



Louisiana

Claim Status Request and Response Companion Guide

Claim Status Request and Response Companion Guide

This guide was developed by Blue Cross and Blue Shield of Louisiana (BCBSLA) to be used in conjunction with ASC X12N 276/277 Health Care Claim Status Request and Response (005010X212) implementation guide. If the transactions do not meet the specifications outlined in this guide, then BCBSLA may not be able to process those transactions.

This companion guide is intended for BCBSLA trading partners interested in exchanging HIPAA compliant X12 Health Care Claim Status Request and Response information (276/277 transactions) with BCBSLA. It is intended to be used in conjunction with X12N Implementation Guides and is not intended to contradict or exceed X12 standards. It contains information about specific BCBSLA requirements for processing the 276/277 X12 transactions.

To use your manual, first familiarize yourself with the table of contents, which will direct you to the information you need.

This guide is available online at www.BCBSLA.com/providers >Electronic Services >Companion Guides.

If you have questions about the information in this guide, you may send an email to EDIServices@bcbsla.com.

Please Note:

This guide contains general instructions. It is provided for informational purposes only. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent.

Contact Information

EDI Customer Service and Technical Assistance

All questions related to EDI transactions should be directed to EDI Services. Customer and technical support is provided during our normal business hours of Monday-Friday, 8:30 a.m. to 4:30 p.m. Central Standard Time (CST). Holiday and other unexpected closures will be communicated through iLinkBlue and on the EDI Services voicemail message.

Phone: 1-800-216-2583

Email Address: EDIServices@bcbsla.com

Fax: (225) 298-2945

Mailing Address: BCBSLA – EDI Services
P.O. Box 98029
Baton Rouge, LA 70898-9029

Provider Services

For questions **unrelated to the electronic exchange or connectivity**, the following units are available for other support services:

Support Unit	Phone Number
Customer Care Center	1-800-922-8866
Federal Employee Program (FEP)	1-800-272-3029
BlueCard® (Out of Area)	1-800-676-2583
BCBSLA Authorizations 8 a.m.- 5 p.m.	1-800-523-6435
BCBSLA Authorizations 5 p.m.- 8 a.m.	1-888-809-2698
Network Administration	1-800-716-2299
<ul style="list-style-type: none">• For questions regarding provider contracts• For questions regarding credentialing/recredentialing• For questions regarding your provider file data• For questions regarding provider relations• For questions regarding administrative representative setup	Option 1 Option 2 Option 3 Option 4 Option 5

Applicable Websites/emails

EDI Clearinghouse Support Email address: EDIServices@bcbsla.com
BCBSLA Provider Page: www.BCBSLA.com/providers
EDI Clearinghouse Documentation: www.BCBSLA.com/providers >Electronic Services

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General Information

This companion guide is issued in an effort to provide the trading partners of BCBSLA with the most up-to-date information related to standard transactions. Any and all information in this guide is subject to change at any time without notice. This is applicable to all lines of business within BCBSLA.

This document is designed to assist both technical and business areas of trading partners who wish to exchange HIPAA standard 276/277 transactions with BCBSLA. It contains specifications for the transactions, contact information and other information that is helpful. All instructions in this document are written using information known at the time of publication and will change as necessary to provide the most up-to-date information. The most up-to-date version of the companion guide is available online at www.BCBSLA.com/providers >Electronic Services >Companion Guides.

Please be sure to use the most current version of the Companion Guide available at the BCBSLA website. BCBSLA is not responsible for the performance of software outside of its installations.

For BlueCard® (Out of Area) and Federal Employee (FEP) Inquiries:

BCBSLA has the ability to check the claim status for BlueCard® (Out of Area) and Federal Employee Program (FEP) members in a data management system shared with Blue Cross and Blue Shield plans around the country. When a request is made for an Out of Area member, BCBSLA initially checks for the status in their local system. If it finds a valid status, it sends a valid 277 response to the provider. In this case it will not even send the 276 request to the Out of Area member's Blue Plan.

If the local system cannot find a valid status, then it sends a 277 response with a status "A0:20:ZZ" to the trading partner and at the same time it sends a 276 request to the data management system shared with Blue Cross and Blue Shield plans. Once the system sends a 277 response to BCBSLA, then BCBSLA again passes the final 277 response to the trading partner.

For Batch Submitters:

Submitters of batch X12 files will receive a TA1 and/or 999 Acknowledgement from BCBSLA including those inquiries for BlueCard® (Out of Area) and Federal Employee Program (FEP) members. However, 277 responses for Out of Area and FEP members may take longer to be returned than those in state. Batches received by BCBSLA prior to 9 p.m. will have a response returned no later than 7 a.m. the next morning. If the Blue Plan (for out-of-area and FEP members) is unable to respond within 24 hours, submitters will receive the 277 response after the Blue Plan sends a response to BCBSLA.

For Real-time Submitters:

Responses are received from the out-of-area member's Blue Plan usually less than one minute from submission during normal business hours (EST). No positive TA1 or 999 are returned for real-time 276 submitters, as a 277 is returned.

Claim Status Request Processing

The 276 requests are handled in batch mode and real-time mode for processing of 276 claim status requests. The 277 response provides claim status information at the claim level and/or at the service line level.

Acknowledgements

The TA1 interchange acknowledgement and the 999 functional group acknowledgement are returned upon the receipt of a 276 claim status request. Receipt of a positive TA1 and 999 indicates that no implementation guide errors are contained within the ISA/IEA interchange, the GS/GE functional group or the ST/SE transaction sets of the transmission. If implementation guide errors are found within the transmission, a negative TA1 or 999 is returned, identifying the error and the batch/real-time transaction is rejected. The General Information section of the companion guide contains more information on the use of the TA1 and 999 transactions.

See the Reports section of this companion guide for more information about returned transactions for BCBSLA business edits.

