

Companion Guide

Health Care Eligibility Benefit Inquiry and Response

270/271 Companion Guide

Refers to the ASC X12N 270/271
Technical Report Type 3 Guide
(Version 005010X279A1)

November 2022

Disclosure Statement

It is the sole responsibility of the provider/vendor to initiate all transactions.

Health plans are dynamic; the data included in these transactions is deemed true and accurate only at the particular time of the transaction. Any questions regarding the data should be directed to the Security Health Plan Provider Relations department for claims and/or remittance data.

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 Security Health Plan. 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.

Editor's Note:

This page is blank because major sections of a book should begin on a right hand page.

Table of Contents

1 INTRODUCTION 6
Scope 6
Overview 6
References 6
Additional Information 6
2 GETTING STARTED 6
Working with Security Health Plan 6
Trading Partner Registration 6
Certification and Testing Overview 6
3 TESTING WITH THE PAYER 6
4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS 7
Process Flows 7
Transmission Administrative Procedures 8
Re-Transmission Procedure 9
Communication Protocol Specifications 9
Passwords 9
5 CONTACT INFORMATION 9
EDI Customer Service 9
EDI Technical Assistance 9
Provider Service Number 9
Applicable Websites/E-Mail 10
6 CONTROL SEGMENTS/ENVELOPES 10
ISA-IEA 10
GS-GE 12
ST-SE 14
7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS 15
8 ACKNOWLEDGEMENTS AND/OR REPORTS 17
Report Inventory 17
9 TRADING PARTNER AGREEMENTS 17
Trading Partners 18
10 TRANSACTION SPECIFIC INFORMATION 18
APPENDICES 20
Implementation Checklist 20
Business Scenarios 20
Transmission Examples 20
Frequently Asked Questions 20
Change Summary 20

1 INTRODUCTION

Scope

This Companion Guide has been designed to describe to Security Health Plan's trading partners the format and data content of the Eligibility and Benefit 270/271 transaction set in the Electronic Data Interchange (EDI) environment. The 270 transaction is used to request eligibility and benefit information for Medical and Behavioral lines of business and the 271 transaction is used to respond with this information for the specified member.

Overview

The Council for Affordable and Quality Healthcare (CAQH) created the Committee on Operating Rules for Information Exchange (CORE). This committee established a common set of operating rules for health care systems which allow providers and other health care systems to implement the CORE operating rules.

References

For more information regarding the ASC X12 Standards for Electronic Data Interchange and to purchase copies of the TR3 documents, consult the Washington Publishing Company web site at http://www.wpc-edi.com/.

The CORE Phase operating rules are located on the CAQH web site at http://www.caqh.org.

Additional Information

Assumes the provider/vendor initiates all transactions.

2 GETTING STARTED

Working with Security Health Plan

Questions related to the 270/271 eligibility transactions should contact Security Health Plan's Provider Relations department at 715-221-9640 or shpprd@securityhealth.org.

Trading Partner Registration

All providers who want to submit 270 eligibility transactions should contact Security Health Plan's Provider Relations department at 715-221-9640 or shpprd@securityhealth.org.

Certification and Testing Overview

Testing with the payer is required. You must contact the payer prior to sending all transactions.

3 TESTING WITH THE PAYER

Prior to exchanging any production transactions from Security Health plan, you must first exchange test transactions by contacting Security Health Plan's Provider Relations department at 715-221-9640 or shpprd@securityhealth.org. The Provider Relations department will work with you to ensure that testing has been verified and completed at which time you will be notified that your future transactions will be treated as production.

