If test cases are unsuccessful, the Product Specialist will contact the client. The client will remain in the testing environment until a submission is completed successfully.

4 Connectivity with the Payer(s)/ Communications

This section describes the process to interactively submit HIPAA X12N 270 or 276 transactions, along with various submission methods, security requirements, and exception handling procedures.

Process Flows

Conduent EDI Direct connects with hundreds of payers via direct and indirect connections. Process flows for our payer connections are proprietary and not published externally.

Transmission Administrative Procedures

Interactive Transaction Processing

Conduent EDI Direct accepts interactive eligibility requests in the HIPAA-mandated X12N format.

Note: Each request may not contain more than one X12N transaction; EDI Direct limits each request file size to 1 megabyte.

Transaction	Request Transaction ID	Version Identifier	Response Transaction ID	Version Identifier
Eligibility Verification	270	005010X279A1	271	005010X279A1
Claim Status	276	005010X212	277	005010X212

Security

Conduent EDI Direct uses a 2-tier approach to secure communication of data.

Authentication

Conduent EDI Direct is available only to authorized users. Submitters must be a Conduent EDI Direct Trading Partner and have a Trading Partner Agreement on file with Conduent EDI Direct. A submitter is authenticated using a “Logon ID” and “Password” assigned by EDI Direct.

Encryption

Access to EDI Direct’s eGateway is available on a secure Internet web site which enables vendors to submit the required encrypted data via secure HTTP, in compliance with recommendations from CMS.

Environment

Region	Version
TEST	https://edidirect.acs-inc.com/router/t_fileupload
PRODUCTION	https://edidirect.acs-inc.com/router/p_fileupload

Scheduled Maintenance Window

Conduent EDI Direct’s standard scheduled maintenance window for eGateway occurs on Saturday from 8:00 AM - 10:00 AM ET. The 700+ payers available through eGateway also have scheduled outages for maintenance. We advise our trading partners of payer outages via regular email communication.

Re-Transmission Procedure

Conduent EDI Direct does not have specific procedures for re-transmissions. All transmissions should follow the procedures outlined in this Companion Guide, our Payer Reference Guides, and the ASC X12N National Implementation Guide (TR3).

Communication Protocol Specifications

Web Interface Specification

EDI Direct supports secure HTTP over SSL protocol for communication. We accept eligibility requests using form-based file upload method, as defined in RFC 1867. Eligibility requests contain 3 fields: username (form name "userId"), password (form name "password"), and multipart/form-data containing request (HIPAA compliant 270/276) in a clear text.

Sample eligibility request:

```
Content-type: multipart/form-data, boundary=AaB03x

--AaB03x
content-disposition: form-data; name="userId"

John Smith
--AaB03x
content-disposition: form-data; name="password"

John Smith
--AaB03x

content-disposition: form-data; name="file"; filename="270.txt"
Content-Type: text/plain

    ... contents of X12 270 ...
--AaB03x--
```

Sample claim status request:

```
Content-type: multipart/form-data, boundary=AaB03x

--AaB03x
content-disposition: form-data; name="userId"

John Smith
--AaB03x
content-disposition: form-data; name="password"

John Smith
--AaB03x

content-disposition: form-data; name="file"; filename="276.txt"
Content-Type: text/plain

    ... contents of X12 276 ...
--AaB03x--
```

EDI Direct responses are classified in two categories: 1) If all the prerequisites are met, either a positive or negative response (HIPAA compliant 271/277) is returned to the submitter; 2) In case of any failures, one of the following HTTP error codes is returned.

HTTP Error Code	Description
801	Authentication failure- user name doesn't exist or password is incorrect
802	Unable to authorize the submission for the payer (user ID and password)
803	Invalid X12
804	Invalid payer code, typically in GS03 and NM109 (This would be expected when payer is deactivated in or system or the payer ID is invalid)
805	Invalid format (ex: wrong version name)
806	Application Error
807	Transaction Failed
808	Invalid Environment- sending a "p" in test or "t" in prod

Payer Search Cascading (Recursion)

EDI Direct's eGateway offers a unique feature to its clients to obtain the best possible inquiry result. If a client sends a fully populated 270 (or even a 270 populated with enough information to perform more than one search), eGateway will "cascade" or "recurse" through the search options on behalf of the client. Cascading is invoked when the first search performed results in a not found **and** there is enough information to generate another search.

