

Table of Contents: 278 Service Review and Response

Overview	2
Blue Card and Federal Employee Inquiries (Blue Exchange)	2
Health Care Services Review Processing	2
Frequency of Data Exchange	3
Acknowledgements	3
Data Retention	3
Batch Handling	3
Error Reporting	3
Security Validation Edits	4
Validation of Dates	6
Subscriber or Dependent Identification	6
278 – Review: Data Element Table	7
278 – Response: Data Element Table	10
278 Review Sample	11
278 Business Scenario	11
278 Request - Data String Example	11
278 Request File Map	12

Chapter 6: 278 Health Care Services Request for Review and Response

Overview

The information in this chapter clarifies BCBSNC business and processing rules that are relevant to the implementation of the 278 Transaction. The chapter consists of three sections:

- a general section with material applicable to the processing of eligibility inquiries and business edits performed by BCBSNC
- tables outlining specific data format or content issues within the transactions; these tables also describe BCBSNC handling of specific data types
- a sample scenario of a 278 Transaction that is illustrated as both a data string and mapped transaction



Important Notice:

BCBSNC does not require referral reviews and uses the 278 Health Care Services Review for admission certification only.

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 278 inquiries to the appropriate Blue Cross and Blue Shield Associate and the return of the 278 Response to the original submitter. The level of detail received in the 278 Response may vary depending on which Blue Cross and Blue Shield is accessed.



Important Notice:

Submitters will receive a 997 Acknowledgement from BCBSNC for all batches (i.e. transaction sets) including those inquiries for Blue Card subscribers and federal employees. However, 278 responses for out-of-state subscribers may take longer to be returned than those in state. Submitters may expect 278 responses to out-of-state inquiries within 72 hours, and in most cases, sooner.

Health Care Services Review Processing

Reviews are handled in batch mode only. Multiple 2000F Loops are treated as separate Requests for Review and are replied with a separate 278 Responses.

Frequency of Data Exchange

BCBSNC does not handle real time processing of the 278 Review. Senders can expect to receive a 278 Response within 24 hours of submitting the original 278 Review. Responses can be retrieved from the submitter’s mailbox.

278 Reviews for out-of-state Blue Card holders or Federal employees are routed through Blue Exchange, the data management system shared with Blue Cross and Blue Shield plans across the country. This system facilitates the routing of the 278 Review to the appropriate BCBS Associate and the return of the 278 Response to the original submitter. Response times on Reviews routed through Blue Exchange can be as long as 72 hours, depending on the BCBS Associate that is generating the response.

Acknowledgements

The TA1 Interchange Acknowledgement and the 997 Functional Group Acknowledgement are used to acknowledge receipt of the 278 Review transaction. The TA1 Acknowledgement responds at the Interchange level of the transmission. The 997 Acknowledgement responds at the Functional Group level of the transmission. The *Introduction to the Companion Guide*, available online at www.bcbsnc.com/providers/edi/hipainfo.cfm contains more information on the use of the TA1 and 997 Transactions.

See the [Error Reporting](#) section of this chapter for more information about the use of TA1 and 997 Acknowledgements to report errors and the 278 Review for error reporting of BCBSNC business rule requirements. Note that errors in data necessary for BCBSNC to process a 278 Review may result in the failure of the review’s processing. The 278 Response identifies those requests that were unsuccessful.

Data Retention

Data from inquiries that are rejected with a TA1 or 997 Transaction is not retained. Data from review requests that are rejected at the Utilization Management Organization or Requester Loop level is deleted from our system.

Batch Handling

The 278 HIPAA Implementation Guide does not have a restriction on the number of patient reviews allowed within a batch.



Important Notice:

BCBSNC does not batch-match responses with inquiries. Submitters should provide a Service Trace Number (2000F 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 278 Transaction.

Transmission Structure Level of Error	Type of Error	Transaction Returned
ISA/IEA Interchange Control	<ul style="list-style-type: none"> • Invalid Message • Invalid Batch ID • Inactive Message • Improper Batch Structure 	TA1

Transmission Structure Level of Error	Type of Error	Transaction Returned
<ul style="list-style-type: none"> GS/GE (Functional Group) ST/SE (Transaction Set) Detail Segments 	HIPAA Implementation Guide Violations	997
Detail Segments	<ul style="list-style-type: none"> BCBSNC Business Edits (see 278 Response - Data Element Table for details) Security Validation Messages 	278 Transaction (see AAA segments)

