



**BlueCross BlueShield  
of Louisiana**

An independent licensee of the Blue Cross  
and Blue Shield Association.

Blue Cross and Blue Shield of Louisiana incorporated as Louisiana Health Service & Indemnity Company.

# **Electronic Data Interchange (EDI) 5010 Clearinghouse Services Guide**

**A PUBLICATION OF THE EDI DEPARTMENT OF  
BLUE CROSS AND BLUE SHIELD  
OF LOUISIANA**

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If you have questions on testing and/or implementation of HIPAA 5010, please email [edich@bcbsla.com](mailto:edich@bcbsla.com) or call our support line at 225.291.4334

# Introduction

The intent of this document is to provide a comprehensive overview of the Blue Cross and Blue Shield of Louisiana (BCBSLA) Clearinghouse services. Information is provided on enrolling in Electronic Data Interchange (EDI) services, hours of operation, processing cycles, communication requirements, file formats, and reports.

## General Information

### Hours of Operation:

The system will be available 24 hours, 7 days a week. The system will be periodically unavailable for scheduled maintenance and updates outside of normal business hours only. Though BCBSLA strives to have the systems available 24 hours, 7 days a week, uninterrupted service is not guaranteed.

### Customer Support

Customer support is provided during our normal business hours (not including holidays) of Monday through Friday, 8 a.m. to 4:30 p.m. Central Standard Time (CST).



Phone: 225.291.4EDI (4334)



Email: [edich@bcbsla.com](mailto:edich@bcbsla.com)



Fax: 225-298-2945



Mailing Address: EDI Customer Operations  
Attention: Clearinghouse Services  
Blue Cross and Blue Shield of Louisiana  
P.O. Box 98029  
Baton Rouge, LA 70898-9029

### Routine vs. Extensive Support

Routine customer support is provided at no charge. For requests that are considered to be extensive or non-routine BCBSLA will charge \$100 per hour for technical assistance. You will receive the “**BCBSLA \$100 PER HOUR CUSTOM REQUEST form**” for you to authorize programming prior to beginning work.

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## **Processing Cycle**

BCBSLA will accept an unlimited number of transmissions within an operating day; however, batch transactions will be accumulated and processed once a day.

**Batch Transactions:** Batch transmissions are moved at 3 p.m. (CST) for nightly processing. All batch transmissions received after this time will be processed the following business day.

**Real-Time Transactions:** Real-time transactions will be processed while the Trading Partner is connected.

**ERA Availability:** Electronic Remittance Advice files are normally available by 2 pm each Sunday. In the event of issues, the files will be available by Tuesday at 2 pm.

## **Connection and Communication Management**

### **Communication Guidelines**

BCBSLA has selected a communication management software package called Ipswitch Messageway as the focal point for secure file transfers with business partners. This section outlines the communications and authentication requirements.

The secure session options that BCBSLA has available to its clients are:

**FTPS – FTP with SSL (Implicit encryption)**

**FTPS – FTP with SSL (Explicit encryption)**

**SFTP – FTP over SSH**

Just about any modern Secure FTP client will work as long as it supports FTPS & SFTP. A list of common software packages that can be used to establish connection is listed below. Please be aware that BCBSLA does not advocate any of these products over the others available.

[FileZilla](#)  
[CuteFTP](#)  
[CoreFTP](#)

[Glub Tech Secure FTP](#)  
[WS\\_FTP Professional](#)

If you are already using a dedicated FTP client, chances are it already has Secure FTP capabilities built into it so it is advised to explore that option prior to upgrading or changing to a different client program.

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## **Authentication**

HIPAA privacy and security rules set forth in Social Security Act § 1173(d) require authentication to ensure that unauthorized access to protected health information does not occur. Therefore, BCBSLA will institute ID and password protections prior to engaging in EDI transactions with a Trading Partner.

Authentication requires a unique Trading Partner ID and a password. BCBSLA will assign and distribute, in writing, at least one Trading Partner ID and secure password for each Submitter.

