# Health Care Claim Payment/Advice (835) Standard Companion Guide

Refers to the Implementation Guides Based on ASC X12N version: 005010X221A1

17ED0023 R04/19

Blue Cross and Blue Shield of Louisiana’s

# Health Care Claim Payment/Advice (835) Standard Companion Guide

This guide is intended for use by Blue Cross and Blue Shield of Louisiana (BCBSLA) trading partners for the retrieval of the X12N 835 transactions from BCBSLA. It is to be used in conjunction with the 835 Implementation Guide and TR3.

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.

This guide has been developed by BCBSLA and is intended to serve as a companion document to the ASC X12N 005010X221 Health Care Claim Payment/Advice (835) and its associated errata.

The information in this document is subject to change and updates will be posted online at www.BCBSLA.com/providers >Electronic Services >Companion Guides

# 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 |
| • For questions regarding provider contracts | Option 1 |
| • For questions regarding credentialing/recredentialing | Option 2 |
| • For questions regarding your provider file data | Option 3 |
| • For questions regarding provider relations | Option 4 |
| • For questions regarding administrative representative setup | 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

**Table of Contents**

# General Information

This companion guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA, clarifies and specifies the data content when exchanging electronically with BCBSLA. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This companion guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The companion guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

This companion guide outlines the procedures necessary for Electronic Data Interchange (EDI) trading partners to exchange the Claim Payment/Advice transaction with BCBSLA and specifies data clarification where applicable.

## Scope

This companion guide is intended for use by BCBSLA Trading Partners for the retrieval of the X12N 835 transactions from BCBSLA. It is to be used in conjunction with the 835 Implementation Guide and TR3.

This companion guide does not include any of the required loops, segments or data elements defined in the 005010X221A1, with the exception of those loops, segments or data elements that require further clarification.

## Overview

This companion guide contains sections, which will each describe the process or requirement that each trading partner must complete in order to receive 835 transactions from BCBSLA. It contains BCBSLA-specific instructions related to data formats, business rules, technical requirements and transmission options.

## References

This document serves as a companion guide to the ASC X12N 835 Technical Report Type 3 (TR3) as adopted under HIPAA. The TR3 and applicable code lists may be accessed at the Washington Publishing Company website: www.wpc-edi.com.

## Additional Information

For more information on BCBSLA EDI services for trading partners, please visit www.BCBSLA.com/providers >Electronic Services.

# Getting Started

## Working with BCBSLA

Trading partners may download 835 transactions from BCBSLA 24 hours a day, seven days a week, except during scheduled maintenance.

Weekly 835 transactions are generally placed in the trading partner mailbox on Monday mornings. All files should be posted by close of business on Wednesday. If by close of business Wednesday, you still have not received your 835 file, you may call or email EDI Services. See Contact Information at the front of this guide. **During holidays, 835 transactions may be posted on a day outside of the normal schedule.**

Trading partners electing to be placed on a batching schedule will receive one 835 file, or a very minimal number of batched files in the mailbox at 1 p.m.

Trading partners not on a batching schedule may receive multiple 835 files posted to the mailbox hourly, as available from the system. The files will be named "BC5010835.out" and will be available for trading partner retrieval for 60 days.

We provide both email and telephone support to our clients during our normal business hours, which are Monday-Friday, 8:30 a.m. to 4:30 p.m. See Contact Information at the front of this guide.

## Trading Partner Registration

All BCBSLA trading partners are required to complete the ERA Enrollment Form in order to enroll for 835 transactions. This form is located at www.BCBSLA.com/providers >Electronic Services >Clearinghouse Services.

# Certification and Testing Overview

Once a trading partner has successfully enrolled for 835 transactions, BCBSLA will provide production 835 transactions to the trading partner mailbox. This process will begin approximately one week after the provider is set up in our system for this transaction. BCBSLA trading partners are not required to test 835 transactions, but may use the production 835 file during their internal testing phase, if necessary.

