

I. Getting Started

Anthem is a strong proponent of EDI transactions because they significantly increase administrative savings and reduce operating costs, gain efficiency in processing time and improve data quality.

Trading partners must manage their own unique set of requirements, operational needs, and systems capabilities. Two basic methods are available to generate and submit EDI transactions:

Direct Submission by Employer Group or Their Agent Using a Vendor or Self-developed Software Product

Under the direct submission approach, the Trading partner is the employer group or agent. The employer group’s internal programming staff or systems vendor modifies the computer system to meet the format and quality requirements of the ASC X12N HIPAA Technical Report Type 3 (TR3) and Anthem. It is the responsibility of the trading partner to operate and/or configure the computer, modem, communications software, internet, all telecommunications and all transactions submitted to Anthem.

To ensure that all guidelines are met, thorough testing must be completed.

Submission by a Third Party Clearinghouse

Under the submission by clearinghouse approach, the clearinghouse is the trading partner. Services are paid by the employer group for the EDI preparation, submission, and/or management. The business relationship between the trading partner and employer group is held strictly between the two parties. Typically, the clearinghouse will help employer groups configure the necessary computer equipment or software. The clearinghouse must undergo testing, approval, and production procedures before submitting EDI transactions to Anthem.

Your Choice

You may select to use a clearinghouse to exchange electronic transactions with us on your behalf or become a direct submitter with us. To help determine the solution that best fits your business need, consider the following:

- Electronic transactions must comply with the Health Insurance Portability and Accountability Act (HIPAA). It is important to evaluate the costs and benefits of leveraging a clearinghouse or vendor that is already HIPAA compliant versus the requirements necessary to develop, test, and prepare your system for direct submission when using a self-developed software. Weigh the time, resources, cost, and potential future modifications required to generate a HIPAA compliant data file.
- Leveraging existing connectivity can expedite the set up process. If a clearinghouse or vendor is an established trading partner with us, there is generally no need for testing with us. This enables you to begin exchanging transactions with us sooner. Contact your current systems vendor or clearinghouse to find out if they are an established trading partner with us. To obtain data specifications or inquiry about becoming a trading partner, contact E-Solutions.

When you are ready to begin submitting or receiving EDI transactions, contact E-Solutions (for direct submission) or your selected clearinghouse.

CONTACT INFORMATION E - Solutions	www.anthem.com/edi
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II. Implementation

As a trading partner of Anthem, it is necessary to take the following steps into consideration:

- Read, become familiar with, and share the Trading Partner Agreement (TPA) with your legal advisor and staff before you begin the testing process to determine if you will be able to meet the conditions and requirements.
- Obtain the necessary Companion Documents and forward them to your internal programming staff or systems vendor.
- Decide upon your method of generating a HIPAA compliant data file – self-program, use a clearinghouse, or purchase vendor software. Verify with your clearinghouse or software vendor that their system or software is capable of outputting an electronic file that meets the format and quality requirements of the ASC X12N TR3. If they have not tested with us previously, they must contact E-Solutions for testing instructions.
- Select your communication method and protocol. Consult with your technical staff to assess your existing hardware.
- Understand the process that occurs when submitting files to our EDI processing systems and receiving acknowledgments and reports. Review the Acknowledgments and Reports section for examples and details regarding the various response reports generated during this process.
- Discuss with your software vendor and clearinghouse, their ability to retrieve and interpret the specific response reports from the 864 transaction set.

Complete the EDI Registration Form and return it as directed on the enrollment form. This is essential for E-Solutions to begin working with you throughout the testing process, completing set up in our system, and assigning you a trading partner sender ID and logon/password.

III. Companion Documents

Given that the processing of electronic transactions can vary from one trading partner's system to another, additional documentation may prove useful to simplify implementation. This information is compiled in Companion Documents that are available upon request. Each Companion Document exists to clarify transaction specific information that is required above what is described in the standard transaction specific HIPAA TR3.

Transaction Specific Companion Documents include:

- 820 Payroll Deducted and Other Group Premium Payment for Insurance Products
- 834 Benefit Enrollment and Maintenance

IV. Communications and Connectivity

Trading partners are responsible for acquiring and managing their communication protocol and method to the Enterprise EDI Gateway.

The Enterprise EDI Gateway acts as a delivery system for all HIPAA transactions; receiving, identifying, and forwarding transactions electronically to the appropriate processing system. As an electronic interface connection to the employer community, it provides for the distribution of reports and acknowledgments.

In order to transfer a transaction file electronically to the Enterprise EDI Gateway, trading partners need the ability to perform the following:

- Create an electronic file in the required format.
- Pre-edit all required fields for content and format before the files are transferred.
- Resubmit unreadable data.
- Correct and resubmit electronic transactions that fail the front-end edits.
- Communicate with the Enterprise EDI Gateway via one of the communication protocol options.

Communication Protocol Options

The list of protocol options includes file transfer protocols and other internet transmission options. Contact E-Solutions if you need to review the options in detail or have questions regarding other methods of connectivity.

