

## 834 Benefit Enrollment and Maintenance

This companion document is for informational purposes only to describe certain aspects and expectations regarding the transaction and is not a complete guide. The details contained in this document are supplemental and should be used in conjunction with the ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 (TR3) as published by the Washington Publishing Company.

### **Section 1 – 834 Benefit Enrollment and Maintenance: Basic Instructions**

### **Section 2 – 834 Benefit Enrollment and Maintenance: Business Case Scenarios**

### **Section 3 – 834 Benefit Enrollment and Maintenance: Enveloping**

### **Section 4 – 834 Benefit Enrollment and Maintenance: Charts for Situational Rules**

Any questions?

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## Section 1 - Basic Instructions

### 1.1 Business Purpose

Anthem Life provides the ability to handle additions, changes and terminations for members electronically. The 005010 version has no provision for handling group or firm enrollments. Instead, it assumes that the group has already been established and that only transactions for individual members and their dependents will be generated.

### 1.2 X12 and HIPAA Compliance Checking, and Business Edits

EDI interchanges submitted to Anthem Life for processing pass through compliance edits. 5010 acknowledgments and reports for accepted/rejected files will be placed in the submitter's trading partner mailbox for pickup.

- TA1 Interchange Acknowledgment. Anthem Life returns TA1 X12 and proprietary reports to the submitter of inbound 834 files containing envelope errors in the ISA and GS segments.
- Level 1. Anthem Life returns a 999 Interchange Acknowledgment to the submitter for every inbound transaction received. Each transaction passes through edits to ensure that it is X12 compliant. If the X12 syntax or any other aspect of the 834 is not X12 compliant, the 999 will also report the Level 1 errors in AK segments and indicate that the entire transaction set has been rejected.

NOTE! If the five following segments and data elements are missing, the transaction will be delayed.

1. Header, Transaction Set Policy Number (REF)
  2. Header, File Effective Date (DTP)
  3. Loop 2000, Member Policy Number (REF)
  4. Loop 2100A, Identification Code (NM109)
  5. Loop 2300, Health Coverage (HD) (except when requesting ID cards)
- Level 2. In addition to HIPAA TR3 edits, Anthem Life applies business edits to ensure that the necessary information is populated and complete for efficient processing. When encountering HIPAA compliance, code set or business errors, Anthem Life returns an 864 Level 2 Status Report to the submitter indicating the entire transaction set has been rejected.

### 1.3 Dates

- File Effective Date – Default date for entire enrollment file.
- Effective Date – Date that your transaction becomes effective. The file effective date will be utilized unless otherwise stated in Loop 2000 DTP, Member Level Dates. Anthem Life will determine the effective date of a new employee and their coverage based on the date of hire received in Loop 2000
- Override Date – When adding or changing coverage on an existing member, the health coverage date denoted in Loop 2300 DTP03 with values '348' and '349' will become the transaction effective date [348 - Eligibility Begin, 349 - Eligibility End].
- For other maintenance transactions such as salary, bill group, class and bill class changes, each designated date occurrence in Loop 2000 will become the transaction effective date.

## 1.4 Dependents

Subscribers and dependents are sent as separate occurrences of Loop 2000 within the same file. The initial enrollment for the subscriber must be sent before sending the initial enrollment for any of the subscriber's dependents.

Anthem Life links subscribers and dependents by the subscriber's Social Security Number (SSN).

## 1.5 Uppercase Letters, Special Characters, and Delimiters

As specified in the TR3, the basic character set includes uppercase letters, digits, space, and other special characters.

- All HIPAA deemed values (segments, qualifiers) must be submitted in UPPERCASE letters only.
- Suggested delimiters for the transaction are assigned as part of the trading partner set up. EDI Representative will discuss options with trading partners, if applicable.

Inbound Delimiters		
	Suggested Value	
Data Element Separator	*	Asterisk
Sub-Element Separator	:	Colon
Segment Terminator	~	Tilde
Repetition Separator	^	Caret

- To avoid syntax errors, hyphens, parentheses and spaces are not recommended to be used in values for identifiers.

Examples: Tax ID 987654321 SSN 123456789 Phone 8001235010

- Anthem Life encourages trading partners to not use the following special characters as part of the value: asterisk (\*), less than/greater than signs (<, >), colon (:), and slash (/). This minimizes the risk for a special character to be recognized as a delimiter.

Example: Provider submits a Social Security Number '123-45-6789'. Although a hyphen (-) is a valid special character, it adversely affects processing since the membership system is unable to process correctly.