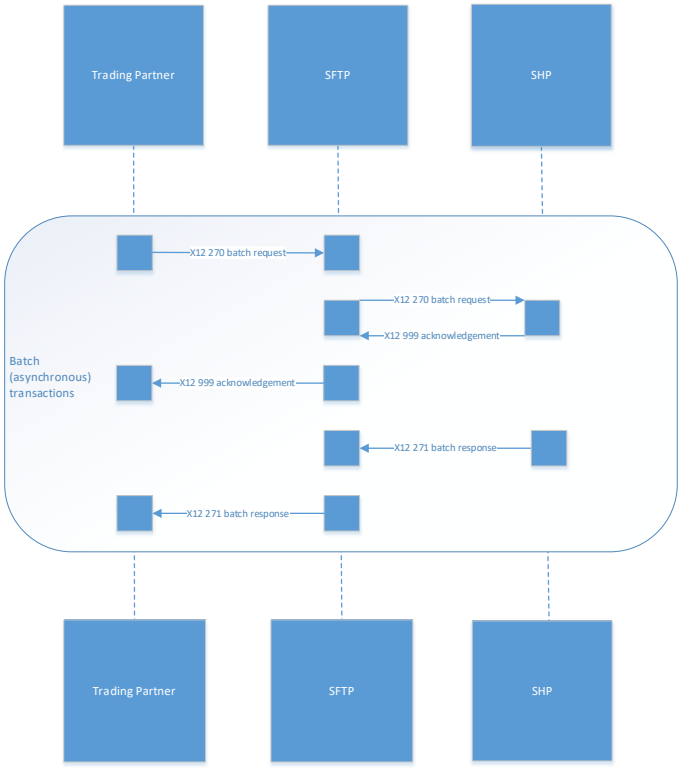
All test transactions are to be sent in a separate file from normal production transactions. All ASC X12 transactions must use ISA15 (Usage Indicator) to signal whether the data enclosed in the interchange envelope is test or production.

4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

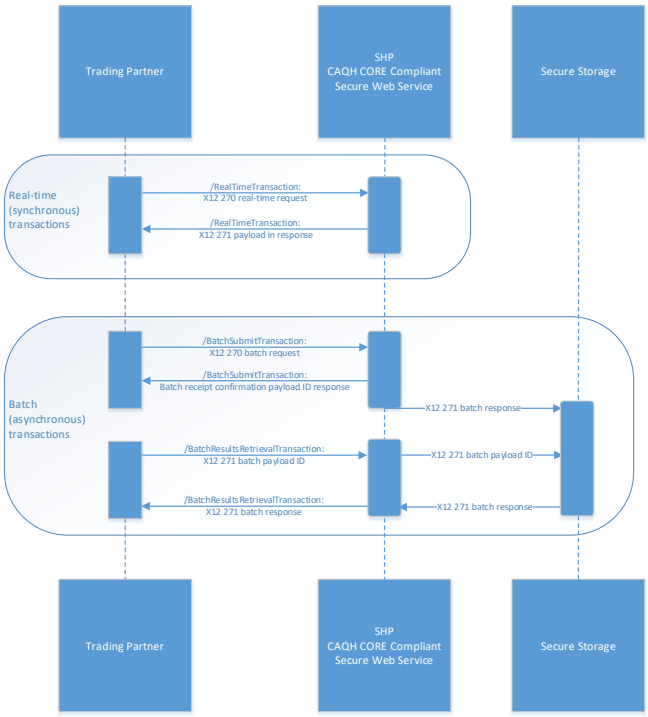
Process Flows

This process flow shows a high level overview of trading partner connectivity to Security Health Plan and illustrates the methods used for connectivity.

SFTP Process Flow



WEB Process Flow



Transmission Administrative Procedures

System availability

The core system application is available 24 hours per day, 7 days per week.

Monthly maintenance

There is potential for monthly maintenance on the first Wednesday of every month from 7:00 to 7:30 p.m. During this time the batch and real-time processing could be down.

Holiday schedule

Security Health Plan observes the following holidays: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

Non-Routine Downtime

Security Health Plan will let you know one week in advance of any non-routine downtime. Please check the following website for information.

https://www.securityhealth.org/providers/non-routine-downtime

Unscheduled Downtime

Security Health Plan will let you know within one hour of becoming aware of any unscheduled downtime. Please check the following website for information.

https://www.securityhealth.org/providers/unscheduled-downtime

Real-time inquires

Real-time 270 requests contain only one inquiry per member per transaction. The following responses to the inquiry will be provided within 20 seconds: 999 reject or 271.

Re-Transmission Procedure

Transmission/Production Issues

When file transmission or technical production issues occur, which could require the re-submission of files, please contact Security Health Plan's Provider Relations department at 715-221-9640.

Communication Protocol Specifications

CAQH CORE Compliant Secure Web Service

The CAQH CORE Compliant Secure Web Service is designed to facilitate the exchange of real-time (synchronous) transactions and batch files (asynchronous) containing the X12 270/271 transaction types according to CAQH CORE operating rules. Trading partners are authenticated using a username and password that will be provisioned during trading partner enrollment.

