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Blue Cross and Blue Shield Association

**HIPAA Transaction 278
Request for Review and Response
Standard Companion Guide**

**Refers to the Technical Reports Type 3
Based on ASC X12 version 005010X217**

Companion Guide Version Number: 4.0

Disclosure Statement

The Florida Blue Companion *Guide for EDI Transactions (Technical Reports, Type 3 (TR3))* provides guidelines in submitting electronic batch transactions. Because the HIPAA ASC X12-TR3s require transmitters and receivers to make certain determinations and elections (e.g., whether, or to what extent, situational data elements apply), this *Companion Guide* documents those determinations, elections, assumptions or data issues that are permitted to be specific to Florida Blue business processes when implementing the HIPAA ASC X12 5010 TR3s.

This *Companion Guide* does **not** replace or cover all segments specified in the HIPAA ASC X12 TR3s. It does not attempt to amend any of the requirements of the TR3s, or impose any additional obligations on trading partners of Florida Blue that are not permitted to be imposed by the HIPAA Standards for electronic transactions. This *Companion Guide* provides information on Florida Blue specific codes relevant to Florida Blue business processes, rules and situations that are within the parameters of HIPAA. Readers of this *Companion Guide* should be acquainted with the HIPAA ASC X12 TR3s, their structure and content.

This *Companion Guide* provides supplemental information that exists between Florida Blue and its trading partners. Trading partners should refer to their Trading Partner Agreement for guidelines pertaining to Availity^{®1} LLC, legal conditions surrounding the implementation of the electronic data interchange (EDI) transactions and code sets. However, trading partners should refer to this *Companion Guide* for information on Florida Blue business rules or technical requirements regarding the implementation of HIPAA-compliant EDI transactions and code sets.

Nothing contained in this *Companion Guide* is intended to amend, revoke, contradict or otherwise alter the terms and conditions of your applicable Trading Partner Agreement. If there is an inconsistency between the terms of this *Companion Guide* and the terms of your applicable Trading Partner Agreement, the terms of the Trading Partner Agreement will govern.

If there is an inconsistency between the terms of this *Companion Guide* and any terms of the TR3, the relevant TR3 will govern with respect to HIPAA edits, and this *Companion Guide* will control with respect to business edits.

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Preface

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Version Change Log

Date	Description	Page
9/25/14	Addition of Diagnosis Code Information	18
9/23/16	Updated verbiage for + 4 Zip code not a required B7, B18, B21	16,18,19
10/06/17	Reviewed - No required changes	
4/19/18	Removed the word "Alpha" describing prefix/suffix related to Member ID	17

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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) require that the health care industry in the United States comply with the Electronic Data Interchange (EDI) standards as established by the secretary of Health and Human Services. The ASC X12 005010X217 is the established standard for Request for Review and Response (278).

The Technical Reports Type 3 (TR3s) Guides for the 278 Request for Review and Response transaction specifies in detail the required formats. It contains requirements for the use of specific segments and specific data elements within segments, and was written for all health care providers and other submitters. It is critical that your software vendor or IT staff review this document carefully and follow its requirements to send HIPAA-compliant files to Florida Blue via your vendor.

Scope

This *278 Companion Guide* was created for Florida Blue trading partners to supplement the 278 TR3. It describes the data content, business rules, and characteristics of the 278 transaction.

References

TR3 Guides for ASC X12 005010X217 Request for Review and Response (278) and all other HIPAA standard transactions are available electronically at <http://www.wpc-edi.com>.

For more information, including an online demonstration, please visit www.availity.com or call 1 (800)-AVAILITY (282-4548)

CAQH CORE Operating Rules Phase II http://www.caqh.org/CORE_operat_rules.php

2 GETTING STARTED

Working with Florida Blue

Availity optimizes an information exchange between multiple health care stakeholders through a single, secure network. Availity encompasses administrative, financial, and clinical services, supporting both real-time and batch EDI via the web and through business-to-business (B2B) integration. For more information, including an online demonstration, please visit www.availity.com or call (800)-AVAILITY (282-4548).

Trading Partner Registration

In order to register, you will need:

- Basic information about your practice, your federal tax ID and National Provider Identifier.
- Someone with the legal authority (typically an owner or senior partner) to sign agreements for your organization.
- An office manager or other employee who can oversee the Availity implementation and maintain user IDs and access.

