
Alameda Alliance for Health

Health Care Claim Status Request and Response (276/277)

HIPAA Transaction Standard Companion Guide

**Refers to the Implementation Guides
Based on ASC X12 version 005010**

CORE v5010 Companion Guide

May 2020

Disclosure Statement

Alameda Alliance for Health is accepting X12N 276/277 Health Care Claims Status Request and Response, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Type 3 and Errata (also The X12N 276/277 version of the 5010 Standards for Electronic Data Interchange Technical Report referred to as Implementation Guides) for the Health Care Claims Status Request and Response Transaction has been established for claim status inquiry and response compliance. This document has been prepared to serve as an Alameda Alliance for Health's specific companion guide to the 276/277 Transaction Sets. This document supplements but does not contradict any requirements in the 276/277 Technical Report, Type 3. The primary focus of the document is to clarify specific segments and data elements that should be submitted to Alameda Alliance for Health on the 276/277 Health Care Claim Status Request and Response Transaction. This document will be subject to revisions as new versions of the 276/277 Institutional & Professional Health Care Claim Transaction Set Technical Reports are released. This document has been designed to aid both the technical and business areas. It contains Alameda Alliance for Health's specifications for the transactions as well as contact information and key points.

Preface

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 Alameda Alliance for Health. 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.

Table of Contents

1	INTRODUCTION	6
1.1	SCOPE	6
1.2	OVERVIEW.....	6
1.3	REFERENCES	6
2	GETTING STARTED	7
2.1	WORKING WITH ALAMEDA ALLIANCE FOR HEALTH	7
2.1	TRADING PARTNER REGISTRATION	7
3	TESTING WITH THE PAYER.....	7
4	CONNECTIVITY WITH THE PAYER/COMMUNICATIONS	7
4.1	PROCESS FLOWS.....	7
4.1.1	Real-time	7
4.1.2	Batch	7
4.1.3	Structure Requirements	8
4.1.4	Response Times.....	8
4.2	RE-TRANSMISSION PROCEDURE	8
4.3	COMMUNICATION PROTOCOL SPECIFICATIONS.....	8
4.4	PASSWORDS.....	9
4.5	MAINTENANCE SCHEDULE.....	9
5	CONTACT INFORMATION	9
5.1	EDI CUSTOMER SERVICE	9
5.2	EDI TECHNICAL ASSISTANCE	9
5.3	PROVIDER SERVICE NUMBER	9
5.4	APPLICABLE WEBSITES/E-MAIL	9
6	CONTROL SEGMENTS/ENVELOPES	10
6.1	ISA-IEA.....	10
6.2	GS-GE	10
7	PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS	11
8	ACKNOWLEDGEMENTS AND/OR REPORTS	12
8.1	999 – ACKNOWLEDGEMENT FOR HEALTH CARE INSURANCE	12
8.2	TA1 - INTERCHANGE ACKNOWLEDGEMENT REQUEST.....	12
8.3	REJECTION LOGIC/STATUS CODES	12

9 TRADING PARTNER AGREEMENTS	13
9.1 TRADING PARTNERS.....	13
10 TRANSACTION SPECIFIC INFORMATION	13
APPENDICES	13
A. Transmission Examples	13
B. Change Summary	15

1 INTRODUCTION

Under the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the Secretary of the Department of Health and Human Services (HHS) is directed to adopt standards to support the electronic exchange of administrative and financial health care transactions. The purpose of the Administrative Simplification portion of HIPAA is enable health information to be exchanged electronically and to adopt standards for those transactions.

To submit a valid transaction, refer to the National Electronic Data Interchange Transaction Set Technical Report & Errata for the Health Care Claim: ASC X12N 276/277 (005010X212). The Technical Reports can be ordered from the Washington Publishing Company's website at www.wpc-edi.com.

For questions relating to the Alameda Alliance for Health's 276/277 Health Care Claim Status Request and Response Transaction or testing, please contact us at 510-373-5757 or email your questions to EDISupport@AlamedaAlliance.org.

Alameda Alliance for Health's billing guidelines are not included in this document. Please refer to our website at www.alamedaalliance.org for these guidelines, or contact claims Department at 510-747-4510 or email your questions at claims@alamedaalliance.org

1.1 SCOPE

This section specifies the appropriate and recommended use of the Companion Guide.