Secure FTP

A Secure (SSH) File Transfer Protocol (SFTP) connection can be utilized to transmit and receive batch files (asynchronous) containing the X12 270/271 transaction types for trading partners without a CAQH CORE compliant client. The SFTP connection is available through a browser accessible web gateway (HTTPS) as well as the standard SSH TCP port 22. Trading partners are authenticated using a username and password that will be provisioned during trading partner enrollment.

Passwords

Trading Partner ID

The Trading Partner ID links the trading partner to their transaction data and is the Security Health Plan's internal key to accessing their trading partner information.

Login Credentials

In order to receive your authorized user login credentials, all trading partners, regardless of submission method, must be enrolled with Security Health Plan and approved as trading partners. Login credentials include names/ids and passwords, that will be required for the submission of transactions to Security Health Plan. A user ID and password will be assigned for the chosen communication method.

5 CONTACT INFORMATION

Please have the following information available when calling Security Health Plan's Provider Relations department regarding transmission and production issues:

- Trading Partner ID and Name
- Communication Method
- Login Name for Communication Method
- Any transactional data needed for specific issues regarding transactions

EDI Customer Service

The contact information for customer service is as follows:

- 715-221-9640
- shpprd@securityhealth.org

EDI Technical Assistance

In the event of technical difficulties please call 715-221-9640 or email shpprd@securityhealth.org

Provider Service Number

Security Health Plan's Provider Relations department should be contacted 715-221-9640 or

shpprd@securityhealth.org.

Applicable Websites/E-Mail

CAQH CORE – http://www.caqh.org

Washington Publishing Company – http://www.wpc-edi.com

ASC X12 guides: http://store.x12.org/store/

6 CONTROL SEGMENTS/ENVELOPES

ISA-IEA

This section describes the use of the Interchange Control segments, ISA and IEA. These segments mark the beginning and ending of an interchange. The ISA segment has a fixed length and all the elements within this segment must be populated. This segment includes a description of the expected sender and receiver codes and delimiters. In the 271 Health Care Eligibility Benefit Response, the first element delimiter in the ISA segment is an Asterisk (*) which will be used as the delimiter throughout the transaction, and the final character in the ISA segment is a Tilde (~) will be used as the delimiter for each segment in the transaction.

Segment/Elements for 270:

Segment	Ref.Des.	Name	Code	Definition of Code/Notes
ISA		Interchange Control Header Segment		The ISA is a fixed-length record with fixed-length elements. Note: Deviating from the standard ISA element sizes will cause the interchange to be rejected.
	ISA01	Authorization Information Qualifier	'00'	No Authorization Information Present
	ISA02	Authorization Information		SHP requires 10 blank spaces
	ISA03	Security Information Qualifier	'00	No Security Information Present
	ISA04	Security Information		SHP requires 10 blank spaces
	ISA05	Interchange ID Qualifier of Sender	'ZZ'	Mutually defined
	ISA06	Interchange Sender ID		Interchange Sender ID is determined during set up by Security Health Plan
	ISA07	Interchange ID Qualifier of Receiver	'ZZ'	Mutually defined
	ISA08	Interchange Receiver ID		Interchange Receiver ID is determined during set up by

				Security Health Plan (Common values are SHP, 391572880, 390452970).
	ISA09	Interchange Date	YYMMDD	Date of the interchange
	ISA10	Interchange Time	HHMM	Time of the interchange
	ISA11	Repetition Separator		This is the delimiter used to separate repeated occurrences of a simple data element or a composite data structure
	ISA12	Interchange Control Version Number	'00501'	
	ISA13	Interchange Control Number		Must be identical to IEA02
	ISA14	Acknowledgement Requested	'0'	No acknowledgement requested
	ISA15	Usage Indicator	'P' or 'T'	'P': Production Data 'T': Test Data
	ISA16	Component Element Separator		Component element separator is a delimiter and not a data element
IEA		Interchange Control Trailer Segment		
	IEA01	Number of Included Functional Groups		Functional Group count
	IEA02	Interchange Control Number		Identical to ISA13

Segment/Elements for 271:

