Florida Blue Health Plan

HIPAA Transaction Standard Companion Guide

For Availity®[1] Health Information Network Users

Refers to the Technical Report Type Three (TR3) Based on ASC Version 005010X279A1

270/271- Health Care Eligibility and Benefit Inquiry and Response

Companion Guide Version Number: 7.0

Disclosure Statement

The Florida Blue HIPAA Transaction Standard Companion Guide for EDI Transactions Technical Reports Type three (3) (TR3) provides guidelines for submitting electronic transactions. The HIPAA ASC X12-TR3s require transmitters and receivers to make determinations (i.e. whether, or to what extent, situational data elements apply) this Companion Guide documents those determinations that are specific to Florida Blue business processes.

This Companion Guide does not replace or cover all segments specified in the HIPAA ASC X12 TR3s. It does not attempt to amend any of the requirements of the TR3s or impose any additional obligations on Trading Partners that are not permitted by the HIPAA Standards for Electronic Transactions. This Companion Guide provides information on specific codes relevant to Florida Blue business processes, rules and situations that are within the parameters of HIPAA.

Trading Partners should refer to their Trading Partner Agreement for guidelines pertaining to Availity, LLC legal conditions surrounding the implementation of the EDI transactions and code sets. However, Trading Partners should refer to this Companion Guide for information on Florida Blue business rules or technical requirements regarding the implementation of HIPAA-compliant EDI transactions and code sets.

This Companion Guide is not intended to amend, revoke, contradict or otherwise alter the terms and conditions of your Trading Partner Agreement. If there is an inconsistency between the terms of this Companion Guide and the terms of your Trading Partner Agreement, the terms of the Trading Partner Agreement will govern. If there is an inconsistency between the terms of this Companion Guide and any terms of the TR3, the relevant TR3 will govern with respect to HIPAA edits and this Companion Guide will govern with respect to business edits.

[1]Availity, LLC, is a multi-payer joint venture company. For more information or to register, visit availity.com.

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Version Change Log

Date	Description	Page
06/2013	Cosmetic changes and version log addition	Multiple
11/2015	Loop ID 2100C Subscriber Loop//NM108 and NM109	13
08/28/17	Directional arrow on Outputs section of the Process Map was changed to reflect from Availity to 271 Provider Office. Current State Date updated to reflect August 2017.	8
08/28/17	Changed alpha prefix to alpha-numeric prefix	13
04/17/18	Changed alpha-numeric to prefix	13
12/01/19	Section 5, 5.1, 5.2, 5.3 and 5.4 to update contact information Section 6	9
	Global Information Table Row G10 column 5 Enveloping Information Table	12
	Row E14 column 5 Section 7 Business Requirements Table	14
	Row B2 column 5	15
	B4-B8 All columns Enveloping Information – 271 Response Table	16
	Row E14 column 5	19
	Row E19 column 5	20
02/15/21	Format Changes	Multiple
01/23/23	Added section 1.4 Additional information as a result of CMS audit feedback	6-7
06/01/23	Section 1.4 verbiage modification - (version 1.2)	6-7
11/15/23	Revised all sections	Multiple
12/15/2023	Update to section 4	8
12/15/2023	Update to section 1.4 Florida Blue Scheduled Downtown	6
12/15/2023	Update to Table of Contents	5

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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) requires the healthcare industry to comply with the electronic data interchange (EDI) standards as established by the Secretary of Health and Human Services. The Technical Reports Type three (3) Guides (TR3s) for the ANSI 270/271 Eligibility Benefit Inquiry and Response transaction specifies in detail the required formats. It contains requirements for the use of specific segments and specific data elements within segments and was written for all healthcare providers and other submitters. It is critical that your software vendor or IT staff review this document carefully and follow its requirements to send HIPAA-compliant files to Florida Blue. The ASC X12 005010X279A1 is the established standard for Eligibility Benefit Inquiry and Response (ANSI 270/271).

1.1 Scope

This ANSI 270/271 Companion Guide was created for Florida Blue Trading Partners to supplement the ANSI 270/271 TR3. It describes the data content, Florida Blue business rules and characteristics of the ANSI 270/271 transaction.