This companion guide is intended for Alameda Alliance for Health's Trading Partners interested in exchanging HIPAA compliant X12 transactions with Alameda Alliance for Health. It is intended to be used in conjunction with X12N Implementation Guides and is not intended to contradict or exceed X12 standards. It is not intended to be used to clarify the CORE rules. It contains information about specific Alameda Alliance for Health requirements for processing following X12N Implementation Guides:

- 005010X212, Health Care Claim Status Request and Response (276/277)

All instructions in this document are written using information known at the time of publication and are subject to change.

1.2 OVERVIEW

The Health Insurance Portability and Accountability Act–Administration Simplification (HIPAAAS) requires Alameda Alliance for Health and all other covered entities to comply with the electronic data interchange standards for health care as established by the Secretary of Health and Human Services.

This guide is designed to help those responsible for testing and setting up electronic claim status transactions. Specifically, it documents and clarifies when situational data elements and segments must be used for reporting and identifies codes and data elements that do not apply to Alameda Alliance for Health. This guide supplements (but does not contradict) requirements in the ASC X12N 276/277 (version 005010X212) implementation. This information should be given to the provider's business area to ensure that claims status responses are interpreted correctly.

1.3 REFERENCES

This section specifies additional documents useful for the read. For example, the X12N Implementation Guides adopted under HIPAA that this document is a companion to.

ACS X12 Version 5010 TR3s: <http://store.x12.org/store/healthcare-5010-consolidated-guides>

CAQH/CORE: <http://www.cagh.org/COREv5010.php>

2 GETTING STARTED

2.1 WORKING WITH ALAMEDA ALLIANCE FOR HEALTH

For questions relating to Alameda Alliance for Health's 276/277 Health Care Claim Status Request and Response Transaction, or testing contact the EDI department at 510-373-5757 or e-mail your questions to EDISupport@AlamedaAlliance.org .

2.1 TRADING PARTNER REGISTRATION

Please find the Trading Partner EDI Agreement form [here](#); once this signed form is received from trading partner, on boarding trading partner includes configuring our system, providing SFTP credentials and guides, testing and then production implementation.

3 TESTING WITH THE PAYER

After the submitter setup is complete, the submitter can send claim status transactions to the test environment. Alameda Alliance for Health notifies the provider after the successful completion of testing and prepares the provider for production status.

- During the testing process, Alameda Alliance for Health examines submitted test transactions for required elements, and also ensures that the submitter gets a response during the testing mode.
- When the submitter is ready to send ANSI 276/277 transactions to a production mailbox, they must notify Alameda Alliance for Health Provider Relations. Provider Relations then moves the submitter to the production environment.
- The submitter's mailbox name remains the same when moving from test to production. Changing passwords is optional upon submitter's request to the Provider Relations Team.

4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

4.1 PROCESS FLOWS

4.1.1 Real-time

- The user application submits an SOAP request at <https://or.edifecs.com/mt1sp800> and MIME request at <https://or.edifecs.com/mt1mp800>
- Claim status system authenticates the user
- If the user is successfully authorized, the following files will be issued within 20 seconds:
 - TA1 (if problem with the ISA/IEA segments exist)
 - 999 Reject (if problem occurs within the subsequent loops and segments)
 - 277 Claim Response

4.1.2 Batch

- The user application submits an SOAP request at <https://or.edifecs.com/mt1sp900> and MIME request at <https://or.edifecs.com/mt1mp900>

- Claim status system authenticates the user
- If the user is successfully authorized, one of the following will be generated back to the user:
 - TA1 available within one hour, if there is a problem with the ISA or IEA segments
 - 999 Reject available within one hour, if there is a problem with the segments occurring between the ISA and IEA.
 - 999 Acceptance response will be available within one hour.
 - The 277 transaction(s) will be available the following day (no later than 7:00a.m)

4.1.3 Structure Requirements

Real-time 276 requests are limited to one inquiry, per patient, per transaction.

Batch 276 requests are limited to 99 ST/SE groupings per transaction. Each batch inquiry must be in its own ST/SE.