## 1.6 Updates

- An update is either an "add", "terminate" or "change" request. The transaction only contains information about the changed members. Within the full file process, transactions are generated as a result of a membership inventory cross reference between the incoming file (full file) and current membership for the firm. For example, a member appearing on the incoming full file but not currently active will generate an "add" transaction.
- Anthem Life only accepts full file audits and uses them for reconciliation purposes. For full files, data element BGN08 must be submitted with action code '4' (Verify) or 'RX' (Replace). Per 5010, action code '4' strictly indicates that the file is for verification only. To ensure that a full file is uploaded to the membership system, begin using action code 'RX' instead.

## 1.7 Maintenance

Since Anthem Life requires full files, Loop 2000 INS03 must always be '030'.

## Section 2 - Business Case Scenarios

To assist you in using the 834 transaction, a list of business case scenarios has been provided in the following table. The type of scenario accompanies the specific segments and data elements, with values, that are needed to process the transaction successfully through the Anthem Life systems.

Business Case Scenarios		
Loop	Data Element[Value]	Description
Occurrence (OCC), Bytes (BYT)		
<b>New Enrollments (Employee)</b>		
2000	INS01 [Y] + INS02 [18]	
2000	REF01 [ZZ] + REF02 [Employer Name]	
2000	REF01 [1L] + REF02 [Group Identifier]	
2000	DTP01 [336] + DTP03 [Date of Hire]	DTP - 1ST OCC
2000	DTP01 [356] + DTP03 [Date of Hire]	DTP - 2ND-4TH OCC
<b>Add Spouse or Domestic Partner</b>		
2000	INS01 [N] + INS02 [01 or 53]	
2000	DTP01 [356] + DTP03 [Effective Date]	DTP - 1ST OCC
2100A	NM109[Unique ID]	
<b>Add Class &amp; Line of Business (LOB) for New Enrollment</b>		
2300	HD04[Class Number]	NEW OCC EACH LOB
2300	DTP01[348] + DTP03[Date of Hire]	
2300	IDC01[Line of Business] + IDC02[H]	
<b>Add Class &amp; Line of Business (LOB) to New Enrollment w/ Member Elected Benefit Amounts</b>		
2300	HD04[Class Number]	NEW OCC EACH LOB
2300	DTP01[348] + DTP03[Date of Hire]	
2300	IDC01[LOB + Benefit Amount] + IDC02[H]	LOB: BYT 1-30 BENEFIT AMT: BYT 36-50
<b>Name Change (Employee)</b>		
2000	INS01 [Y] + INS02 [18]	
2100A	NM101[74] + NM102[1] + NM103 + NM104 + NM105 + NM108 + NM109	NEW NAME
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105	OLD NAME
<b>Unique ID Change (Employee)</b>		
2000	INS01 [Y] + INS02 [18]	
2000	REF01[OF] + REF02 [Unique Identifier]	
2100A	NM101[74] + NM102[1] + NM103 + NM104 + NM108 + NM109	NEW UNIQUE ID
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM108 + NM109	OLD UNIQUE ID
<b>Name Change or Unique ID Change (Spouse or Domestic Partner)</b>		
2000	INS01 [N] + INS02 [01 or 53]	
2100A	NM101[74] + NM102[1] + NM103 + NM104 + NM105 + NM108 + NM109	NEW NAME / NEW ID
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105 + NM108 + NM109	OLD NAME / OLD ID
<b>Terminate Employee</b>		
2000	INS01 [Y] + INS02 [18]	
2000	DTP01 [337 or 357] + DTP03 [Termination Date]	DTP - 1ST OCC
<b>Terminate Spouse or Domestic Partner</b>		
2000	INS01 [N] + INS02 [01 or 53]	
2000	DTP01 [357] + DTP03 [Termination Date]	DTP - 1ST OCC
<b>Reinstatement (Employee)</b>		
2000	INS01 [Y] + INS02 [18]	
2000	DTP01 [336 or 356] + DTP03 [Date of Rehire or Effective Date of Reinstatement]	DTP - 1ST OCC
<b>Bill Group Change</b>		
2000	INS01[Y] + INS02[18]	
2000	REF01 [1L] + REF02 [New Bill Group Number]	BYT 11-20
2000	DTP01[356] + DTP03[New Bill Group Effective Date]	DTP - 3RD OCC

