

# HeW

## HIPAA Transaction Standard Companion Guide

*Refers to the Implementation Guides  
Based on ASC X12 Version 005010X221A1*

*August 2016*

The logo features the text "HeW" in a white, bold, sans-serif font, centered within a dark green diamond shape. This diamond is part of a larger, overlapping geometric design of various shades of green and yellow diamonds that fills the background of the page.

HeW

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## Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides adopted under HIPAA clarifies and specifies the data content being requested when data is transmitted electronically to the HeW clearinghouse. Transmissions based on this companion document, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both 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.



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# 1 - INTRODUCTION

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The Health Insurance Portability and Accountability Act (HIPAA) of 1996 carry provisions for administrative simplification. This requires the Secretary of the Department of Health and Human Services (HHS) to adopt standards to support the electronic exchange of administrative and financial health care transactions primarily between health care senders and plans. HIPAA directs the Secretary to adopt standards for transactions to enable health information to be exchanged electronically and to adopt specifications for implementing each standard.

## 1.1 Scope

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The intended purpose of this HIPAA EDI Transaction Standard Companion Guide is to explain the procedures necessary for Trading Partners of HeW to transmit Electronic Data Interchange (EDI) transactions in order to receive Health Care Claim Payment/Advice - 835 transactions.

This Companion Guide is not intended to replace the v5010 ASC X12N Implementation Guides; rather it is intended to be used in conjunction with them. Additionally, the Companion Guide is intended to convey information that is within the framework and structure of the X12N Implementation Guides and not to contradict or exceed them.

## 1.2 Overview

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This document will replace any previous HeW 835 companion guide(s) and must be used in conjunction with the TR3 instructions. This document's intent is to assist Trading Partners of HeW in implementing the 835 transaction and meet the processing standards of HeW, by identifying necessary structural and/or data requirements and recommendations.

## 1.3 References

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For detailed information and standards for electronic submission of ANSI transactions, please reference the following documents:

ANSI v5010 ASC X12N Implementation Guides, which can be purchased at <http://www.wpc-edi.com>.

## 1.4 Additional Information

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The intended audiences for this document are technical and operational staff responsible for generating, receiving, and reviewing electronic health care transactions.

# 2 - GETTING STARTED

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## 2.1 Working with HeW

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An entity that wants to send or receive transactions via the HeW clearinghouse must contract with HeW. This is done by contacting the HeW Support Center (see Section 5.1) for coordination of all Trading Partner Agreements, Service Agreement Amendments (for existing clients), contracting and site setup, which includes assignment of a Submitter ID and password. The HeW clearinghouse offers connectivity to multiple payers for 835 transactions. Payer availability is dependent on contract provisions with HeW.

## 2.2 Trading Partner Registration

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An EDI Trading Partner is defined by HeW as any clearinghouse, billing service, software vendor, payer etc. that transmits to, or receives electronic data from HeW. (See Section 2.1 for information on contracting with HeW.)

## 2.3 Certification and Testing Overview

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Each Trading Partner must go through a testing phase to ensure communication compatibility. However, no actual format testing is required for the 835 transaction, as this transaction is standard from HeW and not customized for individual trading partners.

# 3 - TESTING WITH HEW

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## 3.1 Testing and Training

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When the Trading Partner's setup is complete, testing and training staff will be assigned. This staff will assist the Trading Partner during the testing phase and arrange any necessary system training.

## 3.2 Test File Requirements

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To receive 835 files, 837 test files are generally required before a Trading Partner can achieve production status. However, in some instances HeW will work with trading partners to exchange the 835 transaction without first exchanging the 837 transaction.

# 4 - CONNECTIVITY WITH THE HeW/COMMUNICATIONS

## 4.1 Process Flows

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## 4.2 Transmission Administrative Procedures

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- **System Availability**



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The HeW servers are available for transaction submission 24 hours a day, 7 days a week, including Holidays where our Support Center is closed (see Section 5.1). HeW Systems maintenances are scheduled from 6:00 a.m. to 12:00 p.m. Mountain Time Zone on Saturday and notification is made available on the HeW web site home page ([www.hewedi.com](http://www.hewedi.com)) and via e-mail addresses we have on file.

