



EmblemHealth[®]

EmblemHealth

ASC X12N 270/271 (005010X279A1) Health Care Eligibility Benefit Inquiry and Response Companion Guide

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Disclosure Statement

The information in this document is subject to change. Changes will be posted on the [EmblemHealth website](http://www.emblemhealth.com) at www.emblemhealth.com.

The 271 response returned by EmblemHealth should not be interpreted as a guarantee of payment. Payment of benefits remains subject to all health benefit plan terms, limits, conditions and exclusions, as well as the member's eligibility at the time services are rendered.

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PREFACE

The Health Insurance Portability and Accountability Act (HIPAA) requires health insurance payers and covered entities in the United States to comply with the EDI standards for health care as defined in the ASC X12N Implementation Guides.

The following information serves as a companion document to the HIPAA ASC X12N 270/271 (005010X279A1) Implementation Guide for Eligibility Benefits Inquiry. The use of this document is solely for the purpose of clarification on usage of the EmblemHealth solution.

This Companion Guide supplements but does not exceed any requirements in the v5010 ASC X12N Implementation Guides and associated errata and addenda documents.

1 INTRODUCTION

This application for real-time and batch 270/271s follows the CAQH/CORE Phase I guidelines.

1.1 Scope

Providers, billing services and clearinghouses are advised to use the ASC X12N 270/271 (05010X279A1) Implementation Guide as a basis for their submission of Eligibility and Benefits inquiries. This companion document should be used to clarify the CORE Business Rules for 270/271 data content requirements, batch and real-time acknowledgement, connectivity, response time and system availability, specifically for submission through the EmblemHealth system.

This document addresses 271 response transactions for all EmblemHealth business lines — HIP, GHI, GHI HMO, ConnectiCare and Vytra. The transaction is business line generic and will return information on the matching member under any plan.

This document is intended for use with CAQH/CORE-compliant systems. For additional information on building a [CORE-compliant system](#), go to www.caqh.org.

1.2 Overview

This document introduces and provides information about the EmblemHealth CAQH/CORE-certified solution for submitting batch and real-time 270/271 transactions.

1.3 References

- 1.3.1. [ASC X12 Version 5010A1 Implementation Guides](#): www.wpc-edi.com
- 1.3.2. [CAQH/CORE](#): www.caqh.org/benefits.php
- 1.3.3. [WSDL](#): www.w3.org/TR/wsdl
- 1.3.4. [SOAP](#): www.w3.org/TR/SOAP
- 1.3.5. [Standard HTTP messages](#): www.ietf.org/rfc/rfc2616
- 1.3.6. [MIME Multipart](#): www.w3.org/Protocols/rfc1341/72Multipart.html
- 1.3.7. [CORE XML Schema](#): www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd

1.4 Additional Information

Submitters must have Internet (HTTPS) connection capability to submit a CORE 270 request and receive 271 responses. Submitters must possess a unique and valid EmblemHealth User ID and Password. In addition, each Trading Partner must register IP Address ranges from where real-time transactions will be instantiated to submit inquiries to EmblemHealth.

Both real-time and batch 270 inquiries are supported.

EmblemHealth will only accept a single ISA (Interchange Control Header) or IEA (Interchange Control Trailer) interchange. Within each ISA or IEA interchange, a submitter may send multiple GS (Functional Group Header) or GE (Functional Group Trailer) groups for the same transaction type only.

EmblemHealth will not support a single transmission containing different transactions, such as a 270 (Inquiry) and a 276 (Claim Status Request).

Please be sure to always use the most current version of the companion guide available at www.emblemhealth.com.

2 GETTING STARTED

2.1 Working With EmblemHealth

The EmblemHealth Customer Service Center is the single point of contact for all questions or concerns about the HIPAA 270/271 transaction setup. All inquiries and comments regarding initiation, setup, submission and support should be directed to our EDI Help Desk at **1-212-615-4362**, Monday through Friday, from 9 am to 5 pm (ET).

All potential Trading Partners must contact EmblemHealth to initiate the registration process. They will need to obtain a Submitter ID through EmblemHealth and receive the necessary information for proceeding.

EmblemHealth accepts X12N standard transactions from any HIPAA-covered entity with which it has an agreement. Prior to approving the exchange of the 270/271 transactions, the transactions must be tested according to a specific test plan. Results are verified by both parties. Once test results are verified and approved, EmblemHealth advises the candidate about submitting requests to the production environment.

A submitter is typically a company that has Trading Partner status with EmblemHealth and is acting on behalf of a group of HIPAA-covered entities (e.g., a service bureau or clearinghouse) or is a provider or a group health plan that has an agreement with EmblemHealth.

2.2 Trading Partner Registration

To register to submit electronic transactions, a Trading Partner must contact EmblemHealth's EDI Help Desk to obtain registration forms.

Should this be the first electronic transaction with EmblemHealth, you will need to request and complete an EmblemHealth Business Associate Agreement (BAA) and the "Agreement for EDI Transactions Between a Trading Partner and EmblemHealth" form.

EmblemHealth will verify the information in the Business Associate Agreement and the Electronic Connectivity Request Form for the 270/271 access to determine approval or denial of any Submitter ID requests.

