

Florida Blue Medicare 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: 2.0

Disclosure Statement

The Florida Blue Medicare HIPAA Transaction Standard Companion Guide for EDI Transactions Technical Reports, Type three (3) (TR3) provides guidelines for submitting electronic batch transactions. Because the HIPAA ASC X12-TR3s require transmitters and receivers to make certain determinations /elections (e.g., whether, or to what extent, situational data elements apply) this Companion Guide documents those determinations, elections, assumptions or data issues that are permitted to be specific to Florida Blue Medicare business processes when implementing the HIPAA ASC X12 5010 TR3s.

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 of Florida Blue Medicare that are not permitted to be imposed by the HIPAA Standards for Electronic Transactions. This Companion Guide provides information on Florida Blue Medicare specific codes relevant to Florida Blue Medicare business processes, rules and situations that are within the parameters of HIPAA. Readers of this Companion Guide should be acquainted with the HIPAA ASC X12 TR3s, their structure and content.

This Companion Guide provides supplemental information that exists between Florida Blue Medicare and its trading partners. 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 Medicare business rules or technical requirements regarding the implementation of HIPAA-compliant EDI transactions and code sets.

Nothing contained in this Companion Guide is intended to amend, revoke, contradict or otherwise alter the terms and conditions of your applicable Trading Partner Agreement. If there is an inconsistency between the terms of this Companion Guide and the terms of your applicable 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.

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Florida Blue Medicare Health Plan Companion Guide ANSI 270/271 Transaction Type
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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) requires that the health care industry in the United States 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 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 health care 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 Medicare via your vendor. 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 Medicare trading partners to supplement the ANSI 270/271 TR3. It describes the data content, Florida Blue Medicare 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 electronically at wpc-edi.com.
- For more information, including an online demonstration, please visit <u>availity.com</u> or call 800-282-4548.
- CAQH CORE Operating Rules Phase II caqh.org/CORE_operat_rules.php.

1.3 Florida Blue Scheduled Downtime

Florida Blue production systems are available 24 hours per day, 7 days per week except for scheduled monthly maintenance outlined below:

Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
1/22 Sun 9PM -	2/11 Sat 9PM – Sun	3/19 Sun 9PM –	4/1 Sat 9PM – Sun	5/20 Sat 9PM -	6/24 Sat 9PM – Sun
Mon 6AM	12PM	Mon 6AM	12PM	Sun 12PM	12PM
	2/26 Sun 9PM – Mon 6AM		4/14 Fri 9PM – 12PM	5/21 Sun 9PM – Mon 6AM	6/25 Sun 9PM – Mon 6AM
			4/23 Sun 9PM – Mon 6AM		
Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
7/8 Sat 9PM – Sun 12PM	8/12 Sat 9PM – Sun 12PM	9/17 Sun 9PM – Mon 6AM	10/13 Fri 9PM – Sun 12PM	11/12 Sun 9PM – Mon 6AM	12/16 Sat 9PM – Sun 12PM
7/30 Sun 9PM – Mon 6AM	8/27 Sun 9PM – Mon 6AM	9/23 Sat 9PM – Sun 12PM	10/22 Sun 9PM – Mon 6AM	11/18 Sat 9PM – Sun 12PM	12/17 Sun 9PM – Mon 6AM
		9/30 Sat 9PM – Sun 12PM			

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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 2023:

- 1. New Year's Day (Observed)- Monday, January 2
- 2. Martin Luther King's Day- Monday, January 16
- 3. Memorial Day- Monday, May 29
- 4. Juneteenth- Monday, June 19
- 5. Independence Day- Tuesday, July 4
- 6. Labor Day- Monday, September 4
- 7. Thanksgiving Holiday- Thursday, November 23 & Friday, November 24
- 8. Christmas Holiday (Observed) -Monday, December 25 & Tuesday, December 26

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.

Notes

- New Year's Day Monday, January 2, 2023, will be recognized as a holiday since New Year's Day 2023 is on a Sunday.
- Christmas 2023 Christmas Day 2023 is on a Monday. Tuesday, December 26, 2023, will be recognized as a holiday since Christmas Eve 2023 is on a Sunday.

2 GETTING STARTED

2.1 Working with Florida Blue Medicare

Availity optimizes information exchange between multiple health care 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

In order to register, you will need:

- 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.