Cascading searches are performed in the order listed in the Conduent EDI Direct payers guides, beginning with the first search that can be populated with the data received. As an example, the following are the published searches for Colorado Medicaid:

Subscriber 1	Member ID	DOB	
Subscriber 2	Last Name	First Name	DOB
Subscriber 3	SSN	Last Name	First Name
Subscriber 4	SSN	DOB	

So if EDI Direct received the following 270 for Colorado Medicaid:

```

ISA*00*                *00*                *ZZ*400001                *ZZ*100000
*100719*1417*U*00501*273782238*0*P*:~
GS*HS*400001*2641*20150201*141745*689410556*X*005010X279A1~
ST*270*0001~
BHT*0022*13*1057377644*20150201*141745~
HL*1**20*1~
NM1*PR*2*Colorado Medicaid*****PI*00000000968~
HL*2*1*21*1~
NM1*1P*2*Provider*****FI*746001164 ~
HL*3*2*22*0~

```

```
NM1*IL*1*LNAME*FNAME*MI***MI*RECIPIENT ID~
DMG*D8*xxxxxxxxx*F~
DTP*472*RD8*20150201-20150201~
EQ*30~
SE*14*0001~
GE*1*689410556~
IEA*1*273782238~
```

EDI Direct would first perform the Member ID/DOB search and if nothing was found would then generate the Last Name/First Name/DOB search. If still nothing was found that would be the final result since there is not enough information in the 270 to perform the remaining two published searches.

The cascading feature can be turned on or off per EDI Direct trading partner ID. EDI Direct does offer a subset of its payers for free. If an EDI Direct client decides to take advantage of this feature the client will receive a count in the header of the http post returned to them letting them know how many actual transactions their one transaction generated. This is also the number recorded in EDI Direct billing database for monthly invoicing. The initial TRN sent in the 270 will be the one sent back in the final 271 no matter how many transactions were generated.

Below is an example of a cascade-count header that is returned. This example shows a value of 1:

```
HTTP/1.1 100 Continue
HTTP/1.1 200 OK
Date: Sun, 01 Feb 2015 12:41:58 GMT
Content-Type: text/plain
Set-Cookie:
JSESSIONID=M1PWZrKGPP482CK03KtT2hBnsD8ygJvvTYThR84dWG8tQtXQJcL4!1
195286707; path=/
Transfer-Encoding: chunked
Cascade-Count: 1
Cache-Control: no-cache
```

271 begins here

Cookie Support

In addition to the mandatory fields mentioned above, the Web Interface also supports two additional fields, **EDISESSIONID** and **EDITRANSACTIONID**. Users can send these parameters using HTTP cookies. These fields are optional. The Eligibility Verification System does not require these as a part of POST request. Any data sent using these fields would be returned back to the user in HTTP response's cookies. These fields can be very useful to track individual transactions and user sessions.

Passwords

A submitter is authenticated using a “Logon ID” and “Password” assigned by EDI Direct. At this time, we are not enforcing a password change; however, we offer the ability to change it in test or production at any time. If your organization would like to change the passwords the URLs are as follows (Test) https://edidirect.acs-inc.com/router/t_pswdchg (Prod) https://edidirect.acs-inc.com/router/p_pswdchg. The password must be a strong password. A strong password meets the following characteristics:

- Min Length: 8, Max length: 15
- Password must contain uppercase and lowercase character and numbers.

Incorrect password change requests result in 8XX HTTP error code.

5 Contact Information

EDI Customer Service

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

Email: eGateway@conduent.com

Live Phone Support: 800.333.4979, Option 3

EDI Technical Assistance

All production issues should be logged through our secure online tracking tool eTracking. If you have not received your login for this online tool please email egateway@conduent.com. All tickets are responded to within 2 hours during normal business hours or the next business day if entered after normal business hours.

If immediate assistance is needed have the following information available when calling the EDI Direct eGateway Support Line regarding transmission and production issues.

Trading Partner ID: Your Trading Partner ID is our key to accessing your Trading Partner information. Please have this number available each time the eGateway Support Line is contacted.

Provider Service Number

Conduent EDI Direct connects with hundreds of payers for eligibility and claim status transaction processing. We do not publish the provider service numbers for each payer.

Applicable Websites/E-mails

Current payer and pass thru fee lists, and payer reference guides, are available on the Conduent EDI Direct website at <https://www.conduent.com/edi/eligibility-verification-services/medical>.

All eligibility and claim status related email inquiries should be directed to egateway@conduent.com.

6 Control Segments/Envelopes

Conduent Specific Data

To promote efficient, accurate electronic transaction processing, please note the following Conduent specifications.

