



BlueCross BlueShield of North Carolina

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Introduction

Companion Guide to X12 Transactions
version 5010

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This Table of Contents reflects only the chapter *Introduction to the BCBSNC Companion Guide to eSolutions Transactions*. The complete guide includes 8 chapters (one for each transaction implemented by BCBSNC and the introductory chapter) and a glossary. Each transaction chapter includes its own Table of Contents. Subsequent chapters of the guide are posted online at www.bcbsnc.com/providers/edi/hipaainfo.cfm . A change log at the end of each chapter documents any changes made since its initial publication date.

Introduction to the Companion Guide for 5010 Transactions

Overview

Purpose

This Companion Guide provides BCBSNC trading partners with guidelines for submitting 5010 versions of electronic batch transactions. The BCBSNC Companion Guide to eSolutions Transactions documents any assumptions, conventions, or data issues that may be specific to BCBSNC business processes when implementing the HIPAA ASC X12N 5010A Technical Reports Type 3 (TR3). As such, this Companion Guide is unique to BCBSNC.

This document does NOT replace the HIPAA ASC X12N TR3s for electronic transactions, nor does it attempt to amend any of the rules therein or impose any mandates on any trading partners of BCBSNC. This document provides information on BCBSNC-specific code handling and situation handling that is within the parameters of the HIPAA Administrative Simplification rules. Readers of this Companion Guide should be acquainted with the HIPAA Technical Reports Type 3, their structure and content. Information contained within the HIPAA TR3s has not been repeated here although the TR3s have been referenced when necessary.

The Companion Guide is also designed to replace prior releases of technical manuals governing connectivity, such as CONNECT:Enterprise Gateway and Internet-based connectivity modes. Connectivity information contained in these technical manuals is repeated in the Rules of Exchange section of the Introduction to the Companion Guide.

This Companion Guide provides supplemental information to the Trading Partner Agreement (TPA) that exists between BCBSNC and its trading partners. Refer to the TPA for guidelines pertaining to BCBSNC legal conditions surrounding the implementation of the eSolutions transactions and code sets. Refer to the Companion Guide for information on BCBSNC business rules or technical requirements regarding the implementation of HIPAA compliant EDI transactions and code sets.

Nothing contained in this Guide is intended to amend, revoke, contradict, or otherwise alter the terms and conditions of the Trading Partner Agreement. **If there is an inconsistency with the terms of this guide and the terms of the Trading Partner Agreement, the terms of the Trading Partner Agreement shall govern.**

Transition to Version 5010

BCBSNC is planning a staggered roll out of the 5010 version x12 transactions. Transaction availability follows the timeline below. Note that corresponding **BCBSNC 5010 Companion Guide** chapters are available 90 days prior to the transaction's implementation, from <http://www.bcbsnc.com/content/providers/edi/hipaainfo/companionguide.htm> .

In production - 1st Quarter 2011:

- Chapter 1: 837 Institutional Health Care Claim (005010X223A1)
- Chapter 2: 837 Professional Health Care Claim (005010X222)
- Chapter 3: 270/271 Health Care Eligibility Benefit Inquiry and Response (005010X279)
- Chapter 4: 835 Health Care Claim Payment Advice (005010X221)

In production – 3rd Quarter 2011:

- Chapter 5: 276/277 Health Care Claim Status Request and Response (005010X212)
- Chapter 6: 278 Health Care Services Review – Request for Review and Response (005010X217)

Existing Trading Partners with BCBSNC will receive email notification in early December, 2010, to prepare for submitting 837 Health Care Claims and 270/271 Health Eligibility Inquiries/Responses. The email will contain a Migration Request Form for completion and details about how to test version 5010 files using EDIFECs Ramp Manager™. Bulletins about the posting of these emails will be on both **Blue e** and <http://www.bcbsnc.com/content/providers/edi/important-news.htm>.

Content

The BCBSNC Companion Guide to HIPAA Transactions contains an introductory chapter, and a chapter for each ASC X12N 5010 transaction used by BCBSNC. Each of the transaction chapters in this document contains one or more tables that explain BCBSNC business rules and edits within the context of the HIPAA ASC X12N Technical Reports. The tables reference the Loop, Segment, and Element designations and page numbers of the implementation guides so that users can easily access the relevant sections of the guides as needed.

