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270/271 Eligibility Inquiry/Response

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Chapter 3: 270-271 Health Care Eligibility Benefit Inquiry and Response

Overview

The 270 and 271 Transactions are used in tandem: the 270 Transaction is used to inquire about the eligibility benefit status of a subscriber, and the 271 Transaction is returned in response to that inquiry. Blue Cross Blue Shield of North Carolina returns detailed eligibility, co-payment, deductible, co-insurance, and type of insurance information on the 271 Response.

The information in this chapter clarifies BCBSNC business and processing rules that are relevant to the implementation of the 270 and 271 Transactions. The chapter consists of three sections:

- a general section with material applicable to the processing of eligibility inquiries and business edits performed by BCBSNC
- two tables outlining specific data format or content issues within both transactions; these tables also describe BCBSNC handling of specific data types
- a sample scenario of a 270 Transaction that is illustrated as both a data string and mapped transaction



Important Notice:

Unless otherwise required by state law, a 271 Response is not a guarantee of payment. Benefits are subject to all contract limitations and the member’s eligibility status on date of service.

Connectivity Transmission Options

The following connectivity options are available for transmission and receipt of X12 Health Eligibility 270/271 transactions. For more information about connectivity, see the *Introduction to the BCBSNC Companion Guide* at www.bcbsnc.com/providers/edi/hipainfo.cfm.

Connectivity Mode	Medium	File Format
HTTPS	Web Browser	X12 Batch
FTP	Secure Web Service	X12 Batch
SOAP Standard	Secure Web Service	X12 Real-time and Batch

System Availability

Providers and trading partners may submit 270/271 Health Care Eligibility Inquiries from 4:00 a.m. until 1:00 a.m. the following day, seven (7) days a week. The hours from 1:00 a.m. to 4:00 a.m. are for regularly scheduled maintenance.

Blue Card and Federal Employee Inquiries (Blue Exchange)

In order to manage inquiries for out-of-state Blue Card holders and Federal employees, BCBSNC accesses Blue Exchange, a data management system shared with Blue Cross and Blue Shield plans around the country. This system facilitates the routing of 270 Inquiries to the appropriate Blue Cross and Blue Shield Associate and the return of the 271 Response to the original submitter.



Important Notices:

For Batch Submitters: Submitters of batch x12 files will receive a 997 and/or TA1 Acknowledgement from BCBSNC, including those inquiries for Blue Card subscribers and federal employees. However, 271 Responses for out-of-state subscribers may take longer to be returned than those in state. Batches received by BCBSNC prior to 9:00 p.m. will have a response returned no later than 7:00 a.m. the next morning.

If Blue Exchange is unable to respond within 24 hours, submitters receive the following AAA in the Subscriber Loop of the 271: AAA01= Y, AAA03 = 42, AAA04 = R. The original inquiry is closed out and may be resubmitted.

For Real-time Submitters:

Responses are received from Blue Exchange within 1 minute from submission.

Eligibility Inquiry Processing

Inquiries are handled in both batch and real-time mode. Batch transmissions are bundled with up to 99 patient requests per batch. Real-time x12s are bundled in batches of one.

Frequency of Data Exchange

Real time processing takes no more than 20 seconds. Senders of batch transmissions can expect to receive a 271 Response within 5 minutes to one hour of submitting the original 270 Inquiry. Responses can be retrieved from the sender's mailbox.

Acknowledgements (Batch Only)

The TA1 Interchange Acknowledgement and the 997 Functional Group Acknowledgement are acknowledgements at the Interchange and Functional Group level of the transmission, returned upon the receipt of a 270 Inquiry. Receipt of a positive TA1 and 997 indicates that no Implementation Guide errors are contained within the transmission. If Implementation Guide errors are found within the transmission, a negative TA1 or 997 is returned, identifying the error, and the batch is rejected. The *Introduction to the Companion Guide*, online at www.bcbsnc.com/providers/edi/hipaainfo.cfm contains more information on the use of the TA1 and 997 Transactions.

The 271 Response provides acknowledgement of 270 Inquiry receipt. However, submitters may receive multiple 271 Responses to a 270 Inquiry if the 270 batch includes inquiries for patients with out-of-state coverage. See the [Blue Card and Federal Employees](#) (Blue Exchange) section for more information.

See the [Error Reporting](#) section of this chapter for more information about the 271 Response for error reporting.

