



**EmblemHealth**<sup>®</sup>

# **EmblemHealth**

## **ASC X12 276/277 (005010X212E2) Health Care Claim Status Request 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](http://www.emblemhealth.com).

**The 277 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, and the member's eligibility at the time services are rendered.**

The EmblemHealth solution also conforms and is compatible with all CORE Phase II requirements for 276/277 transactions. For more information about [CORE Phase II](http://www.caqh.org/CORE_phase2.php), see [www.caqh.org/CORE\\_phase2.php](http://www.caqh.org/CORE_phase2.php).

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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 is intended to serve as a companion document to the HIPAA ASC X12N 276/277 (005010X212E2) Implementation Guide for Claim Status Request and Response. The use of this document is solely for the purpose of clarification on usage of the EmblemHealth solution.

This Companion Guide document 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 276/277's follows the CAQH/CORE Phase II guidelines.

## 1.1 Scope

Providers, billing services and clearinghouses are advised to use the ASC X12N 276/277 (05010X212E2) Implementation Guide as a basis for their submission of Claim Status Request and Response inquiries. This companion document should be used to clarify the CORE Business Rules for 276/277 batch and real-time acknowledgement, connectivity, response time and system availability, specifically for submission through the EmblemHealth system.

All instructions in this document are based on information known at the time of publication and are subject to change. The most current version of the guide is available on the [EmblemHealth website \(www.emblemhealth.com\)](http://www.emblemhealth.com).

This Companion Guide is applicable to all lines of business (brands) within EmblemHealth. It is intended to be brand agnostic. Therefore, a 276 Inquiry will return a 277 Response transaction for any EmblemHealth brand such as:

- GHI
- HIP
- Vytra
- ConnectiCare, Inc.
- GHI HMO

In the cases where the subscriber is covered under multiple EmblemHealth plans, the status on the matching claim number will be returned.

This document is designed to assist both technical and business areas of Trading Partners who wish to exchange HIPAA standard 276/277 transactions with EmblemHealth. It contains specifications for the transactions, contact information and other helpful information.

In addition, 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](http://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 276/277 transactions.

### 1.3 References

[ASC X12 Version 5010A1 Implementation Guides](http://www.wpc-edi.com) at [www.wpc-edi.com](http://www.wpc-edi.com)

[CAQH/CORE](http://www.caqh.org/benefits.php) at [www.caqh.org/benefits.php](http://www.caqh.org/benefits.php)

[WSDL](http://www.w3.org/TR/wsdl) at [www.w3.org/TR/wsdl](http://www.w3.org/TR/wsdl)

[SOAP](http://www.w3.org/TR/SOAP) at [www.w3.org/TR/SOAP](http://www.w3.org/TR/SOAP)

[Standard HTTP messages](http://www.ietf.org/rfc/rfc2616) at [www.ietf.org/rfc/rfc2616](http://www.ietf.org/rfc/rfc2616)

[MIME-Multipart](http://www.w3.org/Protocols/rfc1341/7_2_Multipart.html) at [www.w3.org/Protocols/rfc1341/7\\_2\\_Multipart.html](http://www.w3.org/Protocols/rfc1341/7_2_Multipart.html)

[CORE XML Schema](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd) at [www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd)

### 1.4 Additional Information

Submitters must have Internet (HTTPS) connection capability to submit a CORE 276 request and receive 277 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 initiated to submit inquiries to EmblemHealth.

Both real-time and batch 276 inquiries are supported.

EmblemHealth will only accept a single ISA (Interchange Control Header)/IEA (Interchange Control Trailer) interchange. Within each ISA/IEA interchange, a submitter may send multiple GS (Functional Group Header)/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](http://www.emblemhealth.com).

### 1.5 EmblemHealth-Specific Information for Electronic Transactions

The table in the “Transaction-Specific Information” section identifies EmblemHealth-specific requirements for 276/277 5010E2 (*5010 Errata Guide*) implementation using available data contained in the implementation guide. The table includes information that defines specific segments/loops by:

- Field size limitation
- Data element code limitation
- Entry of specific field data
- Mandatory use of a situational segment

#### Note:

- EmblemHealth can only accept a single **ISA/IEA** (Interchange Control Header/Interchange Control Trailer).
- For each **ISA/IEA** interchange, EmblemHealth can only accept one **GS/GE** (Functional Group Header/Functional Group Trailer).