Document Structure

The Companion Guide contains the following major components:

- Introductory chapter includes information relevant to the implementation of HIPAA regulations for BCBSNC processes generally and connectivity information for secure FTP, HTTPS, and SOAP data exchanges.
- Transaction Chapters: The Transaction chapters of this document serve the needs of two different areas of expertise among BCBSNC trading partner employees: information systems specialists and business process specialists. Each group should access the material relevant to its work area. The transaction chapters include introductory material covering a variety of system and business processes, as well as tables identifying specific HIPAA IG segment elements and the BCBSNC business rules relevant to those elements.
- Each transaction chapter provides sample scenarios that may be typical for most trading partners using that transaction. The scenarios present the same data set in three different ways: unformatted transaction data, data string samples, and mapping tables that illustrate the data as it relates to the HIPAA TR3s. The samples are modeled on those found in the HIPAA implementation guides (See *Sections 4: EDI Transmission Examples for Different Uses*) but are specific to BCBSNC business processes.
- A glossary of terms specific to BCBSNC business rules within the context of implementing the ANSI transactions. Note that this glossary does not include the HIPAA glossary of terms, which is freely available to the public at http://www.wedi.org/public/articles/HIPAA_GLOSSARY.pdf.

Term Usage

The Companion Guide's usage of ASC X12N Transaction terms complies with the description of terms as presented in *Appendix B (ASC X12N Nomenclature)* of each ASC X12N Technical Report (Type 3) for Transaction and Code Set rules. Definitions are also given in *Section 3 (Transaction Set)* of each ASC X12N Implementation Guide. Please refer to the HIPAA Technical Reports Type 3 for definitions of terms.

Terms used in this Companion Guide that are specific to BCBSNC will be defined as presented within each transaction chapter or included in the Glossary section.

Contact Information



Important Notice:

HIPAA regulations require all covered entities to ensure privacy and security in conducting business. Consequently, when calling eSolutions Customer Support, be prepared to provide your National Provider ID, or your x12 sender ID, so that our staff can assist you.

Electronic Data Interchange (EDI) Services

Electronic Solutions (eSolutions) develops, produces, and supports applications for the electronic exchange of health care claims, remittance, enrollment, and inquiries and responses. Electronic Solutions provides support for health care providers, and their vendors, that conduct business electronically with BCBSNC. The Customer and Production Support teams provide support for electronic connectivity issues. The Provider Service Consultants (PSC) area support claims and training issues. For a list of field offices and numbers nearest you, go to <http://www.bcbsnc.com/content/providers/edi/contacts.htm>.

Requests for Service

Entities that wish to exchange electronic transmissions with BCBSNC must complete a Trading Partner Agreement and/or Electronic Connectivity Request form(s). (See [Trading Partner Requirements](#) for more details.) Copies of the *BCBSNC Trading Partner Agreement* and the *Electronic Connectivity Request* form are available online. For information regarding connectivity, or eSolutions transmissions, or for copies of these documents, access the Electronic Solutions pages on the Web at <http://www.bcbsnc.com/content/providers/edi/hipaainfo/agreements.htm>. Information is also available through BCBSNC eSolutions Customer Support at (919) 765-3514 or (888) 333-8594. For service on Medicare Supplemental or Medicare Advantage products, call 888-297-9790, and use prompt 1 for Provider Customer Service.

Companion Guide

The BCBSNC Companion Guide to eSolutions Transactions is freely available for downloading to all BCBSNC trading partners via the Web at <http://www.bcbsnc.com/content/providers/edi/hipaainfo/companionguide.htm>. Each chapter of the guide is a separate Acrobat PDF file. The Introduction chapter is essential for all trading partners and should be reviewed prior to implementing any transactions. Subsequent chapters that cover each of the ASC X12N Transactions should be downloaded or reviewed as needed.

This document is subject to revision; new releases are identified with new version numbers and are posted at BCBSNC's Web site, <http://www.bcbsnc.com/content/providers/edi/hipaainfo/companionguide.htm>. Trading partners of BCBSNC are advised to access the Web site regularly for updates to the guide.

Network Management

BCBSNC Network Management Division supports the relationship of health care providers with BCBSNC. Network Management maintains field office support throughout North Carolina to assist providers with questions. Trading partners should access their BCBSNC Network Management *Provider Blue Book Manuals (Professional, Hospital, and Ancillary)* for listings of field offices, or view contact information at <http://www.bcbsnc.com/providers/contacts.cfm>.

Rules of Exchange

The Rules of Exchange section details the responsibilities of trading partners in submitting or receiving electronic transactions with BCBSNC.