Batch Data Retention

Data from inquiries that are rejected with a TA1 or 999 transaction is not retained. Data from inquiries that are accepted are retained for 90 days from the date of receipt.

Batch Volumes

BCBSLA recommends that no more than 99 requests per batch transmission be made at one time for a variety of reasons. Processing of smaller batches is more efficient and submitters are less likely to receive rejections on smaller batch bundles.

Batch Processing

One 277 response with multiple claim information (multiple STC segments) may be received to a 276 request on a date range because multiple claims may have been filed within a date range of a 276 request. Submitters should verify the responses on all 277 transactions received. (See Date Ranges on Page 7 for important information about submitting date range requests.)

Submitters may send a 276 claim status request on claims filed electronically (an 837 transaction) or on paper. BCBSLA does not distinguish between paper or electronic claims when issuing a 277 response.

Note: BCBSLA does not rebind batches for response with the same inquiries as received. Submitters should provide the claim submitter trace number (2200D TRN02 or 2200E TRN02), so that they can associate submitted requests to their respective responses.

Provider Identifier

A 276 request must include the NPI or service provider to receive a 277 response (in the 276 claim status request, see 2100C NM108, value "XX" or "SV").

Claim Identifier

To expedite the 277 response, the BCBSLA claim control number can be given in the 276 inquiry. Electronic submitters have received this claim identifier on the claims audit report, returned after submitting an 837 claim transaction. (See matching criteria for more information about the claim control number).

Business Edits

BCBSLA business edits are effective after the transmission has passed implementation guide validation. BCBSLA business edits include levels of security validation at the transaction set level of the transmission. Transactions that have identified business edit errors return a 277 transaction with status or category codes in the STC segments identifying the problem.

Date Ranges

Date ranges returned on the 277 response (DTP03) are those submitted on the 276 request and do not necessarily reflect the claim or service date adjudicated by BCBSLA. The 276 requests that use date ranges for service dates receive all claims within the range, unless other qualifiers, such as claim numbers, preclude their return. To avoid extraneous responses, users should enter date ranges for an inquiry only when the date range represents the dates of a single service or claim.

Monetary Amounts

Monetary amounts returned on the 277 response (STC04) are those submitted on the 276 request, at either the service line or claim level. The STC05 returned on the 277 response reflects the actual amount paid; however, if the adjudication process has not been completed, the amount is zero. For accurate payment information, submitters should review the 835 transaction, the notice of payment or the explanation of payment.

Claims Matching

Matching criteria for the claim in a 276 request are comprised of the following:

Data Element for Claim Matching	Implementation Guide Location (Subscriber and/or Dependent Loop)
BCBSLA Service Provider Number/Provider NPI	2100C NM109
Member Identification Number	2100D NM109
Date(s) of Service	2200D/E DTP03
BCBSLA Claim Control Number	2200D/E REF02 where REF01=1K
Amount Charged	2200D/E AMT02
Date Of Birth	2000D/E DMG02
Patient First Name	2100D/E NM104
Patient Last Name	2100D/E NM103
Subscriber First Name	2100D.NM104
Subscriber Last Name	2100D.NM103

BCBSLA Specific Business Rules and Limitations

This section describes the business rules and limitations of the 276/277 application. All references to the ASC X12N 276/277 TR3 assume the version referenced in the General Information section of this companion guide.

General Structural Notes

- Trading partners should follow the ST/SE guidelines outlined in the 276 section of the TR3.
- Trading partners should follow the ISA/IEA, GS/GE, TA1, and 999 guidelines for HIPAA in Table 5 and section 1.6.2 of the front matter of the TR3.
- Trading partners must follow the character set guidelines as defined in section B.1.1.2.5 of the TR3.
- BCBSLA strongly recommends that trading partners use the preferred 276 request transaction delimiters:

Preferred 276 Request Transaction Delimiters

Character	Name	Delimiter
*	Asterisk	Data Element Separator
:	Colon	Component Element Separator
~	Tilde	Segment Terminator
{	Curly Bracket	Repetition Separator

- Each transaction may contain more than one patient request. Each 276 request must have only one ISA/IEA, one GS/GE, one or more ST/SE, and a single/more than single 2100D/E Loops.
- The 277 response is based upon information obtained from the BCBSLA database at the time of inquiry and is not considered a guarantee of payment.
- The 276/277 application will construct 277 responses with the preferred delimiters as noted in the above table.

Levels of Error Reporting

Incoming 276 transactions are edited to ensure that they comply with HIPAA X12N regulation and with BCBSLA business and security processes. The table below illustrates the type of transaction used in response to different levels of error reporting.

Transaction 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
GS/GE Segment ST/SE Segment Detail Segments	HIPAA Implementation Guide Violations	999
Detail Segments	<ul style="list-style-type: none"> BCBSLA Business Edits (see 277 Data Element Table for details) Security Validation (See Security Validation Edits for details) 	277

Security Validation Edits

BCBSLA 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 BCBSLA and its business partners via the Electronic Trading Partner Agreement, as well as the approval letter returned by BCBSLA 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 following tables identify the security validation edits performed on the 276 request and the possible modifications needed to correct the edit. The 277 response uses the claim status category codes to identify security validation requirement issues.

If the suggested modifications identify no obvious errors, providers are advised to call EDI Services for more specific information. See Contact Information at the front of this guide.