4.1.4 Response Times

A response (TA1, 999 reject or 277) to real-time inquiries will be provided within 20 seconds. A response to the batch inquiry will be provided by 7 a.m. (ET) the following day. Batch requests submitted after 9 p.m. (ET) will be available by 7 a.m. (ET) two days following submission.

4.2 RE-TRANSMISSION PROCEDURE

If the HTTP post reply message is not received within the 60-second response period, the user's CORE compliant system should send a duplicate transaction no sooner than 90 seconds after the original attempt was sent.

If no response is received after the second attempt, the user's CORE compliant system should submit no more than five duplicate transactions within the next 15 minutes. If the additional attempts result in the same timeout termination, the user's CORE compliant system should notify the user to contact the health plan or information source directly to determine if system availability problems exist or if there are known Internet traffic constraints causing the delay.

4.3 COMMUNICATION PROTOCOL SPECIFICATIONS

The following is a list of technical standards and versions for the SOAP envelope and claim status payload:

- HTTP Version 1.1
- CSOAP Version 1.2
- SSL Version 3
- Health Care Claims Status Request and Response Version 005010X212
- CAQH SOAP (Alameda Alliance for Health supports the use of HTTP SOAP + WSDL envelope standards as identified in CAQH CORE Phase I/II Connectivity standards <http://www.caqh.org/pdf/CLEAN5010/250-v5010.pdf>)

The following is a list of technical standards and versions for the HTTP MIME multipart envelope and claim status payload:

- HTTP Version 1.1
- SSL Version 3.0
- MIME Version 1.0
- Health Care Claims Status Request and Response Version 005010X212
- CAQH MIME (Alameda Alliance for Health supports the use of HTTP MIME Multipart existing envelope standards and has implemented the HTTP MIME Multipart envelope standards as identified in CAQH CORE Phase I/II Connectivity standards.)

Message Specifications for SOAP Envelope Element	Specification
PayloadType	X12_276_Request_005010X212
ProcessingMode	RealTime
SenderID	Tax ID
ReceiverID	943216947
CORERuleVersion	2.2.0
Certificate Version	Username Password

4.4 PASSWORDS

The Servicedesk is responsible for password assignment and resets. For any information or queries, please contact at [510-747-4520](tel:510-747-4520) or email us at ITServiceDesk@alamedaalliance.org

4.5 MAINTENANCE SCHEDULE

The systems used by the 276/277 transaction have a standard maintenance schedule of Sunday 10PM to 12AM PST. The systems are unavailable during this time. Email notifications will be sent notifying submitters of unscheduled system outages.

5 CONTACT INFORMATION

The following sections provide contact information for any questions regarding HIPAA, 276/277 Health Care Claim Status Request and Response Transactions, and documentation or testing.

5.1 EDI CUSTOMER SERVICE

For 276/277 Transaction EDI Claim Status Request and Response Questions
Contact at [510-373-5757](tel:510-373-5757) or email us at EDISupport@AlamedaAlliance.org

5.2 EDI TECHNICAL ASSISTANCE

Contact at [510-747-4520](tel:510-747-4520) or email us at ITServiceDesk@alamedaalliance.org

5.3 PROVIDER SERVICE NUMBER

Contact at [510-747-4510](tel:510-747-4510) or email us at providerservices@alamedaalliance.org

5.4 APPLICABLE WEBSITES/E-MAIL

Website URL: www.alamedaalliance.org
Contact us @: EDISupport@AlamedaAlliance.org

6 CONTROL SEGMENTS/ENVELOPES

6.1 ISA-IEA

Segment Name	Segment ID	R/O	No. of Char	Value	Remarks
Authorization Information Qualifier	ISA01	R	2	00	00 - No Authorization Information Present
Authorization Information	ISA02	R	10	<spaces>	No Authorization Information Present
Security Information Qualifier	ISA03	R	2	00	00 - No Security Information Present
Security Information/ Password	ISA04	R	10	<spaces>	No Security Information Present
Interchange ID Qualifier/Qualifier for Trading Partner ID	ISA05	R	2	<30>	Sender Qualifier
Interchange Sender ID/Trading Partner ID	ISA06	R	15	<SENDER ID>	Sender's Identification Number
Interchange ID Qualifier/Qualifier for Alameda Alliance for Health	ISA07	R	2	30	Mutually Defined
Interchange Receiver ID/ AAH	ISA08	R	15	943216947	Alameda Alliance's receiver tax id
Interchange Date	ISA09	R	6	<YYYYMMDD>	Date of the interchange in YYMMDD format
Interchange Time	ISA10	R	4	<HHMM>	Time of the interchange in HHMM format
Repetition Separator	ISA11	R	1	^ (is a typical separator received)	
Interchange Control Version Number	ISA12	R	5	00501	Version number
Interchange Control Number/Last Control Number	ISA13	R	9	<Auto-generated>	Assigned by the interchange sender, must be associated with IEA02 segment
Acknowledgement Request	ISA14	R	1	0	0 - No Acknowledgement Requested
Usage Indicator	ISA15	R	1	<T or P>	T-test data; P-production data
Separator	ISA16	R	1	:	ASCII Value. Component element separator