Trading Partner Requirements

Health care providers, clearinghouses, or billing services wishing to send or receive electronic transmissions directly to BCBSNC must sign a BCBSNC Trading Partner Agreement and submit the original copy to Electronic Solutions. The BCBSNC Trading Partner Agreement establishes the formal relationship between BCBSNC and the trading partner. Health care providers who submit their transmissions indirectly to BCBSNC, via a clearinghouse or service bureau, do not need to complete the Trading Partner Agreement; however, all health care providers must complete the appropriate Electronic Connectivity Request form for the transaction/s to be sent or received.

All trading partners and health care providers must submit an Electronic Connectivity Request (ECR) form to BCBSNC eSolutions. The ECR form identifies the type of transaction/s to be sent, the mode of connectivity to be used for transmission, and contact names/numbers. If you are a health care provider that does not submit directly to BCBSNC, the ECR form identifies which clearinghouse is authorized to transmit for you. After trading partners submit the completed ECR form, Electronic Solutions sends written notification that approves the electronic transmission and provides a start of service date.

Copies of the Trading Partner Agreement and the Electronic Connectivity Request (ECR) form are available online at

<http://www.bcbsnc.com/content/providers/edihttp://www.bcbsnc.com/content/providers/edi/hipaainfo/agreements.htm/hipaainfo/agreements.htm> . Instructions for completing the forms are also available.

Testing

Testing for transaction compliance and connectivity is required with each vendor or health care provider that directly sends/receives electronic transactions to/from BCBSNC. BCBSNC offers free testing for its trading partners through a Web-based application for HIPAA transaction testing using a product developed by EDIFECs. This testing tool provides analysis of test files, specific information on errors, and a history of files tested.

Trading partners must register at the Web site prior to submitting files for testing. For detailed information about registering and submitting test files, download the **Instructions for HIPAA Testing with BCBSNC-EDIFECs** from the Testing section of <http://www.bcbsnc.com/content/providers/edi/hipaainfo/index.htm>. These instructions provide all information needed to register and start testing.

Testing is performed for each type of ASC X12N transaction sent. Electronic Solutions and EDIFEC's Technical Support team provide trading partners with support and information throughout the testing process to ensure a smooth transition to production. After you have successfully tested in the BCBSNC EDIFEC site, you will be notified by email. For more information about the BCBSNC implementation of testing for trading partners, see our testing information online at <http://www.bcbsnc.com/providers/edi/hipaainfo.cfm> or contact eSolutions Customer Support at (919) 765-3514 or (888) 333-8594. For service on Medicare Supplemental or Medicare Advantage products, call 888-297-9790, and use prompt 1 for Provider Customer Service.

Frequency of Data Exchange

Response or 'turn-around' time for transactions can vary, depending upon the sender's hardware, the connectivity mode, and the transaction in question. This document provides guidelines for senders' expectations on turn-around time on transaction exchanges, but these guidelines are subject to the variances of connectivity modes and hardware.

Confirmations of transmissions, in the form of TA1 or 999 transactions (997 by request), should be received within one hour of batch submissions, and usually sooner. Senders of transmissions should check for confirmations within this time frame. See chapters on the individual transactions for time ranges for transaction exchanges.

Transmission Confirmation

Transmission confirmation may be received through one of two possible transactions: the TA1 Interchange Acknowledgement or the 999 Functional Acknowledgement. A TA1 Acknowledgement is used at the ISA level of the transmission envelope structure, to confirm a positive transmission or indicate an error at the ISA level of the transmission. The 999 Acknowledgement may be used to verify a successful transmission or to indicate various types of errors. The Error Reporting section (below) and the individual transaction chapters contain additional information about acknowledgement and error messaging.



Important Notice: All 5010 versions of the appropriate transactions will receive a 999 Acknowledgement by default. However, Trading Partners wishing to receive a 997 Acknowledgement instead may request the 997 Transaction be returned on their ECR Request Form.

Retrieving Files (Accessing Your Mailbox)

All senders of electronic transmissions have been assigned an electronic 'mailbox' or 'bulletin board' to submit and retrieve transactions and reports. For security reasons, detailed guidelines on accessing your mailbox are sent upon receipt of the completed ECR forms (see Requests for Service).