Category and Status Codes	Possible Security Validation Errors	Modification Required
E0:25:1P	Provider ID (2100C, NM109) not authorized	<p>The provider ID at the ST/SE level of the transaction cannot be validated. Verify that:</p> <ul style="list-style-type: none"> • An EDI Transaction Addendum has been completed • You have received an approval letter from BCBSLA • The provider ID on the approval letter from BCBSLA is consistent with that on the transmission.
E0:690:41	Multiple Claim Status Requests submitted in Real Time Mode	<p>Multiple claim status requests submitted for more than one member in one ST-SE (file).</p> <ul style="list-style-type: none"> • In real time only one request and one member is allowed. • If the provider wants to submit more than one request, batch mode can be used for these situations.
E0:691:41	Multiple Claim Status Requests for one Member submitted in Real Time Mode	<p>Multiple claim status requests submitted for one member in one ST-SE (file).</p> <ul style="list-style-type: none"> • In real time only one request and one member is allowed (even only one claim number is allowed) • If the provider wants to submit more than one request, batch mode can be used for these situations.

Category and Status Codes	Possible Security Validation Errors	Modification Required
E2:689:40	Time Out Responses in Real Time Mode	When BCBSLA systems are down or unable to respond in one minute, provider receives 277 response with E2:689:40 at 2200D/E STC segments.
A4:35	Claims Not Found	<p>Provider receives 277 response with A4:35 status codes for the below reasons:</p> <ul style="list-style-type: none"> • Provider ID submitted on 276 request is not associated with the claim number • Claim number submitted on 276 request is not in the BCBSLA system • Member Information (See Claims Matching section for detailed information) submitted on 276 request is not associated with the claim number.
E0:33	Subscriber Not Found	<p>The subscriber information at 2000D DMG and/or 2100D NM1 segment level of the transaction cannot be validated. Verify that:</p> <ul style="list-style-type: none"> • First name or last name may be different from what is submitted on claims • Date of birth may be different from what is submitted on claims.
E0:97	Dependent Not Found	<p>The dependent information at 2000E DMG and/or 2100E NM1 segment level of the transaction cannot be validated. Verify that:</p> <ul style="list-style-type: none"> • First name or last name may be different from what is submitted on claims • Date of birth may be different from what is submitted on claims.

Claim Status Category Codes and Status Code

The 277 response uses the claim status category codes and status codes to identify security validation requirement issues and to indicate BCBSLA business edits.

The complete list of those codes and their explanations are available from the Washington Publishing Company's website at www.wpc-edi.com.

276/277 Transaction Set Business Use and Description

Health Care Claim Status Request and Response

Transaction Set	Business Use
ASC X12N 276 Transaction	Used by healthcare providers, recipients of healthcare products or services, or their authorized agents to request the status of a healthcare claim or encounter from a healthcare payer.
ASC X12N 277 Transaction	Used by a healthcare payer or authorized agent to notify a provider, recipient, or authorized agent the status of a healthcare claim or encounter.

Description

- Provides a method for providers and recipients of healthcare products or services to request the status of a healthcare claim or encounter from a health plan or payer.
- The 276 request may occur at the summary or service level.
- The 277 response may be at a summary or service line detail level.
- The 276 transaction set is not intended to replace the Health Care Claim Transaction set (837), but rather to occur after the receipt of a claim or encounter information.
- The 277 transaction set is not intended to replace the Health Care Claim Payment/Advice Transaction set (835), and therefore, should not be used for account payment posting.

ISA Interchange Control Segments/Envelope Specifications – 276 Inbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
ISA01	Authorization Information Qualifier	2/2	00	
ISA02	Authorization Information	10/10		
ISA03	Security Information Qualifier	2/2	00	
ISA04	Security Information	10/10		
ISA05	Interchange ID Qualifier	2/2	ZZ	
ISA06	Interchange Sender ID	15/15		(Same as GS02) Trading partner number assigned by BCBSLA. Field is fixed length requiring 15 positions and must be left justified.
ISA07	Interchange ID Qualifier	2/2	ZZ	
ISA08	Interchange Receiver ID	15/15	BCBSLA001	Fixed length field; 15 positions must be left justified
ISA09	Interchange Date	6/6		Use YYMMDD format
ISA10	Interchange Time	4/4		Use HHMM format
ISA11	Repetition Separator	1/1	{	BCBSLA accepts only "{" at this time
ISA12	Version ID	5/5	00501	
ISA13	Interchange Control Number	9/9		Sender determines the control number; must match IEA02
ISA14	Acknowledgement Requested	1/1	0,1	0 = No, 1 = Yes (TA1) TA1 acknowledgements will NOT be utilized by BCBSLA for files accepted for processing. You will automatically receive a TA1 report for files that cannot be processed or submitted for HIPAA.
ISA15	Usage Indicator	1/1	P,T	P=Production, T=Test
ISA16	ISA16	1/1	:	

GS Functional Group Control Segments/Envelope Specifications – 276 Inbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
GS01	Functional Identifier Code	2/2	HI	
GS02	Application Sender's Code	2/15		(Same as ISA06) Trading partner number assigned by BCBSLA
GS03	Application Receiver's Code	2/15	BCBSLA001	
GS04	Date	8/8		Functional group creation date in CCYYMMDD format
GS05	Time	4/8		Functional group creation time in HHMM format
GS06	Group Control Number	1/9		Assigned by the sender (GS06 must be identical to GE02)
GS07	Responsible Agency Code	1/2	X	
GS08	Version/Release/Industry Identifier Code	1/12	005010X212	
GE01	Number of Transaction Sets Included	1/6		Count of ST in the transaction
GE02	Group Control Number	1/9		Assigned by the sender (GS06 must be identical to GE02)

