



# **Truli for Health**

## **HIPAA Transaction Standard Companion Guide**

For Availity<sup>®</sup> Health Information Network Users

Refers to the Technical Report Type Three (TR3) Based on ASC X12 Version 005010 X222A1

### **270/271 – Health Care Eligibility and Benefit Inquiry and Response Type Description**

Companion Guide Version Number: 1.0

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## Disclosure Statement

The Truli for Health HIPAA Transaction Standard Companion Guide for EDI Transactions Technical Reports, Type 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 Truli for Health 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 Truli for Health that are not permitted to be imposed by the HIPAA Standards for Electronic Transactions. This Companion Guide provides information on Truli for Health specific codes relevant to Truli for Health 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 Truli for Health 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 Truli for Health 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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## 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 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 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 Truli for Health 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 Truli for Health trading partners to supplement the ANSI 270/271 TR3. It describes the data content, Truli for Health business rules and characteristics of the ANSI 270/271 transaction.

### 1.2 Overview

The Technical Reports Type 3 Guides (TR3s) for the ANSI 270/271 Eligibility and 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 Truli for Health via your vendor.

### 1.3 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](http://wpc-edi.com).
- For more information, including an online demonstration, please visit [availity.com](http://availity.com) or call 800-282-4548.
- CAQH CORE Operating Rules Phase II [caqh.org/CORE\\_operat\\_rules.php](http://caqh.org/CORE_operat_rules.php).

## 2 GETTING STARTED

### 2.1 Working with Truli for Health

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,

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please visit [availity.com](https://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 id's and access.

### 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 TESTING WITH TRULI FOR HEALTH AND AVAILITY

Truli for Health recommends that trading partners contact Truli for Health to obtain a testing schedule and or notify Truli for Health of potential testing opportunities prior to implementing any foreseen transaction impacts to the business flow of both Truli for Health and /or the trading partner.

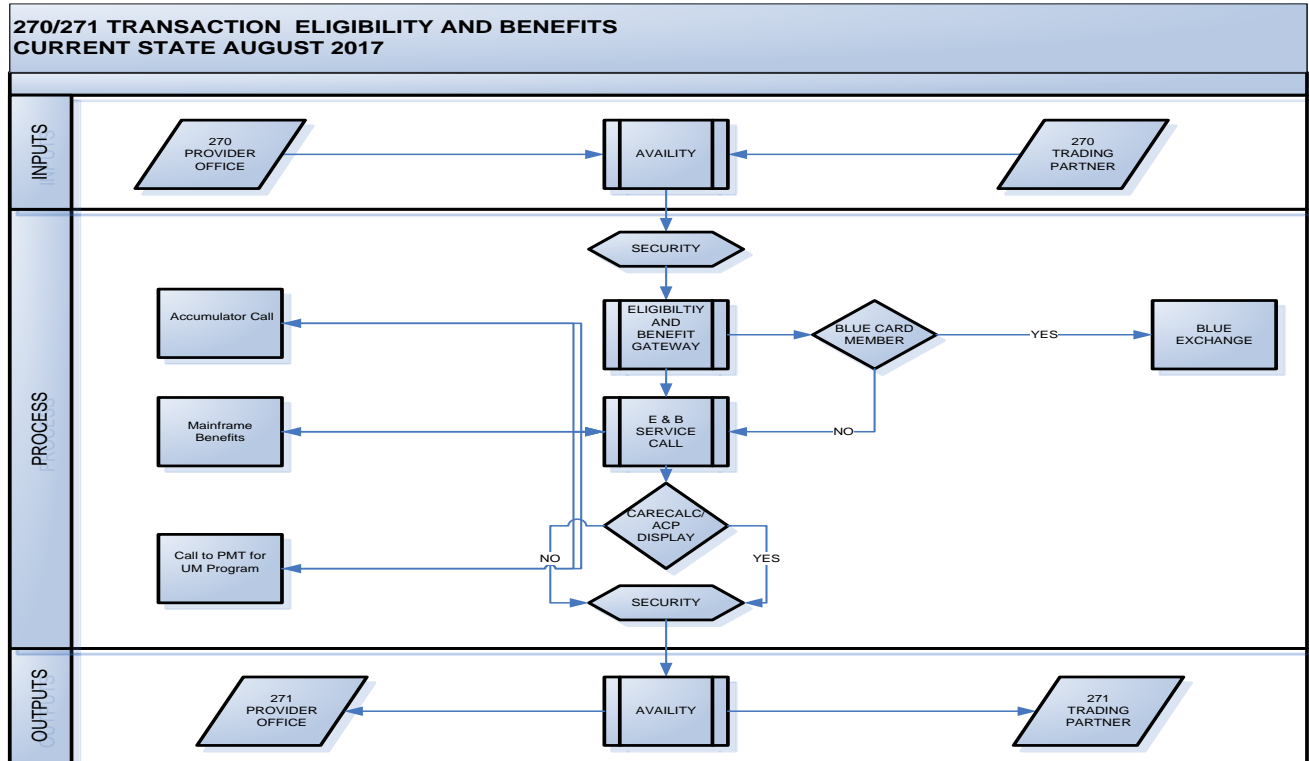
## 4 CONNECTIVITY/COMMUNICATIONS WITH TRULI FOR HEALTH AND AVAILITY

### 4.1 Process Map

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#### 4.2 Transmission Administrative Procedure

Connectivity

Secure File Transfer via Internet

FTP via ISDN, Leased Lines, Frame Relay, VPN

Firewall Mechanics

If you are behind a firewall, make sure that your FTPS client passes the Internet facing IP address of the server rather than the internal IP. Failure to do so usually causes the communication break when the client tries to list the files available in the server or during upload or download of files.