2.3 Testing Overview

Connectivity testing will be coordinated with the EDI Help Desk. EmblemHealth requires all potential submitters to participate in self-testing to ensure that transactions produce the desired results. The Trading Partner will use actual member data and will run it against EmblemHealth's production testing data. Successful completion and validation are an indication that all systems can properly submit and receive the transactions.

The Trading Partners should contact the EDI Help Desk to confirm their method for submitting transactions over a secure HTTPS connection.

3 TESTING WITH EMBLEMHEALTH

To assist our providers and Trading Partners with adopting the EmblemHealth CORE-certified solution, EmblemHealth will provide a Web-based testing environment where providers and Trading Partners can self-test transactions against EmblemHealth standards. The objective is to enable each of our providers and Trading Partners to test their files against EmblemHealth guidelines and HIPAA transaction standards edits. We intend to streamline the process by using this Website to enable you to test online directly against our Companion Guide edits and business requirements.

Listed below are steps to follow for testing:

- Register for EmblemHealth Test User ID and Password (only if user does not already have a valid EmblemHealth Test User ID).
- Register IP Address ranges from where real-time transactions will be initiated.
- Create test transaction based on Companion Guide or Implementation Guide specification.
- Submit via the testing link, either batch or real-time 270 request. Test at least 50 transactions.
- Retrieve appropriate response (999, 271).
- Review response to determine production readiness.
- Prepare for Go-Live.

Note: The URL for submitting transactions over a secure HTTPS connection for Go-Live in Production will be provided by EmblemHealth upon completion of successful system testing.

EmblemHealth supports the above-mentioned real-time transaction types using both SOAP+WSDL and HTTP/MIME-Multipart as specified in CAQH Core Connectivity Rules. All real-time transactions data (both requests and responses) will be transported securely using the HTTPS/SSL protocol.

Root URL for EmblemHealth's Real-time Service Test Server:

<https://ediportal.dv.emblemhealth.com/EHGatewayCAQHService>

Download the WSDL for CAQH Core (2.2.0) SOAP+WSDL Service:

<https://ediportal.emblemhealth.com/EHGatewayCAQHService/CoreTransactionService.svc?wsdl>

Submit a CAQH Core (2.2.0) SOAP+WSDL Transaction:

<https://ediportal.emblemhealth.com/EHGatewayCAQHService/CORETransactionService.svc>

Submit a CAQH Core (2.2.0) MIME-Multipart Transaction:

<https://ediportal.emblemhealth.com/EHGatewayCAQHService/CoreTransactionService.ashx>

Use this Web-based form to submit a CAQH Core (2.2.0) MIME-Multipart Transaction:

<https://ediportal.emblemhealth.com/EHGatewayCAQHService/CoreTransactionService.html>

Use this form to change your password:

<https://ediportal.emblemhealth.com/EHGatewayCAQHService/ChangePasswordService.html>

4 CONNECTIVITY WITH EMBLEMHEALTH/COMMUNICATIONS

EmblemHealth production systems are available 24 hours a day 7 days a week, including holidays, with the exception of a production maintenance window on Sundays from 6 am to noon (ET).

4.1 Process Flows

4.1.1 Real-time

- The Trading Partner submits an HTTPS/SSL request.
- The EmblemHealth system authenticates the Trading Partner and ensures that the Trading Partner is registered with EmblemHealth. If authentication fails, an HTTP Unauthorized response is returned.
- If the user is successfully authorized, an HTTP OK status response will be returned to the user within 20 seconds and the following files will be issued:
 - 999 Reject if 270 transaction fails HIPAA validation.
 - 271 Eligibility response.

4.1.2 Batch

4.1.2.1 Submission

- The Trading Partner submits an HTTPS/SOAP request.
- The EmblemHealth system authenticates the Trading Partner and ensures that the Trading Partner is registered with EmblemHealth. If authentication fails, an HTTP Unauthorized response is returned.
- If the user is successfully authorized, an HTTP OK status response will be returned to the Trading Partner indicating that EmblemHealth has accepted the transaction for processing.
- A response to the batch submission will be available by 7 am (ET) the following day.

4.1.2.2 Pickup

- The Trading Partner submits an HTTPS/SOAP pick-up request using Payload ID.
- The EmblemHealth system authenticates the Trading Partner and ensures that the Trading Partner is registered with EmblemHealth. If authentication fails, an HTTP Unauthorized response is returned.
- If the Trading Partner is successfully authorized, one of the following will be generated back to the Trading Partner:
 - 999 Reject available within one hour of receipt of the batch.
 - 999 Acceptance response available within one hour of receipt of the batch.
- The 271 transaction(s) will be available the following day (no later than 7 am [ET]).

4.2 Transmission Administrative Procedures

4.2.1 Structure Requirements

Real-time 270 requests are limited to one inquiry, per patient, per transaction. Batch 270 requests are limited to 99 ST/SE groupings per transaction. Each batch inquiry must be in its own ST/SE.

4.2.2 Response Time

A response (999 Reject or 271) to real-time inquiries will be provided within 20 seconds. A response to the batch inquiry will be provided by 7 am (ET) the following day.

4.3 Retransmission Procedure

If the HTTP post-reply message is not received within the 60-second response period, the Trading Partner should send a duplicate transaction no sooner than 90 seconds after the original attempt was sent.