ISA Interchange Control Segments/Envelope Specifications – 277 Outbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
ISA01	Authorization Information Qualifier	2/2	00	
ISA02	Authorization Information	10/10		Space filled
ISA03	Security Information Qualifier	2/2	00	
ISA04	Security Information	10/10		Space filled
ISA05	Interchange ID Qualifier	2/2	ZZ	
ISA06	Interchange Sender ID	15/15	BCBSLA001	Field is fixed length requiring 15 positions and must be left justified
ISA07	Interchange ID Qualifier	2/2	ZZ	
ISA08	Interchange Receiver	15/15		Trading partner ID (Same as GS03). Trading partner number assigned by BCBSLA. Field is fixed length requiring 15 positions and must be left justified.
ISA09	Interchange Date	6/6		Interchange date in YYMMDD format
ISA10	Interchange Time	4/4		Interchange time in HHMM format
ISA11	Repetition Separator	1/1	{	
ISA12	Interchange Control Version Number	5/5	00501	
ISA13	Interchange Control Number	9/9		Assigned by the sender (ISA13 must be identical to IEA02)
ISA14	Acknowledgment Request	1/1	0	TA1 acknowledgements will NOT be utilized by BCBSLA for files accepted for processing. You will automatically receive a TA1 report for files that cannot be processed or submitted for HIPAA validation.
ISA15	Usage Indicator	1/1	P, T	P (Production Data), T (Test Data)
ISA16	Component Element Separator	1/1	:	

GS Functional Group Control Segments/Envelope Specifications – 277 Outbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
GS01	Functional Identifier Code	2/2	HI	
GS02	Application Sender's Code	2/15	BCBSLA001	
GS03	Application Receiver's Code	2/15		Trading partner ID (Same as ISA08) Trading partner number assigned by BCBSLA
GS04	Date	8/8		Functional group creation date in CCYYMMDD format
GS05	Time	4/8		Functional group creation time in HHMM format
GS06	Group Control Number	1/9		Assigned by the sender (GS06 must be identical to GE02)
GS07	Responsible Agency Code	1/2	X	
GS08	Version/ Industry Identifier Code	1/12	005010X212	
GE01	Number of Transaction Sets Included	1/6		Count of ST in the transaction
GE02	Group Control Number	1/9		Assigned by the sender (GS06 must be identical to GE02)

ST Transaction Specifications – 276 Inbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
ST01	Transaction Set Identifier Code	3/3	276	
ST02	Transaction Set Control Number	4/9		Assigned by the sender (Use the corresponding value in SE02 for this transaction set)
ST03	Implementation Convention Reference	1/35	005010X212	
SE01	Number of Included Segments	1/10		Segment count between ST-SE (Count includes ST and SE segments)
SE02	Transaction Set Control Number	4/9		Assigned by the sender (Use the corresponding value in SE02 for this transaction set)

ST Transaction Specifications – 277 Outbound

Technical Report Type 3 5010 WPC Version 5 Release 1

Element	Description	Size	Value	Notes/Comments
ST01	Transaction Set Identifier Code	3/3	277	
ST02	Transaction Set Control Number	4/9		Assigned by the sender (Use the corresponding value in SE02 for this transaction set)
ST03	Implementation Convention Reference	1/35	005010X212	
SE01	Number of Included Segments	1/10		Segment count between ST-SE (Count includes ST and SE segments)
SE02	Transaction Set Control Number	4/9		Assigned by the sender (Use the corresponding value in SE02 for this transaction set)

276/277-ASC X12N – Health Care Claim Status Request and Response

Loop ID	Element	Name	Codes	Length	Comments
	BHT03	Reference Identification			Unique number used to identify transactions
2100A	NM101	Entity Identifier Code	PR	2/3	Use PR – payer
2100A	NM108	Identification Code Qualifier	PI	1/2	Use PI – payer identification code
2100A	NM109	Identification Code	53120	2/80	Enter BCBSLA NAIC number
2100B	NM108	Identification Code Qualifier	46	1/2	The only identifier allowed in 5010 is ETIN
2100B	NM109	Identification Code		2/80	Enter the trading partner's ETIN which was agreed upon via the Trading Partner Agreement
2100C	NM103	Name Last/ Organization Name		1/60	This field is always required
2100C	NM104	Name First		1/35	This field is required and must be entered only when NM102=1 (Individual)
2100C	NM108	Identification Code Qualifier	SV or XX	1/2	
2100C	NM109	Information Source Identifier		2/80	When NM108=SV, enter the provider's code assigned by BCBSLA which identifies your organization. When NM108=XX, enter the NPI number.

Loop ID	Element	Name	Codes	Length	Comments
2000D	DMG02	Date Time Period		1/35	Date of birth is required if the subscriber is the patient. In order for BCBSLA to correctly match claim records, follow claims matching section.
2000D	DMG03	Gender Code	F, M	1/1	Use only 'F' or 'M' code while specifying the gender of the subscriber; if gender is not known please do not populate this element
2100D	NM103	Subscriber Last Name		1/60	This field is required. In order for BCBSLA to correctly match claim records, follow claims matching section.
2100D	NM104	Name First		1/35	This field is required. In order for BCBSLA to correctly match claim records, follow claims matching section.
2100D	NM108	Identification Code Qualifier	MI	1/2	Use MI – Member Identification Number
2100D	NM109	Identification Code		2/80	To ensure correct matching of data, the 3-character prefix must be included with the member ID number (BCBS contract number)
2200D	TRN02	Trace Number		1/50	Use transaction trace number which is unique and would be returned in 277 transactions
2200D	REF01	Reference Identification Qualifier	6P	2/3	Use code '6P' to mention subscriber group number in the subsequent element if at all it is known and patient is subscriber
2200E	REF02	Group Number		1/50	Use member's group number in this element
2200D	REF01	Reference Identification Qualifier	1K	2/3	

Loop ID	Element	Name	Codes	Length	Comments
2200D	REF02	Reference Identification		1/50	Payer claim control number can be entered if provider knows the value
2200D	DTP01	Date/Time Qualifier	472	1/35	Use '472' (service) as a date/time qualifier so that single date as well as from and through dates can be mentioned in the subsequent element as appropriate per the service period
2200D	DTP02	Date Time Period Format Qualifier	D8/RD8	1/1	Single date services should be reported using the D8 qualifier, and multi date services should use the RD8 qualifier
2200D	DTP03	Claim Service Period	CCYYMMDD, CCYYMMDD-CCYYMMDD	1/35	Send the single date services and multiple date services as per the mentioned date format
2210D	SVC07	Quantity			Numeric value of the quantity for the service line is to be mentioned as a value of this element
2000E	DMG02	Dependent Date of Birth		1/35	This element is required if dependent is the patient
2000E	DMG03	Gender Code	F, M	1/1	F – Female M – Male
2100E	NM103	Name Last/ Organization Name		1/60	This element is required if dependent is the patient
2100E	NM104	Name First		1/35	This element is required if dependent is the patient
2200E	TRN02	Trace Number		1/50	Use transaction trace number which is unique and would be returned in 277 transactions. Patient account number is not reported here. This is required when dependent is the patient.