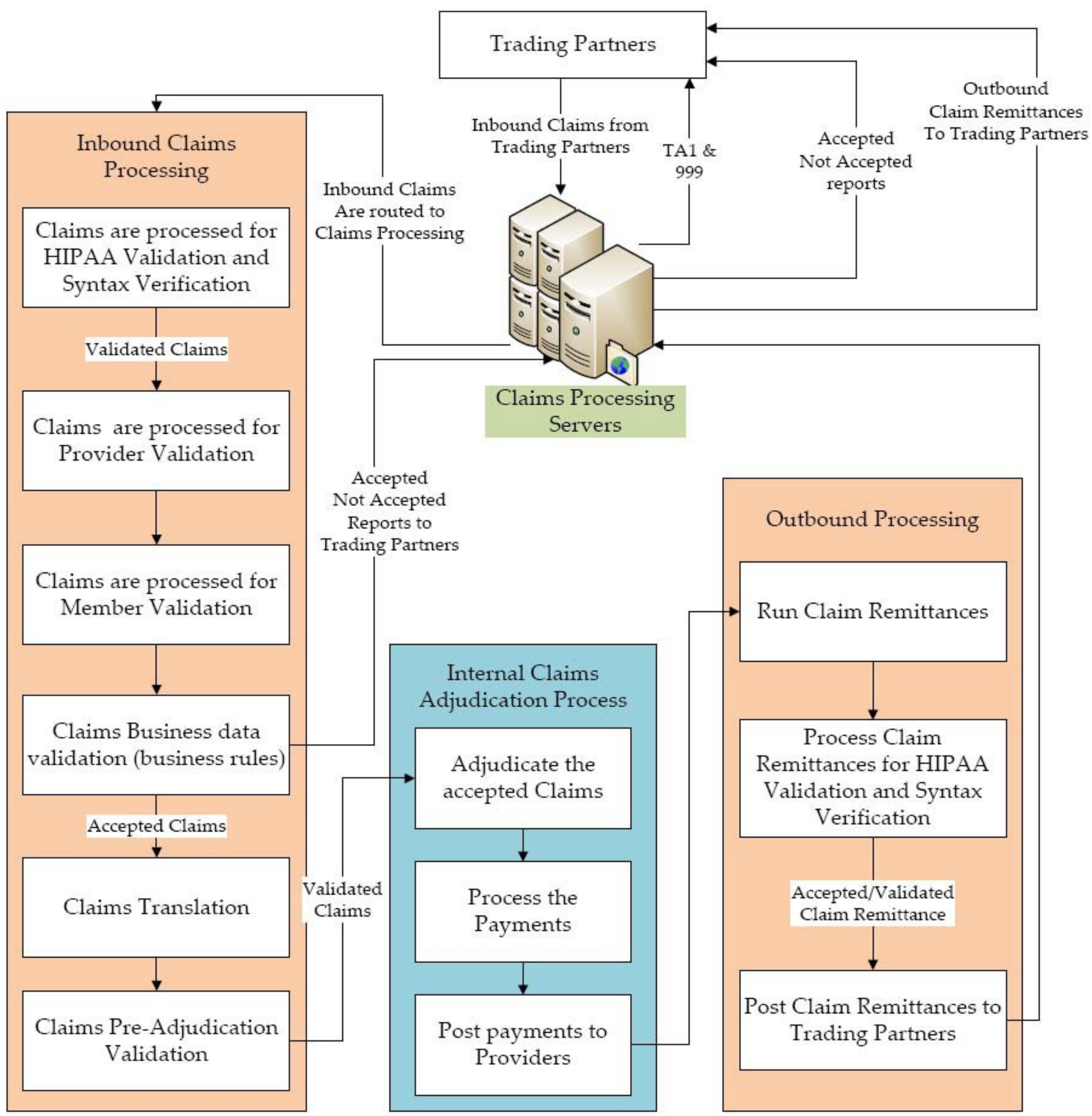
## Testing with the Payer

BCBSLA trading partners are not required to test 835 transactions, but may use the production 835 files during their internal testing phase, if necessary, until they are ready to move the process into their production system.

# Connectivity with the Payer/Communications

## Process Flows

High Level Batch Transaction Flow



## Transmission Administrative Procedures

To receive an 835, enrolled trading partners will submit X12N 837 transaction data to BCBSLA for processing. The 837 transaction(s) will be validated for HIPAA compliance and a TA1 interchange acknowledgement report will be delivered to the trading partner. If the file is rejected at this level, a 999 functional acknowledgement report will not be returned. If the file is accepted at the TA1 level, a 999 report will be delivered to the trading partner. Accepted claims will be processed and 835 transactions will be delivered weekly (on Mondays) for any claims (including those filed via hard copy) that have completed adjudication in our processing system.