6.2 GS-GE

Segment Name	Segment ID	R/O	No. of Char	Value	Remarks
Functional Identifier Code	GS01	R	2	HR	Eligibility, Coverage or Benefit Inquiry
Application Senders Code	GS02	R	2/15	Sender Tax ID	Code identifying party sending transmission
Application Receivers Code	G503	R	2/15	943216947	Code identifying party

Health Care Claim Status Request and Response (276/277)

					receiving transmission
Date	G504	R	8	<CCYYMMDD>	Functional Group creation date in CCYYMMDD format
Time	GS05	R	4/8		<HHMM>
Group Control Number	GS06	R	9		Assigned and maintained by the sender, must be associated with GE02 segment GS06
Responsible Agency Code	GS07	R	2	X	Accredited Standards Committee X12
Version/Release/Industry Identifier Code	GS08	R	12	005010X212	Transaction version

Segment Name	Segment ID	R/O	No. of Char	Value	Remarks
Number of transactions sets included	GE01	R			Total number of transactional sets included in functional group or interchange
Group Control Number	GE02	R			Assigned number originated and maintained by the sender

7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Alameda Alliance for Health always responds to a 276 request with status codes at both claim and service line level. Due to the extensive amount of status codes used at the claim and service line level, we recommend viewing the up-to-date status code lists at the Washington Publishing Company’s website (www.wpc-edi.com).

Alameda Alliance for Health follows the 277 Response Implementation Guide for an outbound response from both a structure and content perspective. There are no unique requirements that are specific to Alameda Alliance for Health. When programming to accept an Alameda Alliance for Health 277 response, follow the complete HIPAA Implementation Guide and TR3 guidelines.

SUPPORTED FUNCTIONALITY

- Alameda Alliance for Health accepts the 276/277 transactions as a “read only” transaction and does not use any data coming in on the 276 transaction to update its internal systems.
- To provide immediate response to submitters, Alameda Alliance for Health uses real time processing for its EDI transactions.
- Alameda Alliance migrated to a new claims adjudication system on 09/01/2015. Health Care Claim Status Request and Response (276/277) will only be available for claims on or after 09/01/2015. Claim Status inquiry for claims before 09/01/2015 will be available on the provider portal.**

- Local procedure codes sent on claims will be cross walked to HIPAA compliant CPT/HCPCS codes for 277 claim status reporting. Crosswalks are available from Provider Services. See contact information above.

SUBSCRIBER AND MEMBER SEARCHES

To uniquely identify a member, a 276 transaction must include the member's Alameda Alliance for Health's Identification Number, the provider's Alameda Alliance for Health Identification Number, and dates of service. In addition to the previous criteria, the claim number, claim amount, claim if for clearing house can also be submitted.

- For the best response time, Alameda Alliance for Health recommends that the 276 transaction set be programmed to a single record. This consists of a one-to-one ratio in a single loop structure: one information receiver, one provider, one subscriber and associated date of service.
- If the 276 transaction is not rejected, Alameda Alliance for Health returns the 277 transaction with all of the Inquiry criteria information that was submitted in the 276 transaction.

8 ACKNOWLEDGEMENTS AND/OR REPORTS

8.1 999 – ACKNOWLEDGEMENT FOR HEALTH CARE INSURANCE

Alameda Alliance for Health supports the Acknowledgement for Health Care Insurance (999). 999s are sent for real-time submissions of 276 transactions when error or discrepancy found at GS or transaction level. For Batch 276 transactions a 999 is sent always.