- Each user is assigned a six-digit Trading Partner ID.
- All dates are in the CCYYMMDD format.
- All date/times are in the CCYYMMDDHHMM format.
- Payer IDs can be found in the payer guides on our website or send an email to egateway@conduent.com to request
- Batch responses are not returned until all inquiries are processed. Limiting the number of total inquiries per ISA-IEA will produce faster results.
 - Group payer inquiries by Functional Group (GS-GE)
 - No more than 99 inquiries per Transaction Set (ST-SE)
 - Utilize BHT Segment for Transaction Set Inquiry Response association
 - Utilize TRN Segments for Subscriber/Dependent Inquiry Response association

ISA-IEA

Conduent EDI Direct requires the following information be present in the ISA.

ISA06- Conduent EDI Direct assigned trading partner ID

ISA08- Conduent EDI Direct's Receiver ID 100000. Transmissions without this value in the appropriate field will not be processed.

GS-GE

Conduent EDI Direct requires the following information be present in the GS.

GS02- Conduent EDI Direct assigned trading partner ID

GS03- Conduent EDI Direct payer ID from the payer reference guides located on our website

ST-SE

If a TRN is sent within the ST-SE of the 270 or 276, Conduent EDI Direct will return the TRN in the first TRN segment of the 271.

7 Payer Specific Business Rules and Limitations

Payer specific edits for the all the payers we offer are documented in our Payer Reference Guides. These guides are available for download from our website:

<https://www.conduent.com/edi/eligibility-verification-services/medical/>

The Payer Guides are broken out by transaction type and payer type:

- 270 Payer Guide - BCBS Payers
- 270 Payer Guide - Medicaid Payers
- 270 Payer Guide - Commercial Payers
- 276 Payer Guide - All Payers

8 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.

Interchange Level Errors and TA1 Rejection Report

The edits reflected on the TA1 report relate to interchange level problems. These edits check 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 syntax error 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.

For an example of this report, please see the X12N 270 Implementation Guide or X12N 276 Implementation Guide.

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 X12 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 X12N 999 contains **Accept** or **Reject** information; if the file contained syntactical errors, the segment(s) and element(s) where the error(s) occurred will be reported. For an example of this report, see the X12N 270/271 Implementation Guide or the X12N 276/277 Implementation Guide. The Trading Partner Agreement between Conduent EDI Direct and the Trading Partners requires this method of acknowledgement.

9 Trading Partner Agreements

Where appropriate, Conduent EDI Direct has business associates agreements in place with our strategic partners for the exchange of electronic information with the 700+ payers we connect with for eligibility verification, and the lesser number of payers for claim status inquiries.

For our submitters, Conduent EDI Direct requires enrollment and testing for the transmission of X12 270 and X12 276 transactions to our eGateway. We serve as a transaction clearing vendor and do not require trading partner agreements with submitters unless required by the payer. Some payers we connect with are special enrollment payers and do require signed trading partner agreements from provider prior to the exchange of eligibility and claim status data. We assist our trading partners with these special enrollment requirements.

10 Transaction Specific Information- V5010

This section contains data clarifications. The clarifications include:

- Identifiers to use when a national standard has not been adopted (and),
- Parameters in the implementation guide that provides options

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

***Please note** the page numbers listed below in each of the tables represent the corresponding page number in the ASC X12N Implementation Guide for this transaction.

270 Eligibility – Data Clarifications

*Page	Loop	Segment	Data Element	Comments
Interchange Control Header (ISA)				
Appendix B	Envelope	ISA	1	Please use '00'.
	Envelope	ISA	3	Please use '00'.
	Envelope	ISA	5	Please use 'ZZ'.
	Envelope	ISA	6	Please use the Trading Partner ID provided during the enrollment process, followed by spaces.
	Envelope	ISA	7	Please use 'ZZ'.