Loop ID	Element	Name	Codes	Length	Comments
2200E	REF01	Reference Identification Qualifier	6P	2/3	Use code '6P' to mention subscriber group number in the subsequent element if at all it is known and patient is subscriber
2200E	REF02	Group Number		1/50	Use member's group number in this element
2200E	REF01	Reference Identification Qualifier	1K	2/3	
2200E	REF02	Reference Identification		1/50	Payer claim control number can be entered if provider knows the value
2200E	DTP01	Date/Time Qualifier	472	1/35	Use '472' (service) as a date/time qualifier so that single date as well as from and thru dates can be mentioned in the subsequent element as appropriate per the service period
2200E	DTP02	Date Time Period Format Qualifier	D8/RD8	1/1	Single date services should be reported using the D8 qualifier and multi date services would use the RD8 qualifier
2200E	DTP03	Claim Service Period	CCYMMDD, CCYMMDD- CCYMMDD	1/35	Send the single date services and multiple date services as per the mentioned date format
2210E	SVC07	Quantity			Numeric value of the quantity for the service line is to be mentioned as a value of this element

Acknowledgements, Error Codes and/or Reports

The BCBSLA Clearinghouse provides a series of reports to assist in the tracking and monitoring of transactions. Clearinghouse reports are a critical part of the electronic submission process.

Trading partners that use HTTPS URL can see the TA1/999/271 responses automatically on the screen after few seconds once the request is submitted, whereas trading partners who use secure FTP must download them unless the FTP software is configured to pull them automatically.

The trading partner is responsible for monitoring all reports to ensure that all transactions were received and accepted for processing by BCBSLA. In addition, the trading partner is required to take corrective action when necessary. All questions regarding reports should be directed to EDI Services. See Contact Information at the front of this guide.

We recommend that you maintain a copy of these reports for at least 60 days.

Summary of Reports – Eligibility Benefit and Response Transactions:

- Communication Report: File Acknowledgement (TA1)
- Functional Acknowledgement Report: ANSI 999

Summary of Reports – Claim Status Request and Response Transactions:

- Communication Report: File Acknowledgement (TA1)
- Functional Acknowledgement Report: ANSI 999

Communication Reports

Communication reports are an immediate acknowledgement of successful communication and receipt of transmitted files. They are the first step in the reconciliation process. They are not an indication that the transmitted files were accepted for processing. The trading partner is responsible for monitoring the reports and ensuring that all transactions submitted were received by the BCBSLA Clearinghouse.

If you do not receive a communication report, we did not receive the transmission and the transmission will need to be resent.

TA1

The TA1 interchange acknowledgement is used by the 276/277 application to communicate the rejection of a 276 request transaction based on errors encountered with X12 compliance, formatting, or BCBSLA specific requirements of the ISA/IEA or GS/GE interchange segments.

The TA1 interchange acknowledgement will be used to verify the syntactical accuracy of the envelope of the X12 interchange. The TA1 interchange will indicate that the file was successfully received; as well as indicate what errors existed within the envelope segments of the received X12 file.

A TA1 response message will always contain the ISA and IEA segments. However, if the error occurs in the functional group header or trailer (GS/GE) segments of the received X12 file, then the TA1 response will also contain these elements.

The following sample File Acknowledgement Reports (TA1) are presented on subsequent pages:

- Accepted File Acknowledgement
- Rejected File Acknowledgement

Example of File Acknowledgements (TA1)

Accepted Acknowledgement

TA1*000000092*101203*0828*A*000~

TA1	–	Interchange Acknowledgment
000000092	–	Interchange Control Number
101203	–	Interchange Date
0828	–	Interchange Time
A	–	Interchange Acknowledgment Code (A or E)
000	–	Interchange Note Code

Rejected Acknowledgement

TA1*000000092*101203*0828*R*001~

TA1	–	Interchange Acknowledgment
000000092	–	Interchange Control Number
101203	–	Interchange Date
0828	–	Interchange Time
R	–	Interchange Acknowledgment Code (R)
001	–	Interchange Note Code

KEY:

	Items That Vary (See the TR3 to view a list of available codes/options)
~	Segment Terminator
*	Element Separator

Functional Acknowledgement Report ANSI 999

The functional acknowledgement report is titled **X12Ntrans.out** and indicates the validity of a standard X12N transaction. Trading partners will be able to pull this report the next time they connect to the BCBSLA Clearinghouse. All trading partners will receive this report.

All trading partners will be responsible for reviewing this report to ensure that the files are accepted. If rejected, the trading partner must correct the errors and retransmit the file.