1.2 References

- TR3 Guides for ASC X12 005010X279A1 Eligibility Benefit Inquiry and Response (ANSI 270/271) and all other HIPAA standard transactions are available at wpc-edi.com
- CAQH CORE Operating Rules Phase II https://www.caqh.org/core/operating-rules

1.3 Florida Blue Scheduled Downtime

2024 UNIX patching schedule and Release schedule

AIX-LUNIX MONTHLY PATCHING OVERVIEW	2024 JAN	2024 FEB	2024 MAR	2024 APR	2024 MAY	2024 JUN	2024 JULY	2024 AUG	2024 SEPT	2024 OCT	2024 NOV	2024 DEC
Production Environment Patching (1 day, Sunday Maintenance window)	01/21	02/25	03/24	04/28	05/19	06/23	07/28	08/25	09/22	10/13	11/10	12/15

Enterprise Release Schedule:

Release Month	Feb 10	Apr 12	May 18 FEP	Jun 22	July 27 FEP ONLY	Aug 24	Sep 21	Oct 12 FEP ONLY	Oct 18	Nov 16	Dec 14	Jan 1,2025 FEP ONLY
Production Milestone	Sat-Sun Imp	Fri-Sat Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Fri-Sat Imp	Sat-Sun Imp	Sat-Sun Imp	Mon - Tues Imp
Implemen-tation	02/10-02/11	04/12-04/13	05/18-05/19	06/22-06/23	07/27-07/28	08/24-08/25	09/21-09/22	10/12-10/13	10/18-10/19	11/16-11/17	12/14-12/15	01/01-01/02

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Any additional planned maintenance or unscheduled outages will be posted on the Status page as well as on News and Announcements at www.Availity.com.

Holiday Schedule

Our company observes the following holidays for 2024:

1. New Year's Day - Monday, January 1
2. Martin Luther King Jr. Day - Monday, January 15
3. Memorial Day - Monday, May 27
4. Juneteenth - Wednesday, June 19
5. Independence Day - Thursday, July 4
6. Labor Day - Monday, September 2
7. Thanksgiving Holiday - Thursday, November 28 & Friday, November 29
8. Christmas Holiday -Tuesday, December 24 & Wednesday, December 25

If a holiday falls on a day when our company doesn't operate, we will observe that holiday on the closest business day. For example, if a holiday falls on a Sunday, the following Monday will be observed as a holiday.

2 GETTING STARTED

2.1 Working with Florida Blue and Availity

Availity optimizes information exchange between multiple healthcare stakeholders through a single, secure network. The Availity Health Information Network encompasses administrative, financial, and clinical services, supporting both real time and batch EDI via the web and through business to business (B2B) integration. For more information, including an online demonstration, please visit availity.com or call 800-282-4548.

2.2 Trading Partner Registration

To register visit https://availity.com/Essentials-Portal-Registration and have the following:

- Basic information about your practice, including your Federal Tax ID and National Provider Identifier.
- Someone with the legal authority (typically an owner or senior partner) to sign agreements for your organization.
- An office manager or other employee who can oversee the Availity implementation and maintain User IDs and access.

2.3 Certification and Testing Overview

All trading partners and clearinghouses should be certified via Availity. It is recommended that the trading partner obtain HIPAA certification from an approved testing and certification third party vendor prior to testing.

3 CONTACT INFORMATION

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3.1 EDI Support and Password Support:

visit availity.com or call 800-282-4548.

3.2 Provider Support :

visit floridablue or call 800-727-2227. Please have the Availity transaction ID ready.

4 CONTROL SEGMENTS/ENVELOPES

This section delineates specific data requirements where multiple valid values are applicable within the ANSI 270/271 5010 A1 TR3.

Common Definitions:

- **Interchange control header (ISA06) Interchange Sender Mailbox ID** – Is individually assigned to each Trading Partner.
- **Interchange control header (ISA08) Interchange Receiver ID** – Is the Florida Blue Tax ID, 592015694.
- **Interchange control header (ISA15) Usage Indicator** – Defines whether the transaction is test (T) or production (P).
- **Functional Group Header (GS02) Application Sender Code** – Is individually assigned to each Trading Partner.