Trading partners are responsible for the timely retrieval and verification of file transmission reports and transaction responses. This includes retrieval of the BCBSNC Claims Audit Report, as well as the 999 Functional and the TA1 Interchange Acknowledgements. BCBSNC recommends that trading partners review the transmission confirmations the first business day after transactions have been submitted. If no confirmation of a transmission has been received, contact BCBSNC eSolutions Customer Support at (919) 765-3514 or (888) 333-8594 to verify its receipt or to make an inquiry. Trading partners making inquiries should know their Sender ID (ISA06) to expedite research in file transmissions.

Acknowledgements

Acknowledgements are performed at the ISA (Interchange Control) level, the GS (Functional Group) level, and the ST/SE (Transaction Set) level for each transaction. Trading partners receive a TA1 Interchange Acknowledgement for each ISA/IEA transmitted. A 999 Acknowledgement is used for all other control segments subordinate to the ISA envelope – namely the GS/GE Functional Group and ST/SE Transaction Set. Senders should expect to receive a confirmation of receipt within an hour of submitting a transaction.

Batch Matching

Senders of batch transmissions should note that transactions are unbundled during processing, and re-bundled so that the original bundle is not replicated. Trace numbers or patient account numbers should be used for batch matching or batch balancing. More detailed information is contained within each transaction chapter of the Companion Guide about matching batch transmissions with returns.

Batch File Acceptance

Batch files are accepted for processing upon verification of the sender's identification number. Batch transactions with invalid sender identifiers return a TA1 Interchange Acknowledgement that indicates the error (TA105 value of 006). If you have received this error on a batch transmission, validate that the Sender ID transmitted in the Interchange Sender Identifier (ISA06) is the same as that on your BCBSNC

Electronic Solutions notification letter before contacting BCBSNC customer support at (888) 333-8594 or (919) 765-3514.

Error Reporting

Error reporting occurs through a variety of transactions or reports, depending on the type of error being reported, in which transaction it occurs, and where the error occurs in the transmission. Editing for errors is broadly organized into two categories: X12N Technical Report (Type 3) implementation guide edits and BCBSNC business edits, which include proprietary Security Validation edits.

TR3 implementation guide (TR3) errors are possible at all levels of the transmission – from the Interchange Control portion of the transmission to the detailed segments within the Transaction Set. Implementation Guide errors within the Interchange Control (ISA/IEA) are reported with a TA1 transaction. TR3 errors within the Functional Group (GS/GE) or any portion of the Transaction Set (ST/SE) are reported with a 999 Transaction. TR3 errors for claims transactions are reported in detail in the *BCBSNC Claims Audit Report*¹ and on the **Blue e 837 (Claim) Denial Listing**. The *BCBSNC Claims Audit Report* is returned to each sender transmitting 837 Health Care Claims directly to BCBSNC. The **Blue e 837 (Claim) Denial Listing** is available to all providers accessing the **Blue e** application free of charge.

BCBSNC business edit reporting is dependent upon the type of transaction in question. Paired transactions, such as the 270/271 Benefit Inquiry/Response and the 276/277 Claim Status Request/Response, contain error-reporting capabilities for business errors in the responding transactions. Claims transactions receive business edit information via the Claims Audit Report.

The following table illustrates the responses received for various levels of error or denial handling.

Submitted Transaction	Transaction Structure Level of Error	Type of Error	Transaction or Report Returned
270, 276, 278, 837-I, 837-P, 820, 834	ISA/IEA Interchange Control	HIPAA TR3 Violations <ul style="list-style-type: none"> • Invalid Message or Information • Invalid Identifiers • Inactive Message • Improper Batch Structure 	TA1 Acknowledgment
270, 276, 278, 837-I, 837-P, 820, 834	GS/GE Segment ST/SE Segment Detail Segments	HIPAA TR3 Violations	<ul style="list-style-type: none"> • 999 Acknowledgment (or 997 by request) • BCBSNC Claims Audit Report
837 Institutional, 837 Professional	Detail Segments	BCBSNC Business Edits* Security Validation Messages <small>*(see respective 837 Data Element Tables within each 837 Companion Guide Chapter for details)</small>	<ul style="list-style-type: none"> • BCBSNC Claims Audit Report • Claims Status Detail Error Explanation (for Medicare Advantage and Medicare Supplemental Claims only.)

¹ A sample copy of the BCBSNC Claims Audit Report (CAR) and an explanation of its design are available online at www.bcbnsnc.com.