If no response is received after the second attempt, the Trading Partner should submit no more than five duplicate transactions within the next 15 minutes.

If the additional attempts result in the same timeout termination, the Trading Partner should contact EmblemHealth directly to determine if there are system availability problems or known Internet traffic constraints causing the delay.

4.4 Communication Protocol Specifications

4.4.1 HTTP MIME-Multipart

EmblemHealth supports standard HTTP MIME messages. The MIME format used must be that of multipart/form-data. Responses to transactions sent in this manner will also be returned as multipart/form-data.

4.4.1.1 Header Requirements

The HTTP header requirements for MIME transactions are in the example below:

4.4.1.2 Error Reporting

EmblemHealth performs three levels of validations for HTTP MIME-Multipart transactions:

4.4.1.2.1 HTTP errors related to connectivity, authentication, authorization, etc.:

- HTTP 200 OK — no errors
- HTTP 202 Accepted — batch submission accepted
- HTTP 400 Bad Request — error with HTTP header
- HTTP 401 Unauthorized — User name or Password or IP Address is invalid
- HTTP 500 Internal Server Error — unexpected error during processing

4.4.1.2.2 Envelope errors related to the structure or data included in the body of HTTP MIME-Multipart message.

In addition, application-specific errors are as follows:

- Success — no errors
- PayloadIDRequired — missing PayloadID
- UserNameRequired — missing UserName
- PasswordRequired — missing Password
- PayloadRequired — missing Payload
- SenderIDRequired — missing SenderID
- ReceiverIDRequired — missing ReceiverID
- CORERuleVersionRequired — missing CORERuleVersion
- VersionMismatch — CORERuleVersion is not supported
- Receiver — unexpected error during processing
- PayloadIDIllegal — duplicate PayloadID sent by client
- Unauthorized — User name, Password, IP Address was not found
- ChecksumMismatched — SHA-1 checksum invalid (batch only)

4.4.1.2.3 Transaction (X12) — TA1 or 999 will be returned as payload in HTTP

MIME-Multipart response message for errors related to EDI X12/ANSI transaction compliancy.

4.4.1.3 Submission/Retrieval

Detailed HTTP MIME-Multipart messaging standard for [CORE Phase II Connectivity](http://www.caqh.org/pdf/CLEAN5010/270-v5010.pdf) can be found at www.caqh.org/pdf/CLEAN5010/270-v5010.pdf.

4.4.1.4 Examples

Example of HTTP MIME-Multipart request message:

```
POST /core/eligibility HTTP/1.1
Host: server_host:server_port
Content-Length: 2408
Content-Type: multipart/form-data; boundary=XbCY
--XbCY
Content-Disposition: form-data; name="PayloadType"
X12_270_Request_005010X279A1
--XbCY
Content-Disposition: form-data; name="ProcessingMode"
RealTime
--XbCY
Content-Disposition: form-data; name="PayloadID"
e51d4fae-7dec-11d0-a765-00a0c91e6da6
--XbCY
Content-Disposition: form-data; name="TimeStamp"
2007-08-30T10:20:34Z
--XbCY
Content-Disposition: form-data; name="User name"
hospa
--XbCY
Content-Disposition: form-data; name="Password"
8y6dt3dd2
--XbCY
Content-Disposition: form-data; name="SenderID"
HospitalA
--XbCY
Content-Disposition: form-data; name="ReceiverID"
PayerB
--XbCY
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
--XbCY
Content-Disposition: form-data; name="Payload"
<contents of file go here -- 1674 bytes long as specified
above>
--XbCY--
```

Example of HTTP MIME-Multipart response message:

```
HTTP/1.1 200 OK
Content-Length: 2408
Content-Type: multipart/form-data; boundary=XbCY
--XbCY
Content-Disposition: form-data; name="PayloadType"
X12_271_Response_005010X279A1
--XbCY
Content-Disposition: form-data; name="ProcessingMode"
RealTime
--XbCY
Content-Disposition: form-data; name="PayloadID"
f81d4fae-7dec-11d0-a765-00a0c91e6da6
--XbCY
Content-Disposition: form-data; name="TimeStamp"
2007-08-30T10:20:34Z
--XbCY
Content-Disposition: form-data; name="SenderID"
PayerB
--XbCY
Content-Disposition: form-data; name="ReceiverID"
HospitalA
--XbCY
```

```

Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
--XbcY
Content-Disposition: form-data; name="ErrorCode"

Success
--XbcY
Content-Disposition: form-data; name="ErrorMessage"
None
--XbcY
Content-Disposition: form-data; name="Payload"
<contents of file go here -- 1674 bytes long as specified
above>
--XbcY--

```

4.4.2 SOAP+WSDL

EmblemHealth supports transactions formatted according to the Simple Object Access Protocol (SOAP). This standard is set forth by the Web Services Description Language (WSDL) for XML envelope formatting, submission and retrieval.

4.4.2.1 SOAP XML Schema

EmblemHealth uses the [XML schema definition](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd) set forth by CORE at www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd. This XSD file contains definitions for each type of request or response accepted or sent.