Batch Data Retention

Data from inquiries that are rejected with a TA1 or 997 Transaction is not retained. Data from inquiries that are rejected at the Information Source or Information Receiver Loop level is deleted from our system. Data from inquiries that are rejected past the Information Receiver Loop (2100B) level is retained for 15 days from the date of receipt.

Batch Handling

BCBSNC accepts up to 99 Inquiries within a transaction set of a transmission and processes up to 99 transactions for each bundle received.



Important Notice:

BCBSNC does not batch-match responses with inquiries. Submitters should provide a Subscriber Trace Number (2000C or 2000D TRN02) so that they can associate submitted inquiries to their respective responses.

Error Reporting

The following table indicates the various error responses one may receive to a 270 Transaction.

Transmission Structure Level of Error	Type of Error	Transaction Returned
ISA/IEA Interchange Control	HIPAA Implementation Guide Violations <ul style="list-style-type: none"> • Invalid Message • Invalid Batch ID • Inactive Message • Improper Batch Structure 	TA1
GS/GE (Functional Group) ST/SE (Transaction Set) Detail Segments	HIPAA Implementation Guide Violations	997
Detail Segments	BCBSNC Business Edits (see 271 - Data Element Table for details) Security Validation Messages	271 Transaction (See AAA segments)

Error Reporting for Eligibility Inquiries

The TA1 and 997 Transactions are used to indicate Implementation Guide errors. If a transaction is rejected at the Interchange Control (ISA/IEA) level, the batch returns a TA1 Interchange Acknowledgement transaction that identifies the Implementation Guide error contained in the transmission. If a transmission is rejected at the Functional Group (GS/GE) or Transaction Set (ST/SE) level, a 997 Functional Acknowledgement that identifies the Implementation Guide errors is returned. However, if the GS/GE level (Functional Group) of the transmission is corrupted such that a 997 cannot be created, a TA1 with a 05 value of “024” (Invalid Interchange Content) is returned. Note that this circumstance is the only situation where a TA1 is used to respond to a portion of the transmission other than the ISA/IEA.



Important Notices:

1. For Implementation Guide violations, BCBSNC returns the TA1 or 997 Acknowledgement Transactions ONLY. Trading partners who are unable to accept a 997 or TA1 transaction are not provided with alternative Implementation Guide error reporting mechanisms.

The 271 AAA Segments are used to identify security validation requirement issues and to indicate BCBSNC business edits. Submitters that provide insufficient or invalid information within the 270 Inquiry are sent a 271 Response with AAA segments identifying the error.

Security Validation Edits

BCBSNC has a variety of edits to ensure the security of data transmission within the Transaction Set or ST/SE portion of a transmission. These security checks or edits are in addition to the verification of identifiers within the Interchange Control envelope and Functional Group. The edits involve validating information that has been exchanged between BCBSNC and its business partners via the Electronic Connectivity Request form, as well as the approval letter returned by BCBSNC to verify security information. These edits stop the processing of a transaction prior to any business edits performed on the detailed segments of a transaction.

The table below identifies the Security Validation edits performed on the 270 Eligibility Inquiry and the possible modifications needed to correct the edit. Each edit listed validates the NPI; the validation is performed against the value in the 270, 2100B, NM109 (Information Receiver Loop). Submitters receive an AAA03 value of “43” (Invalid Provider Identification) returned in the 271 Response, 2100B, if the National Provider Identifier (NPI) cannot be validated. Security Validation failures result in the rejection of all Eligibility Inquiries within the loop attached to the Provider Identifier in question, essentially the entire transaction set (ST/SE).

If the modifications suggested do not identify an error, submitters are advised to contact the eSolutions HelpDesk at (919) 765-3514 or (888) 333-8594, for more specific information.