- **File Naming Convention – Outbound**

- ✓ File name will be the 4 character Submitter ID, assigned by HeW, plus a unique sequence number with an 835 extension.
- ✓ File name contains intelligence that identifies which entity supplied the file.

**Sample Remittance Files**

*MCAID.835	MT MEDICAID FILE
*MCARE.835	MEDICARE PART A FILE
*MEDB.835	MEDICARE PART B FILE
*QNXT.835	BCBSMT FILE (NEW SYSTEM)
*HCSC.835	HCSC FILE
*TRICARE.835	TRICARE FILE
*UHC.835	UNITED HEALTHCARE FILE
*DMERC.835	DMERC FILE

#### 4.3 Re-Transmission Procedures

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HeW can re-transmit any 835 transaction that is less than one year old, at any time. To request a retransmission of an 835 contact the HeW Support Center. See Section 7.2 for HeW's Late or Missing ERA process.

#### 4.4 Communication Protocol Specifications

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HeW currently maintains the following communication protocols for transactions. The options are listed in order of preference for use:

- HeW Client Software
- FTP – File Transfer Protocol

Setup and support fees may be charged for any of the options listed. Charges will depend on the initial work efforts required to establish communications and the amount of continued support required to maintain the communications link. HeW will work with each client to determine which protocol will work best for them and identify any associated costs. Contact HeW for alternative communication methods (see Section 5.1).

#### 4.5 Passwords

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HeW will assign a username and password to the Trading Partner during testing.



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## 5 - CONTACT INFORMATION

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### 5.1 EDI Customer Service

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The HeW Support Center is staffed between the hours of 6:00 AM and 6:00 PM Mountain Time, Monday through Friday, excluding Holidays. HeW recognizes the following Holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Transactions can still be sent on Holidays even though our Support Center is closed. See Section 4.2 for HeW System maintenance schedules.

- Phone: 1-877-565-5457
- E-mail: [HeWSupport@availity.com](mailto:HeWSupport@availity.com)

The Contact HeW Staff feature on the HeW website ([www.hewedi.com](http://www.hewedi.com)) under the Support link is available, 24 hours a day, 7 days a week.

### 5.2 EDI Technical Assistance

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See Section 5.1

### 5.3 Provider Service Number

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See Section 5.1

### 5.4 Applicable Web Sites/E-mail Addresses

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- HeW Web Site - [www.hewedi.com](http://www.hewedi.com)
- HeW Companion Guides - <http://support.availity.com/articles/FAQ/HIPAA-Companion-Guides-for-ANSI/>
- HeW Support Center - [HeWSupport@availity.com](mailto:HeWSupport@availity.com)
- HeW Enrollment Department - [HeWEnrollment@availity.com](mailto:HeWEnrollment@availity.com)
- ASC X12 Guides - <http://store.x12.org/>
- Washington Publishing Company - <http://www.wpc-edi.com>

## 6 - CONTROL SEGMENTS / ENVELOPES

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### 6.1 ISA – IEA (835)

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Page #	Loop ID	Ref	Name	Codes	Length	Notes
C.4		ISA05	Interchange ID Qualifier			Data as sent by the payer



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C.4		ISA06	Interchange Sender ID			Data as sent by the payer
C.4 & C.5		ISA07	Interchange ID Qualifier	ZZ		Data as sent by the payer
C.5		ISA08	Interchange Receiver ID			Data as sent by the payer
C.5		ISA13	Interchange Control Number			Will be identical to IEA02
C.7		GS02	Application Sender Code			Payer ID (See <a href="#">HeW Payer List</a> )
C.7		GS03	Application Receiver Code			Data as sent by the payer
C.8		GS06	Group Control Number			Will be identical to GE02
88	1000A	N104	Submitter Primary Identification Number	(Identification Code)		Payer ID (See <a href="#">HeW Payer List</a> )

## 6.2 GS – GE (835)

No specific information at this time.

