



Truli for Health

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

276/277 – Health Care Claim Status Inquiry and Response

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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101551 0520

Version Change Log

Date	Description	Page
5/14/20	Initial document created	Initial creation

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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 276/277 Claim Status 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 005010X212A1 is the established standard for Claim Status Inquiry and Response (ANSI 276/277).

1.1 Scope

This ANSI 276/277 Companion Guide was created for Truli for Health trading partners to supplement the ANSI 276/277 TR3. It describes the data content, Truli for Health business rules, and characteristics of the ANSI 276/277 transaction.

1.2 Overview

The Technical Reports Type 3 Guides (TR3s) for the ANSI 276/277 Claim Status 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 005010X212A1 277 Claim Status Inquiry and Response (ANSI 276/277) and all other HIPAA standard transactions are available electronically at wpc-edi.com.
- For more information, including an online demonstration, please visit availity.com or call 800-282-4548.
- CAQH Core Operating Rules Phase II caqh.org/CORE_operat_rules.php.

2 GETTING STARTED

2.1 Working with Truli for Health

Availity optimizes an information exchange between multiple health care stakeholders through a single, secure network. Availity 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.

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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.

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 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 WITH THE PAYER/COMMUNICATIONS WITH TRULI FOR HEALTH AND AVAILITY

4.1 Transmission Administrative Procedures

- Connectivity
- Secure File Transfer via Internet
- FTP via ISDN, Leased Lines, Frame Relay, VPN
- 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.

4.2 Re-Transmission Procedure

- Encryption Method – Secure Socket Layer (SSL)

4.3 Communication Protocol Specifications

- HTTPS/FTPS
- HTTPS and your common Internet browsers (IE, Firefox, etc.) Port 443 (default)
- FTPS: Any FTP client capable of SSL encryption

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4.4 Client examples are:

- Valicert FTP Client
- Cute-FTP
- WS-FTP Pro
- FileZilla

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.

5 CONTACT INFORMATION

5.1 EDI Customer Service

For EDI customer service related to Truli for Health, please visit availity.com or call 800-282-4548.

5.2 EDI Technical Assistance

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

5.3 Provider Service Number

For provider services, please contact Truli for Health at 833-238-8144. For faster service, please have your Availity transaction ID available.

5.4 Applicable websites/email:

- availity.com
- Truli for Health.com

6 CONTROL SEGMENTS/ENVELOPES

The purpose of this section is to delineate specific data requirements where multiple valid

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values are presented within the 5010 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.
- **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 276/277 - Claim Status Inquiry and Response:

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(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 276 HIPAA-AS TR3 Guide ASC X12 005010X212 will be used for processing.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
G3	<p>Acknowledgments –</p> <p>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>ANSI X12:</p> <p>-TA1 – Interchange Acknowledgement</p> <p>-999– Functional Acknowledgement</p>			<p>TA1 is available immediately after depositing file.</p> <p>999 is available immediately after depositing file.</p>
G4	Negative Values			Submission of any negative values in the 276 transaction will not be processed or forwarded.
G5	Date fields			All dates submitted on an incoming 276 Claim Status Inquiry must be a valid calendar date in the appropriate format based on the respective HIPAA-AS TR3 qualifier. Failure to do so may cause processing delays or rejection.
G6	Batch Transaction Processing			Generally, Availity and Truli for Health Gateway accept transmissions 24 hours a day, seven 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 – B2B / EDI			Truli for Health requests to remove - (dashes) from all Tax IDs, SSNs and zip codes.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
G9	All Segments	Response		<p>An outbound 277 HIPAA compliant claim status is contingent upon Truli for Health’s receipt of an original ANSI X12 5010 837 claim.</p> <p>Therefore, if the claim was not received via a HIPAA compliant 837 claim, all relevant data elements and values are not available for return on the 277 transactions.</p>
G10		Response		<p>If the provider of services has been assessed a lien, levy or garnishment, all money from claim payments will be withheld by Truli for Health.</p> <p>If an ANSI X12 276, requests the status of a claim that meets this condition, the 277 response will provide the payment information that you would have received without the garnishment being applied.</p>

Enveloping Information – 276 Inquiry

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix (B.5; C.3)	<p>All transactions utilize delimiters from the following list: >, *, ~, ^, , { and : . Submitting delimiters not supported within this list may cause an interchange (transmission) to be rejected.</p>

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E2	Interchange Control Structure	ISA	Appendix B (B.3)	Must submit Claim Status inquiry data using the basic character set as defined in Appendix B of the ASC X12 005010X212 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 10 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 10 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.
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 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 the 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.