Security Validation Error and Data Element Validated	271 Response Message	Modification Required
Provider ID not authorized. <ul style="list-style-type: none"> 2100B, NM109 for NPI 	271, 2100B, AAA03 – “43” (Invalid/Missing Provider Identification)	The NPI at the ST/SE level of the transaction cannot be validated. Verify that <ul style="list-style-type: none"> an Electronic Connectivity Request (ECR) form has been completed you have received an approval letter from BCBSNC the National Provider Identifier (NPI) on the approval letter from BCBSNC is consistent with that on the transmission.
Provider ID not authorized for production. <ul style="list-style-type: none"> 2100B, NM109 for NPI 	271, 2100B, AAA03 – “43” (Invalid/Missing Provider Identification)	Business partners receive a letter from Electronic Solutions that approves them for either test or production transmission of the transaction in question. Verify the batch ID numbers as presented on this letter and the authorization to send a production transmission, or resubmit as a test.
Sender ID (ISA06) not authorized for this Provider ID (2100B, NM109).	271, 2100B, AAA03 – “43” (Invalid/Missing Provider Identification)	No relationship between this NPI and the sender of the transmission has been communicated to BCBSNC. Verify all identifiers as they appear on the Electronic Connectivity Request form to ensure that they are correct.
Provider ID not authorized for this transaction. <ul style="list-style-type: none"> 2100B, NM109 for NPI 	271, 2100B, AAA03 – “43” (Invalid/Missing Provider Identification)	BCBSNC has not authorized this NPI. Verify that you have received an approval letter for the transmission of this specific transaction type.
Provider ID not authorized for this connectivity mode. <ul style="list-style-type: none"> 2100B, NM109 for NPI 	271, 2100B, AAA03 – “43” (Invalid/Missing Provider Identification)	The Electronic Connectivity Request form completed by the provider has identified a different mode of connectivity than was set up in security. Verify the correct connectivity mode to be used.

Security Validation Error and Data Element Validated	271 Response Message	Modification Required
Transaction not authorized for this date.	271, 2100B, AAA03 – “50” (Provider Ineligible for Inquiries)	The authorization date on the BCBSNC notification letter is inconsistent with that on the transmission. Verify the transaction effective date on the approval letter.

Security Validation for 270 Eligibility Requests

Validation of Dates

If a future or blank date is submitted for a Date of Service (DTP03) on the 270 Inquiry, BCBSNC edits the data and enters the current date. BCBSNC cannot project future coverage or liability for members.

Other date errors used in a DTP segment, such as 20010230 (February 30, 2001), return an appropriate AAA03 segment (Reject Reason Code). In this example, the Reject Reason Code would be a value of 57, which indicates that the date is invalid.

Date Ranges

BCBSNC returns the date range of the member’s eligibility, regardless of the date sent in the Inquiry.



Important Notice:

If either end of the date range submitted falls outside of the member’s coverage dates, the 271 Response returns a value of “6” (Inactive) on the 2110C, EB01. If the patient has or had active coverage at any time, those date ranges are returned in 2100C, DTP03.

Subscriber or Dependent Identification

BCBSNC uses only the following HIPAA Search Option (HSO) data elements within the 270 Transaction to validate the patient’s eligibility:

Data Element for Patient Matching	Implementation Guide Location (270 Request) (Subscriber or Dependent Loop)
First Name	2100C NM104 or 2100D NM104
Last Name	2100C NM103 or 2100D NM103
Date of Birth	2100C DMG02 or 2100D DMG02
Identification Code (Member ID)	2100C NM109 (see Important Notices below)



Important Notices:

1. The BCBSNC member’s identification number for the patient (“Identification Code”) should be entered in the Subscriber loop (2100C NM109) even if the patient is a dependent.
2. To submit inquiries on more than one dependent of the same subscriber, use a unique Subscriber Loop for each dependent.

270 Data Element Table

This Data Element table presents a matrix of those elements listed in the HIPAA Implementation Guide that require Companion Guide annotation. The matrix identifies the element in question according to its loop, segment, and element identifiers within the HIPAA Implementation Guide. Adjacent to the element’s identifiers is the BCBSNC business rule specific to that data element or segment.

Transaction: 270 Health Care Eligibility Benefit Inquiry					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
	BHT	Beginning of Hierarchical Transaction (p. 38)			
			02	Transaction Set Purpose Code	BCBSNC validates only Code 13 (Request).
2100A	NM1	Information Source Name (p 44)			
			08	Identification Code Qualifier	BCBSNC expects to see value “46” – our ETIN.
			09	Identification Code	Submitters will have received this identifier from BCBSNC Electronic Solutions (Production Support) after completing a request for electronic connectivity.
2100B	NM1	Information Receiver Name (p.54)			
			08	Reference Identification Qualifier	BCBSNC expects to see XX (for an NPI).
			09	Identification Code	BCBSNC expects to see the Provider’s NPI.
2000C	Loop	Subscriber Level (p.66)			
				Entire Transaction Set Envelope	<ul style="list-style-type: none"> BCBSNC accepts up to 1,000 patient inquiries per transaction set for batch transmissions and 1 patient inquiry per transaction set for real-time transmission Use the subscriber loop for the dependent if the dependent is the patient (See Section 1.3.2: <i>Patient</i> of the X12N 270/271 Implementation Guide) Submit only one dependent per Subscriber Loop.
2100C	NM1	Subscriber Name (p.71)			
			03	Last name or Organization Name	This element is one of the possible variables used for validation of eligibility. It is used in conjunction with date of birth sent in the DMG02 2100C.
			04	First Name	If Last Name is sent as an identifier for the patient, first name must also be sent.

