

HM BENEFITS ADMINISTRATORS, INC.

Trading Partner HIPAA EDI Technical Reference Guide
Version 1.1

HM BENEFITS
ADMINISTRATORS, INC.

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1 Introduction

The Provider EDI Reference Guide addresses how Providers, or their business associates, conduct Professional Claim, Institutional Claim, Claim Acknowledgement, Claim Payment Advice, Claim Status, Eligibility and Services Review HIPAA standard electronic transactions with HM Benefits Administrators, Inc., hereafter known as “The Organization”.

An Electronic Data Interchange (EDI) Trading Partner is defined as any customer (Provider, Billing Service, Software Vendor, Employer Group, Financial Institution, Clearing House, etc.) that transmits to or receives electronic data from the Organization.

The Organization’s EDI transaction system supports transactions adopted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as additional supporting transactions as described in this guide. EDI Operations support transactions for multiple payers; each transaction chapter lists the supported payers for that transaction.

While EDI Operations will accept HIPAA compliant transactions from any covered entity, HIPAA security requirements dictate that proper procedure be established in order to secure access to data. As a result, the Organization has a process in place to establish an Electronic Trading Partner relationship. That process has two aspects:

- A Trading Partner Agreement must be submitted which establishes the legal relationship and requirements. This is separate from a participating provider agreement.
- Once the agreement is received, the Trading Partner will be sent a logon ID and password combination for use when accessing the Organization’s EDI system for submission or retrieval of transactions.

This ID is also used within EDI Interchanges as the ID of the Trading Partner. Maintenance of the ID and password by the Trading Partner is detailed in the security section of this document.

1.1 Supported X12 Transactions

The Organization will be supporting the following EDI Transactions:

270 Transaction	Eligibility/Benefit Inquiry
271 Transaction	Eligibility or Benefit Information (response to 270)
276 Transaction	Claim Status Request
277 Transaction	Claim Status Notification (response to 276)
837 Transaction	Three implementations of this transaction: <ul style="list-style-type: none">• Institutional• Professional• Dental
835 Transaction	Claim Payment/Advice (Electronic Remittance)
997 Transaction	Functional Group Acknowledgement
834 Transaction	Benefit Enrollment and Maintenance

2 General Information

2.1 Contact Information

For questions regarding EDI transmission, please contact us at 1-800-245-2541 from 8:30 am thru 4:30 pm Monday thru Friday or email us at hipaaedi@hmbenadmin.com.

2.2 System Operating Hours

The Organization is available to handle EDI transactions 24 hours a day seven days a week, except during scheduled system maintenance periods. We strongly suggest that the Organization's EDI Trading Partners transmit any test data during the hours that the Organization's EDI Operations support is available.

2.3 Audit Procedures

The Trading Partner ensures that input documents and medical records are available for every automated claim for audit purposes. The Organization may require access to the records at any time. The Trading Partner's automated claim input documents must be kept on file for a period of seven years after date of service for auditing purposes. Scanned or Microfilm/microfiche copies of Trading Partner documents are acceptable. The Trading Partner, not his billing agent, is held accountable for accurate records. The audit consists of verifying a sample of

automated claim input against medical records. Retention of records may also be checked.

Compliance with reporting requirements is sample checked to ensure proper coding technique is employed. Signature on file records may also be verified. In accordance with the Trading Partner Agreement, the Organization may request, and the Trading Partner is obligated to provide, access to the records at any time.

3 Security Features

The Organization's EDI Operations personnel will assign Login IDs and Passwords to Trading Partners. EDI Transactions submitted by unauthorized Trading Partners will not be accepted by our EDI Operations system. Trading Partners should protect password privacy by limiting knowledge of the password to key personnel. Also, the password should be changed if there are personnel changes in the Trading Partner office, or at any time the Trading Partner deems necessary.

3.1 Confidentiality

The Organization and its Trading Partners will comply with the privacy standards for all EDI transactions as outlined in the EDI Trading Partner Agreement.

3.2 Authorized Release of Information

When contacting the Organization's EDI Operations concerning any EDI transactions, you will be asked to confirm your Trading Partner information.

4 Communications

The Organization will support sending and retrieval of X12 transactions via the internet using the Organization's secured FTP site. The address of the FTP site is:

<https://ftp.highmark.com/servers/users/highmarklife/>

In order to submit electronically via the internet, you will need a valid login name and password to submit electronically.

Once connected to the FTP site, there are designated locations to provide inbound transactions (IN) and retrieve outbound responses (OUT).

All inbound transactions will be loaded into the "IN" directory.

All outbound transactions will be maintained by transaction type within the “OUT” directory.

4.1 Transmitting X12 Files Using FTP

4.1.1 Instructions

- When sending X12 files, always ensure the transfer mode is set to binary. With most FTP programs, the command 'binary' sets the transfer mode to binary.
- Once logged in, there will be two subdirectories: “IN” and “OUT”.
- To upload your transaction, click the “IN” directory and then click the “Browse” button to locate the file to be transferred. Once the correct file is selected, click the “Upload” button to transfer your file.
- When naming files, please follow the file naming standards:

[Company Name].[Transaction Type].[File Creation Date].[Sequence Number]

Company Name:	Provide your company name or abbreviation.
Transaction Type:	Provide the transaction type that is being sent.
File Creation Date:	Provide the date the file was created (MMDDYY).
Sequence Number:	This distinguishes multiple files created on the same day. The first file created on a given day should start with 001 sequence and then increment by one.