Global Information

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G2	**All Segments**			Only loops, segments, and data elements valid for the 270 HIPAA-AS TR3 Guides ASC X12 005010X279A1 are allowed.
G3	**Acknowledgements are created to communicate the status of transactions. They may be retrieved daily, one file can result in multiple acknowledgements.** **TA1 – Interchange Acknowledgement** **999 – Functional Acknowledgement**			TA1 is available immediately after depositing file 999 is available immediately after depositing file
G4	**Negative Values**			Negative values are not allowed.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G5	Date fields			All dates must be a valid calendar date in the format corresponding to ANSI 270/271 5010 A1 TR3 qualifier.
G6	Batch Transaction Processing			Generally, transmissions are accepted 24 hours a day, 7 days a week.
G7	Multiple Transmissions	All Segments		A single error in a transaction set will result in the rejection of the entire transaction set.
G9	2100C Subscriber Name			
	Qualifier	NM108		MI (Member Identification Number)
	Identification Code	NM109		The Member ID number exactly as it appears on the Member ID card.
G10	All Transactions			270s with multiple patients will be split into separate transactions and responded to with separate 271s.
G11	All Transactions			Special characters are prohibited in all text fields.

Enveloping Information – 270 Inquiry

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	*Appendix B.3 ; C.3*	All transactions utilize delimiters from the following list: (> ,* , ~ , ^ , | , { , :) Unsupported delimiters may cause a rejection.
E2	Interchange Control Structure	ISA	*Appendix B (B.4)*	The basic character set must be used as defined in Appendix B of the ASC X12 005010X279A1 TR3.
E3	Interchange Control Header Authorization Information Qualifier	ISA01	*Appendix C(C.4)*	00
E4	Interchange Control Header Authorization Information	ISA02	*Appendix C(C.4)*	10 spaces

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C(C.4)	00
E6	Interchange Control Header Security Information	ISA04	Appendix C(C.4)	10 spaces
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C(C.4)	01
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C(C.4)	Florida Blue sender mailbox number.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C(C.5)	ZZ
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C(C.5)	592015694 (Florida Blue Tax ID)
E11	Interchange Control Header Repetition Separator	ISA11	Appendix C(C.5)	{ (bracket) delimiter
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C(C.6)	1 (one)
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C(C.6)	P or T is required and indicates Production or Test.
E14	Interchange Control Header Component Element Separator	ISA16	Appendix C(C.6)	: (colon) delimiter
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA - IEA	Appendix C(C.7)	Multiple ST's within one (1) GS segment are permissible and will be processed.
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C(C.7)	HS
E17	Functional Group Header Application Sender's Code	GS02	Appendix C(C.7)	The Florida Blue assigned Sender Code.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C(C.7)	592015694 (Florida Blue Tax ID)

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E19	Implementation Convention Reference	ST03	*62*	005010X279A1
E20	999 Functional Acknowledgement	GS08		005010X279A1

5 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Business Requirements

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B1	2100A – Information Source Name Entity Identifier Code	NM101	69	PR
B2	2100A – Information Source Name Last Name or Organization Name	NM103	70	BCBSF
B3	2100A – Information Source Name Identification Code Qualifier	NM108	71	PI
B4	2100A – Information Source Name Information Source Primary Identifier	NM109	71	BCBSF
B5	2100B - Information Receiver Name Identification Code Qualifier	NM108	77	XX
B6	2100B - Information Receiver Name Information Receiver Identification Number	NM109	78	Provider NPI number
B7	2100B - Information Receiver Name	REF01	79	EO

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
	Reference Identification Qualifier			
B8	**2100B - Information Receiver Name** **Information Receiver Additional Identifier**	REF02	80	The Florida Blue assigned Sender ID.
B9	**2100C – Subscriber Name 2100D – Dependent Name** **Patient Last Name**	NM103	93/152	Patient Last Name
B10	**2100C – Subscriber Name 2100D – Dependent Name** **Patient First Name**	NM104	93/152	Patient First Name
B11	**2100C – Subscriber Name** **Patient ID**	NM109	96	Patient ID
B12	**2100C – Subscriber E & B Inquiry Information** **As of Date**	DTP	123	Default is current date. Date cannot be more than 24 months in the past. Date cannot be more than 12 months in the future.
B13	**2110C – Subscriber E & B Inquiry Information** **Benefit / Service Type**	EQ	125	EQ loop is required.
B14	**2100C – Subscriber Name** **2100D – Dependent Name** **Patient DOB**	DMG02	108/165	Patient Date of Birth
B15	**2100D – Dependent Name** **Dependent Relationship**	NM101	168	03 (Dependent)