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Certification and Testing Overview

All trading partners and clearinghouses should be certified via Availity. It is recommended that the trading partner obtain HIPAA Certification from an approved testing and certification third party vendor prior to testing.

3 TESTING WITH FLORIDA BLUE AND AVAILITY

Florida Blue recommends that Trading Partners contact Florida Blue to obtain a testing schedule and or notify Florida Blue of potential testing opportunities prior to implementing any foreseen transaction impacts to the business flow of both Florida Blue and /or the Trading Partner.

4 CONNECTIVITY/COMMUNICATIONS WITH FLORIDA BLUE AND AVAILITY

Transmission Administrative Procedures

Connectivity

- Secure File Transfer via Internet
- FTP via ISDN, Leased Lines, Frame Relay, VPN

Re-Transmission Procedure

Encryption Method – Secure Socket Layer (SSL)

Communication Protocol Specifications

- HTTPS/FTPS
- HTTPS and your common Internet browsers (IE, Firefox, etc.) Port 443 (default)
- FTPS: Any FTP client capable of SSL encryption

Client examples are:

- Valicert ftp client
- Cute-FTP
- WS-FTP Pro
- FileZilla
- Others

Test and Production URL <https://securefile.BCBSF.com>

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FTPS Parameters

- Port 21
- Authentication: FTP over SSL (explicit) or FTP over TLS (explicit)
- Active Mode
- File retention is 72 hours

SSH Parameters

- Use SFTP or SCP
- Port 22
- Authentication: user id and password

Passwords

If a password change is necessary, please contact Availity® at (800)-Availity (282-4548) or www.Availity.com.

5 CONTACT INFORMATION

EDI Customer Service

The Florida Blue ANSI 278 Health Care Services Review – Request for Review and Response systems are available from Monday 12 a.m. through Saturday 11:59 p.m. Central time of any calendar week, excluding the following specified holidays.

- New Year's Day (01/01/CCYY)
- Memorial Day (Last Monday in May)
- Independence Day (07/04/CCYY)
- Labor Day (First Monday in September)
- Thanksgiving Day (Fourth Thursday in November)
- Christmas Day (12/25/CCYY)

EDI Technical Assistance and Provider Service Number

For support of EDI transactions through Availity®, please visit www.Availity.com or call 1-800-Availity (1-800-282-4548).

Applicable websites/e-mail: Example: www.Availity.com

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6 CONTROL SEGMENTS/ENVELOPES

ISA-IEA

This section describes Florida Blue Health Plan's use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

GS-GE

This section describes Florida Blue's use of the functional group control segments. It includes a description of expected application sender and receiver codes. Also included in this section is a description concerning how Florida Blue expects functional groups to be sent and how Florida Blue will send functional groups. These discussions will describe how similar transaction sets will be packaged and Florida Blue's use of functional group control numbers.

ST-SE

This section describes Florida Blue's use of transaction set control numbers. This section describes Florida Blue's use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

ANSI 278 – Health Care Services Review - Request for Review and Response

The purpose of this section is to delineate specific data requirements where multiple valid values are presented within the ANSI 278 5010 A1 TR3.

Common Definitions

Interchange control header (ISA06) Interchange Sender ID (Mailbox ID) – is individually assigned to each trading partner.

Interchange control header (ISA08) Interchange Receiver ID – is the Florida Blue tax ID, 592015694.

Interchange control header (ISA15) Usage Indicator – defines whether the transaction is a test (T) or production (P).

Functional Group Header (GS02) Application Sender's code – is individually assigned to each trading partner.

