

Wellmark

HIPAA-AS Transaction Standard Companion Guide

Section 1 ANSI Version 4010A1

Guide Version 5.0

Table of Contents

Change Summary

This Companion Guide is a work in progress. Wellmark reserves the right to make changes to this Companion Guide at any time without notice. When changes are made, the Change Summary on the last page of this section will identify those changes and give the date and reason for the change. Changes will also appear in blue text on the web and be accompanied by a yellow note in the margin.

September 20, 2010

Disclosure Statement

This document is for use by electronic submitters doing business with Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., and Wellmark Blue Cross and Blue Shield of South Dakota, herein referred to as **Wellmark**.

The format of this document is based on the national template designed by participants of the Council for Affordable Quality Healthcare (CAQH) and the Workgroup for Electronic Data Interchange (WEDI) and is used here with their permission.

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Preface

This Companion Document to the *ASC X12N Implementation Guides* adopted under the Healthcare Insurance Portability and Accountability Act--Administrative Simplification (HIPAA-AS) clarifies and specifies the data content when exchanging data electronically with Wellmark. Transmissions based on this companion document, used in tandem with the *X12N Implementation Guides*, are compliant with both X12 syntax and those guides.

EDITOR'S NOTE:

This *Companion Guide* is a work in progress. Information found here may change over time. Wellmark reserves the rights to make changes to this *Companion Guide* at any time without notice.

The Change Summary found on the last page identifies those changes and gives the date and reason for the change. Changes also appear in blue ink in the text on the web and are accompanied by a yellow note in the margin.

The information that appears in the *Wellmark Companion Guide* is based on current data as is known at the time of its publication. Wellmark will manage this document through updates on the Web at www.wellmark.com. Please check the Change Summary for each document often. Changes to information that may affect your transmissions are not the responsibility of Wellmark or any of its subsidiaries.

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1 Introduction

1.1 Scope

This *Companion Guide* assists the user in creating HIPAA-AS (Healthcare Insurance Portability and Accountability Act of 1996 – Administrative Simplification) electronic transactions for submission to Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., and Wellmark Blue Cross and Blue Shield of South Dakota.

Use this guide alongside the *Implementation Guide* for HIPAA-AS transactions. The *Implementation Guide* can be obtained from Washington Publishing Company at 301-949-9740 or at <http://www.wpc-edi.com>.

Wellmark makes no attempt to change the specifications of the *Implementation Guide* in this guide, but rather, in loops or segments where the *Implementation Guide* allows choices to be made, this guide identifies the data elements that create a meaningful transmission for Wellmark members. This guide is to be used where clarification is needed and, along with the *Implementation Guide*, will provide all the information required to create electronic transactions.

1.2 Overview

This guide explains how to send HIPAA-AS compliant transactions to Wellmark. There are two sections to the guide: Section 1 and Section 2. Section 1 provides general information about the sending transactions to Wellmark. Section 2 details processes specific to each ANSI transaction.

Section 1 contains the following chapters:

Getting Started with Wellmark explains what you need to prepare your environment before transactions can be sent to Wellmark.

Testing with Wellmark explains the overall process for sending test transactions such as a change of employee address or submitting a healthcare claim. Testing electronic transactions will ensure your success in sending transactions to Wellmark. Testing may be required before submission of production transactions.

Connectivity with Wellmark/Communications gives directions on how to set up your computer and communications system to allow the physical movement of transactions between your organization and Wellmark.

Control Segments/Envelopes describes what actually goes into a transaction. This information will be the same for every transaction you send or receive from Wellmark.

Wellmark Specific Business Rules and Limitations is where to look for Wellmark's business requirements.

The need for the chapter on *Third-Party Submitter Agreements* is being evaluated.

1.3 References

To obtain a copy of the *Implementation Guide*, contact Washington Publishing Company at **301-949-9740** or at <http://www.wpc-edi.com>.