Business Case Scenarios (cont'd)		
Loop	Data Element[Value]	Description
<b>Occurrence (OCC), Bytes (BYT)</b>		
<b>Class Change (include LOB)</b>		
2000	DTP01[356] + DTP03[New Class Effective Date]	DTP - 4TH OCC
2300	HD04[New Class Number]	EACH OCC
2300	DTP01[348] + DTP03[New Class Effective Date]	EACH OCC
2300	IDC01[LOB in New Class] + IDC02[H]	EACH OCC
<b>Class Change and Line of Business (LOB) with Member Elected Benefit Amounts</b>		
2000	DTP01[356] + DTP03[New Class Effective Date]	DTP - 4TH OCC
2300	HD04[New Class Number]	EACH OCC
2300	DTP01[348] + DTP03[New Class Effective Date]	EACH OCC
2300	IDC01[LOB in New Class + Benefit Amount] + IDC02[H]	LOB: BYT 1-30 BENEFIT AMT: BYT 36-50
<b>Bill Class Change (only required for specific groups)</b>		
2000	INS01[Y] + INS02[18]	
2000	REF01 [1L] + REF02 [New Bill Class Number]	BYT 21-30
2000	DTP01[356] + DTP03[New Bill Class Effective Date]	DTP - 5TH OCC
<b>Salary or Employee Hours Worked Change</b>		
2000	INS01[Y] + INS02[18]	
2000	DTP01[356] + DTP03[New Salary Effective Date]	DTP - 2ND OCC
2100A	ICM01[Frequency Code] + ICM02[Salary]	SALARY
2100A	ICM04[Hours Worked]	HRS WORKED
<b>Add Line of Business (LOB) to Existing Member</b>		
2300	HD04[Class Number]	NEW OCC EACH LOB
2300	DTP01[348] + DTP03[LOB Effective Date]	
2300	IDC01[LOB] + IDC02[H]	
<b>Add Line of Business (LOB) to Existing Member with Member Elected Benefit Amounts</b>		
2300	HD04[Class Number]	NEW OCC EACH LOB
2300	DTP01[348] + DTP03[LOB Effective Date]	
2300	IDC01[LOB + Benefit Amount] + IDC02[H]	LOB: BYT 1-30 BENEFIT AMT: BYT 36-50
<b>Change Member Elected Benefit Amounts</b>		
2300	HD04[Class Number]	
2300	DTP01[348] + DTP03[Effective Date of New Benefit Amount]	DTP - ONLY OCC FOR BENEFIT AMT CHANGED
2300	IDC01[LOB+ New Benefit Amount] + IDC02[H]	LOB: BYT 1-30 BENEFIT AMT: BYT 36-50
<b>Terminate Line of Business (LOB) - terminating LOB occurrence</b>		
2300	HD04[Class Number]	EACH LOB OCC
2300	DTP01[349] + DTP03[LOB Termination Date]	
2300	IDC01[LOB + Benefit Amount] + IDC02[H]	
<b>Reinstate Line of Business (LOB) on Active Member</b>		
2300	DTP01[348] + DTP03[LOB Reinstated Date]	EACH LOB OCC
2300	IDC01[LOB] + IDC02[H]	
<b>Reinstate Line of Business (LOB) on Active Member with Member Elected Benefit Amounts</b>		
2300	DTP01[348] + DTP03[LOB Reinstated Date]	
2300	IDC01[LOB+ Benefit Amount] + IDC02[H]	LOB: BYT 1-30 BENEFIT AMT: BYT 36-50

## Section 3 - Enveloping

EDI envelopes control and track communications between you and Anthem Life. One envelope may contain many transaction sets grouped into the following:

- Interchange Control Header (ISA)
- Functional Group Header (GS)
- Functional Group Trailer (GE)
- Interchange Control Trailer (IEA)

### 834 Benefit Enrollment and Maintenance—Envelope Specific to Anthem Life (TR3, Appendix C)

ISA—Interchange Control Header	GS—Functional Group Header	GE—Functional Group Trailer	IEA—Interchange Control Trailer
ISA01 <b>00</b>	GS01 <b>BE</b>	GE01 <i>refer to TR3</i>	IEA01 <i>refer to TR3</i>
ISA02 <i>refer to TR3</i>	GS02 <b>SENDER ID</b>	GE02 <i>refer to TR3</i>	IEA02 <i>refer to TR3</i>
ISA03 <b>00</b>	EDI assigned		
ISA04 <i>refer to TR3</i>	Left-justified followed by no zeroes or spaces		
ISA05 <b>ZZ</b>	GS03 <b>COMPASS</b>		
ISA06 <b>SENDER ID</b>	GS04 <b>BCCASTAR</b>		
EDI assigned	GS05 <i>refer to TR3</i>		
Left-justified followed by spaces	GS06 <i>refer to TR3</i>		
ISA07 <b>ZZ</b>	GS07 <b>X</b>		
ISA08 <b>COMPASS</b>	GS08 <b>005010X220A1</b>		
ISA09 <i>refer to TR3</i>			
ISA10 <i>refer to TR3</i>			
ISA11 <b>^(5E)</b>			
ISA12 <b>00501</b>			
ISA13 <i>refer to TR3</i>			
ISA14 <i>refer to TR3</i>			
ISA15 <i>refer to TR3</i>			
ISA16 <i>refer to TR3</i>			

**NOTE. Critical Batching and Editing Information**  
*\*Files must be submitted with ISA08=GS03.*  
*\*Transactions must be batched in separate functional group by GS03.*  
*\*Unique group control number (GS06) MUST NOT be duplicated within 365 days by Trading Partner ID (GS02); files containing duplicate or previously received group control numbers will be rejected.*

## Section 4 - Charts for Situational Rules

Listed below are loops, segments, and data elements required for proper processing by Anthem Life per the situational rules in the 834 TR3.