Submitted Transaction	Transaction Structure Level of Error	Type of Error	Transaction or Report Returned
270, 276, 278	Detail Segments	BCBSNC Business Edits* Security Validation Messages *see respective 271, 277, and 278 Companion Guide chapters and their Data Element Tables for details)	271, 277, 278 (respectively)

Table 1: Error Reporting for Various Transactions

To review BCBSNC business errors or HIPAA Implementation Guide errors within Health Care Claims, senders should retrieve the Claims Audit Reports from their electronic mailboxes. Providers may also access the *HIPAA 837 Claims Denial Listing* via **Blue e**, BCBSNC's Internet-based direct data entry application. Contact Electronic Solutions Customer Support for assistance with **Blue e**.



Important Notice:

The Claims Audit Report contains narrative explanations of errors, error codes, and the provider-assigned patient account number. It also includes Security Validation messages as described in each transaction chapter of this guide.

TA1 Interchange Acknowledgement

The TA1 Interchange Acknowledgement provides senders a positive or negative confirmation of the transmission of the ISA /IEA Interchange Control. A positive TA1 is followed by a 999 Acknowledgement, reporting on the Implementation Guide edits from the Functional Group level and below. The TA1 negative response indicates the rejection of the ISA, and by extension, the Functional Group (GS/GE) and Transaction Sets (ST/SE) below it. If a negative TA1 (TA104 = R) is received, the sender receives no 999 Acknowledgement. The TA105 provides a note code identifying why the transmission was rejected.

BCBSNC uses only two values for the Interchange Acknowledgement Code (TA104): "A" (the ISA/IEA is accepted and has no errors) or "R" (the ISA/IEA is rejected for errors).

999 Functional Acknowledgement

The 999 Functional Acknowledgement reports on all Implementation Guide edits from the Functional Group and Transaction Sets. Errors detected within the Functional Group (GS/GE) portion of the transmission may result in the rejection of the entire Functional Group. If the GS/GE is so corrupted that a 999 Functional Acknowledgement cannot be generated, a TA1 Interchange Acknowledgement is returned instead, with a TA1-05 value of 024.

If trading partners receive a 999 identifying TR3 errors within a Transaction Set, the Transaction Set containing those errors is rejected. Other Transaction Sets within the Functional Group that do not contain Implementation Guide errors are accepted.



Important Notice:

TR3 violations cause the rejection of the Transaction Set containing the violation. Multiple Transaction Sets within a single transmission are evaluated independently and accepted or rejected based upon Implementation Guide violations.

For Implementation Guide violations, BCBSNC returns the TA1 or 999 Transaction ONLY. Trading partners who are unable to accept a 999 or TA1 Transaction are not

provided with alternative implementation guide error reporting mechanisms.

Duplicate Batch Check

To ensure that duplicate transmissions have not been sent, BCBSNC checks five values within the ISA, for redundancy:

- ISA06 Interchange Sender ID
- ISA08 Interchange Receiver ID
- ISA09 Interchange Date
- ISA10 Interchange Time
- ISA13 Interchange Control Number

Collectively, these numbers should be unique for each transmission. A duplicate ISA/IEA receives a TA105 response of "025" (Duplicate Interchange Control Number).

To ensure that Transaction Sets (ST/SE) have not been duplicated within a transmission, BCBSNC checks the ST02 value (the Transaction Set Control Number), which should be a unique ST02 within the Functional Group transmitted. Duplicate Transaction Sets (ST/SE) return a 999 Functional Acknowledgement with an IK502 value of "23" (Transaction Set Control Number not unique within the Functional Group).

Security Validation Messages

BCBSNC has a variety of edits to ensure the security of data transmission. These edits involve validating information that has been exchanged between BCBSNC and its business partners via the Electronic Connectivity Request form and a notification letter, returned by BCBSNC to verify security information. These edits take precedence over the business edits² described in the table above and stop the processing of a transaction. However, senders receive reports of validation errors via the same medium as they receive business error reports. For errors in health care claims, this is the Claims Audit Report. For paired transactions, the returned transaction contains validation error messages in the form of a code number derived from an AAA loop or the Health Care Claim Status and Category Codes.

The identifier that is validated through the Security Validation edit could be the BCBSNC Provider Number ID, the Federal Tax Identifier depending upon which type of transaction is being validated and the role of the business partner. For example, health care providers would have a BCBSNC Provider Number, while employers would use their Employer Group Number ID.