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2.3 Certification and Testing Overview

All trading partners and clearing houses 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

3.1 EDI Support and Password Support

For EDI customer service related to Florida Blue Medicare, please visit <u>availity.com</u> or call 800-282-4548.

3.2 EDI Technical Assistance

For support of EDI transactions through Availity, please visit availity.com or call 800-282-4548.

3.3 Provider Service Number

For provider services, please contact Florida Blue at 800-727-2227. For faster service, please have your Availity transaction ID available.

3.4 Applicable websites/email

- availity.com
- floridablue.com

4 CONTROL SEGMENTS/ENVELOPES

ANSI 270/271 - Eligibility and Benefit Inquiry and Response:

The purpose of this section is to delineate specific data requirements where multiple valid values are presented within the ANSI 270/271 5010 A1 TR3.

Common Definitions:

- Interchange control header (ISA06) Interchange Sender ID (Mailbox ID) is individually assigned to each trading partner.
- Interchange control header (ISA08) Interchange Receiver ID is the Florida Blue Medicare Tax ID, 592015694.
- Interchange control header (ISA15) Usage Indicator defines whether the transaction is a test (T) or production (P).
- Functional Group Header (GS02) Application Sender's code is individually assigned to each trading partner.

ANSI 270/271 - Eligibility and Benefit Inquiry and Response:

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Global Information

Req#	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G1	All Transactions			Florida Blue Medicare requires a Trading Partner Agreement to be on file with Availity indicating all electronic transactions the Trading Partner intends to send or receive.
G2	All Segments			Only loops, segments, and data elements valid for the 270 HIPAA-AS TR3 Guides ASC X12 005010X279A1 will be used for processing.
G3	Acknowledgments – Florida Blue Medicare acknowledgements are created to communicate the status of transactions. It is imperative that they be retrieved on a daily basis. One file could result in multiple acknowledgements. ANSI X12: -TA1 – Interchange Acknowledgement -999– Functional Acknowledgement			TA1 is available immediately after depositing file 999 is available immediately after depositing file
G4	Negative Values			Submission of any negative values in the 270 transaction will not be processed or forwarded.
G5	Date fields			All dates submitted on an incoming 270 Eligibility and Benefit Inquiry must be a valid calendar date in the appropriate format based on the respective ANSI 270/271 5010 A1 TR3 qualifier. Failure to do so may cause processing delays

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Req#	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
				or rejection.
G6	Batch Transaction Processing			Generally, Availity and Florida Blue Medicare Gateway accept transmissions 24 hours a day, seven (7) days a week.
G7	Multiple Transmissions	All Segments		Any errors detected in a transaction set will result in the entire transaction set being rejected.
G8	All Transactions			Although you may have submitted multiple patients in one 270 Inquiry, Florida Blue Medicare will send a separate 271 response for each patient.
G9	2100C Subscriber Name Qualifier Identification Code	NM108 NM109		When the MI qualifier is submitted in NM108, Florida Blue Medicare requires the submission of the ID number (#) exactly as it appears on the Florida Blue Medicare ID card without any embedded spaces, including any applicable prefix or suffix. (This includes any out of state Blue Plan ID cards.) The ID must contain a minimum of a three character prefix followed by characters for a maximum of 17 characters. Or an H followed by exactly eight (8) or 10 numbers. Note: For Federal Employees an R followed by exactly eight (8) numbers.
G10	All Transactions			ELIGIBILITY AND BENEFIT requests with multiple dependents will be split into separate transactions and returned one at a time.
G11	All Transactions			Florida Blue Medicare requires that you do not submit any special characters in any text fields.

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Req#	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G12	2110C Subscriber Spend Down Amount Monetary Amount	AMT	137	Although the 270 allows submission of data in this segment, this does not apply to Florida Blue Medicare products. Therefore any information submitted will not be utilized in processing the 270 request.
G13	All transactions			Requests for information should not include coverage specific inquiries for dates or procedure codes. Response information will not include specific request for procedure coverage date, procedure maximum amounts, patient responsibility amounts or non-covered amounts.