Table 1: Error Reporting for Eligibility Inquiries

The TA1 and 997 Transactions are used to indicate Implementation Guide errors. If a transmission 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 transaction is rejected at the Functional Group (GS/GE) or Transaction Set (ST/SE) level, the batch returns a 997 Functional Acknowledgement that identifies the Implementation Guide errors contained in the transmission. However, if the GS/GE level (Functional Group) of the transaction 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.
2. Trading Partners who do not transmit or receive TA1 or 997 Acknowledgements for 278 Transactions should inform the eSolutions HelpDesk at (919) 765-3514 or (888) 333-8594.
3. HIPAA Implementation Guide errors result in the rejection of the Transaction Set (ST to SE) containing the error.

The 278 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 278 Review are sent a 278 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 278 Review and the possible modifications needed to correct the edit. Each edit listed validates the NPI; the validation is performed against the value in the 278, 2010B, NM109 (Requester Loop). Submitters receive an AAA03 value of "43" (Invalid/Missing Provider Identification) returned in the 278 Response, 2010B, if the NPI cannot be validated. Security Validation failures result in the

rejection of all reviews within the loop attached to the Provider Identifier in question, essentially the entire transaction set (ST/SE).

If the suggested modifications, provided in the table below, do not seem applicable, providers are advised to contact the eSolutions HelpDesk at (919) 765-3514 or (888) 333-8594, for more specific information.

Security Validation Error and Response Message	Modification Required
<p>Provider ID (2010B NM109) not authorized.</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>The NPI at the ST/SE level of the transaction cannot be validated. Verify that</p> <ul style="list-style-type: none"> • an Electronic Connectivity Request (ECR) form has been completed • you have received an approval letter from BCBSNC • the NPI on the approval letter from BCBSNC is consistent with that on the transmission.
<p>Provider ID (2010B, NM109) not authorized for production.</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>Business partners receive a notification e-mail from eSolutions 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.</p>
<p>Sender ID (ISA06) not authorized for this Provider ID (2010B, NM109).</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>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.</p>
<p>Provider ID (2010B, NM109) not authorized for this transaction.</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>BCBSNC has not authorized this NPI. Verify that you have received an approval letter for the transmission of this specific transaction type.</p>
<p>Provider ID (2010B, NM109) not authorized for this connectivity mode.</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>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.</p>
<p>Provider ID (2010B, NM109) not authorized for this connectivity mode.</p> <p>278, 2010B, AAA03 – “43” (Invalid/Missing Provider Identification)</p>	<p>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.</p>

Table 2: Security Validation for 278 Response

Validation of Dates

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.

Subscriber or Dependent Identification

BCBSNC uses only the following HIPAA Search Option (HSO) data elements within the 278 Transaction to validate the patient's eligibility:

Data Element for Patient Matching	Implementation Guide Location (278 Review) (Subscriber or Dependent Loop)
First Name	2010C NM104 or 2010D NM104
Last Name	2010C NM103 or 2010D NM103
Date of Birth	2010C DMG02 or 2010D DMG02
Gender	2010C DMG03 or 2010D DMG03
Identification Code (BCBSNC Identification Number* as it appears on the membership card for the patient.)	2010C NM109 (see Important Notice below)

Table 3: Matching Criteria to Identify Patients

Due to HIPAA Privacy regulations, a return of information is possible only on an exact match for the subscriber or dependent. If the data elements presented in the inquiry do not match our system data, the 278Transaction informs the submitter in the appropriate AAA03 segment with a value of 67 (“Patient Not Found”).



Important Notice:

The BCBSNC member’s identification number (“Identification Code”) should be entered in the Subscriber loop (2010C NM109) even if the patient is a dependent. Note that the identification code used must be that of the patient, as presented on the BCBSNC membership card. Depending on the line of business for coverage, the patient’s Identification Code may be identical to that of the subscriber or it may be unique. The Blue Cross Blue Shield identification code may include an alpha prefix and/or a numeric suffix, and may be up to 14 characters in length.

Because responses are returned for exact matches only, submitters should be careful to transmit the correct BCBSNC Identification Number for the 2010C NM109 value.

278 – Review: 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 identifier is the BCBSNC business rule specific to that data element or segment.