ANSI 278 – Health Care Services Review – Request for Review and Response

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Global Information

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
G1	All Transactions			Florida Blue requires a Trading Partner Agreement to be on file with Availity indicating all electronic transactions the Trading Partner intends to send or receive.
G2	All Segments			Only loops, segments, and data elements valid for the 278 HIPAA-AS TR3 Guide ASCX12 005010X217 will be used for processing.
G3	Acknowledgements – Florida Blue acknowledgements are created to communicate the status of files or claims. It is imperative that they be retrieved on a daily basis. One file could result in multiple acknowledgements. ANSI X12: TA1 – Interchange Acknowledgement 999 – Functional Acknowledgement			TA1 is available immediately after “depositing file” 999 is available immediately after “depositing file”
G4	Negative Values			Submission of any negative values in the 278 transaction will not be processed or forwarded.
G5	Date fields			All dates submitted on an incoming 278 Referral Request for Review must be a valid calendar date in the appropriate format based on the respective HIPAA-AS TR3 qualifier. Failure to do so may cause processing delays or rejection.
G6	Batch Transaction Processing			Generally, Availity and FB Gateway accept transmissions 24 hours a day, 7 days a week.
G7	Multiple Transmissions	All Segments		Any errors detected in a transaction set will result in the entire transaction set being rejected.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
G8	All transactions – B2B / EDI			Florida Blue requests to remove “ - “ (dashes) from all tax IDs, SSNs and zip codes.
G9	All transactions			Health Care Services Review – Request for Review (278) submitted with multiple patient events will be split into separate transactions and returned one at a time.
G10	All transactions			Florida Blue requires that you do not submit any special characters in any text fields.
G11	All transactions 2000C 2000D 2000F Additional Patient Information Paperwork	PWK		Although 278 allows for the submission of additional data in this segment, Florida Blue will not utilize the information in processing at this time.
G12	All transactions	HI		Florida Blue prefers that you do not transmit the decimal point in the diagnosis code(s). The decimal point is assumed.

Enveloping Information – Response for Review

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix B.4 (C.3)	All transactions utilize delimiters from the following list: > , * , ~ , ^ , , { and : . Submitting delimiters not supported within this list may cause an interchange (transmission) to be rejected.
E2	Interchange Control Structure	ISA	Appendix B (B.2)	Must submit Request for Review data using the basic character set as defined in Appendix B of the ASC X12 005010X217 TR3 . In addition to the basic character set, you may choose to submit lower case characters and the special character (@) from the extended character set. Any other characters submitted from the extended character set may cause the interchange (transmission) to be rejected by the Plan.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E3	Interchange Control Header Authorization Information Qualifier	ISA01	Appendix C (C.4)	Florida Blue requires 00 in this field.
E4	Interchange Control Header Authorization Information	ISA02	Appendix C (C.4)	Florida Blue requires 10 spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C (C.4)	Florida Blue requires 00 in this field.
E6	Interchange Control Header Security Information	ISA04	Appendix C (C.4)	Florida Blue requires 10 spaces in this field.
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C (C.4)	Florida Blue requires 01 in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C (C.4)	Florida Blue requires submission of your individually assigned FB sender mailbox number in this field.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C (C.5)	Florida Blue requires ZZ in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C (C.5)	Florida Blue will only accept the submission of FB tax ID number 592015694 in this field.
E11	Interchange Control Header Repetition Separator	ISA11	Appendix C (C.5)	All transactions utilize { as repetition separator. Submitting delimiters other than this may cause an interchange (transmission) to be rejected.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C (C.6)	The TA1 will not be provided without a code value of 1 in the field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C (C.6)	Florida Blue requires P in this field to indicate the data enclosed in this transaction is a production file.
E14	Interchange Control Header Component Element Separator	ISA16	Appendix C (C.6)	: Delimiter ----- Florida Blue requires the use of the above delimiter to separate component data elements within a composite data structure.
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA-IEA	Appendix C (C.7)	Florida Blue will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS segment as long as they are all the same transaction type.
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C (C.7)	HI – Request for Review FB requires submission of the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C (C.7)	Florida Blue requires the submission of the Florida Blue assigned Sender Code in this field.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C (C.7)	592015694 Florida Blue requires the submission of the above value in this field for 278 Request for Review, all others may cause rejection.
E19	Implementation Convention Reference	ST03	66	Must contain 005010X217 .

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Enveloping Information – Response for Review

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix B.5 (C.3)	All transactions utilize delimiters from the following list: >, *, ~, ^, , { and :.
E2	Interchange Control Structure	ISA	Appendix B (B.3)	Florida Blue sends review response data using the basic character set as defined in Appendix B of the ASC X12 005010X217 TR3 . In addition to the basic character set, lower case characters and the special character (@) from the extended character set may be used.
E3	Interchange Control Header Authorization Information Qualifier	ISA01	Appendix C (C.4)	Florida Blue sends 00 in this field.
E4	Interchange Control Header Authorization Information	ISA02	Appendix C (C.4)	Florida Blue sends 10 spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C (C.4)	Florida Blue sends 00 in this field.
E6	Interchange Control Header Security Information	ISA04	Appendix C (C.4)	Florida Blue sends 10 spaces in this field.
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C (C.4)	Florida Blue sends ZZ in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C (C.4)	Florida Blue sends 592015694 in this field.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C (C.5)	Florida Blue sends 01 in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C (C.5)	Florida Blue sends individually assigned Florida Blue sender mailbox number in this field.
E11	Interchange Control Header Repetition Separator	ISA11	Appendix C (C.5)	Florida Blue uses { as repetition separator.}