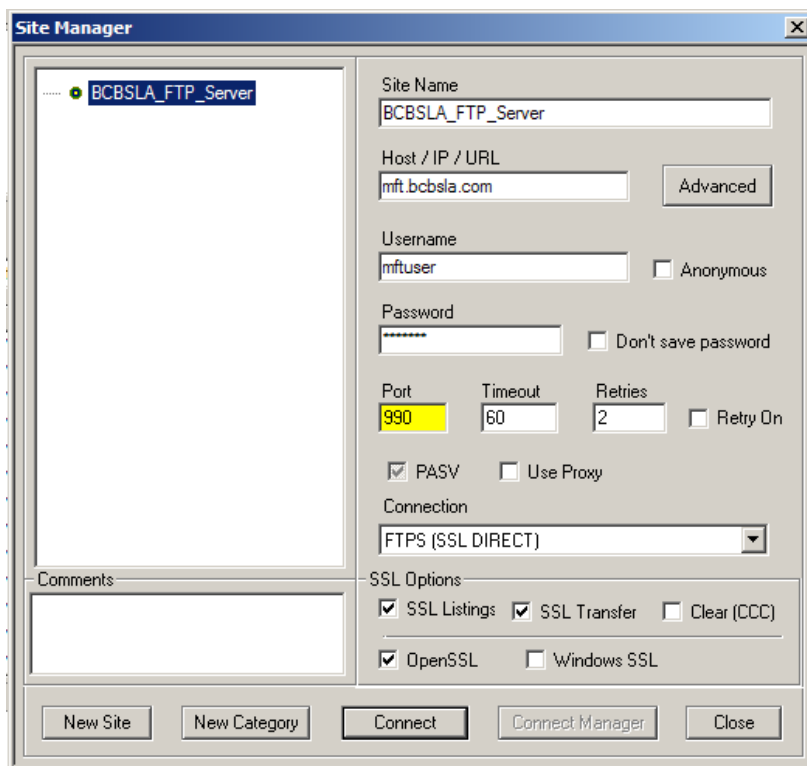
Test Trading Partner IDs will be distributed along with the password to allow testing to begin. Production Trading Partner IDs and production passwords will not be distributed until testing has been successfully completed.

The Trading Partner entity is responsible for maintaining the security of the ID and password.

## **Configuring FTPS**

### **Configuring FTPS (Implicit port 990)**

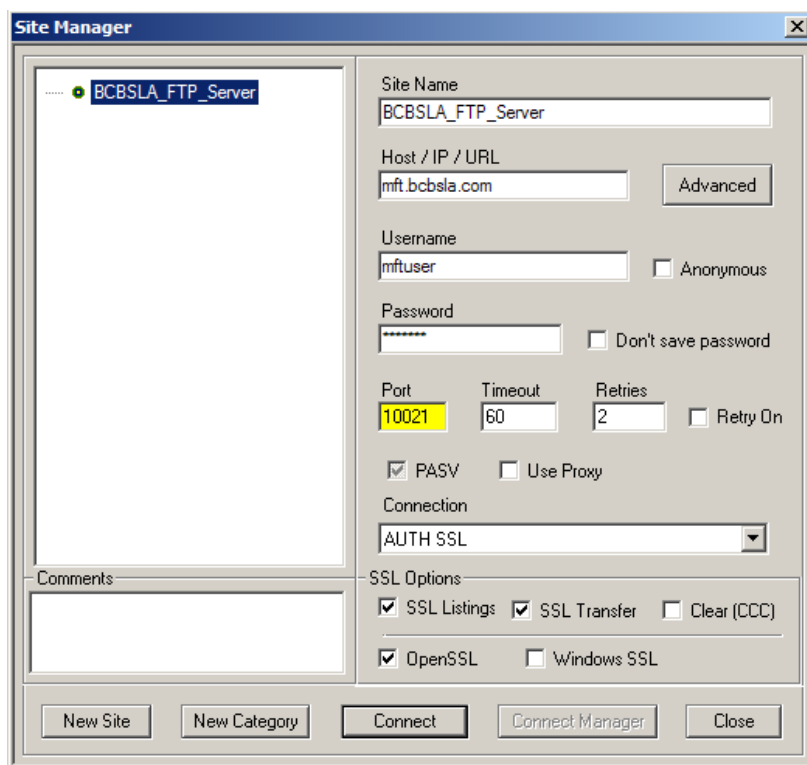
In the connection setup or properties of the connection to **MFT.BCBSLA.COM (64.56.11.146)** you will need to find the option that allows you to choose the protocol type. Here you will need to choose the option that uses FTP with SSL (implicit encryption) on port 990. To help illustrate this procedure, below is a screen capture from the CoreFTP client on how this feature appears (configuration options may vary depending on which FTP client is being used).