Each transaction chapter in this Companion Guide contains specific information about the validation messages returned for that transaction, with suggested actions to rectify the transmission should a denial be received. Consult the relevant transaction chapter for more information about the message you have received.

Blue e Error Modifications



Important Notice:

Because of HIPAA compliance issues, **Blue e** is not available for correcting rejected claims. **Blue e** is available for denial reporting only. Submitters must make corrections to the claims on their own systems and resubmit rejected claims via batch 837 transmission.

² For a complete list of business edits for the 837 Professional and Institutional Health Care Claims, see the Business Edits Appendix in their corresponding 837 v.5010 Companion Guide (Chapters 1 and 2).

Identifiers

Federal Tax Identifiers

Any Federal Tax Identifier (Employer ID or Social Security Number) used in a transmission should omit dashes or hyphens. BCBSNC sends and receives only numeric values for all tax identifiers.

Sender Identifier

The Sender Identifier is presented at the Interchange Control (ISA06) of a transmission. BCBSNC expects to see the sender's Federal Tax Identifier (ISA05, qualifier 30) for this value. In special circumstances, BCBSNC will accept a "Mutually Defined" (ZZ) value. Senders wishing to submit a ZZ value must confirm this identifier with BCBSNC Electronic Solutions. Contact eSolutions Customer Support at (919) 765-3514 or (888) 333-8594 for more information.



Important Notice about Shared Federal Tax Identifiers

BCBSNC modifies the Identifiers of Senders that share their Federal Tax Identifier with other entities. The modification consists of an additional alpha character/s as a suffix to the original number. Senders are notified of this modification via written notification by Electronic Solutions, and asked to use the "ZZ" qualifier for ISA05.

Information Receiver Identifier

The Information Receiver Identifier is used for the 270/271, 276/277, and the 278 Transactions to identify the entity that is receiving the information of the inquiry. For trading partners of BCBSNC, this is the Social Security Number or the Federal Tax ID. See individual transaction chapters for specific information about the Information Receiver Identifier used for that transaction.

Provider Identifiers

Health care providers must indicate the identifier they are using for transactions on the BCBSNC Electronic Connectivity Form (ECR) to ensure acceptance of transmissions. The ECR form is completed prior to any transmission activity between a business partner and BCBSNC.

Subscriber Identifiers

Submitters should be careful to use the member's identification number as it appears on the BCBSNC Member ID card, including prefixes and suffixes. Nearly all BCBSNC members have a three (3) character alpha prefix, followed by either a nine (9) or eleven (11) digit number. Some exceptions are Federal employees, who have only one (1) alpha prefix and eight (8) numeric characters to their member number. Blue Card members have a three (3) character alpha prefix and anywhere from 4 to 16 alphanumeric characters following. The alpha prefix must be included when providing the subscriber identifier in the transaction, using upper case for the letters.

Suffixes are limited to numeric identifiers to indicate unique members carried under the same subscriber. The most common example of these suffixes is for family members listed on the same card, sharing preliminary alpha prefixes and membership number, but also having a unique numeric identifier such as 01, 02, or 03 that should be considered part of that member's identification number.

Claim Identifiers

BCBSNC issues a claim identification number upon receipt of any accepted claim. The ASC X12N Implementation Guides may refer to this number as the Internal Control Number (ICN), the Document Control Number (DCN), or the Claim Control Number (CCN). Individual transaction chapters explain the usage of this number as it relates to the transaction. The Claim Identifier created by BCBSNC is returned to the sender via the Claims Audit Report and the 835 Health Care Claim Payment/Advice.

Data Formats

Delimiters

Delimiters are characters used to separate data elements within a data string. Delimiters used by BCBSNC are specified in the Interchange Header segment (the ISA level) of a transmission; these include the tilde (~) for segment separation, the asterisk (*) for element separation, and the colon (:) for composite separation. Please note that the pipe symbol (|) and/or line feed **cannot** be used as delimiters.³ (Note: non-printable characters, such as the line feed, should never be used as delimiters.)

Transmission Senders must identify the delimiters they are using in the ISA16 element of any transmission. BCBSNC accepts all delimiters within the Basic and Extended Character Sets, listed in Section B of each TR3. In responding transactions, BCBSNC uses most characters from the Basic Character Set, but only the tilde from the Extended Character Set. The asterisk and the colon are from the Basic Character Set.