- Within the **GS/GE** Group, a submitter can submit either a single or multiple **ST/SE** (Transaction Set Header/Transaction Set Trailer).
- EmblemHealth will not support single transmissions containing different transactions, such as an 837 (claim) and a 276 (claim status request).
- The provider or Trading Partner may submit more than one (1) 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 lines of business (brands) within EmblemHealth. Therefore, a 276 Inquiry will return a 277 Response transaction for any EmblemHealth brand such as GHI, GHI HMO, HIP or Vytra.

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 276/277 transaction setup. All inquiries and comments regarding initiation, set-up, submission and support should be directed to our EDI Help Desk at **1-212-615-4362**, Monday through Friday, 9 am to 5 pm (ET).

Please refer to Section 5 of this companion guide for key contact information.

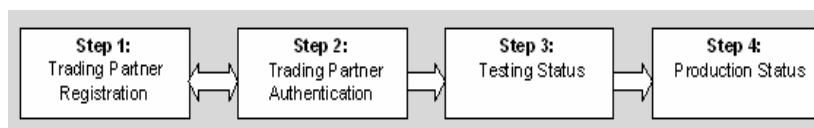
All potential Trading Partners must contact EmblemHealth to initiate the registration process. Trading Partners will need to obtain a Submitter ID through EmblemHealth and receive the necessary information to proceed.

EmblemHealth accepts X12N standard transactions from any HIPAA-covered entity with which it has an agreement. Prior to approving the exchange of the 276/277 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 will advise 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 Submitting Standard 276/277 Transactions

The following is a high-level view of this process:



### Step 1: Trading Partner Registration

The Trading Partner must complete and submit the Electronic Connectivity Request (ECR) form. This will be used to grant 276/277 access and initiate the creation of a unique Submitter ID.

Should this be your 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.

### Step 2: Trading Partner Authentication

EmblemHealth will verify the information in the BAA and the ECR for the 276/277 access to determine approval or denial of any Submitter ID requests.

### Step 3: Testing Status

Connectivity testing will be coordinated with the EDI Help Desk.

EmblemHealth will provide an environment for self-service testing. A Trading Partner should send up to 50 test transactions in a minimum of five files and verify that all systems involved can properly submit and receive HIPAA- and X12N-compliant transactions. The Usage Indicator (ISA15) must be “T” for Test and “P” for Production. The EmblemHealth 276/277 transaction will return a TA105 = “020” error for an Invalid Test Indicator Value if the incorrect value is included in this field as part of a 999. The value of “EmblemHealth” must be used in the following Reference Fields:

- ISA08 — Interchange Receiver ID
- GS03 — Application Receiver’s Code
- NM109 — Identification Code

**Please Note:** The Ramp Manager software will be used to validate the syntax contained in the EDI transactions.

### Step 4: Production Status

Once self-testing is complete, a Trading Partner can begin to submit 276 transactions and to receive 277 transactions from the production environment. The Usage Indicator (ISA15) must be “P” for Production.



### 2.3 Trading Partner Registration

To register to submit electronic transactions, a Trading Partner must complete and submit the Electronic Connectivity Request (ECR) Form. This will be used to grant 276/277 access and initiate the creation of a unique Submitter ID. To obtain the form, a Trading Partner should contact the EDI Help Desk at **1-212-615-4362**, Monday through Friday, 9 am to 5 pm (ET).

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 BAA and the ECR for the 276/277 access to determine approval or denial of any Submitter ID requests.

### 2.4 Testing Overview

EmblemHealth requires all potential submitters to participate in self-testing to ensure that transactions produce the desired results. The Trading Partner will utilize actual member data and will run it against EmblemHealth’s production testing data. Successful completion and validation is an indication that all systems can properly submit and receive the transactions.

The Trading Partners should contact the EDI Help Desk to obtain the URL for submitting transactions over a secure HTTP/S connection.

## 3 TESTING WITH EMBLEMHEALTH

To assist with adopting the EmblemHealth CORE-certified solution, we 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 testing environment 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 User ID and Password (only if user does not already have a valid EmblemHealth User ID).
- Create test transaction based on Companion Guide/Implementation Guide specification.
- Submit via the testing link, either batch or real-time 276 request.
- Retrieve appropriate response (999, 277).
- Review response to determine production readiness.

**Note:** The URL for submitting transactions over a secure HTTP/S connection for Go-Live in Production will be provided by EmblemHealth on 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.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>

## **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 between 6 am and noon (ET).

### **4.1 Process Flows**

#### **4.1.1 Real-time**

The Trading Partner submits an HTTPS/SOAP request. The URL for submitting transactions over a secure HTTP/S connection will be provided by EmblemHealth upon completion of system implementation.