Enveloping Information – 270 Inquiry

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendi x B.3; C.3	All transactions utilize delimiters from the following list: >,*,~,^, ,{ and : . Submitting delimiters not supported within this list may cause an interchange (transmission) to be rejected
E2	Interchange Control Structure	ISA	Appendi x B (B.4)	Must submit E&B inquiry data using the basic character set as defined in Appendix B of the ASC X12 005010X279A1 TR3. In addition to the basic character set, you may choose to submit lower case characters and the special character (@) from the extended character set. Any other characters submitted from the extended character set may cause the interchange (transmission) to be rejected by the Plan.
E3	Interchange Control Header Authorization Information Qualifier	ISA01	Appendix C(C.4)	Florida Blue Medicare requires 00 in this field.
Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E4	Interchange Control Header Authorization Information	ISA02	Appendix C(C.4)	Florida Blue Medicare requires 10 spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C(C.4)	Florida Blue Medicare requires 00 in this field.

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E6	Interchange Control Header Security Information	ISA04	Appendix C(C.4)	Florida Blue Medicare requires 10 spaces in this field.
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C(C.4)	Florida Blue Medicare requires 01 in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C(C.4)	Florida Blue Medicare requires submission of your individually assigned Florida Blue Medicare sender mailbox number in this field.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C(C.5)	Florida Blue Medicare requires ZZ in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendi x C(C.5)	Florida Blue Medicare will only accept the submission of Florida Blue Medicare tax ID number 592015694 in this field.
Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement

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E11	Interchange Control Header Repetition Separator	ISA11	Appendix C(C.5)	All transactions utilize { as repetition separator. Submitting delimiters other than this may cause an interchange (transmission) to be rejected.
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C(C.6)	The TA1 will not be provided without a code value of one (1) in this field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C(C.6)	Florida Blue Medicare requires P in this field to indicate the data enclosed in this transaction is a production file.
E14	Interchange Control Header Component Element Separator	ISA16	Appendix C(C.6)	: Delimiter Florida Blue Medicare requires the use of the above delimiter to separate component data elements within a composite data structure.
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA - IEA	Appendix C(C.7)	Florida Blue Medicare will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS segment as long as they are all the same transaction type.
Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement

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E16	Functional Group Header Functional Identifier Code	GS01	Appendix C(C.7)	HS – E & B Inquiry Florida Blue Medicare requires submission of the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C(C.7)	Florida Blue Medicare requires the submission of the Florida Blue Medicare assigned Sender Code in this field.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C(C.7)	592015694 Florida Blue Medicare requires submission of the above value in this field for 270 E&B, all others may cause rejection.
E19	Implementation Convention Reference	ST03	62	Must contain 005010X279A1.
E20	999 Functional Acknowledgement	G\$08		Florida Blue Medicare will return the version of the 270 inbound transactions in the GS08 segment of the 999 functional acknowledgements.

5 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Business Requirements

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Req#	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B1	2100A – Information Source Name Entity Identifier Code	NM101	69	Florida Blue Medicare requires PR in this field.
B2	2100A – Information Source Name Last Name or Organization Name	NM103	70	Florida Blue Medicare requires the following in this field: Florida Blue Medicare
B3	2100A – Information Source Name Identification Code Qualifier	NM108	71	Florida Blue Medicare requires PI in this field.
B4	2100A – Information Source Name Information Source Primary Identifier	NM109	71	This value is required to be 831056418.
B5	2100B - Information Receiver Name Identification Code Qualifier	NM108	77	Florida Blue Medicare requires submission of the XX in NM108.
B6	2100B - Information Receiver Name Information Receiver Identification Number	NM109	78	Florida Blue Medicare requires submission of the NPI number in NM109.
Req#	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement

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B7	2100B - Information Receiver Name	REF01	79	Florida Blue Medicare requests submission of the EO qualifier in REF01
	Reference Identification Qualifier			
B8	2100B - Information Receiver Name	REF02	80	Sender ID is required in this field.
	Information Receiver Additional Identifier			
В9	2100C - Subscriber Name 2100D - Dependent Name	NM103	93/152	Florida Blue Medicare requires this field and will not allow spaces.
	Patient Last Name			
B10	2100C - Subscriber Name 2100D - Dependent Name	NM104	93/152	Required when NM102 = 1 (person) and the person has a first name.
	Patient First Name			
B11	2100C - Subscriber Name Patient ID	NM109	96	Florida Blue Medicare requires this field and will not allow spaces.
B12	2100C - Subscriber	DTP	123	Default is current date.
	Eligibility and Benefit (E&B) Inquiry Information			Date cannot be more than 24 months in the past.
	As of Date			Date cannot be more than 12 months in the future.
				Date must be on or after the date of birth.
Req#	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement