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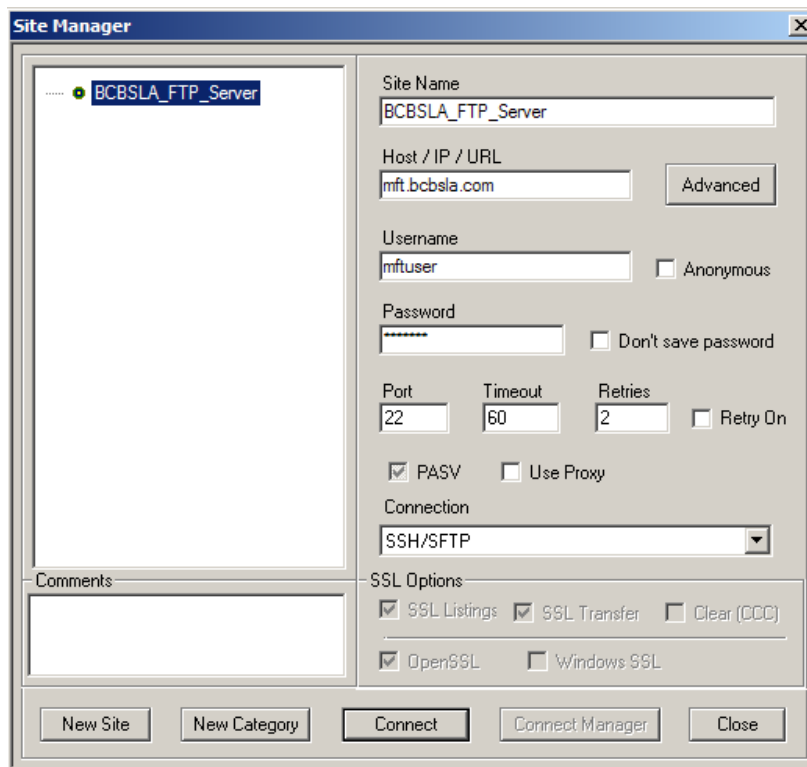
## Configuring FTPS (Explicit port 10021)

In the connection setup or properties of the connection to **MFT.BCBSLA.COM (64.56.11.146)** you will need to find the option that allows you to choose the protocol type. Here you will need to choose the option that uses FTP with SSL (explicit encryption) on port **10021**. To help illustrate this procedure, below is a screen capture from the CoreFTP client on how this feature appears (configuration options may vary depending on which FTP client is being used).



## Configuring SFTP

In the connection setup or properties of the connection to **MFT.BCBSLA.COM (64.56.11.146)** you will need to find the option that allows you to choose the protocol type. Here you will need to choose the option that uses SFTP using SSH on port 22. To help illustrate this procedure, below is a screen capture from the CoreFTP client on how this feature appears (configuration options may vary depending on which FTP client is being used).



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## Real Time (https) URL

BCBSLA has Real Time https available for: Eligibility and Claim Status transactions (270/271, 276/277). The new 5010 URL is

<https://www.bcbsla.com/realtimesubmission/realtimesubmission.aspx>

### **File Formats**

BCBSLA will accept all HIPAA ANSI X12N approved standard transaction formats and some non-standard transaction formats.

The tables below list accepted transaction formats and their transmission modes.

Claims	Transaction ID	Mode
Institutional Claims	837 I	Batch
Dental Claims	837 D	Batch
Professional Claims	837 P	Batch

Electronic Remittance Advice	Transaction ID	Mode
Institutional	835	Batch
Professional	835	Batch

Inquiry Transactions	Transaction ID	Mode
Eligibility and Response	270/271	Real Time/Batch
Claim Status and Response	276/277	Real Time/Batch
Certification/Referral Review/Response	278A1/A3	Batch

Group Transactions	Transaction ID	Mode
Premium Payment	820	Batch
Benefit Enrollment (Transactional File Only)	834	Batch

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## **FTP File Send and Receive Commands**

<b>Sending Files</b>	
<b>Type/Format of File</b>	<b>File Name</b>
837I	'837IClaims.in'
837P	'837PClaims.in'
837D	'837DClaims.in'
270	'270Elig.in'
276	'276File.in'
278	'278File.in'
834	'834File.in'