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 276 transaction fails the HIPAA validation.
- 277 Claim Status responses

#### **4.1.2 Batch**

##### **4.1.2.1 Submission**

- The Trading Partner submits an HTTPS/SOAP request. The URL for submitting transactions over a secure HTTP/S connection will be provided by EmblemHealth on completion of system implementation.
- 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 the Payload ID to the URL for submitting transactions over a secure HTTP/S connection that will be provided by EmblemHealth on completion of system implementation.
- 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 response available within one hour of receipt of the batch
  - 999 Acceptance response available within one hour of receipt of the batch
- The 276 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 276 requests are limited to one inquiry, per patient, per transaction.
- Batch 276 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**

##### **4.2.2.1 Real-Time Response**

- A response (999 Reject or 277) to real-time inquiries will be provided within 20 seconds.

##### **4.2.2.2 Batch Response Time**

##### **Claim Status Request Batch Processing Same Day (8 am to 3 pm)**

- For any 276 claim request batch received between 8 am and 3 pm, the batch response (277) is sent out on the same day.

##### **Claim Status Request Batch Processing Same Day (After 3 pm)**

- There is no guarantee that a batch response (277) can be sent for batches received after 3 pm. However, if none is received the same day, the batch response (277) is sent out on the following business day at 7 am (ET).

### **4.3 Schedule, Availability and Downtime Notification**

As a CORE-certified solution, EmblemHealth follows the guidelines set forth under Section 1 of the CAQH Core Availability Rule. Regularly scheduled system downtime/maintenance will be reserved for Sundays.

EmblemHealth production systems are available 24 hours a day, 7 days a week, with exception of a production maintenance window on Sundays between 6 am and noon

(ET). There are no other regularly scheduled downtimes.

#### **4.4 Retransmission Procedures**

When a 276 inquiry transaction receives a 999 from EmblemHealth, it must be corrected and resubmitted by the Trading Partner.

Trading Partners may call EmblemHealth's EDI Help Desk for assistance in researching issues with their transactions. However, EmblemHealth will not edit Trading Partner claim status data or resubmit transactions for processing on behalf of a Trading Partner. The Trading Partner must correct the file and resubmit, following the same processes and procedures as the original file.

#### **4.5 Communication Protocol Specifications**

##### **4.5.1 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.

##### **4.5.1.1 Header Requirements**

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

##### **4.5.1.2 Error Reporting**

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

##### **4.5.1.2.1 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

##### **4.5.1.2.2 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 not supported
- Receiver — unexpected error during processing
- PayloadIDIllegal — duplicate PayloadID sent by client
- Unauthorized — User name, Password, IP Address not found
- ChecksumMismatched — SHA-1 checksum invalid (batch only)

**4.5.1.2.3 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.**

#### 4.5.1.3 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](http://www.caqh.org/pdf/CLEAN5010/270-v5010.pdf).

#### 4.5.1.4 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="UserName"
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--
```

#### 4.5.2 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.

##### 4.5.2.1 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](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd)**. This XSD file contains definitions for each type of request or response accepted or sent.

##### 4.5.2.2 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](http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.wsdl)**. EmblemHealth accepts messages and transaction types defined in this WSDL file.

### 4.5.2.3 SOAP Version Requirements

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

### 4.5.2.4 SOAP Header

Username and Password must be encapsulated using WS-Security Username Token in the SOAP Header.

### 4.5.2.5 Error Reporting

EmblemHealth performs three levels of validations for SOAP transactions:

#### 4.5.2.5.1 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 — invalid User name or password or IP Address
- HTTP 500 Internal Server Error — unexpected error during processing

#### 4.5.2.5.2 Envelope errors related to the structure or data included in the body of the SOAP message.

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

In addition application-specific errors are:

- 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 not supported
- Receiver — unexpected error during processing
- PayloadIDIllegal — duplicate PayloadID sent by client
- Unauthorized — User name, Password, IP Address not found
- ChecksumMismatched — SHA-1 checksum invalid (batch only)

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

#### 4.5.2.6 Submission/Retrieval

Detailed SOAP+WSDL envelope 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](http://www.caqh.org/pdf/CLEAN5010/270-v5010.pdf). The URL for submitting real-time and batch transactions over a secure HTTP/S connection will be provided by EmblemHealth on completion of system implementation.

#### 4.5.2.7 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/soap-envelope">
<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:UsernameToken xmlns:wsu=http://docs.oasis-
open.org/wss/2004/01/oasis-200401-
wsswssecurityutility-
1.0.xsd wsu:Id="UsernameToken-21621663">
<wsse:Username>bob</wsse:Username>
<wsse:Password Type="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wssusertokenprofile-
1.0#PasswordText">bobPW</wsse:Password>
</wsse:UsernameToken>
</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/RealTim
eTransactionResponse"; charset
=UTF-8
<soapenv:Envelope
xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
```



```

<soapenv:Body>
<ns1:COREEnvelopeRealTimeResponse
xmlns:ns1="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0xsd">
<PayloadType>X12_271_Response_005010X279A1</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>