*Page	Loop	Segment	Data Element	Comments
	Envelope	ISA	8	Please use '100000' followed by spaces.
Functional Group Header (GS)				
Appendix B	Envelope	GS	2	The value in this data element should mirror that of ISA06.
	Envelope	GS	3	Please use Payer Code value for Payer Information Source as listed in Payer Guides
Beginning of Hierarchical Transaction				
39	Header	BHT	2	Please use '13'.
Information Source Name (Loop 2100A)				
44	2100A	NM1	1	Please use 'PR'
45	2100A	NM1	2	Please use '2'
46	2100A	NM1	3	Please use Payer Name as listed in Payer Guides
46	2100A	NM1	8	Please use 'PI'
46	2100A	NM1	9	This value in this data element should mirror GS03
Information Receiver Name (Loop 2100B)				
50-51	2100B	NM1	1	Please use '1P'
52	2100B	NM1	9	Populate with Provider ID valid at Payer information source or NPI
Subscriber Name (Loop 2100C)				
66	2100C			A maximum of 99 subscriber loops per transaction can be processed in batch mode. A maximum of 1 subscriber loop per Real-Time inquiry
70	2100C	TRN	2	Inclusion of the trace number will assist in transaction processing and error resolution, so it is therefore strongly recommended .
Subscriber Eligibility or Benefit Inquiry Information (Loop 2110C)				
90-95	2110C	EQ	1	Refer to the payer guides for payer specific requirements.

*Page	Loop	Segment	Data Element	Comments
Dependent Name (Loop 2100D)				
112	2100D	TRN	2	Inclusion of the trace number will assist in transaction processing and error resolution, so it is therefore strongly recommended .
Transaction Set Trailer (SE)				

276 Claim Status – Data Clarifications

*Page	Loop	Segment	Data Element	Comments
Interchange Control Header (ISA)				
Appendix B	Envelope	ISA	1	Please use '00'.
	Envelope	ISA	3	Please use '00'.
	Envelope	ISA	5	Please use 'ZZ'.
	Envelope	ISA	6	Please use the Trading Partner ID provided during the enrollment process, followed by spaces.
	Envelope	ISA	7	Please use 'ZZ'.
	Envelope	ISA	8	Please use '100000' followed by spaces.
Functional Group Header (GS)				
Appendix B	Envelope	GS	2	The value in this data element should mirror that of ISA06.
	Envelope	GS	3	Please use Payer Code value for Payer Information Source as listed in Payer Guides
Beginning of Hierarchical Transaction				

*Page	Loop	Segment	Data Element	Comments
Information Source Name (Loop 2100A)				
41	2100A	NM1	3	Please use Payer Name as listed in Payer Guides
41	2100A	NM1	8	Please use 'PI'
42	2100A	NM1	9	This value in this data element should mirror GS03
Information Receiver Name (Loop 2100B)				
Service Provider Name (Loop 2100C)				
Subscriber Name (Loop 2100D)				
56	2100C			A maximum of 99 subscriber loops per transaction can be processed in batch mode. A maximum of 1 subscriber loop per Real-Time inquiry
58	2100C	TRN	2	Inclusion of the trace number will assist in transaction processing and error resolution, so it is therefore strongly recommended .

Appendices

Implementation Checklist

Conduent EDI Direct does not offer an Implementation Checklist for our eGateway services. Our Product Specialist assists new trading partners with testing, but a formal implementation checklist is not necessary.

Business Scenarios

Please contact Conduent EDI Direct's eGateway Product Specialist to discuss your specific business needs.

Transmission Examples

Please contact Conduent EDI Direct's eGateway Product Specialist for transmission examples beyond the samples already provided in [Connectivity with the Payer/Communications](#).

Frequently Asked Questions

Conduent EDI Direct's eGateway Product Specialist have EDI and X12 expertise in order to field all related inquiries. For payer specific questions, we have payer relationships in place to forward those inquiries.

Change Summary

Version	Date	Description	Revision Details
1.1	9/5/07	Password	Added information about password changes
1.1	9/5/07	NPI	Added NPI info to page 11
1.3	3/22/10	Enrollment	Modified enrollment instructions
1.4	3/25/10	Branding	Cover updated to reflect Xerox ACS branding.
1.5	8/25/10	Payer Search Cascading (Recursion)	Added description of Payer Search Cascading feature available within eGateway
1.6	5/29/12	Branding	Document reformatted per Xerox standards
1.7	6/12/12	Content Reorganization	Document reflowed to meet standards outlined in CAQH CORE Phase I Rule 152
1.8	9/14/12	Data Clarification Edits	Data Clarifications edited to remove clarifications that are duplicates of data clarifications published in the X12 Implementation guides published by ASC X12.
1.9	11/15/12	Scheduled Maintenance Window	Notation added to Transmission Administrative Procedures to indicate maintenance window.
2.0	3/2/15	Version Updates	Changed from V4010 to V5010. Changed from 997 Functional Acknowledgement to 999 Implementation Acknowledgement.
2.1	04/15/2016	Xerox website URL Update	Updated the new URL for our reference guides.
2.3	02/17/2017	Conduent brand updates	Conduent branding updates applied