Current connectivity options include the following:

- Internet File Transfer Protocol (FTP) w/PGP encryption
- Secure File Transfer Protocol (SFTP)

Submitting Files/Transactions

After your environment is fully prepared, your trading partner sender ID, Gateway logon ID and password will be assigned to you. E-Solutions will continue to work with you through approval testing.

The ANSI ASC X12 TR3 provide instructions on how to prepare files so that they comply with standards, and the Companion Documents provide specific

information regarding Anthem transaction processing. Use the TR3 in conjunction with the Companion Documents.

Preparing Transaction Files

Before sending a file to Anthem, the submitter must perform the following procedures:

- Prepare the file as indicated in the TR3 and the appropriate Companion Document.
- Prepare the envelope and control segments as explained in the TR3 and Companion Document.
- Batch files in separate Functional Groups by Application Receiver Code (GS03).
NOTE! Group Control Numbers (GS06) must be uniquely assigned per trading partner, per file. It cannot be used more than once in a given 366-day period.
- Name the file with a unique identifier and no spaces.

Naming Transaction Files

Although submitters are not required to use specific naming conventions, it is strongly suggested that files be uniquely named. Contact E-Solutions to determine if any limitations apply to the naming conventions of the communication method you have selected.

NOTE! Do not include space(s) or special characters !@#\$\$%^&*()+= in the filename.

Delimiters

Delimiters are an integral part of the data that is transmitted between you and Anthem. They are characters used to separate two data elements (or sub-elements) or to terminate a segment. Refer to Appendix B of the TR3.

Hours of Operation

Files may be sent to the Enterprise EDI Gateway 24 hours a day, 7 days a week. Contact E-Solutions for information concerning the schedule for retrieving your EDI response reports.

Receiving Files/Transactions

In response to submitting a file to the Enterprise EDI Gateway, files and reports will be delivered to you for retrieval. E-Solutions will work with you to explain the procedure to retrieve a file, reports and transactions from Anthem.

Outbound File Naming Conventions

Important naming conventions for files that Anthem sends to trading partners are listed below.

The format of naming conventions may vary based on your communication protocol or method. Discuss this with E-Solutions if you are unsure how this may or may not affect you.

Delimiters

When sending an ANSI ASC X12 transaction to trading partners, Anthem will use the following delimiters to separate data elements or sub-elements or to terminate a segment:

Delimiter	Character
Data Element Separator	* (asterisk)
Sub-Element Separator	(vertical bar or pipe)
Segment Terminator	~ (tilde)
Repetition Separator	^ (caret)

Outbound File Naming Convention		
Report Designation / Description	Format	Example
N/A Reject Report	<i>File Reject Report occurs if inbound file fails processing.</i> RJ {File Type Identifier} MMDDhhmmssnnn {RunID}	RJ0103063503001
TA1 TA1 X12	<i>Interchange rejection of inbound file.</i> IA{Transaction code} MMDDhhmmssnnn {RunID}.###	IAHC0121163833001001001.834
999 Interchange Acknowledgment	<i>Acknowledges acceptance or rejection of inbound file.</i> FA {File Type Identifier} MMDDhhmmssnnn {RunID}.###	FA0218180603001001022445.834
864	Reports and acknowledgments sent within the 864 have the same naming convention. Note: BMG02 and MIT02 provide the name of the specific report or acknowledgment.	
Text Message (TA1) TA1 Report	<i>Interchange rejection of inbound file.</i> TA1 MMDDhhmmssnnn {RunID}.###	TA10218180600013111111110.864
Text Message Transaction	<i>Itemized listing of submitted data from accepted file with Pass/Fail status and rejection detail.</i> TX {File Type Identifier} MMDDhhmmssnnn {RunID}.###	TX0218180603001987654321.834
Alert Alert Message: EDI Broadcast	NoticeMMDDYY Multiple Notices per day NoticeMMDDYY.2 digit sequence	Notice120114 Notice120114.01

V. Testing Process

Comprehensive testing procedures have been developed to minimize production problems. Prior to being approved for production status, all trading partners are required to successfully complete the testing process:

- Telecommunication connectivity
- Log on/Security parameters
- Report Retrieval and Interpretation
- Companion Document compliance

For efficient and effective testing for direct submitters, we will make every effort to test with software vendors, prior to testing with submitters who utilize their software packages. This will help reduce the amount of effort required of the submitter when testing with Anthem.

Getting the Testing Process Started

Before beginning the testing process, review and familiarize yourself with the terms and conditions of the Trading Partner Agreement and execute the online agreement.

Trading Partner Agreement (TPA)

The HIPAA administrative simplification regulations include requirements in contracts between covered entities and their business associates. These legal contracts are known as trading partner agreements. They define the terms and conditions of HIPAA compliance under which trading partners are permitted to exchange transactions with Anthem.

Furthermore, to ensure the integrity of the electronic transaction process, the trading partner agreements accompany the standard TR3. They do not change the meaning or intent, nor do they add any additional data elements or segments. They do not modify the definition or use of a data element in the standard TR3. The TPA, Companion Documents, EDI User Guide, and amendments constitute the entire understanding between both the trading partner and Anthem. However, the TPA itself is a document distinct from any existing Benefits Programs you may already have with Anthem.