## Re-Transmission Procedures

When necessary, 835 transactions can be re-posted for trading partners by BCBSLA EDI Services. See Contact Information at the front of this guide.

## Communication Protocol Specifications

BCBSLA authorized trading partners may download 835 Batch transactions via FTP host site mft.bcbsla.com. Trading partners must exchange a Secure FTP (FTPs): 128-Bit SSL (Secure Sockets Layer) encrypted file transfer via the Secure FTP. Available ports for 5010 transactions are 22, 990 and 10021.

BCBSLA authorized trading partners may choose to download 835 files through a SOAP/MIME URL. Further technical details will be provided once this method is available.

## Passwords

BCBSLA has instituted ID and password protections with trading partners engaging in EDI transactions. Authentication requires a unique trading partner ID (i.e. PXXXXXXX) and password. BCBSLA assigns and distributes, via the US Postal Service, a trading partner ID and secure password to the trading partner once the Electronic Trading Partner Agreement (for 837) or ERA Enrollment Form has been authorized. The password will not expire.

Each trading partner is responsible for maintaining the security of the ID and password.

# Control Segments/Envelopes

## ISA-IEA

This section describes BCBSLA use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

| Element ID | Field Name | BCBSLA Specification |
|---|---|---|
| ISA01 | Authorization Information Qualifier | 00 |
| ISA03 | Security Information Qualifier | 00 |
| ISA05 | Interchange ID Qualifier | ZZ |
| ISA06 | Interchange Sender ID | BCBSLA001 |
| ISA07 | Interchange ID Qualifier | ZZ |
| ISA08 | Interchange Receiver ID | Trading partner ID assigned by BCBSLA |
| ISA11 | Repetition Separator | { |
| ISA16 | Component Element Separator | : |

## GS-GE

This section describes BCBSLA use of the functional group control segments. It includes a description of expected application sender and receiver codes. Also included is a description concerning how BCBSLA will send functional groups.

These discussions will describe how similar transaction sets will be packaged, and BCBSLA use of functional group control numbers.

| Element ID | Field Name | BCBSLA Specification |
|---|---|---|
| GS02 | Application Sender's Code | BCBSLA001 |
| GS03 | Application Receiver's Code | Trading Partner ID assigned by BCBSLA |

## ST-SE

This section describes BCBSLA use of transaction set control numbers.

| Element ID | Field Name | BCBSLA Specification |
|---|---|---|
| ST02 | Transaction Set Control Number | Identical to the associated functional group trailer SE02 |
| SE02 | Transaction Set Control Number | Identical to the associated functional group header ST02 |

# Payer Specific Business Rules and Limitations

There are no payer specific business rules or limitations at this time.

# Acknowledgements and/or Reports

## Report Inventory

BCBSLA does not require an acknowledgement for 835 transactions, and will ignore the receipt of any 999 transactions. BCBSLA does not produce any reports related to 835 transactions.

# Trading Partner Agreements

Providers who intend to conduct 835 electronic transactions with BCBSLA must complete the ERA Enrollment Form. A copy of the form is available at www.BCBSLA.com/providers >Electronic Services >Clearinghouse Services.

## Trading Partners

An Electronic Data Interchange (EDI) trading partner is defined as any provider or agent acting on behalf of the provider that transmits electronic transaction data to or receives electronic transaction data from a health plan.

# Transaction Specific Information

This section contains data clarifications, including BCBSLA-specific data requirements. The following table identifies specific values within the 835 transaction that are used by BCBSLA.