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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)	: 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)	HR – Claim Status 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. 592015694
E18	Functional Group Header Application Receiver's Code	GS03	Appendix C (C.7)	592015694 Truli for Health requires the submission of the above value in this field for 276 Claim Status, all others may cause rejection.
E19	Implementation Convention Reference	ST03	36	Must contain 005010X212.
E20	999 Functional Acknowledgement	GS08		Truli for Health will return the version of the 276 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	TR3 Page(s)	Plan Requirement
B1	2100A – Information Source Level - Payer Name Name Last or Organization Name	NM103	41	Truli for Health ----- Truli for Health requests submission of above value in this field.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B2	2100B – Information Receiver Level - Information Receiver Name 2100C – Service Provider Level – Provider Name	NM1	45	Truli for Health requests the requester's Truli for Health Sender in this field with NM108 qualifier of 46 and the sender ID in NM109 when NM101 = 41.
B3	2100C - Service Provider Level First Name	NM104	50	Required by Truli for Health when NM102 = one and the person has a first name that is known.
B4	2100C - Service Provider Level Identification Code Qualifier Identification Code – Provider Identifier –	NM108 NM109	51	Truli for Health requires XX in NM108 and Provider NPI number in NM109. Truli for Health Provider Identifier
B5	2000D/2000E – Subscriber / Dependant Demographic Information Subscriber/Patient Date of Birth (DOB)	DMG02	55	Patient DOB is required field by Truli for Health. Patient DOB cannot be greater than today's date.
B6	2000D/2000E – Subscriber / Dependant Demographic Information Subscriber/Patient Gender Code	DMG03	55	Truli for Health requires that only the gender codes listed below be submitted, all others will be rejected. M - Male, F – Female
B7	2100D – Subscriber Name First Name	NM104	57	Required by Truli for Health when NM102 = one and the person has a first name that is known.

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Truli for Health Plan Companion Guide ANSI 276/277 Transaction Type

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B8	2100D – Subscriber Name 2100E – Dependant Name Identification Code Qualifier Identification Code	NM108 NM109	57, 136	NM108 - MI member identification number. Truli for Health requires the submission of the above qualifier in this data element. NM109 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. Failure to submit the data as indicated above may result in a claim/encounter not found message.
B9	2200D/2200E - Claim Status Tracking Number Reference Identification Qualifier Payer Claim Control Number	REF01 REF02	59	Truli for Health requires Reference Identification Qualifier (REF01) to be 1K (Payer's Claim Number).
B10	2200D/2200E - Claim Status Tracking Number Total Claim Charge Amount	AMT02	66	Truli for Health will not accept negative numbers in this field.
B11	2100E – Dependant Name Patient First Name	NM104	80	Required by Truli for Health when NM102 = one and the person has a known first name.
B12	2200D/2200E – Claim Status Tracking Number Institutional Bill Type	REF02 REF01	83	Truli for Health requires Bill Type Qualifier (REF01) to be BLT (Billing Type).
B13	2200D - Payer Claim Identification Number 2200E - Claim Submitter Trace Number Trace Number	TRN02 Response	137	Truli for Health requires the submission of the Patient Account Number if available in this data element. Truli for Health will return the number that was submitted in the 276 inquiry on the 277 response transaction.

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B14	2200D - Subscriber Level 2200E – Dependant Level Check Number	STC09 Response	146	Truli for Health will not return a check number in this data element if multiple checks are issued for a paid claim. This is in compliance with the direction provided in the ANSI X12 5010A1 277 TR3.
B15	2200D/2200E – Claim Status Tracking Number Patient Account Number Patient Control Number	REF01 REF02	151	Truli for Health requires REF01 = EJ. Truli for Health restricts Patient Account Number to 20 characters or less. This segment should not be sent for a Claim Status inquiry if the provider has already received a statement on the claim, electronic or otherwise using the claim number. Submission of this segment when a statement has already been received may result in a mismatch condition.
B16	2200D - Subscriber Level 2200E – Dependant Level Claim Service Period From Claim Service Period To	DTP03	156	The Claim Service Period From and Claim Service Period To dates must be a date that occurs on or after the Patient Birth Date. The Claim Service Period From and Claim Service Period To dates must be within two years of the current date. The Claim Service Period From and Claim Service Period To dates cannot be in the future. The Claim Service Period From date cannot be greater than the Claim Service Period To date. The Claim Service Period From and Claim Service Period To dates must not span more than two years.

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Enveloping Information – 277 Response

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix B.5; C.3	All transactions utilize delimiters from the following list: >,*,~,^, ,{ and : .
E2	Interchange Control Structure	ISA	Appendix B (B.3)	Truli for Health sends Claim Status response data using the basic character set as defined in Appendix B of the ASC X12 005010X212 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 10 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.
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.

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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)	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.
E16	Functional Group Header Functional Identifier Code	GS01	Appendix C (C.7)	HN – Claim Status 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	36	Truli for Health sends 005010X212 in this field.
E20	999 Functional Acknowledgement	GS08		Truli for Health will return the version of the 277 outbound transactions in the GS08 segment of the 999 functional acknowledgements.

8 ACKNOWLEDGEMENTS AND/OR REPORTS

The purpose of this section is to outline Truli for Health processes for handling the initial processing of incoming files and the electronic acknowledgment generation process.

TA1 Interchange Acknowledgement Transaction

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All X12 file submissions are pre-screened upon receipt to determine if the ISA or 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 Truli for Health determines that the file is readable, validation is performed on the interchange control header (ISA) and interchange control trailer (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 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.

10 TRANSACTION SPECIFIC INFORMATION

10.1 ASC X12 Transactions Supported

Truli for Health processes the following ASCX12 HIPAA transactions for Claim Status Request:

ASC X12 276 ASC X12 005010X231A1	Claim Status 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 V 005010X231A1 (HIPAA)	Functional Acknowledgement

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