Other sites you may wish to reference include:

www.wedi.org - Workgroup for Electronic Interchange

1.4 Contact Information

1.4.1 EDI Customer Service

The EC Solutions Assistance Center is available to assist you with your electronic transactions submission and technical questions. The EC Solutions Assistance Center is available Monday through Friday from 7:00 a.m. to 5:30 p.m.

You may contact EC Solutions Assistance Center by calling

1-800-407-0267,

sending a fax to **1-800-691-1038,**

or by sending an email to ECsolutionsDSM@hp.com. (Please do not send PHI in your email)

1.4.2 Submitter/Sponsor Service Number

For questions concerning billing, benefits, or enrollment, employer groups should contact their designated marketing representative. You may e-mail us by using the Contact Us feature in the Group Corner of Wellmark.com.

For questions concerning claims, call the Provider Service Center at **1-800-362-2218**.

1.4.3 Applicable Web Sites / E-mail

Information about useful web sites and e-mail addresses can be found in the HIPAA-AS Resource Center found on the wellmark.com site in the Group Corner and the Provider Corner.

1.5 Additional Information

Wellmark has a long history of conducting business with electronic submitters who have realized the advantages of submitting information electronically.

Those advantages include:

- faster delivery and receipt of data;
- more efficient delivery and receipt of data;
- more accurate data based on system edits for correct data formats and required - information

Wellmark has contracted with HP for clearinghouse services. Business Exchange Services (BES) accepts and forwards electronic transmissions to Wellmark. To learn how this is done, please see "Getting Started" on the next page.

2 Getting Started

2.1 Working with Wellmark

This chapter describes how to interact with Wellmark for processing HIPAA-AS compliant transactions. Wellmark receives all electronic transactions through the HP clearinghouse- Business Exchange Services (BES).

Before you conduct business with us, your organization must first be recognized by Wellmark via a provider number for healthcare providers or a group number for employer groups. If your organization acts as both an employer group and a provider, you must use the appropriate Wellmark number for the business being conducted.

2.2 Submitter Registration Process

A submitter is any covered entity as defined by HIPAA-AS wishing to do business with Wellmark electronically. A submitter may be acting on the part of a group of covered entities, such as a service bureau or clearinghouse, or may be submitting inquiries or data for a covered employer group. When you register, you are acting as a "submitter." This section, Section 1 of the *Companion Guide*, will use the terms "you" and "submitter" interchangeably. As Wellmark makes available information on various transactions, we will identify our requirements for those transactions in Section 2. Additional comments may also be added to Section 1 and the Appendix as needed.

2.2.1 Requesting electronic enrollment

To transmit electronic interchanges with Wellmark you will need to obtain a Wellmark group number for employer groups and/or a provider number for healthcare providers. Employer groups must also receive pre-approval to conduct electronic transactions from their Marketing Representatives. If you are going to submit directly to BES you must request a submitter number to conduct electronic transactions. To obtain a submitter number you can download the required forms from the Wellmark web site, www.wellmark.com or you can contact [EC Solutions](#) (for contact information, see 1.4.1) and they will mail or fax a registration packet to you. If you are using a clearinghouse, the clearinghouse will supply registration information.

2.2.2 Complete the appropriate registration forms

When you receive the registration packet, you must complete at least the first two forms below. The third form must be completed if you are going to submit to BES through another clearinghouse or third party.

- *Electronic Transaction Registration Form.* The submitter will need to determine if they need a new submitter number or if they can use an existing one.
- *Signature and Audit Agreement.*
- *Provider Authorization for Electronic Transactions via Third-Party.* Use this form if the submitter is going through a clearinghouse or other third party.

Fill out and send at least the first two forms to:

EC SOLUTIONS
PO Box 9232, Station 4W278
DES MOINES, IA 50309 or fax to **1-800-691-1038**

2.2.3 EC Solutions verifies your registration

Once EC Solutions receives your registration packet, the forms will be processed and you will be setup to submit electronically.

EC Solutions will contact you either by phone or e-mail to let you know your electronic registration is complete. You will also receive a letter with your submitter identification number and password.

