

834 Summary Error Report Helpful Hints

We are updating our Electronic Data Interchange (EDI) gateway software that receives and acknowledges the 834 electronic Benefit Enrollment and Maintenance file. Due to this update, there will be a change in how you receive 999 file failure notifications.

In late February 2020, we began migrating groups to the new platform. Upon completion of this migration, transaction errors will be conveyed through two new documents that will be attached to your email notification:

- Summary Error Report; and
- 999 Transaction (X12 acknowledgement to the 834 electronic Benefit Enrollment and Maintenance file)

The attached two documents will provide additional details explaining the errors that may have occurred during the processing of your 834 file.

The 834 Summary Error Report presents the statistics of the file (name and submission date identified at the top left of the report) in the same hierarchical manner as the original 834 enrollment file itself beginning with the highest level of the file: The Interchange (ISA/IEA), followed by the Functional Group (GS/GE), and lastly the section of the file containing the member data, the Transaction level (ST/SE).

Errors at any of the three levels of the 834-enrollment file can result in the file's rejection which would be summarized in the 'Document' section as shown below. The report section below represents a file that ultimately rejected.

Document	
Errors at Document Level: Total Errors: 3 Total Warnings: 0 Total Information: 0	Interchange Received: 1 Interchange Accepted: 0

The information regarding the specific reason(s) the file was not accepted will generally be found in the Transaction section of the report. Below is an example of an error which resulted in a rejection of the 834-enrollment file. From the below, we can tell the following:

- The file identified in the report contained control number 'D20E3462E' in ST02.
- There was a total of three (3) errors in the 834 file.
- Error 1: 0x810049 – The error described occurred on line 9 (Segment Count) in REF02.
- Error 2: 0x39392DF – The error occurred on line 625 (Segment Count) in the N4 segment. Both N402 and N404 are missing. Per the guidelines, N402 is required when N404 is missing.
- Error 3: 0x921001A – The error described occurred on line 9 (Segment Count) in REF03, which must be present if REF02 is missing. Although the report describes the first occurrence of the error, based on the 2 in the 'Number of Occurrences' column, it is present a total of two (2) times.

Tips:

- *Warning* and *Information* edits do not result in a file rejection: only edits with a severity of *Normal* will reject the file.
- When an error occurs repeatedly throughout the file, the first occurrence (and location) will be listed on the report. Additional occurrence locations will be identified in the 999. For additional details, please refer to the 999 acknowledgement.

1.1.1 Transaction						
Errors at Transaction level: Errors: 4 Warnings: 0 Information: 0		Transaction ID: 834		Control Number: D20E3462E		
#	Error ID	Error	Severity	SNIP Type	Number of Occurrences	Percentage of Total
1	0x810049	<p>Element REF02 (Reference Identification) is missing. This Element's user option is 'Must Use'. Segment REF is defined in the guideline at position 0200.</p> <p>This Element was expected in: Segment Count: 9 Element Count: 2 Character: 402</p> <p>A data element with 'Must Use' status is missing.</p>	Normal	2	1	25.00%
2	0x39392DF	<p>Element N402 is missing. It is required when N404 is not used. Segment N4 is defined in the guideline at position 0600.</p> <p>This element was expected in: Segment Count: 625 Character: 13624</p> <p>State or Province Code is required for Member City, State, ZIP Code.</p>	Normal	2	1	25.00%
3	0x921001A	<p>At least one of REF02, REF03 must be present. The syntax rule R0203 of Segment REF is violated. Segment REF is defined in the guideline at position 0200.</p> <p>This error was detected at: Segment Count: 9 Element Count: 2 Characters: 402 through 402</p> <p>A HIPAA syntax error occurred.</p>	Normal	1	2	50.00%