

*837 Professional  
Transaction  
Companion Guide  
Version 5010*  
For HeW Systems

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## PREFACE

This Companion Guide to the 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 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.

### 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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This Companion Guide is not intended to replace the 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.

With a few exceptions this Companion Guide does not contain payer-specific instructions. This guide, in conjunction with the X12N Implementation Guides provides the information needed to submit transactions through the HeW Clearinghouse.

#### 1.2 Additional Documentation

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

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



## 2 - GETTING STARTED

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### 2.1 Contracting and Sender Setup

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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.

An entity that wants to send or receive transactions via the HeW Clearinghouse must contract with HeW. This is done by contacting HeW's Sales Department at (877) 565-5457 Option 3. The HeW Sales Department will coordinate all trading partner agreements, contracting and site setup, which includes assignment of a submitter ID and password.

### 2.2 Testing and Training

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When the sender's setup is complete training/testing staff will be assigned. This staff will provide any necessary system training and will assist the sender during the testing phase.

### 2.3 Certification and Testing Overview

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Each sender must go through a testing phase to validate the format of the data being produced. The length of the testing phase and the final approval of the sender for production are governed by HeW. Once a sender is placed in production status, the ability to submit test data may still be available. Significant changes in the sender's system may require another test phase.

## 3 - TESTING WITH HEW

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### 3.1 Test File Requirements

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Test files should consist of a variety of scenarios that represent the types or varieties of claims the sender will be submitting once production status is achieved.

Test claims will not be processed in a production environment but will be validated against production tables, so they must contain valid procedure, diagnosis and sender information.

For each test file submitted, HeW will make available to the sender, a Server Report that will outline the status of every claim in the file. It is the responsibility of the sender to receive and review this report; not only during the testing phase but once production status is achieved as well.

For those senders who are not using HeW's software package, 999 and TA1 reports along with 277CA acknowledgments are also created.



## 4 - CONNECTIVITY WITH THE SENDER/COMMUNICATIONS

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### 4.1 Communication Protocol Specifications

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Communication software is included as part of the HeW software. HeW currently maintains the following communication protocols for senders:

1. **HeW Software** - This is internet based software developed by HeW. It allows the user to manually enter claims or import claims from practice management software. Users are able to review and edit claims prior to transmission as well as correct any erred claims and resubmit them. Transmission is accomplished via the internet using HTTPS (HTTP over SSL) with 128 bit encryption. Our certificate authority is VeriSign.
2. **FTP** - File Transfer Protocol - The sender will be issued a user ID and a password. Senders will, into specified directories, drop off their files to be processed and pick up report or remit files that HeW has for them.
3. **HeW Software Transfer** - Offers the sender a simple browse and send capability, as well as the ability to receive and download reports from HeW. Transmission is accomplished via the internet using HTTPS (HTTP over SSL) with 128 bit encryption. Our certificate authority is VeriSign.

HeW Marketing staff will work with senders to determine which protocol will best meet the sender's needs.

## 5 - CONTACT INFORMATION

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### 5.1 EDI Customer Support

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HeW's Support Center is staffed between the hours of 6:00 AM and 6:00 PM Mountain Time, Monday through Friday, excluding Holidays. The Contact HeW Staff feature on the HeW website ([www.hewedi.com](http://www.hewedi.com)) under [Customer Support Community](#) is available, 24 hours a day, 7 days a week.

The HeW servers are available for transaction submission 24 hours a day, 7 days a week.



## 6 - CONTROL SEGMENTS / ENVELOPES

### 6.1 837 Claims

#### Inbound to HeW

ISA05 (Interchange ID Qualifier)	ZZ	Mutually Defined
ISA06 (Interchange Sender ID)	Sender Tax ID	The sender is the entity that physically transmits a file.
ISA07 (Interchange ID Qualifier)	30	US Federal Tax Identification Number
ISA08 (Interchange Receiver ID)	810525733	HeW's Tax ID, designated as the Receiver ID
ISA13 (Interchange Control Number)		Must be identical to the IEA02
GS02 (Application Sender Code)	Sender Tax ID	Same as ISA06.
GS03 (Application Receiver Code)	810525733	Same as ISA08.
GS06 (Group Control Number)		Must be identical to the GE02
1000A NM109 (Submitter Primary Identification Number)	HeW Submitter ID number	Submitter Number issued by HeW to the entity submitting the claims.
1000B NM109 (Receiver Primary Identifier)	810525733	The number HeW has designated as its Receiver ID.
2010AA NM109 (Billing Provider Identifier)	NPI of the Billing Provider	
2010AA REF02 (Billing Provider Secondary ID)	EIN or SSN of the Billing Provider	
2010BB or 2010BC NM109 (Payer ID)	HeW Payer ID	Payer ID ( <i>See <a href="#">HeW Payer List</a></i> )



## 7- FILE NAMING CONVENTIONS FOR DIRECT SEND TRANSACTIONS

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- File name must begin with the 4 character submitter ID, as assigned by HeW, plus a 4 – 8 character sequence number with an extension. File names must remain unique for a period of at least 365 days.
- File extensions have intelligence for identification of type of file

### **Inbound:**

DAP = Direct Send ANSI Professional

### **Messages/Reports:**

864 = Payer File, Messages/Bulletins, and Reports

999 = Acknowledgement of file

TA1 = file received or not

277CA = Claim Acknowledgment

## 8 - HEW SPECIFIC BUSINESS RULES AND LIMITATIONS

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HeW performs Implementation Guide Edits, Levels 1-6 on all inbound transactions. Additional Level 7, payer specific edits, may also be performed on claims depending on the destination payer of the claim. Once HeW has accepted and forwarded claim transactions to other payers or clearinghouses, additional payer specific business edits may be performed on the claims. Those entities may or may not return reports on the claims they have received.

Data fields cannot contain trailing spaces. This will cause the claim to error in the HeW translator. The claim will then have to be corrected and resubmitted.

When entering data in a field, the following **characters**; tilde (~), colon (:), asterisk (\*), parenthesis ( ), tick ( ' ) or ( ` ) or quote ( " ) **cannot be used**. Example: A telephone number (406) 555-3333 should be entered as 4065553333. HeW recommends using no special characters if at all possible.

## 9 - ACKNOWLEDGEMENTS AND OR REPORTS

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HeW generates several reports from inbound transactions as well as forwards on reports received from payers that are created from transactions they have received from HeW. These reports are as follows:

- TA1 – File Acknowledgement, created for those senders who do not use the HeW software
- 999 – Implementation Guide Edits, created for those senders who do not use the HeW software
- 864 – HeW Server Report – Generated from 837 Claim Transactions
- 864 – Payer Specific Reports received from payers/clearinghouses
- 277CA – Claim Acknowledgment

Examples of the reports can be found in the HeW Software Manuals at [www.hewedi.com](http://www.hewedi.com) within the [Customer Support Community](#) portal.