Dates (Format and Content)

The following statements apply to dates contained in any of the transactions:

- All dates should be formatted according to Year 2000 compliance, CCYYMMDD, except for ISA segments where the date format is YYMMDD.
- The only values acceptable for “CC” (century) are 18, 19, or 20.
- Dates that include hours should use the following format: CCYYMMDDHHMM.
- Use military format, or numbers from 00 to 23, to indicate hours and 00 to 59 to indicate minutes. For example, an admission date of 201006262115 defines the date and time of June 26, 2010 at 9:15 p.m.
- No spaces or character delimiters should be used in presenting dates or times.
- Dates that are logically invalid (e.g. 20101301) are rejected.
- Dates must be valid within the context of the transaction. For example, a patient’s birth date cannot be after a patient’s service date.

Decimals

All percentages should be presented in decimal format. For example, a 12.5% value should be presented as .125.

Dollar amounts should be presented with decimals to indicate portions of a dollar; however, no more than two positions should follow the decimal point. Dollar amounts containing more than two positions after the decimal point are rejected.

Phone Numbers

Phone numbers should be presented as contiguous number strings, without dashes or parenthesis markers. Area codes should always be included.

Control Segments

The Control Segments section applies to all transactions as it includes the ISA and GS Segments, which are part of every transmission structure.

³ The end line (or new line) hex value = 0A; The pipe hex value = 7C.

Interchange Control (ISA/IEA)

The Interchange Control (ISA/IEA) identifies both the sender and receiver's identifiers, the time of the file transfer, and the segment terminators/delimiters used by the sender. Any Implementation Guide errors found within the Interchange Control are reported via a TA1 Interchange Acknowledgement. Senders should note that if Implementation Guide errors are found at the ISA Interchange Control, the entire ISA/IEA Interchange and the Functional Group within it are rejected.

ISA/IEA Data Elements Table*

* Only those elements that required commentary are presented in the table. Note that the table reflects the BCBSNC business rules for both incoming and outgoing ISA/IEA.

Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
ISA	Interchange Control Header			
			Authorization Information Qualifier	BCBSNC expects a value of "00".
		ISA02	Authorization Information	Use 10 blank spaces.
		ISA03	Security Information Qualifier	BCBSNC expects to receive a value of "00".
		ISA04	Security Information	Use 10 blank spaces.
		ISA05	Interchange ID Qualifier	<ul style="list-style-type: none"> For Inbound ISA, BCBSNC expects to see a value of "30" (Federal Tax ID). A value of "ZZ" (Mutually Defined) can be used if this has been indicated on the Electronic Connectivity Request (ECR) form completed by business partners for BCBSNC. For Outbound, BCBSNC returns a value of 30 (Federal Tax Identifier).
		ISA06	Interchange Sender ID	<ul style="list-style-type: none"> For Inbound ISA, use the identifier established with BCBSNC Electronic Solutions via the Electronic Connectivity Request (ECR) Form – usually the Federal Tax ID. NOTE: Some Provider entities that share a Federal Tax ID may have their number modified by BCBSNC to ensure a unique identifier. Entities that fall into this category are notified by BCBSNC prior to transmission schedule implementation. For Outbound, BCBSNC uses the BCBSNC Federal Tax ID.
		ISA07	Interchange ID Qualifier	<ul style="list-style-type: none"> For Inbound ISA, BCBSNC expects to see a value of "30" (Federal Tax ID); a value of "ZZ" (Mutually Defined) may be used if this has been indicated on Electronic Connectivity Request (ECR) form completed for BCBSNC. For Outbound ISA, BCBSNC returns a value of "30" or "ZZ"

Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
		ISA08	Interchange Receiver ID	<ul style="list-style-type: none"> For Inbound ISA, use the BCBSNC tax ID. For Outbound ISA, BCBSNC returns the trading partner's identifier, established with BCBSNC Electronic Solutions via the ECR Form.
			Interchange Control Numbers	<ul style="list-style-type: none"> No qualifiers indicating negative (-) or positive (+) should precede the Interchange Control Number. The ISA 13 should be a fixed length of only 9 characters. This value is used to check for duplicate ISA transmissions. Duplicate transmissions return a TA105 value of 025.
			Acknowledgement Requested	BCBSNC strongly recommends a value of "1" (Acknowledgement Requested). NOTE: Use of the value "0", requesting that no Acknowledgement is given, results in the absence of a TA1 response. The 997 Acknowledgement is returned regardless of the value sent in ISA14.
			Usage Indicator	BCBSNC accepts only a value of "P" (Production), regardless of the environment.
IEA	Interchange Control Trailer			
		IEA02	Interchange Control Number	This value must match ISA13.