#### 4.3 Re-Transmission Procedure

Encryption Method

Secure Socket Layer (SSL)

#### 4.4 Communication Protocol Specifications

Protocols Used

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#### Protocols Used

- HTTPS/FTPS
- HTTPS and your common Internet browsers (IE, Firefox, etc.) Port 443 (default)
- FTPS: Any FTP client capable of SSL encryption
- Client examples are:
  - Valicert ftp client
  - Cute-FTP
  - WS-FTP Pro
  - FileZilla
  - Others
- FTPS Parameters:
  - Port 21
  - Authentication:FTP over SSL (explicit) or FTP over TLS (explicit)
  - Active Mode
  - File retention is 72 hours
- SSH Parameters
  - Use SFTP or SCP
  - Port 22
  - Authentication:user id and password

#### 4.5 Passwords

If a password change is necessary, please contact Availity at 800-282-4548 or [availity.com](http://availity.com).

## 5 CONTACT INFORMATION

### 5.1 EDI Customer Service

For EDI customer service related to Truli for Health, please visit [availity.com](http://availity.com) or call 800-282-4548.

### 5.2 EDI Technical Assistance

For support of EDI transactions through Availity, please visit [availity.com](http://availity.com) or call 800-282-4548.

### 5.3 Provider Service Number

For provider services, please contact Truli for Health at 823-238-8144. For faster service, please have your Availity transaction ID available.

### 5.4 Applicable websites/email

- [availity.com](http://availity.com)
- [Truli for Health.com](http://Truli for Health.com)

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## 6 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** - If submitting directly to Truli for Health use, 592015694 (+6 spaces). If submitting through Availity, use 030240928 (+6 spaces). Reference the Availity EDI guide at [Availity.com](http://Availity.com).
- **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:**

### Global Information

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page (s)	Plan Requirement
G1	All Transactions			Truli for Health 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.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page (s)	Plan Requirement
G3	<p>Acknowledgments – Truli for Health 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.</p> <p><b><u>ANSI X12:</u></b></p> <p><b>-TA1 – Interchange Acknowledgement</b></p> <p><b>-999– Functional Acknowledgement</b></p>			<p>TA1 is available immediately after depositing file</p> <p>999 is available immediately after depositing file</p>
G4	<b>Negative Values</b>			Submission of any negative values in the 270 transaction will not be processed or forwarded.
G5	<b>Date fields</b>			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 or rejection.
G6	<b>Batch Transaction Processing</b>			Generally, Availity and Truli for Health Gateway accept transmissions 24 hours a day, seven days a week.
G7	<b>Multiple Transmissions</b>	All Segments		Any errors detected in a transaction set will result in the entire transaction set being rejected.
G8	<b>All Transactions</b>			Although you may have submitted multiple patients in one 270 Inquiry, Truli for Health will send a separate 271 response for each patient.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page (s)	Plan Requirement
G9	2100C Subscriber Name Qualifier Identification Code	NM108 NM109		When the MI qualifier is submitted in NM108, Truli for Health requires the submission of the id number (#) exactly as it appears on the Truli for Health id card without any embedded spaces, including any applicable prefix or suffix. 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 or ten 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			Truli for Health requires that you do not submit any special characters in any text fields.
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 Truli for Health 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	TR3Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix 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	Appendix 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)	Truli for Health requires 00 in this field.
E4	Interchange Control Header Authorization Information	ISA02	Appendix C(C.4)	Truli for Health requires ten spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C(C.4)	Truli for Health requires 00 in this field.
E6	Interchange Control Header Security Information	ISA04	Appendix C(C.4)	Truli for Health requires ten spaces in this field.
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C(C.4)	Truli for Health requires 01 in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C(C.4)	Truli for Health requires submission of your individually assigned Truli for Health sender mailbox number in this field.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C(C.5)	Truli for Health requires ZZ in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C(C.5)	Truli for Health will only accept the submission of Truli for Health Tax ID number 592015694 in this field.
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 in this field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C(C.6)	Truli for Health 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  ----- Truli for Health 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)	Truli for Health 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)	HS – E & B Inquiry  Truli for Health requires submission of the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C(C.7)	Truli for Health requires the submission of the Truli for Health assigned Sender Code in this field.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C(C.7)	592015694 Truli for Health 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	GS08		Truli for Health will return the version of the 270 inbound transactions in the GS08 segment of the 999 functional acknowledgements.