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C (C.6)	Florida Blue sends 0 in this field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C (C.6)	Florida Blue sends P in this field to indicate the data enclosed in this transaction is a production file.
E14	Interchange Control Header Component Element Separator	ISA16	Appendix C (C.6)	Florida Blue uses: as the delimiter to separate component data elements within a composite data structure.
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA-IEA	Appendix C (C.7)	Florida Blue will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS segment as long as they are all the same transaction type.
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C (C.7)	HI - Response for Review Florida Blue sends the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C (C.7)	Florida Blue sends 592015694 in this field.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C (C.7)	Florida Blue sends Florida Blue assigned Sender Code in this field.
E19	Implementation Convention Reference	ST03	66	Florida Blue sends 005010X217 in this field.
E20	999 Functional Acknowledgement	AK103		Florida Blue will return the value submitted in GS08 from the functional group to which this 999 transaction set is responding

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Business Requirements

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B1	BHT - Beginning of Hierarchical Transaction Transaction Set Purpose Code	BHT02	67	Florida Blue will only support 13 (Request). ----- Florida Blue will not support 01 (Cancellation) 36 (Authority to Deduct – Reply). These values will be eliminated on the web portal and rejected (as not supported by B2B.)
B2	2010A - Utilization Management Organization (UMO) Name Entity Identification Code	NM101	71	X3 ----- Florida Blue requests submission of above value in this field.
B3	2010A - Utilization Management Organization (UMO) Name Organization Name	NM103	72	Florida Blue ----- Florida Blue requests submission of above value in this field.
B4	2010A - Utilization Management Organization (UMO) Name Payer Identification Code Qualifier Identification Code	NM108 NM109	73	PI ----- Florida Blue requests submission of PI in NM108 followed by 090 in NM109.
B5	2010B - Requester Name Reference Identification Qualifier Reference Identification	NM108 NM109	77 - 78	Florida Blue requires XX qualifier in NM108 followed by the NPI Number in NM109.
B6	2010B - Requester Supplemental Identification Reference Identification Qualifier Reference Identification	REF01 REF02	79	Florida Blue requires the ZH qualifier in REF01 and REF02 must be the sender code.
B7	2010B - Requester Name Zip Code	N403	83	9-digit zip code - (Zip + 4) 5-digit zip code - The 5 digit zip code is required. +4-digit zip - The last 4 digits of the zip code are optional, however the use of 0000 is not allowed.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B8	2010B - Requester Provider Information Provider Code	PRV01	87	Florida Blue requires RF in PRV01
B9	2010B - Requester Provider Information Reference Identification Qualifier	PRV02	88	Florida Blue requires PXC in PRV02
B10	2010B - Requester Provider Information Provider Taxonomy Code	PRV03	88	Florida Blue requires a valid provider taxonomy code in PRV03. Standard taxonomy codes are published on the National Uniform Claim Committee website at www.nucc.org .
B11	2010C - Subscriber Name Identification Code Qualifier Identification Code	NM108 NM109	93	Florida Blue requires MI in NM108 NM109: FB requires submission of ID number (#) exactly as it appears on the Florida Blue ID card without embedded spaces (this includes any out-of-state Blue Card IDs) including any applicable prefix or suffix
B12	2010C - Subscriber Demographic Information Gender Code	DMG03	100	F - Female M – Male Florida Blue requires that only the gender codes listed above be submitted. When submitting a request on an FEP (Federal Employee Program) member, Florida Blue requires the submission of the DMG03.
B13	2000E - Patient Event Level Request Category Code	UM01	120	Florida Blue will support the following codes: AR (Admission Review) HS (Health Services Review) SC (Specialty Care Review) ----- Florida Blue will not support IN (individual).