4.4.2.2 WSDL Information

EmblemHealth uses the [WSDL definition](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.wsdl) set forth by CORE at www.caqh.org/SOAP/WSDL/CORERule2.2.0.wsdl. EmblemHealth accepts messages and transaction types defined in this WSDL file.

4.4.2.3 SOAP Version Requirements

EmblemHealth requires that all SOAP transactions conform to SOAP Version 1.2.

4.4.2.4 SOAP Header

User name and Password must be encapsulated using WS–Security User User Name Token in the SOAP Header.

4.4.2.5 Error Reporting

EmblemHealth performs three levels of validations for SOAP transactions:

4.4.2.5.1 HTTP — Errors related to connectivity, authentication, authorization, etc.:

- HTTP 200 OK — no errors
- HTTP 202 Accepted — batch submission accepted
- HTTP 400 Bad Request — error with HTTP header
- HTTP 401 Unauthorized — User name or Password or IP Address is invalid
- HTTP 500 Internal Server Error — unexpected error during processing

4.4.2.5.2 Envelope — Errors related to the structure or data included in the body of the SOAP message.

(For [SOAP fault specifications](#), refer to: www.w3.org/TR/soap12-part1/#soapfault.)

Additional application-specific errors are as follows:

- Success — no errors
- PayloadIDRequired — missing PayloadID
- UserNameRequired — missing UserName
- PasswordRequired — missing Password
- PayloadRequired — missing Payload
- SenderIDRequired — missing SenderID
- ReceiverIDRequired — missing ReceiverID
- CORERuleVersionRequired — missing CORERuleVersion
- VersionMismatch — CORERuleVersion is not supported
- Receiver — unexpected error during processing
- PayloadIDIllegal — duplicate PayloadID sent by client
- Unauthorized — User name, Password, IP Address was not found
- ChecksumMismatched — SHA-1 checksum invalid (batch only)

4.4.2.5.3 Transaction (X12) — TA1 or 999 will be returned as a SOAP response message for errors related to EDI X12/ANSI transaction compliancy.

4.4.2.6 Submission/Retrieval

Detailed SOAP+WSDL envelope standard for [CORE Phase II Connectivity](#) can be found at www.caqh.org/pdf/CLEAN5010/270-v5010.pdf.

4.4.2.7 Examples

Below is an example of a SOAP submission:

```
POST /core/eligibility HTTP/1.1
Host: server_host:server_port
Content-Type:
application/soap+xml; charset=UTF-
8; action="RealTimeTransaction"
<soapenv:Envelope
xmlns:soapenv="http://www.w3.org/2003/05/soa
penvelope">
<soapenv:Header>
<wsse:Security
xmlns:wsse="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-
wssecurity-secext-1.0.xsd-"
" soapenv:mustUnderstand="true">
<wsse:User nameToken
xmlns:wsu=http://docs.oasis-
open.org/wss/2004/01/oasis-
200401-wsswssecurityutility-
1.0.xsd wsu:Id="User nameToken-21621663">
<wsse:User name>bob</wsse:User name>
<wsse:Password Type="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wssUser
nametokenprofile-
1.0#PasswordText">bobPW</wsse:Password>
</wsse:User nameToken>
```

```

</wsse:Security>
</soapenv:Header>
<soapenv:Body>
<ns1:COREEnvelopeRealTimeRequest
xmlns:ns1="http://www.caqh.org/SOAP/WSDL/
CORERule2.2.0.xsd"> <PayloadType>
X12_270_Request_005010X279A1</PayloadType>
>
<ProcessingMode>RealTime</ProcessingMode>
<PayloadID>f81d4fae-7dec-11d0-a765-
00a0c91e6bf6</PayloadID> <TimeStamp>2007-
08-30T10:20:34Z</TimeStamp>
<SenderID>HospitalA</SenderID>
<ReceiverID>PayerB</ReceiverID>
<CORERuleVersion>2.2.0</CORERuleVersion>
<Payload><![CDATA[ISA*00* *00*
*ZZ*NEHEN780 *ZZ*NEHEN003
...IEA*1*000000031]]></Payload>
</ns1:COREEnvelopeRealTimeRequest>
</soapenv:Body>
</soapenv:Envelope>

```

Below is an example of a SOAP response:

```

HTTP/1.1 200 OK
Content-Type: application/soap+xml;
action="http://www.caqh.org/SOAP/WSDL/CORETransactions/RealTimeTransactionResponse";charset
=UTF
<soapenv:Envelope
xmlns:soapenv="http://www.w3.org/2003/05/soa
penvelope">
<soapenv:Body>
<ns1:COREEnvelopeRealTimeResponse
xmlns:ns1="http://www.caqh.org/SOAP/WSDL/
CORERule2.2.0.xsd">
<PayloadType>X12_271_Response_005010X279A
1</PayloadType>
<ProcessingMode>RealTime</ProcessingMode>
<PayloadID>a81d44ae-7dec-11d0-a765-
00a0c91e6ba0</PayloadID> <TimeStamp>2007-
08-30T10:20:34Z</TimeStamp>
<SenderID>PayerB</SenderID>
<ReceiverID>HospitalA</ReceiverID>
<CORERuleVersion>2.2.0</CORERuleVersion>
<Payload><![CDATA[ISA*00* *00* *ZZ*NEHEN780 *ZZ*NEHEN003
...IEA*1*000000031]]></Payload>
<ErrorCode>Success</ErrorCode> <ErrorMessage></ErrorMessage>
</ns1:COREEnvelopeRealTimeResponse> </soapenv:Body>
</soapenv:Envelope>

```

4.5 User Name and Password

User name and Password must be encapsulated using WS-Security User Name Token in the SOAP Header.