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Enveloping Information – 271 Response

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	**Interchange Control Header**	ISA	*Appendix B.3 ; C.3*	All transactions utilize delimiters from the following list: (> ,* , ~ , ^ , | , { , :) Unsupported delimiters may cause a rejection.
E2	**Interchange Control Structure**	ISA	*Appendix B (B.3)*	The basic character set must be used as defined in Appendix B of the ASC X12 005010X279A1 TR3.
E3	**Interchange Control Header Authorization Information Qualifier**	ISA01	*Appendix C(C.4)*	00
E4	**Interchange Control Header Authorization Information**	ISA02	*Appendix C(C.4)*	10 spaces
E5	**Interchange Control Header Security Information Qualifier**	ISA03	*Appendix C(C.4)*	00
E6	**Interchange Control Header Security Information**	ISA04	*Appendix C(C.4)*	10 spaces
E7	**Interchange Control Header Interchange ID Qualifier**	ISA05	*Appendix C(C.4)*	ZZ
E8	**Interchange Control Header Interchange Sender ID**	ISA06	*Appendix C(C.4)*	592015694 (Florida Blue Tax ID)
E9	**Interchange Control Header Interchange ID Qualifier**	ISA07	*Appendix C(C.5)*	01
E10	**Interchange Control Header Interchange Receiver ID**	ISA08	*Appendix C(C.5)*	Florida Blue sender mailbox number
E11	**Interchange Control Header Repetition Separator**	ISA11	*Appendix C(C.5)*	{ (bracket) delimiter
E12	**Interchange Control Header Acknowledgement Requested**	ISA14	*Appendix C(C.6)*	1 (one)
E13	**Interchange Control Header Interchange Usage Indicator**	ISA15	*Appendix C(C.6)*	P or T is required and indicates Production or Test.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E14	**Interchange Control Header Component Element Separator**	ISA16	*Appendix C(C.6)*	**:** (colon) delimiter
E15	**Interchange Control Header Functional Group Header/Functional Group Trailer**	GS - GE ISA - IEA	*Appendix C(C.7)*	Multiple ST's within one (1) GS segment are permissible and will be processed.
E16	**Functional Group Header Functional Identifier Code**	GS01	*Appendix C(C.7)*	HB
E17	**Functional Group Header Application Sender's Code**	GS02	*Appendix C(C.7)*	592015694 (Florida Blue Tax ID)
E18	**Functional Group Header Application Receiver's Code**	GS03	*Appendix C(C.7)*	Sender Code (Assigned by Florida Blue)
E19	**999 Functional Acknowledgement**	GS08	*Appendix C(C.8)*	The version of the 271 outbound transactions in the GS08 segment of the 999 functional acknowledgements.
E20	**Implementation Convention Reference**	ST03	*62*	005010X279A

6 ACKNOWLEDGEMENTS AND/OR REPORTS

TA1 Interchange Acknowledgement Transaction

All X12 file submissions are pre-screened upon receipt to determine if the interchange control header (ISA) or interchange control trailer (IEA) segments are readable. If errors are found, a TA1 response transaction will be sent to notify the Trading Partner that the file could not be processed, provided the file contains a value of one (1) in the ISA14. The TA1 response transaction will not be sent on error free files.

999 Functional Acknowledgement Transactions

If the file submission passes the ISA/IEA pre-screening above, it is then checked for ASC X12 syntax and HIPAA compliance errors. When the compliance check is complete, a 999 will be sent to the Trading Partner informing them if the file has been accepted or rejected. If multiple transaction sets (ST-SE) are sent within a functional group (GS-GE), the entire functional group (GS-GE) will reject when an ASC X12 or HIPAA error is detected.

7 ASC X12 TRANSACTIONS SUPPORTED

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ASC X12 270 ASC X12 005010X279A1	Eligibility and Benefit Inquiry
ASC X12 TA1 v005010X231A1 (HIPAA)	Response to the X12 transactions where errors are encountered in the outer envelopes (ISA/IEA and GS/GE segments)
ASC X12 999 v005010X231A1 (HIPAA)	Functional Acknowledgement

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