Transaction: 270 Health Care Eligibility Benefit Inquiry					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
			08	Identification Code Qualifier	BCBSNC expects to see a value of MI only.
2100C			09	Identification Code	This element may be used for validation of eligibility. This element must match that on the patient's membership ID card exactly, including alpha prefixes and numeric suffixes if applicable. (Numeric suffixes are used to uniquely identify dependents sharing some portion of the Subscriber Identifier.)
	DMG	Subscriber Demographic information (p.83)			
			02	Date Time Period	This element (Date of Birth) may be used for validation of eligibility when sent in conjunction with First Name, Last Name. It may also be used in conjunction with member Identification Code.
	DTP	Subscriber Date (p. 87)			
				Entire Segment	If Subscriber Date is not received, BCBSNC returns the most current eligibility dates of the patient if coverage is indicated.
			01	Date/Time Qualifier	BCBSNC expects to see a value of 307; Submission of a value of "102" for this element returns a AAA value of "42".
2110C	EQ	Subscriber Eligibility or Benefit Inquiry Information (p. 89)			
			01	Service Type Code	BCBSNC accepts and responds to any service code option.
	DTP	Subscriber Eligibility/Benefit Date (p.106)			
			01	Date/Time Qualifier	BCBSNC uses the 2100C DTP01 Date/Time Qualifier for this value.
2100D	NM1	Dependent Name (p.114)			
			03	Last name or Organization Name	This element is one of the possible variables used for validation of eligibility. It is used in conjunction with first name and date of birth sent in the DMG02 2100D.
			04	First Name	If Last Name is sent as an identifier for the patient, first name must also be sent.
	DTP	Dependent Date (P 129)			
			01	Date/Time Qualifier	Submission of a value of "102" for this element returns a AAA value of "42".
2110D	EQ	Dependent Eligibility or Benefit Inquiry Information (p. 131)			
			01	Service Type Code	BCBSNC accepts and responds to any service code option.
2110D	DTP	Dependent Eligibility/Benefit Date (p.145)			

Transaction: 270 Health Care Eligibility Benefit Inquiry					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
				Date/Time Qualifier	BCBSNC uses the 2100D DTP01 Date/Time Qualifier for this value.

271 Data Element Table

This Data Element table presents a matrix of only those elements listed in the HIPAA Implementation Guide that require Companion Guide annotation. The matrix identifies the element in question according to its loop, segment, and element identifiers within the HIPAA Implementation Guide. Adjacent to the element’s identifiers is the BCBSNC business rule specific to that data element or segment.

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
2000A	AAA	Request Validation (p. 160)			
			01	Yes/No Condition/Response Code	When the BHT02 sent on the 270 is other than “13”, the value returned here is “N” (‘No’). NOTE: When an “N” value is returned within this AAA, the 270 Request to which it refers has been rejected and the 271 Response contains only this AAA Segment.
			03	Reject Reason Code	<ul style="list-style-type: none"> When the BHT02 sent on the 270 is other than “13” in a <u>batch</u> transmission, the value returned here is “42” (‘Unable to Respond at the Current Time’). If Blue Exchange does not respond to a <u>real-time</u> inquiry within 60 seconds, BCBSNC returns a “42” and closes the HTTPS socket associated with the failed transaction.
			04	Follow-up Action Code	<ul style="list-style-type: none"> When the BHT02 sent on the 270 is other than “13”, the value returned here is “C” (‘Please Correct and Resubmit’).