2.3 Third Party Certification and Testing

In this portion of the *Companion Guide*, we will discuss the differences between third party certification and third party testing.

2.3.1 Certification

Certification is a service that allows you to send a test transaction file to a third party for review for HIPAA compliance. If the test file passes the edits of that third party, that third party will issue you a certificate that verifies that at that point in time you have successfully generated HIPAA-AS compliant transactions. This certificate implies that other transactions you may send to other parties will also pass applicable edits.

Wellmark does not require anyone sending HIPAA-AS transactions to be certified by a third party. However, we *strongly* recommend third party certification. The process of becoming certified will assist you in determining whether your system is producing compliant transactions.

2.3.2 Third Party Testing

In lieu of certification, you can contract with a third party to test your transactions. Third party testing allows you to assess how your transactions meet the X12 and HIPAA-AS *Implementation Guide* standards prior to conducting testing with each of your trading partners.

There are several organizations that offer this service. Three organizations providing this service are:

Claredi - www.claredi.com

Foresight - www.foresight.com

Edifecs - www.hipaadesk.com

For additional information on third party certification and testing, please see the WEDI SNIP white paper at http://www.wedi.org/snip/public/articles/testing_whitepaper082602.pdf. For additional vendors offering HIPAA-AS testing solutions, please see the WEDI SNIP vendor lists at <http://www.wedi.org/snip/public/articles/index%7E4.htm>.

3 Testing with Wellmark

To ensure an accurate start-up of the electronic process, it is recommended that testing occur between your organization and Wellmark. Testing will reduce the possibility of interruptions in your business processes. If you are already submitting HIPAA compliant transactions to other entities you may be able to forgo testing, bearing in mind that processing requirements may vary from payer to payer. However if you are not currently submitting HIPAA compliant transactions, testing should be considered mandatory.

EC Solutions will test with your organization to ensure the format of your file is correct for submissions to Wellmark. Because testing of content is different for each transaction, it will be further described in Section 2 for each transaction. The same test files may be used for ANSI format and business content testing.

3.1 Items you need TO KNOW before you are ready to start ANSI testing.

Know your model office ID and password ([see 4.5 for details](#)). If you have a model office ID and password and have not used it recently, the password may need to be reset. To obtain a model office ID, have your password reset or if you don't remember your model office ID, please contact [EC Solutions \(for contact information, see 1.4.1\)](#).

There are several communication options you may use to connect to Business Exchange Services. Work with EC Solutions to determine the most appropriate method for you organization.

3.2 Tasks you will need TO DO before you are ready to start ANSI testing.

Create an ANSI test file that includes at least 25 live transactions. Use production data, do not include dummy data. Also, the test file should include sample transactions that accurately reflect your business needs. Wellmark will attempt to process the transaction in our test system to most accurately reflect production outcomes.

For assistance analyzing your **ANSI test results**, please contact [EC Solutions](#).

4 Connectivity with Wellmark / Communications

4.1 Process flows

EC Solutions translates standard transactions into a format readable by Wellmark's internal systems. When you send a transaction to Wellmark, it processes through the Business Exchange Services (BES) facility first before being passed on to Wellmark. The transactions will go through each of the following steps and reports may be produced within each step indicating if all or part of the transaction data was accepted or rejected. Please watch for these reports so if needed you can correct the data and retransmit in a timely manner.

Wellmark and its contracted clearinghouse, BES, will respond to the submission of a transaction file. These responses will be in the form of an electronic transmission posted to your BES mailbox for you to retrieve. Acknowledgements will let you know whether or not the file reached the clearinghouse intact and in the proper format.

For some transactions, the clearinghouse will also send preliminary edit reports that will tell you if there are data errors. Also, for some transactions, Wellmark will respond with a report to tell you that the transaction was successfully processed or, if a failure occurs, the reasons for the failure.

Transaction-specific editing reports are discussed in more detail in the Section 2 Companion Guides for each transaction but some are briefly mentioned below.