Transaction: 278 Health Care Services Review					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
2010B	NM1	Requester Name (p. 60)			
			03	Last Name or Organizational Name	Last names of requestors that may be part of larger provider groups should be specific enough to distinguish themselves from the larger group.
			08	Identification Code Qualifier	Value should be XX for NPI
			09	Identification Code	Value should be the provider's NPI.
2010B	REF	Requester Supplemental Identification (p. 63)			
	N3	Requestor Address (p. 65)			
				Entire Segment	These elements are required for BCBSNC processing and for processing for Blue Exchange.
	N4	Requestor City/State/Zip Code			
			01 & 02	City and State Name	These elements are required for BCBSNC processing and for processing for Blue Exchange.
	PER	Requester Contact Information (p.68)			
			02	Name	This element is required for BCBSNC processing and for processing for Blue Exchange.
			03	Communication Number Qualifier	This element is required for BCBSNC processing and for processing for Blue Exchange.
			04	Communication Number	This element is required for BCBSNC processing and for processing for Blue Exchange.
2000C	TRN	Patient Event Tracking Number (278 Addenda p. 37)			
			03	Originating Company Identifier	Use a "1" in the first position followed by the requestor's EIN number.
	HI	Subscriber Diagnosis (p.80)			
			01-1	Code List Qualifier Code	BCBSNC processes all applicable diagnosis.
			03 - xx	Health Care Code Information	BCBSNC will process all 12 of the possible iterations.

Transaction: 278 Health Care Services Review					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
2010C	NM1	Subscriber Name (p. 89)			
			09	Identification Code	See "Important Notice" on page 6 of this Guide.
2010C	DMG	Subscriber Demographic Information			
			01	Date Time Period format qualifier	This element is required for BCBSNC processing and for processing for Blue Exchange.
			02	Date Time Period	This element is required for BCBSNC processing and for processing for Blue Exchange.
			03	Gender Code	This element is required for BCBSNC processing and for processing for Blue Exchange.
2000D	TRN	Patient Event Tracking Number (278 Addenda p. 51)			
			03	Originating Company Identifier	Use a "1" in the first position followed by the requestor's EIN number.
	HI	Dependent Diagnosis (p. 103)			
			01-1	Code List Qualifier	BCBSNC processes all applicable diagnosis.
			03 - xx	Health Care Code Information	BCBSNC will process all 12 of the possible iterations.
2010D	DMG	Dependent Demographic Information			
			01	Date Time Period format qualifier	If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange.
			02	Date Time Period	If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange.
			03	Gender Code	If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange.
2000F	TRN	Service Trace Number (p. 139)			
			01	Trace Type Code	This element is required for BCBSNC processing and for processing for Blue Exchange.
			02	Reference Identification	This element is required for BCBSNC processing and for processing for Blue Exchange.
			03	Originating Company Identifier	This element is required for BCBSNC processing and for processing for Blue Exchange. Use a "1" in the first position followed by the requestor's EIN number.
2000F	UM	Health Care Services Review Information (p. 141)			
			01	Request Category Code	This element is required for BCBSNC processing and for processing for Blue Exchange. Submitter should send AR for inpatient admissions and services. Submitters should send HS for non-inpatient services.
			02	Certification Type Code	NC Law precludes providers from submitting an Appeal; therefore, BCBSNC will not process a Certification Type code of 1 or 2.

Transaction: 278 Health Care Services Review					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
			03	Service Type Code	This element is required for BCBSNC processing and for processing for Blue Exchange.
			04-1	Facility Code Value	This element is required for BCBSNC processing and for processing for Blue Exchange.
			04-2	Facility Code Qualifier	This element is required for BCBSNC processing and for processing for Blue Exchange.
			06	Level of Service Code	Identification of the Notification Request as either "Urgent" or "Emergency" does not accelerate processing.
2000F	REF	Previous Certification Identification (p. 150)			
			01	Reference Identification Qualifier	Submitter should send if known.
			02	Reference Identification	Submitter should send if known.
	DTP	Admission Date (p. 154)			
			03	Date Time Period	This element is required for BCBSNC processing and for processing for Blue Exchange when UM01 is AR.
	DTP	Discharge Date (p. 156)			
			03	Date Time Period	This element is required for BCBSNC processing and for processing for Blue Exchange when UM01 is AR.
	HI	Procedures (p. 159)			
			01-2	Industry Code	This element is required for BCBSNC processing and for processing for Blue Exchange when requesting certification for a specific procedure code.

278 – Response: 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: 278 Health Care Services Response					
Loop ID	Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
2000F	TRN	Service Trace Number (p. 320)			
			02	Reference Identification	BCBSNC does not assign internal Trace Numbers. Submitters original Trace Number will be returned in this segment.
	UM	Health Care Services Review Information (p. 325)			BCBSNC will return separate 2000F loops for each admission, service and procedure submitted.