<b>Reports</b>	
<b>X12 Claims (837I, P, D)</b>	<b>File Name</b>
Blue Cross TA1 Report	'BCTA1.out'
Blue Cross 999 Report	'BC999.out'
BCCLREDI X12 Error Report	'BCCLREDI.html'
Accepted/Not Accepted Claims Reports	'BCAccNotAccRep.out'
<b>Electronic Remittance Advice (ERA)</b>	<b>File Name</b>
X12 835- 5010 File	'BC5010835.out'
<b>Other X12 Transactions</b>	<b>File Name</b>
Transaction Files for 277	'BC277.out'
Transaction Files for 278	'BC278.out'
Transaction Files for 271	'BC271.out'

*\*If you are a current FTP user and your script is already written, there is no need to change the file names to what is listed above.*

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## Reports Generated from Clearinghouse

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 must download their reports unless the FTP software is configured to pull them automatically. The communications procedures and commands associated with the reports detailed below are available in Appendix A

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.

**Detailed information along with sample reports** can be found in the corresponding Business Rules Guide. All questions regarding reports should be directed to EDI Customer Support by calling 225.291.4334 or email us at [edich@bcbsla.com](mailto:edich@bcbsla.com)

We recommend that you maintain a copy of these reports for at least 90 days.

### **Summary of Reports Generated from Clearinghouse:**

1. Communication Reports
  - a. **TA1** Interchange Acknowledgement (all X12 transactions)
2. Functional Acknowledgement Report
  - a. **999** (all X12 transactions)
  - b. **BCCLREDI X12** Error Report (only for X12 transactions with errors)
3. Claims Submission Validation Reports
  - a. **Accepted/Not Accepted** (for all Claims transactions only)

### **Communication Reports**

Communication Reports are an immediate acknowledgement of 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.

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## **TA1 Interchange Acknowledgement**

The TA1 provides the status of an X12 interchange header and trailer. Positive and negative TA1 acknowledgements will be available for X12 files. Negative TA1 reports are generated for files that **cannot** be processed or submitted for HIPAA validation. Trading Partners can contract the EDI department to have positive TA1 reports discontinued.

## **Functional Acknowledgment Reports**

- **999:** The 999 report is available for all X12 transactions and indicates the validity of a standard transaction. Trading Partners will be able to download this report the next time they connect to the BCBSLA Clearinghouse. If the 999 contains a rejected status, in many cases the trading partner will receive a BCCLREDI X12 Error Report.

However, a 999 **that rejected due to errors in the "Control Structure" (BHT03 duplicate) will only create the 999. The BCCLREDI X12 Error Report WILL NOT be generated.**

When the 999 is rejected and an AK5 is not present, this indicates that a duplicate BHT03 was received. A correction must be made to the BHT03 and the entire file must be resubmitted.

On rejected 999's the trading partner must make the corrections and retransmit the file.

## **BCCLREDI X12 Error Report**

Blue Cross Blue Shield of Louisiana has recently redesigned the HIPAA Validation report. There were no changes made to the report name therefore, no changes are needed on your end to continue to retrieve this report.

For 5010, HIPAA validation will occur at the claim level instead of at the batch level. In addition, HIPAA validation will increase from levels 1 (syntax) and 2 (format) to now include level 3 (balancing) and level 4 (situational).

In the past you received a HIPAA Validation report when the entire transaction failed and you were required to correct and resubmit the entire transaction.

The 5010 process validates at the claim level. If an individual claim(s) fails HIPAA validation, you will only resubmit claims that fail validation. If you need assistance with this report, please contact EDI Customer Support at 225.291.4334 or email: [edich@bcbsla.com](mailto:edich@bcbsla.com)

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Below you will find the instructions for finding the claims which caused the batch failure and also a sample report for your reference.

**How to find the claims which caused HIPAA Validation Failure:**

To determine which claim(s) caused the file to fail HIPAA validation, you will need to conduct a search (CTRL F) in the file for the word '**Normal**.' When found in the '**Severity**' column, the exact error will be defined in the error message field on the report. This should provide you with the information needed to correct the claim that caused the failure.

Continue to search through the report for 'Normal' as **all claims** that contain '**Normal**' *(in the severity column regardless of the SNIP type level)* must be corrected and resubmitted.

# Sample Report

## Data With Error Report

Executed Tuesday, June 30, 2009 11:03:49 AM (Central Daylight Time)  
 D:\Edifecs\EAM.Server\bin\service\6C5BB97F-F190-43F5-9E71-D7CB4A5A405C

Powered by Edifecs

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.