## 6.3 ST – SE (835)

No specific information at this time.

# 7 - HEW SPECIFIC BUSINESS RULES AND LIMITATIONS

This section is specific to Montana Blue Cross Blue Shield and Minnesota Department of Health Sage Program.

## 7.1 Discontinued Paper Remittances

The paper Provider Claim Summary (PCS) currently provided by BCBSMT will be discontinued after enrolling with ERA.

- PCS originating from BCBSMT will be discontinued only upon request from the provider.
- PCS originating from HCSC will be discontinued 31 days after ERA approval or after 3 successful payment cycles

## 7.2 Late or Missing 835 Files

Definition of Late or Missing ERA:

- An ERA (835) file is considered to be later when four (4) or more business days have elapsed since the receipt of the EFT funds.

Resolution of Late or Missing ERA:



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1. Contact HeW Support Center at 877-565-5457 option 1, or [HeWSupport@availity.com](mailto:HeWSupport@availity.com) with the following information
  - Your HeW Submitter ID
  - Payer Name
  - EFT Trace Number
  - EFT Amount
  - Payee NPI or Tax ID
2. HeW will review the client's remittance files and, if the file is found, will repost it. HeW will contact the client once the file is available.
3. If the file cannot be found in the client's file, the HeW will work with the payer to get the ERA file delivered to HeW. Once in receipt of the file, HeW will parse the file and make it available to the client. HeW will notify the client once it is available.

## 8 - ACKNOWLEDGEMENTS AND/OR REPORTS

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N/A

## 9 - TRADING PARTNER AGREEMENTS

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### 9.1 Trading Partners

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An EDI Trading Partner is defined as any HeW customer (provider, facility, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from HeW.

The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a later agreement, between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transmissions.

Contact the HeW Support Center (see Section 5.1) for coordination of all Trading Partner Agreements, Service Agreement Amendments (for existing clients), contracting and site setup, which includes assignment of a Submitter ID and password.

## 10 - TRANSACTION SPECIFIC INFORMATION

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### 10.1 EFT Enrollment Information

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If you are enrolling in EFT you must contact your Financial Institution to arrange for the delivery of the CORE required minimum CCD+ Data elements necessary for successful reassociation of the EFT files to their corresponding ERA files.



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The following table outlines the CORE required minimum CCD+ Data elements. Please make sure your financial institution is able to provide the data in the CCD+ columns for you, when reporting EFT payments.

(See next page.)

CCD+ Data Elements and Related 835 Date Elements				
CORE-required Minimum CCD+ Reassociation Data Elements			Corresponding V5010 X12 835 Data Elements	
CCD+ Record #	Field #	Field Name	Data Element Segment Position, Number and Name	
5	9	Effective Entry Date*	BPR16-373 Date ( <i>EFT Effective Date</i> )	
6	6	Amount	BPR02-782 Monetary Amount ( <i>Total Actual Provider Payment Amount</i> )	
7	3	Payment Related Information	TRN Reassociation Trace Number Segment, specifically data elements:	
			TRN01-481 Trace Type Code	Required
			TRN02-127 Reference Identification ( <i>EFT Trace Number</i> )	Required
			TRN03-509 Originating Company Identifier ( <i>Payer Identifier</i> )	Required
			TRN04-127 Reference Identification ( <i>Originating Company Supplemental Code</i> )	Situational

\* The date the payer intends to provide good funds to the payee via EFT

## 10.2 ERA Enrollment Information

HeW provides ERA EDI Enrollment Paperwork on its web site at <http://www.hewedi.com/payer-enrollment-forms>.