Segment	Ref.Des.	Name	Code	Definition of Code/Notes
ISA		Interchange Control Header Segment		
	ISA01	Authorization Information Qualifier	'00'	No Authorization Information Present
	ISA02	Authorization Information	10 'spaces'	Authorization Information
	ISA03	Security Information Qualifier	'00'	Password Qualifier
	ISA04	Security Information	10 'spaces'	Password
	ISA05	Interchange ID Qualifier of Sender	'ZZ'	Mutually defined
	ISA06	Interchange Sender ID		Interchange Sender ID is determined during set up by

				Security Health Plan (Common values are SHP, 391572880, 390452970).
	ISA07	Interchange ID Qualifier of Receiver	'ZZ'	U.S. Federal Tax Identification Number
	ISA08	Interchange Receiver ID		Interchange Receiver ID is determined during set up by Security Health Plan
	ISA09	Interchange Date	YYMMDD	Date of the interchange
	ISA10	Interchange Time	HHMM	Time of the interchange
	ISA11	Interchange Control Standards Identifier	'^'	U.S EDI Community of ASC X12, TDCC and UCS
	ISA12	Interchange Control Version Number	'00501'	
	ISA13	Interchange Control Number		Must be identical to IEA02
	ISA14	Acknowledgement Requested	'0'	No acknowledgement requested
	ISA15	Usage Indicator	'P' or 'T'	'P': Production Data 'T': Test Data
	ISA16	Component Element Separator		Component element separator is a delimiter and not a data element
IEA		Interchange Control Trailer Segment		
	IEA01	Number of Included Functional Groups		Functional Group count
	IEA02	Interchange Control Number		Identical to ISA13

GS-GE

This section describes Security Health Plan's use of the functional group control segments. It includes a description of expected application sender and receiver codes. Also included in this section is a description concerning how Security Health Plan expects functional groups to be sent and how Security Health Plan will send functional groups. These discussions will describe how similar transaction sets will be packaged and Security Health Plan's use of functional group control numbers.

Segment/Elements for 270:

Segment	Element	Name	Code	Definition of Code/Notes
GS		Functional Group Header		

	GS01	Functional Identifier Code	'HS'	Eligibility, Coverage or Benefit Inquiry (270)
	GS02	Application Sender's Code		Enter the same value as ISA06, the nine-digit submitter number assigned by Security Health Plan
	GS03	Application Receiver's Code		Receiver's Code is determined during set up by Security Health Plan, and is commonly the same value as ISA08
	GS04	Date	CCYYMMDD	Date of functional group creation
	GS05	Time	HHMM	Creation time
	GS06	Group Control Number		Identical to GE02
	GS07	Responsible Agency Code	'X'	Accredited Standards Committee X12.
	GS08	Version/Release/Industry Identifier Code	'005010X279A1'	Standards Approved for Publication by ASC X12 Procedures Review Board through October 2003
GE		Functional Group Trailer		
	GE01	Number of Transaction Sets Included		Number of transactions included
	GE02	Group Control Number		Identical to GS06

Segment/Elements for 271:

Segment	Element	Name	Code	Definition of Code/Notes
GS		Functional Group Header		
	GS01	Functional Identifier Code	'HB'	Eligibility, Coverage or Benefit Information (271)
	GS02	Application Sender's Code		Sender's Code is determined during set up by Security Health Plan, and is commonly the same value as ISA06
	GS03	Application Receiver's Code		Receiver's Code is determined during set up by

				Security Health Plan, and is commonly the same value as ISA08
	GS04	Date	CCYYMMDD	Date of functional group creation
	GS05	Time	HHMM	Creation time
	GS06	Group Control Number		Identical to GE02
	GS07	Responsible Agency Code	'X'	Accredited Standards Committee X12.
	GS08	Version/Release/Industry Identifier Code	'005010X279A1'	Standards Approved for Publication by ASC X12 Procedures Review Board through October 2003
GE		Functional Group Trailer		
	GE01	Number of Transaction Sets Included		Number of transactions included
	GE02	Group Control Number		Identical to GS06

ST-SE

This section indicates the beginning and the ending of a transaction set and provides the count of the transmitted segments including the beginning (ST) and ending (SE) segments. These segments also provide a Transaction Set Control Number which must be identical in each segment.