5 CONTACT INFORMATION

5.1 EDI Help Desk

All inquiries and comments regarding initiation, setup, submission and support should be directed to our EDI Help Desk at **1-212-615-4362**, Monday through Friday, from 9 am to 5 pm (ET).

The most current version of this Companion Guide is available at **www.emblemhealth.com**.

5.2 EDI Technical Assistance

Please direct questions or any correspondence to the following associate:

- [Michael Robinson](mailto:mrobinson@emblemhealth.com) — **mrobinson@emblemhealth.com**

5.3 Provider Service Numbers

- EmblemHealth: **1-877-842-3625**
- ConnectiCare Inc. Medicare: **1-877-224-8230**
- GHI: **1-212-501-4444** in New York City
1-800-624-2414 outside New York City
- Medicare PPO: **1-866-557-7300**
- Medicare HMO: **1-866-447-9717**
- GHI HMO: **1-877-244-4466**
- HIP: **1-866-447-9717**
- Dental: **1-212-501-4444** in New York City
1-800-624-2414 outside New York City

Additional phone numbers for claims, pharmacy, behavioral health, prior approvals, laboratories and more can be found in the [provider manual](#) at **www.emblemhealth.com/providermanual**.

6 CONTROL SEGMENTS ENVELOPES

6.1 ISA—IEA

EmblemHealth will only accept a single **ISA/IEA** (Interchange Control Header/Interchange Control Trailer) set per transaction.

Page Number	Reference	Name	Codes	Length	Comments
C.3	ISA	Interchange Control Header			
C.4	ISA01	Authorization Information Qualifier	"00"		
C.4	ISA02	Authorization Information			Always spaces
C.4	ISA03	Security Information Qualifier	"00"		
C.4	ISA04	Security Information			Always spaces
C.4	ISA05	Interchange ID Qualifier	"ZZ"		
C.4	ISA06	Interchange Sender ID			<p>If you are a Medical Provider, use either your 9 digit Tax ID or your 7-digit EmblemHealth Provider Number.</p> <p>Right pad with spaces to 15 characters.</p> <p>If you are a Billing Service or Vendor, use your 3 digit Biller Number.</p> <p>If you are a Hospital or Dental Provider, use your 9 digit Tax ID.</p> <p>If you are a Clearinghouse, use your Submitter ID.</p> <p>Right pad with spaces to 15 characters.</p>
C.5	ISA07	Interchange Control Receiver ID Qualifier	"ZZ"		
C.5	ISA08	Interchange Control Receiver ID	"EMBLEMHEALTH"		Submit value as "EMBLEMHEALTH."
C.5	ISA09	Interchange Date	"YYMMDD"		System generated (provided by your software).
C.5	ISA10	Interchange Time	"HHMM"		System generated (provided by your software).
C.5	ISA11	Repetition Separator			
C.5	ISA12	Interchange Control Version Number	"00501"		

Page Number	Reference	Name	Codes	Length	Comments
C.5	ISA13	Interchange Control Number			System generated (assigned by your software). This unique number must be identical to the Interchange Control Number in IEA02. Right justify, left pad with zeros to 9 bytes. Each submitter must start with a value of '1' and increase by 1 each time a file is sent.
C.6	ISA14	Acknowledgement Requested	"1"		
C.6	ISA15	Usage Indicator	"P" or "T"		"P" for production. "T" for test.
C.6	ISA16	Component Element Separator	“.”		
C.10	IEA	Interchange Control Trailer			
C.10	IEA01	Number of Included Functional Groups			
C.10	IEA02	Interchange Control Number			This unique number must match the Interchange Control Number in ISA13.

6.2 GS—GE

Within each **ISA/IEA** interchange, a submitter can send multiple **GS/GE** (Functional Group Header/Functional Group Trailer) groups for the same transaction type only.

Page Number	Reference	Name	Codes	Length	Comments
C.7	GS	Functional Group Header			
C.7	GS01	Functional Identifier Code	"HS"		
C.7	GS02	Application Sender's Code			Must match ISA06.
C.7	GS03	Application Receiver's Code	""EMBLEMHEALTH""		
C.7	GS04	Interchange Date	"YYMMDD"		System generated (provided by your software).
C.8	GS05	Interchange Time	"HHMM"		System generated (provided by your software).

Page Number	Reference	Name	Codes	Length	Comments
C.8	GS06	Group Control Number			System generated (provided by your software). Right justify, left pad with zeros to 9 bytes. Each submitter must start with a value of '1' and increment by 1 each time a file is sent.
C.8	GS07	Responsible Agency Code	"X"		
C.8	GS08	Version Identifier Code	"005010X279A1"		
C.9	GE	Functional Group Trailer			
C.9	GE01	Number of Transaction Sets Included			
C.9	GE02	Group Control Number			Must match GS06.