8.2 TA1 - INTERCHANGE ACKNOWLEDGEMENT REQUEST

Alameda Alliance for Health supports the Interchange Acknowledgement Request (TA1) when any issues at ISA level.

8.3 REJECTION LOGIC/STATUS CODES

Alameda Alliance for Health developed its rejection logic using HIPAA standard codes available on the Washington Publishing Company's website (www.wpc-edi.com) to better communicate to providers the reason a transaction was rejected and what action to take to resolve the rejection. HIPAA Status Category Codes, Status Codes, and Entity Codes are used at the claim and service line level.

9 TRADING PARTNER AGREEMENTS

This section contains general information concerning Trading Partner Agreements (TPA). An actual TPA may optionally be included in an appendix.

9.1 TRADING PARTNERS

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

Alameda Alliance for Health uses request through EDI Support to register new partners and agreement/set-up forms to process electronic transactions.

10 TRANSACTION SPECIFIC INFORMATION

The following table specifies the segments and suggested use of them in the transmission:

Loop ID	Element	Field Name	No. of Char	Remarks
2100C	NM109	Provider Identification Code	2/80	Required value in 276
2100D	NM109	Subscriber Identification Code	2/80	Required value in 276

Additional information to be sent out in 276 for specific claim enquiries:

Loop ID	Element	Field Name	No. of Char	Remarks
2200D	REF	Payer Claim Control Number	1/50	Payer's claim id for specific claim
2200D	AMT	Claim Submitted Charges	1/18	
2200D	DTP	Claim Service Date	1/35	Date of service with Provider

APPENDICES

A. Transmission Examples

276 Sample Request

```
ISA*00* *00* *30*SUBMITTER *30*943216947*130924*0536**^00501*001972007*0*P*:
GS*HR*00000003B*943216947*20130924*0536*1972017*X*005010X212
ST*276*1973007*005010X212
BHT*0010*13*406ba0b7-700d-4c99-8c75-6da5adaf1da4*20130924*0536
HL*1**20*1
NM1*PR*2*AAH*****PI* RECEIVER
HL*2*1*21*1
NM1*41*1*A GOOD HOSPITAL *****46*1234567890
HL*3*2*19*1
NM1*1P*1*THE HOSPITAL *****XX*9876543210
HL*4*3*22*0
```

DMG*D8*19980510*F
NM1*IL*1*DOE*JANE****MI*12345678901
TRN*1*406ba0b7-700d-4c99-8c75-6da5adaf1da4
REF*EJ*61157208-000
AMT*T3*1090.00
DTP*472*RD8*20130819-20130819
SE*16*1973007
GE*1*1972017
IEA*1*001972007

277 Sample Response

ISA*00* *00* *30*SENDER *30*943216947*130924*0936*^*00501*000039422*0*P*~
GS*HN* SENDER *943216947*20130924*0936*39421*X*005010X212
ST*277*0001*005010X212
BHT*0010*08*277005010X212E2*20130924*0536*DG
HL*1**20*1
NM1*PR*2*ALAMEDA ALLIANCE FOR HEALTH*****PI*170558746
PER*IC*EDI OPERATIONS*TE*8888808699*EX*4042*FX*6179235555
HL*2*1*21*1
NM1*41*1 A GOOD HOSPITAL *****46*1234567890
HL*3*2*19*1
NM1*1P*1*THE HOSPITAL *****XX*9876543210
HL*4*3*22*0
NM1*IL*1*DOE*JANE****MI*12345678901
TRN*2*406ba0b7-700d-4c99-8c75-6da5adaf1da4
STC*F1~65*20130924**1090*20.08*20130902**20130902*619524
REF*1K*3239A7MW
REF*EJ*61157208-000
DTP*472*RD8*20130819-20130819
SVC*HC~36415*25*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~80051*96*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~80076*101*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~82565*58*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~82947*66*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~84520*58*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~85025*92*20.08****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~85652*50*0****1
STC*P1~104*20130924
DTP*472*RD8*20130819-20130819
SVC*HC~74020*544*0****1
STC*P1~104*20130924

DTP*472*RD8*20130819-20130819
SE*44*0001
GE*1*39421
IEA*1*000039422

B. Change Summary

None