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B14	2000E - Patient Event Level Certification Type Code	UM02	121	Florida Blue will only support the following codes: 1 – Initial 3 – Cancel 4 – Extension S – Revised ----- Florida Blue will not support 1, 2, N, R
B15	2000E – Patient Event Level Patient Diagnosis	HI	137-153	Florida Blue requires the submission of the diagnosis code.
B16	2010EA - Patient Event Provider Name Entity Identifier Code	NM101	210	If the Entity is a Non-Person, Florida Blue requires an SJ in the NM101.
B17	2010EA - Patient Event Provider Name - Entity Type Qualifier	NM102	210	If the value of SJ is submitted in NM101, Florida Blue requires a value of 2 in NM102.
B18	2010EA - Patient Event Provider Name - Zip Code	N403	217	9-digit zip code - (Zip + 4) 5-digit zip code - The 5 digit zip code is required. +4-digit zip - The last 4 digits of the zip code are optional, however the use of 0000 is not allowed.
B19	2010EA - Patient Event Provider Name Provider Code	PRV01	221	Florida Blue requires the PRV segment
B20	2010EA - Patient Event Provider Name Reference Identification Qualifier	PRV02	222	Florida Blue requires PXC in PRV02
B21	2010EA - Patient Event Provider Name Provider Taxonomy Code	PRV03	222	Florida Blue requires a valid provider taxonomy code in PRV03. Standard taxonomy codes are published on the National Uniform Claim Committee website at www.nucc.org
B22	2000F - Health Care Services Review - Service Type Code	UM03	239	The following Service Types require procedure codes: 2, 4, 6, 8, 12, 18, 20, 21, 40, 62, 63, 70, 73, 75, 88, AR, BS

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B23	2000F - Professional Service Product or Service ID Qualifier	SV101-1	247	Florida Blue supports HC or N4 in this field. Florida Blue requires associated procedure code.
B24	2000F - Institutional Service Line Product or Service ID Qualifier	SV102-1	253	Florida Blue supports HC or N4 in this field. Florida Blue requires associated procedure code.
B25	2000F - Health Care Services Delivery Quantity Qualifier	HSD01	267	Florida Blue will accept only the following code values: DY -- Days VS -- Visits Submission of any other value will result in a pended status.
B26	2010F - Service Provider Entity Identifier Code	NM101	278	If the Entity is a Non-Person, Florida Blue requires an SJ in the NM101.
B27	2010F - Service Provider Entity Type Qualifier	NM102	278	If the value of SJ is submitted in NM101, Florida Blue requires a value of 2 in NM102.
B28	2010F - Service Provider Zip Code	N403	285	9-digit zip code - (Zip + 4) 5-digit zip code - The 5 digit zip code is required. +4-digit zip - The last 4 digits of the zip code are optional, however the use of 0000 is not allowed.
B29	2010F - Service Provider Provider Code	PRV01	289	Florida Blue requires the PRV segment.
B30	2010F - Service Provider Reference Identification Qualifier	PRV02	290	Florida Blue requires PXC in PRV02
B31	2010F - Service Provider Provider Taxonomy Code	PRV03	290	Florida Blue requires a valid provider taxonomy code in PRV03. Standard taxonomy codes are published on the National Uniform Claim Committee website at www.nucc.org .

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7 TRADING PARTNER AGREEMENTS

Please contact Availity for your Trading Partner Agreement at 1- (800)-AVAILITY or www.Availity.com.

8 TRANSACTION SPECIFIC INFORMATION

This section describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of a table. The tables contain a row for each segment that Florida Blue has something additional, over and above, the information in the IGs. That information can:

1. Limit the repeat of loops, or segments
2. Limit the length of a simple data element
3. Specify a sub-set of the IGs internal code listings
4. Clarify the use of loops, segments, composite and simple data elements
5. Any other information tied directly to a loop, segment, and composite or simple data element pertinent to trading electronically with Florida Blue.

In addition to the row for each segment, one or more additional rows are used to describe Florida Blue's usage for composite and simple data elements and for any other information. Notes and comments should be placed at the deepest level of detail.

For example, a note about a code value should be placed on a row specifically for that code value, not in a general note about the segment.

The following table specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

ASC X12 Transactions Supported

Florida Blue processes the following ASCX12 HIPAA transactions for Request for Review and Response.

ASC X12 278 X12 005010X217	Request for Review and Response
ASC X12 TA1 v005010X231A1 (HIPAA)	Response to the X12 transactions where errors are encountered in the outer envelopes (ISA/IEA and GS/GE segments)

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ASC X12 999 V005010X231A1 (HIPAA)	Functional Acknowledgement
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