When transactions fail, it is the responsibility of the sender to correct and re-send the failed transaction.

4.1.1 Step One- Security and file format verification

BES will check the transaction file to ensure: - it is the correct format. - that the sender and receiver are valid (Security check). - the file is not a duplicate file.

If there are problems with the format (not a valid ANSI format), or if a duplicate file or security issues are found, a .997 Functional Acknowledgement is created and sent back to the submitter's mailbox.

To understand the .997 report, download a sample .997 Functional Acknowledgement from the Account Library. Instructions on how to access the Account Library will be included in the package sent to you after registration.

4.1.2 Step Two- HIPAA compliance

If the transaction passes the security, duplicate file, and format check, then BES will edit the transaction to ensure all required data is present and that the file structure is correct as specified by the *Implementation Guide*. This process creates a report called the Transaction Summary Report that details the individual transactions within a transmission that were accepted and rejected. For an understanding of this report, please refer to the *ANSI Submitters Reports Manual*. This manual can be downloaded from the Account Library.

4.1.3 Step Three- 837 Transaction Wellmark specific validations

The transaction is translated from its HIPAA format in to a format appropriate for Wellmark internal systems and is transmitted to Wellmark for processing. At this point, additional reports may be generated by Wellmark's processing system. For example, if you are submitting 837 Health Care Claims, submitters receive the following additional report - The Wellmark Payer Report (.z16). This is the claim processing report that lists the accepted and rejected claims for Wellmark. Only Wellmark claims appear on this report even though you may have claims for other Lines of Business in a transmission.

4.1.4 Time Table for Submissions

The following table identifies when the Transaction Summary Report and Wellmark Payer (.z16) reports will usually be available based on the time the file is submitted.

When a file is submitted...	Transaction Summary Report is available...	.z16 is available...
before 2 p.m. CST Monday – Friday	2 – 6 hours after the upload	after 7:00 p.m. the same day
after 2 p.m. CST Monday – Friday	2 – 6 hours after the upload	after 7:00 p.m. the next business day
after business hours and on weekends	2 – 6 hours after the upload	after 7:00 p.m. the next business day

4.2 Transmission Administrative Procedures

Business Exchange Services (BES) is available to receive transmissions 7 days a week, 24 hours a day. The EC Solutions Assistance Center can assist you with your electronic transmissions to Wellmark. [See 1.4.1 for EC Solutions contact information and business hours.](#)

4.2.1 Data correction procedures

When you receive a .997 Functional Acknowledgement (file rejection), you will need to correct the error or errors in the file and retransmit the entire file. To avoid the retransmitted file from being rejected as a duplicate, you must make sure the create date of the file is different than the original rejected file.

When you see rejections for individual transactions on the Transaction Summary Report, you will need to correct these transactions as described in the Transaction Summary Report. You will then need to submit these corrected transactions in another file transmission.

If you receive notice of Wellmark specific transaction issues, please work with EC Solutions or your Wellmark representative to identify the best course of action to resolve and resubmit this data.

4.3 File transmission options

This section describes various methods that data can be transmitted to BES.

4.3.1 Through the BES Web Site on the internet

This is the preferred submission method due to ease of use along with the speed and high availability of most internet connections. You will be provided with the URL for this web site after submitting a completed Electronic Transaction Registration Form ([See 2.2](#)).

4.3.2 Through the BES Integration Client

This transmission option provides the ability to set up automatic transmission of data files to the BES web site over the internet. This transmission method is best suited to submitters with IT resources capable of setting up this type of process as it may require some programming or other computer set up on the submitters end. Documentation for setting up this capability is available from [EC Solutions \(for contact information see 1.4.1\)](#).

4.4 Delimiters

Wellmark uses the Interchange Control Structures found in the HIPAA-AS controlling document for X12.5. Our recommendation is to use the * (asterisk) for the *element* delimiter and the ~ (tilde) for the *segment* delimiter.