## 11 - APPENDICES

### Appendix A – Implementation Checklist

- Obtain ASC X12 5010 Implementation Guides on the Washington Publishing Company web site (<http://www.wpc-edi.com>) and the ASC X12 TR3 Implementation Guides at <http://store.x12.org>.
- Signed HeW Service Agreement
- Pass testing (for each line of business, if applicable)
- Complete Payer EDI Paperwork (see Section 10.2)
- Training (if applicable)

### Appendix B – Business Scenarios

No business scenarios at this time.



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Appendix C – 835 Health Care Claim/Payment Advice Example

ISA\*00\* \*00\* \*ZZ\*MCARE \*30\*HEW3 \*131121\*0830\*^\*00501\*000000000\*1\*P\*::~~  
GS\*HP\*MCARE\*HEW3\*20131121\*0830\*1\*X\*005010X221A1~  
ST\*835\*008081528~  
BPR\*H\*0\*C\*NON\*\*\*\*\*20131109~  
TRN\*1\*301210185\*1450173185~  
REF\*EV\*MT0000~  
DTM\*405\*20131109~  
N1\*PR\*MEDICARE SERVICE CENTER\*XV\*MCARE~  
N3\*901 40TH STREET S, SUITE 1~  
N4\*FARGO\*ND\*581032146~  
REF\*2U\*03202~  
PER\*CX\*RECOUP-PAYMENT SUSPENSION\*TE\*8009330614~  
PER\*BL\*RECOUP-PAYMENT SUSPENSION\*TE\*8009330614~  
N1\*PE\*SOMEWHERE CLINIC INC\*FI\*363808993~  
N3\*PO BOX 820~  
N4\*TOWN\*MT\*593130820~  
REF\*2U\*03202~  
REF\*1C\*000009999~  
LX\*1~  
CLP\*3461352\*4\*213\*0\*\*MB\*0206339034630~  
NM1\*QC\*1\*LASTNAME\*PATIENT\*M\*\*\*HN\*123456789A~  
MOA\*\*\*MA130\*MA112~  
DTM\*050\*20131109~  
SVC\*HC:99253:AQ:Q6\*150\*0\*\*0\*\*1~  
DTM\*472\*20131109~  
CAS\*CO\*16\*150~  
REF\*LU\*31~  
REF\*6R\*42315~  
SVC\*HC:99307:AQ:Q6\*63\*0\*\*0\*\*1~  
DTM\*472\*20131109~  
CAS\*CO\*16\*63~  
REF\*LU\*31~  
REF\*6R\*42316~  
CLP\*3461067\*4\*63\*0\*\*MB\*0206339034620~  
NM1\*QC\*1\*LASTNAME\*PATIENT\*\*\*HN\*123123123A~  
MOA\*\*\*MA130\*MA112~  
DTM\*050\*20131109~  
SVC\*HC:99307:AQ:Q6\*63\*0\*\*0\*\*1~  
DTM\*472\*20131109~  
CAS\*CO\*16\*63~  
REF\*LU\*31~  
REF\*6R\*42286~  
CLP\*3461356\*4\*163\*0\*\*MB\*0206339034470~  
NM1\*QC\*1\*LASTNAME\*PATIENT\*J\*\*\*HN\*111222333A~



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 DTM\*472\*20131109~  
 CAS\*CO\*16\*100~  
 REF\*LU\*31~  
 REF\*6R\*42338~  
 SVC\*HC:99307:AQ:Q6\*63\*0\*\*0\*\*1~  
 DTM\*472\*20131109~  
 CAS\*CO\*16\*63~  
 REF\*LU\*31~  
 REF\*6R\*42339~  
 SE\*55\*008081528~  
 GE\*1\*1~  
 IEA\*1\*000000000~

### Appendix D – Frequently Asked Questions

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None at this time.

### Appendix E – Change Summary

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Version #	Page	Date	Reason	Author
V 1.1	All	11/21/2013	Initial 5010 CORE structured document	HeW
V 1.2	All	08/13/2015	Updated email addresses and Companion Guide link.	Michelle Palermo
V 1.3	11, 12, cover, footers	08/16/2016	Removed phone number extension. Adjusted Support Email.	Michelle Palermo / DL



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