6.3 ST—SE

Real-time request must contain a single **ST/SE** (Transaction Set Header/Transaction Set Trailer) within the **GS/GE** Group.

Batch request may contain multiple **ST/SE** within the **GS/GE** Group.

EmblemHealth will not support single transmissions containing different transactions, such as a 270 (Eligibility and Benefit Inquiry) and a 276 (Claim Status Request).

7 EMBLEMHEALTH-SPECIFIC BUSINESS RULES AND LIMITATIONS

- EmblemHealth will not support single transmissions containing different transactions, such as a 270 (Eligibility and Benefit Inquiry) and a 276 (Claim Status Request).
- Trading Partner may submit more than one transmission per day.
- EmblemHealth requires the submission of the member ID as displayed on the member's ID card. No Social Security numbers will be accepted.
- This Companion Guide is applicable to all EmblemHealth lines of business (plans).
- A 270 Inquiry will return a 271 Response transaction for any EmblemHealth plan such as GHI, GHI HMO, HIP, ConnectiCare or Vytra.
- In the cases where the subscriber is covered with the same member ID under multiple EmblemHealth plans, eligibility for the most recent plan enrollment will be returned.

7.1 Supported Service Types

EmblemHealth supports the following 270 Service Types and will respond on the 271 with the noted service types. Requested service types other than the ones listed below will result in a default list of responses in the 271. Only Active status will be provided for group level service types highlighted in gray in the tables below.

The following service types and grouping are supported for PPO members:

270 Request (EQ)	271 Response (EB)	Description
1	1	Medical Care
4	4	Diagnostic X-Ray - Professional
5	5	Diagnostic Lab - Professional
42	42	Home Health Care
44	44	Home Health Visits
45	45	Hospice
62	62	MRI/CAT Scan
65	65	Newborn Care
68	68	Well Baby Care
76	76	Dialysis
80	80	Immunizations
A3	A3	Professional (Physician) Visit - Home
AG	AG	Skilled Nursing Care
CK	CK	Screening X-ray
DM	DM	Durable Medical Equipment
GY	GY	Allergy
PT	PT	Physical Therapy
2	2	Surgical
7	7	Anesthesia
13	13	Ambulatory Service Center Facility
20	20	Second Surgical Opinion
35	35	Dental Care
	23	Diagnostic Dental
	24	Periodontics
	25	Restorative
	26	Endodontics
	27	Maxillofacial Prosthetics
	36	Dental Crowns
	38	Orthodontics
	39	Prosthodontics
	41	Routine (Preventive) Dental
47	47	Hospital
4	4	Diagnostic X-Ray - Professional
5	5	Diagnostic Lab - Professional
6	6	Radiation Therapy - IF Facility
7	7	Anesthesia
13	13	Ambulatory Service Center Facility
17	17	Pre-Admission Testing
20	20	Second Surgical Opinion
45	45	Hospice

270 Request (EQ)	271 Response (EB)	Description
46	46	Respite Care
53	53	Hospital - Ambulatory Surgical
59	59	Licensed Ambulance
62	62	MRI/CAT Scan
65	65	Newborn Care
66	66	Pathology
70	70	Transplants
75	75	Prosthetic Device
76	76	Dialysis
78	78	Chemotherapy
84	84	Abortion
A0	A0	Professional (Physician) Visit - Outpatient
A7	A7	Psychiatric - Inpatient
AC	AC	Rehabilitation - Outpatient
AD	AD	Occupational Therapy
AE	AE	Physical Medicine
AF	AF	Speech Therapy
AI	AI	Substance Abuse
BF	BF	Pulmonary Rehabilitation
BG	BG	Cardiac Rehabilitation
CK	CK	Screening X-ray
PT	PT	Physical Therapy
48	48	Hospital - Inpatient
7	7	Anesthesia
13	13	Ambulatory Service Center Facility
20	20	Second Surgical Opinion
45	45	Hospice
65	65	Newborn Care
70	70	Transplants
75	75	Prosthetic Device
A7	A7	Psychiatric - Inpatient
AI	AI	Substance Abuse
50	50	Hospital - Outpatient
4	4	Diagnostic X-Ray - Professional
5	5	Diagnostic Lab - Professional
6	6	Radiation Therapy - IF Facility
13	13	Ambulatory Service Center Facility
17	17	Pre-Admission Testing
46	46	Respite Care
53	53	Hospital - Ambulatory Surgical
59	59	Licensed Ambulance
62	62	MRI/CAT Scan
66	66	Pathology
75	75	Prosthetic Device
76	76	Dialysis
78	78	Chemotherapy
84	84	Abortion
A0	A0	Professional (Physician) Visit - Outpatient