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
2100A	AAA	Request Validation (p.172)			
			03	Reject Reason Code	When AAA01 is N, BCBSNC returns either of the following values: 04 – indicating HL segments exceeded the maximum of 99. 79 – indicating the receipt of the wrong payer number.
2100A	NM1	Information Source Name (p. 163)			
				Entity identifier code	BCBSNC returns only Code PR (Payer)
			02	Entity Type Qualifier	BCBSNC returns only Code 2 (Non-person Entity).
			03	Last name or Organization Name	BCBSNC returns only “Blue Cross and Blue Shield of NC”.
			08	Identification Code Qualifier	BCBSNC returns only Code 46 (ETIN). The BCBSNC Electronic Transmitter Identification Number is provided to submitters upon completion of Electronic Solutions Electronic Connectivity Request Form.
2100B	NM1	Information Receiver Name (p. 178)			
			08	Identification Code Qualifier	BCBSNC returns Code XX (NPI).
			09	Identification Code	BCBSNC returns the code sent on the 270 (2100B, NM109), which should be the NPI. If this code does not match the identifier stated in the Electronic Connectivity Request form filed with BCBSNC, an AAA segment (Information Receiver Request Validation) is returned with a notice for the error.
	AAA	Information Receiver Request Validation (p.184)			
			03	Reject Reason Code	When AAA01 is N, BCBSNC returns Code 43 for AAA03, indicating Invalid/Missing Provider Identification. Validate your National Provider Identifier (NPI).
2100C	REF	Subscriber Additional Identification (p.196)			
			01	Reference Identification Qualifier	BCBSNC returns this segment with 6P (Group Number). On the first iteration, the patient's group number is returned. However, BCBSNC returns subsequent iterations of 2100C REF for each 'EA' or 'EJ' code received in the 270 transaction, Loop 2000C REF 01, so that the provider's patient account or medical record ID is returned.
			02	Reference Identification	When REF01 is 6P, this value is the patient's group number as identified on BCBSNC systems.

Transaction: 271 Health Care Eligibility Benefit Response						
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules	
	N3	Subscriber's Address (p.200)				
				Entire Segment	Regardless of what is sent on the 270 Inquiry, the 271 Response returns address information as it appears on the BCBSNC system.	
	N4	Subscriber's City, State, Zip Code (p.201)				
				Entire Segment	Regardless of what is sent on the 270 Inquiry, the 271 Response returns address information as it appears on the BCBSNC system.	
	AAA	Subscriber Request Validation (p.207)				
			01	Yes/No Condition or Response Code	<ul style="list-style-type: none"> When AAA01 is N, BCBSNC returns a value of 67 (Patient Not Found) in AAA03. Check Patient's Membership ID (which should be that listed on the Membership ID Card), or Patient's Name (First and Last) and Date of Birth. No other values are used to validate this data element. When AAA01 is Y, and BCBSNC returns a value of 42 (Unable to Respond at Current Time) in AAA03 and a value of R in AAA04, this indicates that Blue Exchange has closed out the inquiry and the sender should resubmit. 	
			03	Reject Reason Code	<ul style="list-style-type: none"> A value of 42 (Unable to Respond at Current time.) is returned from Blue Exchange inquiries if no response is possible within 24 hours for batch submissions, or 60 seconds for real-time submission. Submitters may resubmit these inquiries if the Follow-up Action Code (AAA04) is "R". When AAA01 is N, BCBSNC returns Code 58, 64, 65, or 67 for AAA03, whichever is most appropriate. Check the Patient's Name, which should be that listed on the Membership ID Card, the Date of Birth, and the Membership ID number. 	
			04	Follow-up Action Code	A value of "S" is returned when the inquiry is pending with Blue Exchange.	
	DTP	Subscriber Date (p. 216)				
				Entire Segment	If Subscriber Date is not received, BCBSNC returns the most current eligibility dates of the patient if coverage is indicated. (This may include years XX99 to indicate no identifiable end date.)	
2110C	EB	Subscriber Eligibility or Benefit Information (p. 219)				
				Entire Segment	This segment repeats to provide different coverage information. The qualifier in EB01 indicates the information being sent in that specific iteration of the EB segment. If the member is a dependent, this information appears in the 2110D Loop.	