Hex and communication control characters may disrupt data flow and should be used with caution. Upper and lower case letters, numbers, space, — (minus sign), and other special characters that occur in transaction data content should not be used as delimiters to avoid confusion and data misunderstandings.

4.5 Passwords

The EC Solutions Registration Department will provide a confidential password you will use to gain access to your files on the Business Exchange Services (BES) web site. You will need to change this password the first time you use it. Your password automatically expires every 30 days and you will need to enter a new password in order to gain access to BES.

Passwords must be a minimum of six (6) characters and/or numbers in length. It should contain at least one (1) numeric character and cannot contain special characters or spaces.

This is your password and should not be shared. If you have reason to believe your security has been compromised, contact [EC Solutions](#) (for contact information, see 1.4.1).

The number of consecutive attempts to enter an incorrect password is limited to six (6) attempts after which your password will be disabled. Contact the [EC Solutions Assistance Center](#) to regain access. If you lose your password, call the EC Solutions Assistance Center to reset it.

5 Control Segments / Envelopes

5.1 ISA-IEA

The ISA segment is the Interchange Header Segment. This segment identifies the sender and receiver for each transaction. This segment also identifies the delimiters used throughout the file. The IEA segment is the Interchange Control Trailer. This segment identifies the end of an interchange of zero or more functional groups and interchange-related control segments and is the last segment within the transaction set.

Please use these values when building the ISA segment for transactions submitted to Business Exchange Services (BES):

ISA01 - "00"

ISA02 - Fill with 10 spaces.

ISA03 - "00"

ISA04 - Fill with 10 spaces.

ISA05 - "ZZ"

ISA06 - Use your 9-digit Submitter ID assigned by EC Solutions.

ISA07 - "ZZ"

ISA08 - Use the payer ID appropriate for the receiver of your transactions. Refer to the Payer Listing located in the Account Library.

For all other ISA and IEA elements, please refer to the *HIPAA-AS Implementation Guides* for specific instructions.

Currently, BES does not require any security information, ID or password to be sent in ISA02 and ISA04. BES supports all delimiters as indicated in the *HIPAA-AS Implementation Guides*. For more information about these delimiters, please refer to the *HIPAA-AS Implementation Guide* for the transaction being sent. ([See also 4.4 – Delimiters.](#))

5.2 GS and GE

The GS segment indicates the beginning of a functional group and provides control information. The GE segment indicates the end of a functional group and provides control information.

Please use these values when building the GS segment for transactions submitted to BES:

GS02 - Use your 9-digit Submitter ID assigned by EC Solutions. This will match the value entered in ISA06.

GS03 - Use the payer ID appropriate for the receiver of your transactions. Refer to the Payer Listing located in the Account Library. This will match the value entered in ISA08.

For all other GS and GE elements, please refer to the *HIPAA-AS Implementation Guide* for specific instructions.

5.3 ST and SE

The ST segment indicates the start of a transaction set and assigns a control number. The SE segment indicates the end of a transaction set and provides the count of transmitted segments.

For all ST and SE elements please refer to the *HIPAA-AS Implementation Guide* for specific instructions.

6 Wellmark Specific Business Rules and Limitations

The purpose of HIPAA-AS is to standardize transactions as much as possible. However, each transaction has data elements that are treated differently by each payer. Wellmark has worked to keep these to a minimum. There may be some instances where the submitter is required to transmit data to Wellmark which Wellmark does not require to conduct business. In these instances, we may store the data sent to us, but we may not use the data for our business purposes.

The Section 2 Companion Guides for each transaction provides detailed information regarding specific requirements for Wellmark.

7 Third Party Submitter Agreements

The need for the chapter on *Third Party Submitter Agreements* is being evaluated.

8 Change Summary

11-01-06 Updated EC Solutions' phone and fax number change.

11-01-06 Updated the Time Table for Submission, removing the .z48 report information.

02-09-10 Updated EC Solutions' Business Hours and mailing address, removing dial up information.