Functional Group (GS/GE)

The Functional Group (GS/GE) identifies the type of transaction being sent, identifiers for the sender and receiver of the transactions, as well as the sender's Group Control Number.

Implementation Guide errors found within the Functional Group are reported via a 999 Functional Acknowledgement Transaction. If Implementation Guide errors are found within the GS01, 02, 03, or 08 elements, the entire Functional Group is rejected with a TA1 Interchange Acknowledgement. Errors within the GS 04, 05, 06, or 07 receive a response within the 999 Functional Acknowledgement.

Functional Group: Data Elements Table*

*Only those elements requiring commentary are presented in the table. Note that the table reflects the BCBSNC business rules for both incoming and outgoing GS/GE.

Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
GS	Functional Group Header			

Segment Type	Segment Designator	Element ID	Data Element	BCBSNC Business Rules
		GS02	Application Sender's Code	<ul style="list-style-type: none"> For Inbound GS segments, this sender code must be consistent with the ISA06 For Outbound GS segments, BCBSNC returns the same value as ISA08, the trading partner's identifier as established with BCBSNC Electronic Solutions via the ECR Form.
		GS03	Application Receiver's Code	<ul style="list-style-type: none"> For Inbound GS segments, use a value consistent with ISA08 For Outbound GS segments, BCBSNC returns the sender's Federal Tax ID.
		GS06	Group Control Number	Group control number should match GE02.
GE	Functional Group Trailer			
		GE02	Group Control Number	Group control number should match GS06.

Connectivity Media for Batch Transactions

Trading partners wishing to exchange data electronically with BCBSNC must complete an Electronic Connectivity Request (ECR) form. The ECR form identifies the transaction to be sent and mode of connectivity to be used for the transmission. ECR forms are available at www.bcbnsnc.com/providers/edi/hipaainfo.cfm. For information regarding connectivity, ECR forms, or EDI transmissions, contact eSolutions HelpDesk at (919) 765-3514 or (888) 333-8594.

Environment

BCBSNC uses electronic bulletin boards or 'mailboxes' to manage the senders or trading partners file transmissions. Electronic mailboxes allow remote sites with the proper identification to access the BCBSNC network's capabilities in the user's mailbox. Trading partners are each assigned a secure electronic 'mailbox' for submission and retrieval of batch data files.

Secure File Transfer Protocol (FTP)

BCBSNC encourages trading partners to consider a secure File Transfer Protocol (FTP) transmission option. BCBSNC offers a secure FTP solution using Sterling's software's Connect:Enterprise. The **Connect: Enterprise Command Line Client - Installation and User's Guide** outlines hardware, software, and firewall requirements, as well as support guidelines. For a copy of the **Installation and User's Guide** or additional information about getting started, contact your BCBSNC Provider Services Consultant or eSolutions Customer Support at (919) 765-3514 or (888) 333-8594.

HTTPS: Web-Based File Transfer

Trading partners may also submit files via https protocol unless they are submitting files for Medicare Advantage or Medicare Supplemental claims. As in the FTP solution, BCBSNC uses the Connect: Enterprise client. Internet Explorer is the only browser supported for this solution. For more information, contact your BCBSNC Provider Services Consultant or the eSolutions Customer Support HelpDesk at (919) 765-3514 or (888) 333-8594. This connectivity is not available for Medicare Advantage and Medicare Supplemental products.

SOAP File Transfer for Eligibility

SOAP (Simple Object Access Protocol) is an XML-based protocol for the invocation of Web services over various communications channels (including, but not limited to HTTPS). Blue Cross and Blue Shield of North Carolina offers SOAP file transfer for Eligibility (270-271) transactions. Trading partners interested in using SOAP as part of their connectivity mode should contact eSolutions Customer Support at (919) 765-3514 or (888) 333-8594.

Change Log

The following change log identifies changes that have been made to the BCBSNC Introduction to the Companion Guide for X12 Transactions - version 5010, which were originally published to the EDI Web site October 2010.

Introduction to the Companion Guide - CHANGE LOG			
Chapter Section	Change Description (Modified, Added, Deleted)	Date of Change	Version
Rules of Exchange and Connectivity	Modifications to reflect exceptions for Medicare Advantage and Medicare Supplemental file handling.	Jan. 2011	3