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
			01	Eligibility or Benefit Information	The following values may be returned: <ul style="list-style-type: none"> • 1 (Active Coverage) • 6 (Inactive) • A (Co-insurance) • B (Co-payment) • C (Deductible)
			02	Coverage Level Code	When EB01 equals "C", this element returns either "FAM" (family) or "IND" (Individual).
			03	Service Type Code (STC)	Any STC inquired upon receives a response. BCBSNC returns up to 55 of the STC listed in EB03. A "baseline response", a set of STC identified by the BCBS Association or the CAQH Board, may be received in addition to the code of the inquiry. The baseline codes include: <ul style="list-style-type: none"> • 1 – Medical Care • 30 – Health Plan Benefit Coverage • 33 – chiropractic • 35 – Dental • 48 – Hospital Inpatient • 50 – Hospital Outpatient • 52 – Emergency Room • 86 – Emergency Services • 88 – Pharmacy • 98 – Physician Office visit • AL – Vision • A7 – Mental Health Inpatient • A8 – Mental Health Outpatient
			04	Insurance Type Code	This element is present only in the first iteration of the EB segment, to indicate the member's type of coverage. One of the following values may be returned: <ul style="list-style-type: none"> • HM (HMO) • OT (Other) • PR (PPO) • PS (Point of Service – POS) • SP (Supplemental Policy)
			06	Time Period Qualifier	One of the following values may be returned: <ul style="list-style-type: none"> • 22 (Service Year) • 27 (Visit) • 36 (Admission)
			07	Monetary Amount	When EB01 equals B or C, a monetary value is returned in EB07.
			08	Percent	When EB01 equals A, a percent value is returned in EB08.
			12	Yes/No Condition or Response Code	This code is given to indicate if the benefits are considered in or out of Plan-Network.

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
	MSG	Message Text (p. 244)			
			01	Free Form Message Text	<ul style="list-style-type: none"> If needed, a message segment is sent to indicate the Service Type of "Specialist" or "Urgent" as the EB03 does not have codes for those values. The following disclaimer, mandated by the BCBS Association, is returned: "Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limitations and the member's eligibility status on date of service." The MSG01 provides a description of the benefit listed in the EB segment.
2100D	REF	Dependent Additional Identification (p.274)			
			01	Reference Identification Qualifier	BCBSNC returns this segment with 6P (Group Number). On the first iteration, the patient's group number is returned. However, BCBSNC returns subsequent iterations of 2100C REF for each 'EA' or 'EJ' code received in the 270 transaction, Loop 2000C REF 01, so that the provider's patient account or medical record ID is returned.
	N3	Dependent's Address (p.277)			
				Entire Segment	Regardless of what is sent on the 270 Inquiry, the 271 Response returns address information as it appears on the BCBSNC system.
	N4	Dependent's City, State, Zip Code (p. 278)			
				Entire Segment	Regardless of what is sent on the 270 Inquiry, the 271 Response returns address information as it appears on the BCBSNC system
	AAA	Dependent Request Validation (p.284)			
			03	Reject Reason Code	When AAA01 is N, BCBSNC returns Code 67 for AAA03, indicating Patient Not Found. Patient's Name, Membership ID, and Date of Birth are validated.
			04	Follow-up Action Code	A value of "S" is returned when the inquiry is pending with Blue Exchange.
2110D	EB	Dependent Eligibility or Benefit Information (p. 295)			
				Entire Segment	This segment repeats to provide different coverage information for Dependents. The qualifier in EB01 indicates the information being sent in the specific iteration of the EB segment.
			01	Eligibility or Benefit Information	The following values may be returned: <ul style="list-style-type: none"> 1 (Active Coverage) 6 (Inactive) A (Co-insurance) B (Co-payment) C (Deductible)

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
			02	Coverage Level Code	When EB01 equals "C", this element returns either "FAM" (family) or "IND" (Individual).
			03	Service Type Code	Any STC inquired upon receives a response. BCBSNC returns up to 55 of the STC listed in EB03. A "baseline response", a set of STC identified by the BCBS Association or the CAQH Board, may be received in addition to the code of the inquiry. The baseline codes include: <ul style="list-style-type: none"> • 1 – Medical Care • 30 – Health Plan Benefit Coverage • 33 – chiropractic • 35 – Dental • 48 – Hospital Inpatient • 50 – Hospital Outpatient • 52 – Emergency Room • 86 – Emergency Services • 88 – Pharmacy • 98 – Physician Office visit • AL – Vision • A7 – Mental Health Inpatient • A8 – Mental Health Outpatient
			04	Insurance Type Code	This element is present only in the first iteration of the EB segment, to indicate the member's type of coverage. One of the following values may be returned: <ul style="list-style-type: none"> • HM (HMO) • OT (Other) • PR (PPO) • PS (Point of Service – POS) • SP (Supplemental Policy)
			06	Time Period Qualifier	One of the following values may be returned: <ul style="list-style-type: none"> • 22 (Service Year) • 27 (Visit) • 36 (Admission)
			07	Monetary Amount	When EB01 equals B or C, a monetary value is returned in EB07.
			08	Percent	When EB01 equals A, a percent value is returned in EB08.
			12	Yes/No Condition or Response Code	This code is given to indicate if the benefits are considered in or out of Plan-Network.
	MSG	Message Text (p. 320)			