Segment/Elements for 270:

Segment	Ref.Des.	Name	Code	Definition of Code/Notes
ST		Transaction Set Header		
	ST01	Transaction Set Identifier	'270'	Eligibility, Coverage or Benefit Inquiry
	ST02	Transaction Set Control Number		Identical to SE02
	ST03	Implementation Convention Reference	'005010X279A1'	This element contains the same value as GS08.
SE		Transaction Set Trailer		
	SE01	Transaction Segment Count		Total number of segments included in a transaction set including ST and SE segments.

	SE02	Transaction Set Control Number		Identical to ST02

Segment/Elements for 271:

Segment	Element	Name	Code	Definition of Code/Notes
ST		Transaction Set Header		
	ST01	Transaction Set Identifier	'271'	Eligibility, Coverage or Benefit Information
	ST02	Transaction Set Control Number		Identical to SE02
	ST03	Implementation Convention Reference	'005010X279A1'	This element contains the same value as GS08.
SE		Transaction Set Trailer		
	SE01	Transaction Segment Count		Total number of segments included in a transaction set including ST and SE segments.
	SE02	Transaction Set Control Number		Identical to ST02

7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Many of the data elements detailed in this Companion Guide reflect Security Health Plan's business requirements, but still meet the standard requirements in the ASC X12N Implementation Guide. Inclusion of a "business-required" data field, as defined by this Companion Guide, will aid in the delivery of a positive response from Security Health Plan.

270 Request

Eligibility requests for any explicit service type code as well as a generic service type code "30" will generate a 271 response.

Supported Service Type codes:

Medical Services

1 – Medical Care
2 – Surgical
4 – Diagnostic X-Ray
5 – Diagnostic Lab
6 – Radiation Therapy
7 – Anesthesia
8 – Surgical Assistance
12 – Durable Medical Equipment Purchase
13 – Ambulatory Service Center Facility
18 – Durable Medical Equipment Rental
20 – Second Surgical Opinion
30 – Health Benefit Plan Coverage
33 – Chiropractic

35 – Dental Care
40 – Oral Surgery
42 – Home Health Care
45 – Hospice
47 – Hospital
48 – Hospital – Inpatient
50 – Hospital – Outpatient
51 – Hospital – Emergency Accident
52 – Hospital – Emergency Medical
53 – Hospital – Ambulatory Surgical
62 – MRI/CAT Scan
65 – Newborn Care
68 – Well Baby Care
73 – Diagnostic Medical
76 – Dialysis
78 – Chemotherapy
80 – Immunizations
81 – Routine Physical
82 – Family Planning
86 – Emergency Services
88 – Pharmacy
93 – Podiatry
98 – Professional (Physician) Visit – Office
99 – Professional (Physician) Visit - Inpatient
A0 – Professional (Physician) Visit – Outpatient
A3 – Professional (Physician) Visit – Home
AD – Occupational Therapy
AE – Physical Medicine
AF – Speech Therapy
AG – Skilled Nursing Care
AL – Vision (Optometry)
BG – Cardiac Rehabilitation
BH – Pediatric
UC – Urgent Care

Behavioral Services
MH – Mental Health
A6 – Psychotherapy
A7 – Psychiatric – Inpatient
A8 – Psychiatric – Outpatient
AI – Substance Abuse

The 270 inquiry must include the patient's member ID number (Medicaid ID or Subscriber ID), last name, first name, gender, and date of birth.

Security Health Plan processes all alpha characters, dashes, spaces, apostrophes, or periods.

271 Response

The 271 response for a generic service type code "30" (Health Benefit Plan Coverage) may include the following service type codes. It may also include additional service types as information is available in

Security Health Plan's systems.

1 – Medical Care
33 – Chiropractic
35 – Dental Care
47 - Hospital
48 – Hospital Inpatient
50 – Hospital Outpatient
86 – Emergency Services
88 – Pharmacy
98 – Professional (Physician) Visit – Office
AL – Vision (Optometry)
MH – Mental Health
UC – Urgent Care

The 271 response for a specific service type code will include the health plan name, benefits for the specific benefit type only, and the member's status (Active, Inactive, and Not Covered) along with any member liability, if available. Security Health Plan's response to an inquiry of a member's Qualified Health Plan premium payment grace period will be a "5" which is Active – Pending Investigation in those cases the member is in their premium payment grace period.