Example:	837 Professional	HLC.837P.010103.001
		HLC.837P.010103.002

	837 Institutional	HLC.837I.010203.001
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- All Outbound responses for X12 transactions will be maintained in the “OUT” subdirectory by transaction type.

4.1.2 Example

Login Screen

Welcome to the Highmark eDelivery System

These reports may contain *Protected Health Information* and are being furnished to the **Group Health Plan only**, not the Plan Sponsor.

Login


Name:



Password:

This system is for authorized users only!

Inbound and Outbound Directories

Welcome to the eDelivery System LOGOUT



Files			
Name	Size [B]	Date	File Options
 IN		Apr 09 15:28	
 OUT		Apr 04 11:17	

To upload an inbound transaction, click the “IN” subdirectory and then click the “browse” button to locate the file you want to transfer. Once the correct file is selected, click the “upload” button to transfer the file to the “IN” directory.

Retrieving Responses

The screenshot shows the eDelivery System interface. At the top, there is a blue header bar with the text "Welcome [redacted] to the eDelivery System" and a "LOGOUT" link on the right. Below the header, there is a navigation area with a folder icon and the text "/ OUT". Underneath, there is a search bar and three buttons: "Browse...", "Upload File", and "Set ASCII". The main content area is a table titled "Files" with the following columns: "Name", "Size [B]", "Date", and "File Options". The table lists four folders: "271", "277", "335", and "997", with their respective dates and times.

Name	Size [B]	Date	File Options
271		Apr 04 11:16	
277		Apr 04 11:17	
335		Apr 04 11:16	
997		Apr 23 11:15	

To view your outbound/responses. You will need to click on the “OUT” directory, then select which outbound transaction directory you want to review. Once in the correct directory, click on the file you would like to review.

5 Transmission Envelopes

5.1 General Information

Interchange Control (ISA/IEA) and Function Group (GS/GE) envelopes must be used as described in the national implementation guides. The Organization’s expectations for inbound ISAs and a description of data on outbound ISAs are detailed in this chapter. Specific guidelines and instructions for GS and GE segments are contained in each transaction chapter. Note – The Organization only supports one interchange (ISA/IEA envelope) per incoming transmission (file). A file containing multiple interchanges will be rejected for a mismatch between the ISA Interchange Control Number at the top of the file and the IEA Interchange Control Number at the end of the file.

5.1.1 Delimiters

As detailed in the national implementation guides, delimiters are determined by the characters sent in specified, set positions of the ISA header. For transmissions to the Organization’s EDI Operations the following are characters that can be accepted as a delimiter.

Delimiter Type	Character Used
Data Element Separator	*
Sub Element Separator	:
Segment Terminator	~

5.2 Data Detail and Explanation of Incoming ISA to The Organization

Segment: ISA Interchange Control Header (Incoming)

Note: This fixed record length segment must be used in accordance with the guidelines in the national transaction implementation guides, with the clarifications listed below.

Data Element Summary

Ref Des.	Element Name	Element Note
ISA01	Authorization Information Qualifier	The Organization can only support code 00 - No Authorization Information present.
ISA02	Authorization Information	This element must be space filled.
ISA03	Security Information Qualifier	The Organization can only support code 00 - No security Information present.
ISA04	Security Information	This element must be space filled
ISA05	Interchange ID Qualifier	Use qualifier code value "ZZ" Mutually Defined, to designate a payer-defined ID.
ISA06	Interchange Sender	The Organization must receive the security logon ID assigned to the trading partner. This field will be validated against the logon supplied. The ID must be left justified and space filled.
ISA07	Interchange ID Qualifier	Use qualifier code value "ZZ". The Organization supports the NAIC code to identify the receiver.
ISA08	Interchange Receiver ID	The Organization must be identified using EIN of 251128451. The code must be left-justified and space filled.
ISA14	Acknowledgement Requested	The Organization does not consider the contents of ISA14. A TA1 segment is returned when the incoming interchange is rejected.
ISA15	Usage Indicator	The Organization uses the value in this element to determine the test or production nature of all

transactions within the interchange.

5.3 Data Detail and Explanation of Outgoing ISA from the Organization

Segment: ISA Interchange Control Header (Outgoing)

Note: Listed below are clarifications of the Organization's use of the ISA segment for outgoing interchanges.

Data Element Summary

Ref Des.	Element Name	Element Note
ISA01	Authorization Information Qualifier	The Organization can only support code 00 - No Authorization Information present.
ISA02	Authorization Information	This element must be space filled.
ISA03	Security Information Qualifier	The Organization can only support code 00 - No security Information present.
ISA04	Security Information	This element must be space filled
ISA05	Interchange ID Qualifier	The Organization will send qualifier code value "ZZ" to designate that the NAIC code is used to identify the sender.
ISA06	Interchange Sender	The Organization will be identified by using EIN 251128451. The code will be left-justified and space filled.
ISA07	Interchange ID Qualifier	The Organization will send qualifier code value "ZZ" Mutually Defined.
ISA08	Interchange Receiver ID	The Organization will always send the security logon ID assigned to the trading partner. The ID will be left-justified and space filled.
ISA14	Acknowledgement Requested	The Organization always uses a 0 (No Interchange Acknowledgement Requested).
ISA15	Usage Indicator	The Organization provides T or P as appropriate to identify the test or production nature of all transactions within the interchange.