- Review the Companion Document associated with the transaction you will exchange with us.
- Complete and submit the EDI Registration Form to E-Solutions. Once the completed form has been received and processed, your trading partner sender ID, Gateway Logon ID and password will be assigned to you. E-Solutions will be available to discuss your testing schedule and guide you through the testing process.

Testing Preparation

The creation of test files is crucial to the success of the testing process.

- All test files must contain production quality EDI test data.
- Create test files using the same means as the production data. The test data should contain realistic data; not handcrafted specifically for testing purposes.

In order to expedite testing, submit a test file containing the same type of scenarios (claims, inquiries, requests) that you may have previously submitted electronically in the non-HIPAA compliant format or via paper for purposes of comparison.

- Populate "T" in the Interchange Control Header (ISA15 Usage Indicator) to indicate file as TEST.
- Include approximately 25-100 test scenarios per transaction per interchange.
- Include members with various lines of coverage.
- Transmit a representative sampling of the scenarios that you normally submit.
- Prepare to receive acknowledgments and reports from your mailbox in response to your file submissions.

NOTE! Contact E-Solutions if you do not receive an acknowledgment in response to your submission. A representative will research the situation, and resolve. Do not resubmit files until you have received authorization to do so.

Approval for Production Status

You will be moved to production when you have met the following requirements:

- Met telecommunications connectivity and logon/security parameters.
- Exercised report retrieval and interpretation.
- Pass 100% syntactical compliance.
- Pass 95% data content compliance.

Submitting Production Files

Once testing is successful, you will be approved to begin submitting production transactions. It is critical that you continue to submit your claims in the HIPAA-compliant format.

- Populate "P" in the Interchange Control Header (ISA15 Usage Indicator) to indicate status as PRODUCTION file. You will no longer populate "T" in the ISA15 (Usage Indicator).

IMPORTANT! *Once in production, you assume responsibility of all acknowledgment and response reports (TA1, 999, and 864) as they will no longer be monitored by EDI.*

VI. Transaction Processing

The Enterprise EDI Gateway is critical to the process of exchanging electronic transactions with trading partners. Its programs expedite the movement of transactions to their destination by performing the following functions:

- HIPAA Syntax Edits
- Control Segment (File) Balancing
- Return of TA1, 999 and all submission reports
- Routing of Transactions

Processing through the Enterprise EDI Gateway is an activity by which an inbound file passes through edits to determine HIPAA compliance and routing to the appropriate processing system.

Syntax

For 100% syntactical compliance, editing includes ISA Interchange identification (correct length of ISA, legal separators/terminators, valid receiver/sender IDs), GS/GE Functional Group Identification (control numbers, version, envelope counts), and ST/SE Transaction Set Identification (valid data types, separators/terminators, transaction and segment IDs, envelope totals).

Data Content

For 95% data content compliance, editing includes variables based on TR3, code sets, looping structures, situational edits, TR3 balancing rules, other TR3 specific edits and requirements, member ID, business rules, and trading partner specific edits.

999 Interchange Acknowledgment (for Inbound Transactions)

The Enterprise EDI Gateway generates a 999 Interchange Acknowledgment in response to an EDI file submission; one 999 is returned for each interchange (ISA/IEA) accepted. This process applies Level 1 edits and reports the results of the syntactical analysis on the interchange envelope (ISA/IEA), functional group envelope (GS/GE), and transaction set (ST/SE).

The following examples of a 999 were aligned with each segment beginning in the left margin so that you could conveniently read the transaction segments

from top to bottom. Normally, EDI transmissions are a continuous stream of characters. However, we have unwrapped them (by segment) in each example for clarity.

It is also important to note that the 999 is not intended to be manually interpreted. These transactions are processed by the trading partners' translation software. The examples clearly show that the information (results of Level 1 editing) is not returned in an easy-to-read, formatted report.

```

ISA*00*                *00*                *ZZ*ANTHEM                *ZZ*XX12345E
*101211*1323*^*00501*000000054*0*T*|~
GS*FA*ANTHEMXX*XX12345E*20101211*132228*540001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*6010233*005010X220A1~
AK2*834*000000001~
IK5*A~
AK9*A*1*1*1~
SE*6*0001~
GE*1*540001~
IEA*1*000000054~
    
```

Group Control Number
Links 999 back to inbound 834 Transaction
Transaction Set Response, Accepted (A)



```

ISA*00*                *00*                *ZZ*ANTHEM                *ZZ*XX12345E
*101211*1323*^*00501*000000084*0*T*|~
GS*FA*ANTHEMXX*XX12345E*20101211*132234*840001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*9290505*005010X220A1~
AK2*834*000000001~
IK5*R*4~
AK9*R*1*1*0~
SE*6*0001~
GE*1*840001~
    
```

Transaction Set Control Number
Links 999 back to inbound 834 Transaction
Transaction Set Response, Rejected (R)