Report Summary		
Total Errors:	1	
Total Warnings:	0	
Total Informations:	0	

Error Count By WEDI SNIP Type		
SNIP Type	SNIP Name	Counts
0	System	1 Errors 0 Warnings 0 Informations
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	0

#	Data				
	Entire Document start				
	Errors at Entire Document level: Errors: 0 Warnings: 0 Informations: 0				
	Interchange Received: 1 Interchange Accepted: 0				
	1 Interchange start				
	Guideline file: D:\Edifecs\XEngine\config\guideline\EnvelopIntC-x-4012AndLower-HIPAA.ecs				
	Errors at Interchange level: Errors: 0 Warnings: 0 Informations: 0				
	Group Received: 1 Group Accepted: 0				
	Sender ID: Receiver ID: BCBSLA001 Control Number: 011342985 Date: 090630				
	Sender Qualifier: ZZ Receiver Qualifier: ZZ Version: 00401 Time: 1103				
1	ISA*00*00*ZZ*P0001620*ZZ*BCBSLA001*090630*1103*U*00401*011342985*1*P*				
	1.1 Group start				
	Guideline file: D:\Edifecs\XEngine\config\guideline\EnvelopFuncG-x-3072AndHigher-HIPAA_A1.ecs				
	Errors at Group level: Errors: 0 Warnings: 0 Informations: 0				
	Transaction Received: 1 Transaction Accepted: 0				
	Sender ID: Control Number: 11342985 Date: 20090630				
	Receiver ID: BCBSLA001 Version: 004010X098A1 Time: 11034376				
2	GS*HC*P0001620*BCBSLA001*20090630*11034376*11342985*X*004010X098A1				
	1.1.1 Transaction start				
	Errors at Transaction level: Errors: 1 Warnings: 0 Informations: 0				
	Control Number: 0001				
	Transaction ID: 837				
3	<input checked="" type="checkbox"/> ST*837*0001				
#	Error ID	Error Message	SNIP Type	Severity	Guideline Properties
		Business Message: Selector configuration error.			
	10x2010007	The trading partner agreement for Transaction Level could not be found.	0 - System	Normal	(N/A)
4	BHT*0019*00*200906301103418645*20090630*11034378*CH				
5	REF*87*004010X098A1				
6	NM1*41*2*BCBSLA*****46*00000				
7	PER*IC*LYNN FAIRCHILD*TE*2252952542				
8	NM1*40*2*MEDICARE*****46*00528				
9	HL*1**20*1				
10	NM1*85*2*----- *****XX*				
11	N3*PO BOX				
12	N4*NEW ORLEANS*LA*701544567				
13	REF*EI*				
14	PER*IC* *TE*				
15	HL*2*1*22*0				
16	SBR*P*18**medicare*****MB				
17	NM1*IL*1*TEST*TEST*****MI*				

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## Sample Report Containing Multiple ST/SE Transactions

This is an example of validation report that contained multiple ST/SE transactions. Some transactions (ST/SE) were accepted and some were rejected. When this occurs, the transactions that were accepted will be represented by 'Transaction Skipped'.

Data With Error Report		Powered by Edifecs	
<small>Executed Monday, January 04, 2010 09:23:44 AM (Central Standard Time)            D:\Edifecs\XE\Server\service\5623141B-5083-4B7B-97CC-0C2EF244B31E</small>			
<small>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.</small>			
<b>Report Summary</b>			
Total Errors: 3 Total Warnings: 0 Total Informations: 0			
<b>Error Count By WEDI SNIP Type</b>			
SNIP Type	SNIP Name	Counts	
0	System	0	
1	EDI Syntax	0	
2	HIPAA Syntax	3 Errors 0 Warnings 0 Informations	
3	Balancing	0	
4	Situational	0	
5	External Code Set	0	
6	Line of Service	0	
7	Partner Specific	0	
#	Data		
	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\EnvelopIntC-x-4012AndLower-HIPAA.ecs		
	Errors at Interchange level: Errors: 0 Warnings: 0 Informations: 0		Sender ID: BCBSLA001 Receiver ID: BCBSLA001 Control Number: 000042948 Date: 081209
	Group Received: 165 Group Accepted: 163		Sender Qualifier: ZZ Receiver Qualifier: ZZ Version: 00401 Time: 0707
1	ISA*00*1234567890*00*1234567890*ZZ*P0000427 *ZZ*BCBSLA001 *081209*0707*U*00401*000042948*0*P*		
	1.1 Group skipped		
	1.1.1 Transaction skipped		
	1.2 Group start		
	Guideline file: D:\Edifecs\XEngine\config\BCBSLA\guidelines\EnvelopFuncG-x-3072AndHigher-HIPAA_A1.ecs		
	Errors at Group level: Errors: 0 Warnings: 0 Informations: 0		Transaction Received: 1 Transaction Accepted: 0
			Sender ID: 12084625 Control Number: 12084625 Date: 20081208
			Receiver ID: BCBSLA001 Version: 004010X098A1 Time: 0951
1858	GS*HC* **BCBSLA001*20081208*0951*12064625*X*004010X098A1		