278 Review Sample

The following 278 Review and Response Samples illustrate a business scenario by providing both the data string as it would be transmitted and a data File Map that labels the various elements according to the loops and segments that would be used for the transmission.

278 Business Scenario

Dr. Marcus Helby, a cardiologist, has requested a review for a surgical procedure for Barney Rubble. Reviews for subsequent procedures, to be performed during the same hospitalization, are filed in a separate 278 Review.

278 Request - Data String Example

This data string example represents a 278 Request filed by Dr. Marcus Helby for his patient's bypass surgery.

```

ST*278*0001~
BHT*0078*13*B56789*20030922*1430~
HL*1**20*1~
NM1*X3*2*Blue Cross and Blue Shield of NC*****46*560894904~
HL*2*1*21*1~
NM1*1P*1*Helby*Marcus****XX*8189991234~
REF*ZH*00001~
N3*1 DeBone Lane~
N4*Anytown*NC*27700~
PER*IC**TE*9195551212~
HL*3*2*22*1~
HI*BF:41090:D8:20030908~
NM1*IL*1*Rubble*Barney****MI*12345678901~
DMG*D8*19460401*M~
HL*4*3*19*1~
NM1*SJ*1*Helby*Marcus****XX*8189991234~
REF*ZH*00002~
PRV*PE*ZZ*203BS0126Y~
HL*5*4*SS*0~
TRN*1*97021001*19012345678~
UM*HS*I*2*21:B*****Y~
HI*BO:33510:D8:20030924~
SE*23*0001~

```

278 Request File Map

Loop ID		Segments	Elements																	
1		Transaction Set Header	ST	ST01	ST02															
				278	001															
1		Beginning of Hierarchical Transaction	BHT	BHT01	BHT02	BHT03	BHT04	BHT05												
				0078	13	B56789	20030922	1403												
1	2000A	Utilization Management Organization Level	HL	HL01	HL02	HL03	HL04													
				1		20	1													
1		Utilization Management Organization Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109								
				X3	2	Blue Cross and Blue Shield of NC					46	560894904~								
1	2000B	Requester Level	HL	HL01	HL02	HL03	HL04													
				2	1	21	1													
1	2010B	Requester Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109								
				1P	1	HELBY	MARCUS	*	*	MD	XX	8189991234~								
1	2010B	Requester Supplemental Identification	REF	REF01	REF02															
				ZH	00001															
1	2010B	Requester Address	N3	N301																
				1 DeBone Lane																
1	2010B	Requester City	N4	N401	N402	N403														
				Anytown	NC	27700														
1	2010B	Requester Contact Information	PER	PER01	PER02	PER03	PER04													
				IC		TE	9195551212													
1	2000C	Subscriber Level	HL	HL01	HL02	HL03	HL04													
				3	2	22	1													

Loop ID	Segments	Elements										
1	Subscriber Diagnosis	HI	HI01-1	HI01-2	HI01-3	HI01-4	HI01-5					
			BF	41090	D8	20030908						
1	Subscriber Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109	
			IL	1	Rubble	Barney				MI	1234567890~	
1	2010C Subscriber Demographic	DMG	DMG01	DMG02	DMG03							
			D8	19490401	M							
1	2000E Service Provider	HL	HL01	HL02	HL03	HL04						
			4	3	19	1						
1	2010E Service Provider Name	NM1	NM101	NM102	NM103	NM104	NM105	NM106	NM107	NM108	NM109	
			SJ	1	Watson	Susan				34	987654321	
1	2010E Service Provider Supplemental Identification	REF	REF01	REF02								
			ZH	00002								
1	2010E Service Provider Information	PRV	PRV01	PRV02	PRV03	PRV04	PRV05	PRV06	PRV07	PRV08		
			PE	ZZ	203BS0126Y							
1	2000F Service Level	HL	HL01	HL02	HL03	HL04						
			5	4	SS	0						
1	Service Trace Number	TRN	TRN01	TRN02	TRN03							
			1	97021001	19012345678							
1	Health Care Services Review Information	UM	UM01	UM02	UM03	UM04	UM04:2					
			HS	I	2	21	8					
1	Procedures	HI	HI01-1	HI01-2	HI01-3	HI01-4	HI01-5					
			BO	33510	D8	20030924						
1	Transaction Set Trailer	SE	SE01	SE02								
			23	0001								