Security Health Plan's response to a generic "30" inquiry will include the health plan name, benefits for the service type listed above (if applicable to the coverage), along with '30', and the member's status (Active, Inactive, and Not Covered) along with any member liability, if available.

The absence of a specific benefit is not meant to imply that the benefit is not covered and should not be construed as such.

8 ACKNOWLEDGEMENTS AND/OR REPORTS

270 Eligibility Requests submitted to Security Health Plan must be HIPAA compliant.

Report Inventory

Security Health Plan will issue a 999 Acknowledgment for Health Care Insurance (005010X231A1) when a 270 request fails validation of HIPAA edits.

Security Health Plan does not return positive acknowledgments for successful 270 requests (the 271 acts as the acknowledgment).

The purpose of the 999 Acknowledgment (Reject) is to identify critical errors within the 270 request based on the ASC X12N 270 (version 005010X279A1) Technical Report Type 3 guide. The submitter should review the 999 to determine what errors occurred.

9 TRADING PARTNER AGREEMENTS

To initiate the evaluation process for potentially becoming a Trading Partner with Security Health Plan, please contact us at 715-221-9640 or shpprd@securityhealth.org

In your request, please include the following information:

- Company Name and Address

- Primary and Alternate Contact Information (Email Address and Phone Numbers)

Trading Partners

An EDI Trading Partner is defined as any Security Health Plan customer (provider, billing service, software vendor, etc.) that transmits to, or receives electronic data from Security Health Plan.

10 TRANSACTION SPECIFIC INFORMATION

This section contains data clarifications, including Security Health Plan-specific data requirements. For additional guidance on the use of business rules, please see Section 7.

Loop 2100A – Information Source Name (270)

Segment	Element	Industry Name	Comments
Information Source Name (NM1)			
NM1	NM101	Entity Identifier Code	'PR'
NM1	NM102	Entity Type Qualifier	'2'
NM1	NM103	Name Last or Organization Name	'SECURITY HEALTH PLAN' or 'SHP'
NM1	NM108	Identification Code Qualifier	'PI'
NM1	NM109	Identification Code	'SHP'

Loop 2100C – Subscriber Name (270)

Segment	Element	Industry Name	Comments
Subscriber Name (NM1)			
NM1	NM108	Identification Code Qualifier	'MI'
NM1	NM109	Identification Code	Medicaid ID Subscriber ID
Subscriber Date (DTP)			
DTP	DTP01	Date/Time Qualifier	'291'
DTP	DTP02	Date Time Period Format Qualifier	'D8' 'RD8'
DTP	DTP03	Date Time Period	Date or Date range requesting information for. If no date is available, use the current date.

Loop 2100A – Information Source Name (271)

Segment	Element	Industry Name	Comments
Information Source Name (NM1)			
NM1	NM101	Entity Identifier Code	'PR'
NM1	NM102	Entity Type Qualifier	'2'
NM1	NM103	Name Last or Organization Name	'SECURITY HEALTH PLAN' or 'SHP'

NM1	NM108	Identification Code Qualifier	'PI'
NM1	NM109	Identification Code	'SHP'

Loop 2100C – Subscriber Name (271)

Segment	Element	Industry Name	Comments
Subscriber Additional Identification (REF)			
REF	01	Reference Identification Qualifier	'6P' 'EA'

APPENDICES

Implementation Checklist

Security Health Plan does not offer an Implementation Checklist for our Trading Partner EDI services. Security Health Plan assists new Trading Partners with enrollment and testing, but a formal implementation checklist is not necessary.

Business Scenarios

Please contact the Security Health Plan Provider Relations Department to discuss your specific EDI related business needs with Security Health Plan, should they not be covered in this guide or other available Security Health Plan transaction companion guides.

Transmission Examples

Please contact the Security Health Plan Provider Relations Department for any question regarding transmission examples.

Frequently Asked Questions

N/A

Change Summary

Date	Section(s) Changed	Change Summary
June 2016		Initial version with the CORE template.
April 2020	1,6,10	Updated hyperlinks, valid values, and descriptions.
November 2022	2,3,4,5,9	Updated hyperlinks, email addresses, communication protocol descriptions, and process flow diagram.