## Accepted/Warning/Not Accepted Claims Report

These reports indicate if claim transactions are accepted for processing. All claims received are validated with a comprehensive set of business logic edits. These reports will provide detailed information on the claims that have been accepted or not accepted by BCBSLA for processing. The Trading Partner is responsible for reviewing these reports and taking corrective action on claims appearing on the "Not Accepted" report.

All claim transactions received Monday through Friday (except holidays) prior to 3 p.m. (CST) will be processed in our daily processing cycle. Claims Submission Validation reports are available the following day by 9 a.m.

Please refer to the appropriate Business Rules Claim guide ( 837I or 837P) distributed by BCBSLA for more detailed information on this report.

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# BCBSLA Enrollment Overview

## Quick Start Guidelines

The following is a general overview of the set-up process for Trading Partners who wish to submit electronic transactions directly to BCBSLA.

Step	Action
1.	<b>EDI Enrollment</b> Sign and return two (2) originals of the Electronic Trading Partner Agreement ("Agreement") and the EDI Transaction Addendum. These documents can be downloaded from the BCBSLA corporate website.
2.	<b>Test Submitter ID Assigned and Notification</b> Upon receipt of the appropriate agreements, BCBSLA will assign a <b>test submitter identification (ID) number and a secure password</b> . A written notification will be sent to you.  The access FTP address will also be distributed at this time.
3.	<b>Testing</b> <ul style="list-style-type: none"><li>Trading Partner submits test transactions. Batch test files should contain a minimum of 25 transactions, representative of expected transaction types that will be submitted in a production.</li><li>Trading Partners are responsible for reviewing test results, correcting identified errors and retransmitting the test file, if necessary. Please contact an EDI Representative if assistance is needed in this process. Refer to the Reports Generated section for a listing of reports Trading Partners can use to analyze test results.</li></ul>
4.	<b>Live/Production</b> Once a successful test is completed, an EDI Representative will issue a <b>Production Submitter ID Number and a secure password</b> via written notification

## 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, including reports and response transactions. For example, if a trading partner submits a valid test claim file, they will receive a Communication Report, Functional Acknowledgement Report and Claims Submission Validation Reports. Additionally, BCBSLA will provide ERAs if the Trading Partner has elected to receive them.

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

### **Testing Steps**

1. BCBSLA distributes a **test** submitter ID, the secured FTP site address, and the secured password.
2. Trading Partner creates test file (minimum of 50 transactions representative of expected types that will be submitted in production. For example, if submitting claims, the test file should contain at least 50 claims that represent a sample of the various claim types that would be submitted in the normal course of business. It is important that valid patient data is used within the test file; otherwise, the test may fail).
3. Trading Partner transmits test file to BCBSLA clearinghouse. Test files will be processed at 8 a.m. and 10 a.m.
4. Trading Partner reviews the reports BCBSLA provides:
  - Communication Report verifies BCBSLA received the file.
  - Functional Acknowledgement Report (999) indicates if file format was valid.
  - For claims transactions, the Claims Submission Validation Reports will indicate if the file passed internal edits.
  - Additionally, trading partners that have elected to receive ERAs should review this file to see the processing/adjudication results.
5. Trading Partner must correct all errors and resubmit the test files until testing reaches an acceptable level.
6. Trading Partner must contact an EDI representative when testing is satisfactory and a **production** submitter ID number and password will be issued.

Once Trading Partners are approved for production for a particular transaction, it is strongly recommended that all files be electronically submitted for that transaction.

***NOTE: Test Transactions are NOT Processed for Payment.***

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