270 Request (EQ)	271 Response (EB)	Description
AC	AC	Rehabilitation - Outpatient
AD	AD	Occupational Therapy
AE	AE	Physical Medicine
AF	AF	Speech Therapy
BF	BF	Pulmonary Rehabilitation
BG	BG	Cardiac Rehabilitation
CK	CK	Screening X-ray
PT	PT	Physical Therapy
73	73	Diagnostic Medical
4	4	Diagnostic X-Ray - Professional
5	5	Diagnostic Lab - Professional
62	62	MRI/CAT Scan
CK	CK	Screening X-ray
86	86	Emergency Services
51	51	Hospital - Emergency Accident
52	52	Hospital - Emergency Medical
62	62	MRI/CAT Scan
98	98	Professional (Physician) Visit - Office
UC	UC	Urgent Care
88	88	Pharmacy
98	98	Professional (Physician) Visit - Office
	68	Well Baby Care
	81	Routine Physical
	65	Newborn Care
	80	Immunizations
	BH	Pediatric - Professional
A9	A9	Rehabilitation
	12	Durable Medical Equipment Purchase
	18	Durable Medical Equipment Rental
	A7	Psychiatric - Inpatient
	A8	Psychiatric - Outpatient
	AD	Occupational Therapy
	AF	Speech Therapy
	AI	Substance Abuse
	BF	Pulmonary Rehabilitation
	BG	Cardiac Rehabilitation
	PT	Physical Therapy
MH	MH	Mental Health
	A6	Psychotherapy
	A7	Psychiatric - Inpatient
	A8	Psychiatric - Outpatient (If Facility)
	AI	Substance Abuse
DM	DM	Durable Medical Equipment

The following service types and grouping are supported for HMO members:

270 Request (EQ)	271 Response (EB)	Description
1	1	Medical Care
12	12	Durable Medical Equipment Purchase
18	18	Durable Medical Equipment Rental
42	42	Home Health Care
44	44	Home Health Visits
45	45	Hospice
65	65	Newborn Care
69	69	Maternity
76	76	Dialysis
80	80	Immunizations
83	83	Infertility
A3	A3	Professional (Physician) Visit - Home
AG	AG	Skilled Nursing Care
BH	BH	Pediatric
BT	BT	Gynecological
PT	PT	Physical Therapy
2	2	Surgical
7	7	Anesthesia
8	8	Surgical Assistance
13	13	Ambulatory Service Center Facility
20	20	Second Surgical Opinion
35	35	Dental Care
38	38	Orthodontics
41	41	Routine (Preventive) Dental
73	73	Diagnostic Medical
4	4	Diagnostic X-Ray
5	5	Diagnostic Lab
62	62	MRI/CAT Scan
47	47	Hospital
48	48	Hospital - Inpatient
50	50	Hospital - Outpatient
53	53	Hospital - Ambulatory Surgical
A7	A7	Psychiatric - Inpatient
AI	AI	Substance Abuse
48	48	Hospital - Inpatient
45	45	Hospice
99	99	Professional (Physician) Visit - Inpatient
A7	A7	Psychiatric - Inpatient
AI	AI	Substance Abuse
50	50	Hospital - Outpatient
6	6	Radiation Therapy
13	13	Ambulatory Service Center Facility
17	17	Pre-Admission Testing
76	76	Dialysis
78	78	Chemotherapy
84	84	Abortion
A0	A0	Professional (Physician) Visit - Outpatient
BG	BG	Cardiac Rehabilitation
86	86	Emergency Services
51	51	Hospital - Emergency Accident
52	52	Hospital - Emergency Medical
UC	UC	Urgent Care

270 Request (EQ)	271 Response (EB)	Description
88	88	Pharmacy
98	98	Professional (Physician) Visit - Office
81	81	Routine Physical
80	80	Immunizations
BH	BH	Pediatric
A9	A9	Rehabilitation
A7	A7	Psychiatric - Inpatient
A8	A8	Psychiatric - Outpatient
AD	AD	Occupational Therapy
AF	AF	Speech Therapy
AF	AF	Speech Therapy
BG	BG	Cardiac Rehabilitation
PT	PT	Physical Therapy
DM	DM	Durable Medical Equipment
12	12	Durable Medical Equipment Purchase
18	18	Durable Medical Equipment Rental
AD	AD	Occupational Therapy
MH	MH	Mental Health
A7	A7	Psychiatric - Inpatient
A8	A8	Psychiatric - Outpatient
68	68	Well Baby Care
80	80	Immunizations
BH	BH	Pediatric

The list of supported service types provided above is subject to change upon EmblemHealth system implementation.

7.2 EmblemHealth-specific Edits

EmblemHealth currently responds with the following “AAA” codes for common errors regarding subscriber/patient demographic information:

Problem	2100C AAA03 Value (Subscriber)	2100D AAA03 Value (Dependent)
Invalid/Missing Subscriber/Insured ID	72	N/A
Invalid/Missing Patient ID	N/A	64
Invalid/Missing Subscriber/Insured Name	73	N/A
Invalid/Missing Patient Name	N/A	65
Subscriber/Insured Not Found	75	N/A
Patient Not Found	N/A	67
Duplicate Subscriber/Insured ID Number	76	N/A
Patient Birth Date Does Not Match the Date Given for the Patient in the Database	71	71
Duplicate Patient ID Number	N/A	68
Invalid/Missing DOB	58	58
Date of Service in Future	63	63

Problem	2100C AAA03 Value (Subscriber)	2100D AAA03 Value (Dependent)
Date of Service Not Within Allowable Inquiry Period	62	N/A
Service Date Not Within Provider Plan Enrollment	52	52

8 ACKNOWLEDGEMENTS

Real-time:

One of the following will be provided in response to a 270 inquiry:

- 999 Implementation Acknowledgement if the 270 transaction contains HIPAA compliancy errors within the ST-SE segments.
- 271 Response Transaction indicating the requested member's coverage or benefits.