Transaction: 271 Health Care Eligibility Benefit Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
				Free Form Message Text	<ul style="list-style-type: none"> • If needed, a message segment is sent to indicate the Service Type of "Specialist" or "Urgent" as the EB03 does not have codes for those values. • The following disclaimer, mandated by the BCBS Association, is returned: "Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limitations and the member's eligibility status on date of service." • The MSG01 provides a description of the benefit listed in the EB segment.

270 Transmission Samples

The following transmission section illustrates how a simple business scenario would be presented as an electronic transmission (data string). The section includes three parts: a business scenario containing raw data, the ST/SE portion of the electronic transmission as a data string, and a file map of the data string to illustrate the relationship of the data to the X12N Implementation Guide.

For more information about file formats and application control structures, see “Appendix A: ASSC X12 Nomenclature” in the *ASC X12N 270/271 Implementation Guide*.

Business Scenario

The following information identifies the information source, information receiver, subscriber, and dependent used in the transmission samples.

Payer (Information Source)	BCBSNC 987654321
Provider (Information Receiver)	Bone and Joint Clinic Provider Service Provider Number: BC00002 Facility Network Identification Number: 234000 Address: Durham, NC, 27707 Communication Contact Name Billing Department Phone Number 919-555-1212, Extension 2805 and FAX 919-555-1213
Individual Physician	Marcus Helby Provider Service Provider Number: 1234567890 Provider Plan Network Identification Number 129 Communication Contact Name: P. Henchel Phone Number 919-555-1212, Extension 3694 and FAX 919-555-1214
Service Information	DOS: 10/21/2002 Billing Date: 10/31/2002
Subscriber	Barnard Rubble - Subscriber Member Identification Number – not used Group or Policy Number 599119
Dependent/Patient	BamBam Rubble - Dependent (Patient) Member Identification Number – 111223303 Social Security Number 003221234

Data String Example*

This is an example of an eligibility request from health care provider to a payer. The physician is inquiring if the patient (the dependent) has visit coverage. The request is from Marcus Helby, MD to Blue Cross and Blue Shield of North Carolina.

*This Data String Example is presented with a carriage return after every segment for easy viewing.

```

ST*270*1234~
BHT*0022*13*10001234*20021115*1319~
HL*1**20*1~
NM1*PR*2*BCBSNC*****46*987654321~
HL*2*1*21*1~
NM1*1P*1*HELBY*MARCUS*MD***XX*1234567890~
REF*N7*234899~
N3*55 HIGH STREET~
N4*DURHAM*NC*27701~
PER*IC*PETER HENCHEL*TE*9195551212*EX*2805*FX*9195551213~
HL*3*2*22*1~
NM1*IL*1*RUBBLE*BARNARD*B***MI*111223303~
REF*1L*599119~
N3*29 DINO ROAD~
N4*FLINTVILLE*NC*27713~
DMG*D8*19510519*M~
DTP*307*D8*20021031~
HL*4*3*23*0~
TRN*1*93175-012547*9877281234*RADIOLOGY~
NM1*03*1*RUBBLE*BAMBAM~
REF*SY*003221234~
DMG*D8*19881014*M~
DTP*472*D8*20021031~
EQ*30**FAM~
SE*25*1234~

```

271 File Map

The following file map presents the raw data in relation to the X12N 270/271 Implementation Guide loops, segments, and elements.