| Loop ID | Element ID | Field Name | Value | BCBSLA Specification |
|---|---|---|---|---|
| | ISA01 | Authorization Information Qualifier | 00 | 00 = No authorization information present (no meaningful information in ISA02) |
| | ISA03 | Security Information Qualifier | 00 | 00 = No security information present (no meaningful information in ISA04) |
| | ISA05 | Interchange ID Qualifier | ZZ | |
| | ISA06 | Interchange Sender ID | BCBSLA001 | |
| | ISA07 | Interchange ID Qualifier | ZZ | |
| | ISA11 | Repetition Separator | { | |
| | ISA15 | Interchange Usage Indicator | P = Production Data<br>T = Test Data | |
| | ISA16 | Component Element Separator | : | |
| | GS02 | Application Sender's Code | BCBSLA001 | |
| | TRN03 | Originating Company Identifier | 1237384555 | |
| 1000B | N103 | Payee Identification Code Qualifier | XX<br>FI | XX = NPI<br>FI = Federal Tax ID |

| Loop ID | Element ID | Field Name | Value | BCBSLA Specification |
|---|---|---|---|---|
| 1000B | N104 | Payee Identification Code | | If a valid NPI is received in the 837 file, we will return the NPI. If an NPI is not received in the 837 file or not found in our system, we will return the Federal Tax ID number. |
| 1000B | REF01 | Reference Identification Qualifier | PQ | |
| 1000B | REF | Reference ID Code<br>(Additional Payee ID) | | The BCBSLA Provider ID will be returned in this field. |
| 2100 | CLP06 | Claim Filing Indicator Code | | For originally processed claims, we will return the applicable value from the 835 when possible. On adjusted claims, we will return the value of ZZ. |
| 2100 | CLP07 | Payer Claim Control Number | Payer Claim Control # | Represents the BCBSLA internal claim number. |

# Appendix I – Implementation Checklist

- Call EDI Services with any questions regarding 835 transactions
- Obtain a BCBSLA User ID and Password by enrolling via the ERA Enrollment Form.
- Make the appropriate changes to your system/business processes to support the updated companion guides

# Appendix II – Business Scenarios

Please contact the BCBSLA EDI Services to discuss your specific EDI-related business needs, should they not be covered in this guide or other available BCBSLA X12N transaction companion guides. See Contact Information at the front of this guide.

# Appendix III – Transmission Examples

ISA*00*          *00*     *ZZ*BCBSLA001          *ZZ*P000XXXX

*130814*1800*{*00501*000000256*1*P*:~
GS*HP*BCBSLA001*P000XXXX*20130814*1800*7*X*005010X221A1~ ST*835*7158790~
BPR*I*12.3*C*ACH*CCP*01*XXXXXXXXX*DA*XXXXXXXXX*1237384555**01*XXX
XXXXXX*DA*XXXXXXXXXX*20130812~

TRN*1*2000433*1237384555~ REF*EV*ECICH~ DTM*405*20130812~

N1*PR*BLUE CROSS AND BLUE SHIELD OF LA~ N3*P O BOX 98029~

N4*BATON ROUGE*LA*70898~

PER*CX*EDI Clearing House*EM*edich@bcbsla.com*TE*2252914334~ PER*BL*EDI Clearing House*EM*edich@bcbsla.com*TE*2252914334~ N1*PE*PAYEE NAME*XX*PAYEE ID CODE~

N3*PAYEE ADDRESS~ N4*PAYEE CITY*ST*ZIP~ REF*TJ*ADDT'L PAYEE ID~ REF*PQ*ADDT'L PAYEE ID~

LX*0~

CLP*PATIENT CONTR. NUMBER*1*108.16*12.3*3.08*12*CLAIM NUMBER*81*1~
NM1*QC*1*LAST NAME*FIRST NAME*MIDDLE INITIAL***MI*PAT ID CODE~
DTM*050*20130806~

AMT*AU*15.38~ SVC*HC:82274*108.16*12.3**1~ DTM*472*20130719~ CAS*PR*2*3.08~
CAS*CO*45*92.78~ REF*6R*01~

AMT*B6*15.38~ SE*27*7158790~

GE*1*7~ IEA*1*000000256~

# Appendix IV – Frequently Asked Questions

**Where is the ERA Enrollment Form located?**

The ERA Enrollment Form is located on the BCBSLA website at www.BCBSLA.com/providers >Electronic Services >Clearinghouse Services.

If you have trouble locating this information, you may contact our EDI Services. See Contact Information at the front of this guide.

**Do you require original signatures on the Enrollment form?**

No. Please provide a written or electronic signature and a printed name of person submitting the enrollment, along with the printed title of that person. We do not require the written signature to be original.

**Do you allow the enrollment to be mailed, emailed or faxed?**

ERA Enrollment Forms may be mailed, emailed or faxed. See Contact Information at the front of this guide.