Batch:

One of the following will be provided in response to a 270 inquiry:

- 999 Implementation Acknowledgment (Reject) will be available within one hour if the 270 transaction contains HIPAA compliancy errors within the ST-SE segments.
- Acceptance response will be available within one hour. The 271 transaction(s) will be available the following day (no later than 7 am [ET]) appended to the original 999 acceptance response.

9 TRADING PARTNER AGREEMENTS

EmblemHealth requires Trading Partner Agreements. Trading Partners have to contact EmblemHealth to obtain a Trading Partner Agreement Form.

9.1 Trading Partners

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

Payers have EDI Trading Partner Agreements that accompany the standard implementation guide to ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement, between each party to the agreement.

10 TRANSACTION-SPECIFIC INFORMATION

Listed below are specific requirements that EmblemHealth requires over and above the standard information in the ASC X12N 270/271 (005010X279A1) Health Care Eligibility Benefit Inquiry and Response Implementation Guide.

Page Number	Loop ID	Reference	Name	Codes	Length	Notes/Comments
69	2100A	NM1	Information Source Name			This is the source of the information contained in the 271 (i.e., EmblemHealth).
69	2100A	NM101	Entity Identifier Code	PR		Submitters must use value "PR."
70	2100A	NM102	Entity Type Qualifier	2		Submitters must use value "2."
71	2100A	NM108	Identification Code Qualifier	PI		Submitters must use value "PI."
71	2100A	NM109	Identification Code	EMBLEM HEALTH	12	Submitters must use value "EMBLEMHEALTH."
90	2000C	TRN	Subscriber Trace Number			Allows submitter tracking of eligibility information.
91	2000C	TRN02	Reference Identification			Include at least one TRN segment in either the subscriber or dependent loop.
92	2100C	NM1	Subscriber Name			Subscriber identification information.
93	2100C	NM103	Name Last or Organization Name			Subscriber last name (not required if dependent is patient).
93	2100C	NM104	Name First			Subscriber first name (not required if dependent is patient).
95	2100C	NM108	Identification Code Qualifier	MI		Submitters must use value "MI."
96	2100C	NM109	Identification Code			Subscriber ID number.
107	2100C	DMG	Subscriber Demographic Information			Subscriber demographics.
108	2100C	DMG02	Date Time Period			Subscriber DOB (not required if dependent is patient).
124	2110C	EQ	Service Type Code			Defines type of information requested.
125	2110C	EQ01	Service Type Code			If unsupported service types and multiple service type codes are submitted, the system will respond with the default service type 30.
151	2100D	NM1	Dependent Name			Dependent demographics.
152	2100D	NM103	Name Last or Organization Name			Dependent last name (not required if subscriber is patient).
152	2100D	NM104	Name First			Dependent first name (not required if subscriber is patient).

Page Number	Loop ID	Reference	Name	Codes	Length	Notes/Comments
164	2100D	DMG	Dependent Demographic Information			Dependent demographics.
165	2100D	DMG02	Date Time Period			Dependent DOB (not required if subscriber is patient).
167	2100D	INS	Dependent Relationship			DO NOT SEND — Indicates dependent relationship to insured. Alternate Search Option is not in use; therefore, this segment should not be sent.
181	2110D	EQ	Dependent Eligibility or Benefit Information			Defines type of information requested.
182	2110DC	EQ01	Service Type Code			If unsupported service types and multiple service type codes are submitted, the system will respond with the default service type 30.
C.7		GS	Functional Group Header			Functional Group Information.
		GS03	Application Receiver's Code			Submit value as "EMBLEMHEALTH."
C.8		GS06	Group Control Number			
C.9		GE	Functional Group Trailer			Functional Group Information.
C.9		GE02	Group Control Number			

11 APPENDICES

11.1 Implementation Checklist

EmblemHealth suggests entities use the following information as a checklist of steps to become an EmblemHealth submitter:

- Read and review this guide.
- Sign Trading Partner Agreement with EmblemHealth (if applicable).
- Register with EmblemHealth (if applicable). Complete and submit the Electronic Connectivity Request form to obtain User ID and Password.
- Establish and test connectivity with EmblemHealth.
- Send at least fifty test transactions.
- Upon successful testing of transaction submission begin submitting transactions to EmblemHealth in production environment.

Any additional questions regarding becoming an EmblemHealth submitter should be directed to our EDI Help Desk at **1-212-615-4362**, Monday through Friday, from 9 am to 5 pm (ET).

11.2 Business Scenarios

The following scenario serves as examples of a typical relationship between entities and EmblemHealth in regards to the EmblemHealth system:

- Trading Partner's system has the capability to build SOAP-based ANSI transactions for submission to EmblemHealth.
- Trading Partner expresses an interest in being able to process real-time ANSI data, so EmblemHealth instructs the provider on how to set up this feature. The Trading Partner then registers with EmblemHealth and uses credentials provided by EmblemHealth to send transactions to EmblemHealth.

11.3 Frequently Asked Questions

Please contact our EDI Help Desk at **1-212-615-4362**, Monday through Friday, from 9 am to 5 pm (ET).