Loop ID	Segments	Elements										
1	Transaction Set Header	ST	ST01	ST02								
			270	1234~								
1	Beginning of Hierarchical Transaction	BHT	BHT01	BHT02	BHT03	BHT04	BHT05					
			0022	13	10001234	20021115	1319~					
1	2000A Information Source Level	HL	HL01	HL02	HL03	HL04						
			1		20	~						
1	2100A Information Source Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109	
			PR	2		1	*	*	*	46	987654321~	
1	2000B Information Receiver Level	HL	HL01	HL02	HL03	HL04						
			2	1	21	1~						
1	2100B Information Receiver Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109	
			1P	1	HELBY	MARCUS	*	*	MD	xx	1234567890~	
	2100B Information Receiver Additional Identification	REF	REF01	REF02								
			N7	234899~								
	2100B Information Receiver Address	N3	N301									
			55 High Street~									
	2100B Information Receiver City/State/Zip	N4	N401	N402	N403							
			Durham	NC	2701~							
	2100B Information Receiver Contact Information	PER	PER01	PER02	PER03	PER04	PER05	PER06	PER07	PER08		
				PETER HENCHEL	TE	9195551212	EX	2805	FX	9195551213~		
1	2000C Subscriber Level	HL	HL01	HL02	HL03	HL04						
			3	2	22	1~						

Loop ID	Segments	Elements											
		NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109			
1	2100C	Subscriber Name	NM1	IL	1	RUBBLE	BARNARD	B				MI	111223303~
1	2100C	Subscriber Additional Information	REF	REF01	REF02								
				1L	599119~								
1	2100C	Subscriber Address	N3	N301									
				29 Dino Road~									
1	2100C	Subscriber City/State/Zip Code	N4	N401	N402	N403							
				Flintville	NC	27713~							
1	2100C	Subscriber Demographic Information	DMG	DMG01	DMG02	DMG03							
				D8	19510519	M~							
1	2100C	Subscriber Date	DTP	DTP01	DTP02								
					D8	~							
1	2110C	Subscriber Eligibility or Benefit Info.	EB	EB01	EB02	EB03	EB04	EB06	EB07	EB08	EB12		
				1		1	PR	27~					
1	2000D	Dependent Level	HL	HL01	HL02	HL03	HL04						
				4	3	23	0~						
1	2000D	Dependent Trace Number	TRN	TRN01	TRN02	TRN03	TRN04						
				1	93175-012345		Radiology~						
1	2100D	Dependent Name	NM1	NM101	NM102	NM103	NM104						
				3	1	RUBBLE	BAMBAM~						
1	2100D	Dependent Additional Information	REF	REF01	REF02								
				SY	003221234~								
1	2100D	Dependent Demographic Information	DMG	DMG01	DMG02	DMG03							
				D8	19881014	M~							
1	2100D	Dependent Date	DTP	DTP01	DTP02	DTP03							
				472	D8	20021031~							
1	2110D	Dependent Eligibility or Benefit Inquiry Information	EQ	EQ01	EQ02	EQ03							

Loop ID	Segments	Elements										
			30	*	FAM~							
1	Transaction Set Trailer	SE	SE01	SE02								
			25	1234~								

Document Change Log

The following change log identifies changes that have been made from version 1.0 of *Chapter 3: 270-271 Eligibility Inquiry and Response*.

Chapter Section	Page Number	Change Description
271 Data Element Table	10, 11	Changes reflect the BCBSNC move from a general to a more detailed 271 Response. Additional elements added to the table are EB01, 02, 04, 06, 07, 08, 12.
Overview	1	Revision to text to reflect the BCBSNC move from a general to a more detailed 271 Response.
271 File Map	17	Addition of 2110C and 2110D EB segments and elements to reflect change to a more detailed 271 Response.
270 Data Element Table	7, 10	Explicit description of the 2100B NM109 value. This should be the BCBSNC Group Provider Number, or the individual Provider Number if no Group Number exists. This number should be consistent with the number entered on the BCBSNC Electronic Connectivity Request (ECR) form, completed by the provider in order to submit the 270 transaction.
Security Validation for 270 Eligibility Requests Table	4	Under the “Modification Required” column, additional description of the 2100 NM109 value as the Provider’s Group Number.
270 Data Element Table 271 Data Element Table	6,8	Modifications for NPI acceptance and return in NM109.
270 Data Element Table 271 Data Element Table Eligibility Inquiry Processing	6,8	March 2007 – changes to reflect enhancement of Eligibility responses to include more detail and allow for less required Member information to make the inquiry.

Chapter Section	Page Number	Change Description
Global		Removed all references to BCBSNC Proprietary Provider Identifier and all qualifiers for that number (e.g. SV)
Security Validation Edits	4	May 2009 - Changed BCBSNC Customer Support to eSolutions HelpDesk.