The following sample Functional Acknowledgement Reports (999) are presented on subsequent pages:

- Accepted Functional Acknowledgement
- Rejected Functional Acknowledgement
- Partial Functional Acknowledgement
- Validation Report

Sample Functional Acknowledgements (999): Accepted Acknowledgement

ST*999*0001*005010X231A1~AK1*HR*1*005010X212~AK2*276*0001*005010X212~IK5*A~AK9*A*1*1*1~ SE*6*0001~

ST –	Transaction Set Header
999 –	Transaction Set Identifier
0001 –	Transaction Set Control Number
005010X231A1 –	999 Version/Release/Industry Identifier Code
AK1 –	Functional Group Response Header
HR –	Claim Status Inquiry (276)
1 –	Group Control Number
005010X212 –	276 Version/Release/Industry Identifier Code
AK2 –	Transaction Set Response Header
276 –	Transaction Set Identifier Code
0001 –	Transaction Set Control Number
005010X212 –	276 Version/Release/Industry Identifier Code
IK5 –	Transaction Set Response Trailer
A –	Transaction Set Acknowledgement Code (Accepted Codes include A and E)
AK9 –	Functional Group Response Trailer
A –	Functional Group Acknowledgement Code
1 –	Number of Transaction Sets Included
1 –	Number of Received Transaction Sets
1 –	Number of Accepted Transaction Sets
SE –	Transaction Set Trailer
6 –	Number of Included Segments
0001 –	Transaction Set Control Number

KEY:

■	Items That Vary (See the TR3 to view a list of available codes/options.)
~	Segment Terminator
*	Element Separator

Sample Functional Acknowledgements (999): Rejected Acknowledgement

```
ST*999*0001*005010X231A1~AK1*HR*912030069*005010X212~AK2*276*912030976*005010X212~
IK3*NM1*8*210 0*8~ IK4*9*67*I12*123456793~CTX*SITUATIONAL TRIGGER*NM1*8**8*66~ IK5*R~
AK9*R*1*1*0~SE*9*0001
```

ST –	Transaction Set Header
999 –	Transaction Set Identifier
0001 –	Transaction Set Control Number
005010X231A1 –	999 Version/Release/Industry Identifier Code
AK1 –	Functional Group Response Header
HR –	Claim Status Inquiry (276)
912030069 –	Group Control Number
005010X212 –	276 Version/Release/Industry Identifier Code
AK2 –	Transaction Set Response Header
276 –	Transaction Set Identifier Code
912030976 –	Transaction Set Control Number
005010X212 –	276 Version/Release/Industry Identifier Code
IK3 –	ERROR IDENTIFICATION
NM1 –	Segment ID Code
8 –	Segment Position in Transaction Set
2100 –	Loop Identifier Code
8 –	Implementation Segment Syntax Error Code
IK4 –	IMPLEMENTATION DATA ELEMENT NOTE
9 –	Position in Segment
67 –	Data Element Ref Number
I12 –	Implementation Data Element Syntax Error Code
123456793 –	Copy of Bad Data Element
CTX –	ELEMENT CONTEXT
SITUATIONAL TRIGGER –	CONTEXT IDENTIFICATION
NM1 –	Segment ID Code
8 –	Segment Position in Transaction Set
8 –	Position in Segment
66 –	REFERENCE IN SEGMENT
IK5 –	Transaction Set Response Trailer
R –	Transaction Set Acknowledgement Code (Rejected Codes)

AK9 –	Functional Group Response Trailer
R –	Functional Group Acknowledgement Code
1 –	Number of Transaction Sets Included
1 –	Number of Received Transaction Sets
0 –	Number of Accepted Transaction Sets
SE –	Transaction Set Trailer
9 –	Number of Included Segments
0001 –	Transaction Set Control Number

KEY:

	Items That Vary (See the TR3 to view a list of available codes/options)
~	Segment Terminator
*	Element Separator

Sample Functional Acknowledgements (999): Partial Acknowledgement

```
ST*999*0001*005010X231A1~AK1*HR*1*005010X212~AK2*276*0001*005010X212~IK5*A~  
AK2*276*0002*005010X212~IK3*DTP*11*2100*8~CTX*TRN02:9994defectRON203~IK4*2*1  
250*7*12~IK5*R*I5~AK9*P*2*2*1~SE*11*0001~GE*1*2~IEA*1*000001286~
```

In the example above, the original 276 file contained 2 ST/SE with a single business item in each ST/SE.

- The first ST/SE business item was accepted.
- The second ST/SE and business item was rejected.

In this situation, the AK9 will show partial acknowledgement because the file contained ST/SE with single business items so when one of the business items is rejected, it shows the entire ST/SE as rejected.

AK9 –	Functional Group Response Trailer
P –	Partially Accepted, At Least One Transaction Set Was Rejected
2 –	Number of Transaction Sets Included
2 –	Number of Received Transaction Sets
1 –	Number of Accepted Transaction Sets

Sample Functional Acknowledgements: Validation Reports

Trading partners will be able to pull this report the next time they connect to the BCBSLA Clearinghouse. All trading partners will receive this report when the request fails at ST/SE level. They will receive this report in addition to the 999 transaction.