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B13	2110C – Subscriber E&B Inquiry Information Type of Benefits Requested Benefit / Service Type	EQ	125	Florida Blue Medicare requires an EQ loop for either the subscriber or dependent as applicable in order for benefit information to be returned on the 271 response record. Florida Blue Medicare will not accept multiple types of benefits. Reference 1.4.7 Implementation-Compliant Use of the 270 / 271 Transaction Set of 5010X279A1 TR3.
B14	2100C - Subscriber Name 2100D - Dependent Name Patient Date of birth (DOB)	DMG02	108/165	Florida Blue Medicare requires submission of patient's DOB in this field.
B15	2100D – Dependent Name Dependent Relationship	INS	168	Florida Blue Medicare accepts the following Code Values: Self 01-Spouse 19-Child 34-Other Adult

Enveloping Information – 271 Response

Req#	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendi x B.3 ; C.3	All transactions utilize delimiters from the following list: >,*,~,^, ,{ and :
E2	Interchange Control Structure	ISA	Appendi x B (B.3)	Florida Blue Medicare sends E&B response data using the basic character set as defined in Appendix B of the ASC X12 005010X279A1 TR3. In addition to the basic character set, lower case characters and the special character (@) from the extended character set

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Req#	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
				may be used.
E3	Interchange Control Header Authorization Information Qualifier	ISA01	Appendix C(C.4)	Florida Blue Medicare sends 00 in this field.
E4	Interchange Control Header Authorization Information	ISA02	Appendix C(C.4)	Florida Blue Medicare sends 10 spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C(C.4)	Florida Blue Medicare sends 00 in this field.
E6	Interchange Control Header Security Information	ISA04	Appendix C(C.4)	Florida Blue Medicare sends 10 spaces in this field.
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendi x C(C.4)	Florida Blue Medicare sends ZZ in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C(C.4)	Florida Blue Medicare sends 592015694 in this field.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendi x C(C.5)	Florida Blue Medicare sends 01 in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C(C.5)	Florida Blue Medicare sends individually assigned Florida Blue Medicare sender mailbox number in this field.

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Req#	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E11	Interchange Control Header Repetition Separator	ISA11	Appendix C(C.5)	Florida Blue Medicare uses { as repetition separator.
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C(C.6)	The TA1 will not be provided by Florida Blue Medicare without a code value of one (1) in the field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C(C.6)	Florida Blue Medicare sends P in this field to indicate the data enclosed in this transaction is a production file.
E14	Interchange Control Header Component Element Separator	ISA16	Appendix C(C.6)	Florida Blue Medicare uses : as the delimiters to separate component data elements within a composite data structure.
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA - IEA	Appendix C(C.7)	Florida Blue Medicare will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS segment as long as they are all the same transaction type.
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C(C.7)	HB – E&B Response Florida Blue Medicare sends the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C(C.7)	Florida Blue Medicare sends 592015694 in this field.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C(C.7)	Florida Blue Medicare sends Florida Blue Medicare assigned Sender Code in this field.
E19	Implementation Convention Reference	ST03	62	Florida Blue Medicare sends 005010X279A1 in this field.

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Req#	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E20	999 Functional Acknowledgement	GS08		Florida Blue Medicare will return the version of the 271 outbound transactions in the GS08 segment of the 999 functional acknowledgements.

6 ACKNOWLEDGEMENTS AND/OR REPORTS

The purpose of this section is to outline the Florida Blue Medicare processes for handling the initial processing of incoming files and electronic acknowledgment generation.

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 code value of one (1) in the ISA14. No TA1 response transaction will be sent for error-free files.

Once Florida Blue Medicare determines that the file is readable, validation is performed on the ISA and IEA loop information. If these segments have a non-standard structure, the file will receive a full file reject and the TA1 response transaction will be sent to the trading partner, provided the file contains a code value of one (1) in the ISA14.

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 be rejected when an ASC X12 or HIPAA compliance error is found.

7 ASC X12 TRANSACTIONS SUPPORTED

Florida Blue Medicare processes the following ASCX12 HIPAA transactions for Eligibility and Benefit Request:

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

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Florida Blue Medicare Health Plan Companion Guide ANSI 270/271 Transaction Type

	and GS/GE segments)
ASC X12 999	Functional Acknowledgement
v005010X231A1 (HIPAA)	

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