**What is the ERA Enrollment processing time frame?**

The ERA enrollment process ranges from 3-5 business days. In some cases, the enrollment process may be completed sooner.

**How will we know when the enrollment process has been completed?**

Once the ERA Enrollment process is complete, you will receive confirmation via email to your email address provided to us on the ERA Enrollment Form.

**How do we check the status of an enrollment?**

You may check the status of enrollment by submitting a request via email to EDI Services. See Contact Information at the front of this guide. When submitting your request, you will need to include the following: the provider or group name, NPI, Tax ID and the submitter number to which they are requesting to be linked.

**Do you allow Vendors to check status of the enrollment or do you only work directly with Clearinghouses and/or the Provider?**

The clearinghouse, vendor or the provider office may check enrollment status.

### When approved or rejected, do you notify the Clearinghouse, the Provider, or both? What method do you use for notification?

We will notify the contact person indicated on the ERA Enrollment Form. Notification will be sent via email (if provided).

### Can I receive my 835 under more than one Submitter ID or Clearinghouse?

No. We will return the 835 for a given provider to only one Submitter ID.

### What should we do if we receive an email stating that our NPI is not loaded?

If you receive an email stating that the provider NPI is not loaded for ERA Enrollment Form processing, it is important that the provider call our Provider Credentialing and Data Management department at 1-800-716-2299, option 3 to correct this matter. After you have confirmed that this issue has been resolved, a new ERA Enrollment Form must be submitted.

### What should we do if we receive an email stating that our Tax ID is not loaded?

If you receive an email stating that the provider Tax ID is not loaded for ERA Enrollment Form processing, it is important that the provider call our Provider Credentialing and Data Management department at 1-800-716-2299, option 3 to correct this matter. After you have confirmed that this issue has been resolved, a new ERA Enrollment Form must be submitted.

### Which NPI number should we put on the form?

The Billing/Pay-To NPI number should be submitted on the form.

### Does the payer require the group to be enrolled or the individual provider or will you allow both to be enrolled?

We allow both the group and/or the individual provider to be enrolled.

### Does group supersede individual provider enrollment?

The group supersedes the individual provider enrollment when the individual provider NPI number is linked to the group NPI and Tax ID.

### Do you have an email address for ERA issues?

See Contact Information at the front of this guide.

### How long will it take before we start receiving our 835 files (electronic remits)?

The generation of 835 files and posting to the trading partner's mailbox will take place approximately one week after enrollment is completed.

### What day of the week will we receive our 835 files in the BCBSLA Trading Partner mailbox?

Weekly 835 transactions are generally placed in the trading partner mailbox on Monday mornings. All files should be posted by close of business on Wednesday. **During holidays, 835 transactions may be posted on a day outside of the normal schedule.**

### What should we do if we have a Late/Missing ERA?

If by close of business on Wednesday, you still have not received your 835 file, you may call or email EDI Services. See Contact Information at the front of this guide. Include the trading partner ID number, check number, check amount, check date, NPI and Tax ID number in your request.

### What should we do if we have a Late/Missing EFT (Electronic Funds Transfer)?

EFT transactions are typically available at the provider's bank on Wednesday. If you have not received your deposit by close of business on Wednesday, you must contact Provider Credentialing and Data Management at 1-800-716-2299, option 3.

### How do we successfully re-associate the EFT with our ERA?

Providers should contact their financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful re-association of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. Shown below are the Data Elements that are necessary for re-association:

| CCD + Record No. | Field No. | Field Name |
|---|---|---|
| 5 | 9 | Effective Entry Date |
| 6 | 6 | Amount |
| 7 | 3 | Payment Related Information |

# Summary of Changes

Below is a summary of changes to the *Health Care Claim Payment/Advice (835) Standard 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 guide online availability information
- Added EDI Services email
- Added Disclosure Statement information

Disclosure Statement

- Moved information to Preface

Contact Information

- Updated business hours of EDI Services
- Updated EDI Services phone, email and mailing address
- Updated Network Administration phone options

Introduction

- Renamed section to General Information
- Updated guide online availability information

Getting Started

- Updated business hours of EDI Services
- Updated ERA Enrollment Form online availability information

Appendix IV – Frequently Asked Questions

- Updated Provider Credentialing and Data Management contact information

Revision History

- Replaced section with Summary of Changes