Data With Error Report		Powered by Edifecs																															
Created Monday, January 21, 2019 10:04:47 AM (GMT) D:\Edifecs\Server\profiles\BCBSLA_B7\workspace\temp\5367263a-5e09-4696-9f70-6eaf4f86d01a-6288145463735238768.tmp																																	
This report shows the results of a submitted data file validated against corresponding guidelines. If there are errors, you must fix the application that created the data file and then generate and submit a new data file.																																	
<table border="1"> <thead> <tr> <th colspan="3">Report Summary</th> </tr> </thead> <tbody> <tr> <td>Total Errors:</td> <td>1</td> <td></td> </tr> <tr> <td>Total Warnings:</td> <td>0</td> <td></td> </tr> <tr> <td>Total Informations:</td> <td>0</td> <td></td> </tr> </tbody> </table>				Report Summary			Total Errors:	1		Total Warnings:	0		Total Informations:	0																			
Report Summary																																	
Total Errors:	1																																
Total Warnings:	0																																
Total Informations:	0																																
<table border="1"> <thead> <tr> <th colspan="3">Error Count By WEDI SNIP Type</th> </tr> <tr> <th>SNIP Type</th> <th>SNIP Name</th> <th>Counts</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>System</td> <td>0</td> </tr> <tr> <td>1</td> <td>EDI Syntax</td> <td>0</td> </tr> <tr> <td>2</td> <td>HIPAA Syntax</td> <td>0</td> </tr> <tr> <td>3</td> <td>Balancing</td> <td>0</td> </tr> <tr> <td>4</td> <td>Situational</td> <td>0</td> </tr> <tr> <td>5</td> <td>External Code Set</td> <td>0</td> </tr> <tr> <td>6</td> <td>Line of Service</td> <td>0</td> </tr> <tr> <td>7</td> <td>Partner Specific</td> <td>1 Errors 0 Warnings 0 Informations</td> </tr> </tbody> </table>				Error Count By WEDI SNIP Type			SNIP Type	SNIP Name	Counts	0	System	0	1	EDI Syntax	0	2	HIPAA Syntax	0	3	Balancing	0	4	Situational	0	5	External Code Set	0	6	Line of Service	0	7	Partner Specific	1 Errors 0 Warnings 0 Informations
Error Count By WEDI SNIP Type																																	
SNIP Type	SNIP Name	Counts																															
0	System	0																															
1	EDI Syntax	0																															
2	HIPAA Syntax	0																															
3	Balancing	0																															
4	Situational	0																															
5	External Code Set	0																															
6	Line of Service	0																															
7	Partner Specific	1 Errors 0 Warnings 0 Informations																															
#	Data																																
0	EntireDocument start	Errors at EntireDocument level: Errors: 0 Warnings: 0 Informations: 0																															
		Interchange Received: 1	Interchange Accepted: 0																														
1	Interchange start	Guideline file: D:\Edifecs\XEngine\config\BCBSLA\guidelines\BCBSLA_5010_ISA.ecs																															
		Errors at Interchange level: Errors: 0 Warnings: 0 Informations: 0	Group Received: 1 Group Accepted: 0																														
		Sender ID: P0000004 Receiver ID: BCBSLA001 Control Number: 101060472 Date: 190121	Sender Qualifier: ZZ Receiver Qualifier: ZZ Version: 00501 Time: 0401																														
1	ISA*00*00*ZZ*P0000004*ZZ*BCBSLA001*190121*0401***00501*101060472*1*P*																																
1.1	Group start	Guideline file: D:\Edifecs\XEngine\config\BCBSLA\guidelines\BCBSLA_5010_GS.ecs																															
		Errors at Group level: Errors: 0 Warnings: 0 Informations: 0	Transaction Received: 1 Transaction Accepted: 0																														
		Sender ID: P0000004 Receiver ID: BCBSLA001 Control Number: 71851 Date: 20190121	Receiver ID: BCBSLA001 Version: 005010X212 Time: 040108																														
2	GS*HR*P0000004*BCBSLA001*20190121*040108*71851*X*005010X212																																
1.1.1	Transaction start	Guideline file: D:\Edifecs\XEngine\config\BCBSLA\guidelines\BCBSLA_5010_276.ecs																															
		Errors at Transaction level: Errors: 1 Warnings: 0 Informations: 0	Control Number: 00001																														
			Transaction ID: 276																														
3	ST*276*00001*005010X212																																
4	BHT*0010*13*183161074043705*20190121*040108																																

#	Error ID	Error Message	SNIP Type	Severity	Guideline Properties
864		NM1*IL*1*RUJ*O*3**MI* PAS9470/9918PAS8470			
1	0xEE1276	Business Message An error was reported from a JavaScript rule. 276 Subscriber name, Loop 2100D NM109 Subscriber Identification Code must be 4-17 positions in length with no embedded spaces.	7 - Partner Specific	Normal	ID: 67 ID: 2944 Name: Identification Code Standard Option: Relational User Option: Must Use Max Use: 1 Min Length: 2 Max Length: 80 Type: Alphanumeric
865		TRN*1*183161074224105			

277 Response

When the 276 request complies with the X12 standard syntax requirements and all additional formatting rules as specified by this companion guide, then a 277 response transaction is returned to the trading partner. If no error exists, the corresponding claim status will be returned within the 277 response.

Transaction Testing

BCBSLA will require testing with trading partners before accepting production transmissions. The trading partner will receive all of the outputs that will be available in a production environment. For example, if a trading partner submits a valid test file, they will receive a communication report, a functional acknowledgement report, and a 277 response.

Testing will ensure that the data is accurate and formatted properly for processing. Retesting is required if you are upgrading your software, or changing software vendors. BCBSLA reserves the right to revoke production status when a trading partner's transactions repeatedly cause production errors.

Testing Steps

1. BCBSLA distributes a test submitter ID, secure password and dial-up phone number and/or FTP.
2. Trading partner creates test file representative of all types that will be submitted in production. It is important that valid member data is used within the test file; otherwise, the test may fail.
3. Trading partner reviews the reports and response file BCBSLA provides:
 - Communication Report verifies BCBSLA received the file
 - Functional Acknowledgement Report (999) accepted or rejected
 - 278 eligibility response
4. Trading partner must correct all errors and resubmit the test files until these errors are corrected. For assistance on these errors call EDI Services. See Contact Information at the front of this guide.
5. Trading partner must call EDI Services when the majority of transmissions are accepted. See Contact Information at the front of this guide. An EDI representative will distribute a production submitter ID number and password.



NOTE: Test Transactions are NOT Processed for Payment.