```

#### 4.6 User Name and Password

User name and Password must be encapsulated using WS-Security Username 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](http://www.emblemhealth.com)**.

#### 5.2 EDI Technical Assistance

Please direct questions or correspondence to the following associate:

- [Michael Robinson](#) — **[mrobinson@emblemhealth.com](mailto: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, mental health, prior approvals, laboratories and more can be found in the [provider manual](#) at **[www.emblemhealth.com/providermanual](http://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
<b>C.3</b>	<b>ISA</b>	<b>Interchange Control Header</b>			
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			<ul style="list-style-type: none"> <li>• If you are a Medical Provider, use either your 9-digit Tax ID or your 7-digit EmblemHealth Provider Number. Right pad with spaces to 15 characters.</li> <li>• If you are a Billing Service or Vendor, use your 3-digit Biller Number.</li> <li>• If you are a Hospital or Dental Provider, use your 9-digit Tax ID. Right pad with spaces to 15 characters.</li> <li>• If you are a Clearinghouse, use your Submitter ID. Right pad with spaces to 15 characters.</li> </ul>
C.4	ISA07	Interchange Control Receiver ID Qualifier	“ZZ”		
C.5	ISA08	Interchange Control Receiver ID			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			Submit this value.
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	"~"		The Component Element Separator is a delimiter and not a data element. This field provides the delimiter used to separate component data elements within a composite data structure. This value must be different than the data element separator and the segment terminator.
C.10	IEA	<b>Interchange Control Trailer</b>			
C.10	IEA01	Number of Included Functional Groups			This field should be populated as specified by HIPAA guide.
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	<b>Functional Group Header</b>			
C.7	GS01	Functional Identifier Code	"HS"		
C.7	GS02	Application Sender's Code			Must match ISA06.
C.7	GS03	Application Receiver's Code			Submit value as "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 (assigned by your software). Right justify, left pad with zeros to 9 digits. Each submitter must start with a value of "1" and increase by 1 each time a file is sent.
C.8	GS07	Responsible Agency Code	"X"		
C.8	GS08	Version Identifier Code			Submit value as "005010X212".
C.9	GE	<b>Functional Group Trailer</b>			
C.9	GE01	Number of Transaction Sets Included			
C.9	GE02	Group Control Number			Must match GS06.

### 6.3 ST—SE

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

Batch requests 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.

## 8 ACKNOWLEDGEMENTS

### Real-time:

One of the following will be provided in response to a 276 inquiry:

- 999 Implementation Acknowledgement if the 277 transaction contains HIPAA compliancy errors within the ST/SE segments.
- 277 Response Transaction indicating the requested Claim Status Request.

### Batch:

One of the following will be provided in response to a 276 inquiry:

- 999 Implementation Acknowledgment (Reject) will be available within one hour if the 277 transaction contains HIPAA compliancy errors within the ST/SE segments.

- Acceptance response will be available within one hour. The 277 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 (TPA). Trading Partners have to contact EmblemHealth to obtain a TPA 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 276/277 (005010X212) Health Care Claim Status Request and Response Implementation Guide.

Page Number	Loop ID	Reference	Name	Code	Length	Comments
41	2100A	NM1	PAYER NAME			
42		NM108	Identification Code Qualifier	PI		
42		NM109	Identification Code			Submit value as "EMBLEMHEALTH"

## 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 50 test transactions.
- On successful testing of a transaction submission, begin submitting transactions to EmblemHealth in the production environment.

If you have any additional questions regarding becoming an EmblemHealth submitter, please call the 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 an example 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 call the EDI Help Desk at **1-212-615-4362**, Monday through Friday, from 9 am to 5 pm (ET).