## 7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

### Business Requirements

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
B1	2100A – Information Source Name Entity Identifier Code	NM101	69	Truli for Health requires PR in this field.
B2	2100A – Information Source Name Last Name or Organization Name	NM103	70	Truli for Health requires the following in this field: TFH
B3	2100A – Information Source Name Identification Code Qualifier	NM108	71	Truli for Health requires PI in this field.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
B4	2100A – Information Source Name  Information Source Primary Identifier	NM109	71	This value is required to be 460606080.
B5	2100B - Information Receiver Name  Identification Code Qualifier	NM108	77	Truli for Health requires submission of the XX in NM108.
B6	2100B - Information Receiver Name  Information Receiver Identification Number	NM109	78	Truli for Health requires submission of the NPI number in NM109.
B7	2100B - Information Receiver Name  Reference Identification Qualifier	REF01	79	Truli for Health requests submission of the EO qualifier in REF01
B8	2100B - Information Receiver Name  Information Receiver Additional Identifier	REF02	80	Sender id is required in this field.
B9	2100C – Subscriber Name  2100D – Dependent Name  Patient Last Name	NM103	93/152	Truli for Health requires this field and will not allow spaces.
B10	2100C – Subscriber Name 2100D – Dependent Name  Patient First Name	NM104	93/152	Required when NM102 = one (person) and the person has a first name.
B11	2100C – Subscriber Name  Patient ID	NM109	96	Truli for Health requires this field and will not allow spaces.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
B12	2100C – Subscriber Eligibility and Benefit (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.  Date must be on or after the date of birth.
B13	2110C – Subscriber E&B Inquiry Information  Type of Benefits Requested  Benefit / Service Type	EQ	125	Truli for Health 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.  Truli for Health 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	Truli for Health requires submission of patient's DOB in this field.
B15	2100D – Dependent Name  Dependent Relationship	INS	168	Truli for Health accepts the following Code Values:  Self  01-Spouse  19-Child  34-Other Adult

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**Enveloping Information – 271 Response**

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix B.3 ; C.3	All transactions utilize delimiters from the following list: >, *, ~, ^,  , { and :
E2	Interchange Control Structure	ISA	Appendix B (B.3)	Truli for Health 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 may be used.
E3	Interchange Control Header Authorization Information Qualifier	ISA01	Appendix C(C.4)	Truli for Health sends 00 in this field.
E4	Interchange Control Header Authorization Information	ISA02	Appendix C(C.4)	Truli for Health sends ten spaces in this field.
E5	Interchange Control Header Security Information Qualifier	ISA03	Appendix C(C.4)	Truli for Health sends 00 in this field.
E6	Interchange Control Header Security Information	ISA04	Appendix C(C.4)	Truli for Health sends ten spaces in this field.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
E7	Interchange Control Header Interchange ID Qualifier	ISA05	Appendix C(C.4)	Truli for Health sends ZZ in this field.
E8	Interchange Control Header Interchange Sender ID	ISA06	Appendix C(C.4)	Truli for Health sends 592015694 in this field.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	Appendix C(C.5)	Truli for Health sends 01 in this field.
E10	Interchange Control Header Interchange Receiver ID	ISA08	Appendix C(C.5)	Truli for Health sends individually assigned Truli for Health sender mailbox number in this field.
E11	Interchange Control Header Repetition Separator	ISA11	Appendix C(C.5)	Truli for Health uses { as repetition separator.
E12	Interchange Control Header Acknowledgement Requested	ISA14	Appendix C(C.6)	The TA1 will not be provided by Truli for Health without a code value of one in the field.
E13	Interchange Control Header Interchange Usage Indicator	ISA15	Appendix C(C.6)	Truli for Health 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)	Truli for Health 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)	Truli for Health 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.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3Page(s)	Plan Requirement
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C(C.7)	HB – E&B Response Truli for Health sends the above value in this field.
E17	Functional Group Header Application Sender's Code	GS02	Appendix C(C.7)	Truli for Health sends 592015694 in this field.
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C(C.7)	Truli for Health sends Truli for Health assigned Sender Code in this field.
E19	Implementation Convention Reference	ST03	62	Truli for Health sends 005010X279A1 in this field.
E20	999 Functional Acknowledgement	GS08		Truli for Health will return the version of the 271 outbound transactions in the GS08 segment of the 999 functional acknowledgements.

## 8 ACKNOWLEDGEMENTS AND/OR REPORTS

The purpose of this section is to outline the Truli for Health 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 1 in the ISA14. No TA1 response transaction will be sent for error-free files.

Once Truli for Health 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 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

<sup>1</sup>Availity, LLC, is a multi-payer joint venture company. For more information or to register, visit [availability.com](http://availability.com).

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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.

## 9 TRADING PARTNER AGREEMENTS

Please contact Availity for your trading partner Agreement at 800-282-4548 or [availity.com](http://availity.com).

## 10 TRANSACTION SPECIFIC INFORMATION

### 10.1 ASC X12 Transactions Supported

Truli for Health processes the following ASCX12 HIPAA transactions for Eligibility and Benefit Request:

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

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