Appendix I – Acronyms

Shortcut used in this Document	Actual Meaning
TR3	Technical Report Type 3 (Also called Implementation Guide)
TP	Trading partner (Also called submitter)
OOA	Out-of-area
CST	Central Standard Time

Appendix II – Transmission Examples

Sample 276 5010 Real Time Claim Status Request Transaction

ISA*00* *00* *ZZ*TPID *ZZ*BCBSLA001 *190124*0924*{*00501*912030068*1*T*:~
GS*HR*TPID*BCBSLA001*20190124*0924*912030069*X*005010X212~
ST*276*912030976*005010X212~
BHT*0010*13*9*20190124*0924~
HL*1**20*1~
NM1*PR*2*LA BLUE CROSS*****PI*53120~
HL*2*1*21*1~
NM1*41*2*TP NAME*****46*TPID~ HL*3*2*19*1~
NM1*1P*2*Provider Name*****XX*1111111111~ HL*4*3*22*0~
DMG*D8*19720206~
NM1*IL*1*SSSSSSSS*NNNNNNN****MI*XUP212132323~
TRN*1*0020310042092422790652130HE47Y~ REF*1K*111115108300~
AMT*T3*122.00~ DTP*472*RD8*20180330-20180330~ SE*16*912030976~ GE*1*912030069~
IEA*1*912030068~

Sample 277 5010 Real Time Claim Status Response Transaction

ISA*00* *00* *ZZ*BCBSLA001 *ZZ*TPID *190124*0915*{*00501*000000020*1*T*:~
GS*HN*BCBSLA001*TPID*20190124*0915*2*X*005010X212~
ST*277*0001*005010X212~
BHT*0010*08*201901240253*20190124*0253*DG~
HL*1**20*1~
NM1*PR*2*LA BLUE CROSS*****PI*53120~
PER*IC*BCBSLA IVR PHONE NUMBER*ED*1-800-392-4076~
HL*2*1*21*1~
NM1*41*2*TP NAME*****46*TPID~
HL*3*2*19*1~
NM1*1P*2*Provider Name*****XX*1111111111~
HL*4*3*22*0~ NM1*IL*1*SSSSSSSSSS*NNNNNNNN****MI*XUP212132323~
TRN*1*0020310042092422790652130HE47Y~
STC*F1:65*20190124**2424.29*53.75*20180828**20180828~
REF*1K*102304168500~
REF*EJ*161748-01~
REF*D9*102304168500~
DTP*472*RD8*20180728-20180728~
SVC*HC: 62311*2424.29*53.75****1~
STC*F1:65*20190124~
DTP*472*RD8*20180728-20180728~ SE*21*0001~
GE*1*2~ IEA*1*000000020

Sample 276 5010 Batch Claim Status Request Transaction

ISA*00* 00* *ZZ*TPID *ZZ*BCBSLA001 *190124*0924*{*00501*912030068*1*T*:~
GS*HR*TPID*BCBSLA001*20190124*0924*912030069*X*005010X212~
ST*276*912030976*005010X212~
BHT*0010*13*9*20190124*0924~
HL*1**20*1~
NM1*PR*2*LA BLUE CROSS*****PI*53120~
HL*2*1*21*1~
NM1*41*2*TP NAME*****46*TPID~ HL*3*2*19*1~
NM1*1P*2*Provider Name*****XX*1111111111~
HL*4*3*22*0~
DMG*D8*19720206~
NM1*IL*1*SSSSSSSSSS*NNNNNNN****MI*XUP212132323~
TRN*1*0020310042092422790652130HE47Y~
REF*1K*111115108300~
AMT*T3*122.00~
DTP*472*RD8*20180330-20180330~
SE*16*912030976~
GE*1*912030069~
IEA*1*912030068~

Sample 277 5010 Batch Claim Status Response Transaction

ISA*00* 00* *ZZ*BCBSLA001 *ZZ*TPID *190124*0915*{*00501*000000020*1*T*:~
GS*HN*BCBSLA001*TPID*20190124*0915*2*X*005010X212~
ST*277*0001*005010X212~
BHT*0010*08*201901240253*20190124*0253*DG~
HL*1**20*1~
NM1*PR*2*LA BLUE CROSS*****PI*53120~
PER*IC*BCBSLA IVR PHONE NUMBER*ED*1-800-392-4076~
HL*2*1*21*1~
NM1*41*2*TP NAME*****46*TPID~
HL*3*2*19*1~
NM1*1P*2*Provider Name*****XX*1111111111~
HL*4*3*22*0~
NM1*IL*1*SSSSSSSSSS*NNNNNNNN*****MI*XUP212132323~
TRN*1*0020310042092422790652130HE47Y~
STC*F1:65*20190124**2424.29*53.75*20180828**20180828~
REF*1K*102304168500~
REF*EJ*161748-01~
REF*D9*102304168500~
DTP*472*RD8*20180728-20180728~
SVC*HC: 62311*2424.29*53.75****1~
STC*F1:65*20190124~
DTP*472*RD8*20180728-20180728~
SE*21*0001~
GE*1*2~ IEA*1*000000020

Summary of Changes

Below is a summary of changes to the *Claim Status Request and Response Companion Guide*. Minor revisions not detailed in the summary include modifications to the text for clarity and uniformity, grammatical edits and updates to web links referenced in the document.

April 2019

Preface

- Added new section from Scope information

Contact Information

- Added new section

Revision History

- Removed section and replaced with Summary of Changes

General Information

- Changed section name from Introduction to General Information
- Moved Scope information to Preface
- Updated guide online availability information
- Updated OOA and FEP Contracts information

Claim Status Category Codes and Status Code

- Updated Washington Publishing Company's website address

Acknowledgements, Error Codes and/or Reports

- Removed Sample of Comm.rpt File Acknowledgement Report that is no longer used by BCBSLA
- Updated Sample Functional Acknowledgements (999): Rejected Acknowledgement
- Updated Sample Functional Acknowledgements Validation Reports

Appendix II – Transmission Examples

- Updated Sample 276 5010 Real Time Claim Status Request Transaction
- Updated Sample 277 5010 Real Time Claim Status Response Transaction
- Updated Sample 276 5010 Batch Claim Status Request Transaction
- Updated Sample 277 5010 Batch Claim Status Response Transaction