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Life
P.31	<b>ST</b>	<i>Transaction Set Header - refer to TR3</i>		
P.32	<b>BGN</b> Beginning Segment	<b>BGN02</b> Reference Identification	<i>(Transaction Set Identifier Code)</i>	Assigned by sender's application to uniquely identify this occurrence of the transition.
		<b>BGN05</b> Time Code	<i>ES</i>	ES - Eastern Standard Time
		<b>BGN06</b> Reference Identification	<i>(Time Zone Code)</i>	If BGN01 equals 15 or 22, then this is used to cross reference to the previously sent transaction.
		<b>BGN08</b> Action Code	<i>4 RX</i>	4 - Verify (full) RX - Replace
P.36	<b>REF</b> Transaction Set Policy Number	<b>REF02</b> Reference Identification	<i>(Master Policy Number)</i>	Required: This must be populated with the Anthem Life group number.
P.37	<b>DTP</b>	<i>File Effective Date - refer to TR3</i>		
P.38	<b>QTY</b>	<i>Transaction Set Control Totals - refer to TR3</i>		
<b>Loop ID 1000A—Sponsor Name</b>				
P.39	<b>N1</b> Sponsor Name	<b>N101</b> Entity Identifier Code	<i>P5</i>	P5 - Plan Sponsor
		<b>N102</b> Name	<i>(Plan Sponsor Name)</i>	Populate group name always; must be consistent on every file sent.
<b>Loop ID 1000B—Payer</b>				
P.41	<b>N1</b> Payer	<b>N102</b> Name	<i>Anthem Life</i>	Represents Anthem Life
		<b>N103</b> ID Code Qualifier	<i>FI</i>	FI - Federal Taxpayer's Identification Number
		<b>N104</b> ID Code	<i>350980405</i>	Represents the Tax ID for Anthem Life
<b>Loop ID 1000C—TPA/Broker Name</b>				
P.43	<b>N1</b>	<i>TPA/Broker Name - refer to TR3</i>		
<b>Loop ID 1100C—TPA/Broker Account Information</b>				
P.45	<b>ACT</b>	<i>TPA/Broker Account Information - refer to TR3</i>		
<b>Loop ID 2000—Member Level Detail</b>				
P.47	<b>INS</b> Member Level Detail	<b>INS01</b> Yes/No Condition or Response Code	<i>N Y</i>	N - Other Y - Employee
		<b>INS02</b> Individual Relationship Code	<i>18 01 53</i>	18 - Self 01 - Spouse 53 - Domestic Partner
		<b>INS03</b> Maintenance Type Code	<i>30</i>	030 - Audit or Compare
		<b>INS10</b> Yes/No Condition or Response Code	<i>N Y</i>	Anthem Life requires full file. <i>Refer to "Group Specific Data Elements"</i> N - Non-Smoker; Y - Smoker

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Life
<b>Loop ID 2000—Member Level Detail (cont'd)</b>				
P.55	REF Subscriber Identifier	REF01 Ref ID Qualifier	0F	0F - Subscriber Number
		REF02 Reference Identification	(Subscriber Identifier)	SSN or mutually agreed upon number of employee. For spouse or domestic partner, this must contain the employee ID.
P.56	REF Member Policy Number	REF01 Ref ID Qualifier	1L	1L - Group Number
		REF02 Reference Identification	(Group Specific Identifier)	Refer to "Group Specific Data Elements" Group number (Bytes: 1-10) Bill Group number (Bytes: 11-20) Bill Class Number (Bytes: 21-30)
P.57	REF Member Supplemental Identifier	REF01 Ref ID Qualifier	ZZ	ZZ - Mutually Defined
		REF02 Reference Identification	(Employer Name)	Refer to "Group Specific Data Elements"
P.59	DTP Member Level Dates	DTP01 Date/Time Qualifier	336 - Employment Begin 1st occurrence only - Use for employees 337 - Employment End 1st occurrence - Use for employee termination 356 - Employment Begin 1st occurrence only - Use for spouse or child effective dates 2nd through 5th occurrences - Use for employees 357 - Eligibility End 1st occurrence only - Use for terminations, including retirement and leave of absence	
		DTP03 Date Time Period  (Status Information Effective Date) Format - ccyyymmdd	Occurrence - Effective/Term Dates for the following: 1st - Date of Hire or requested effective date of coverage 2nd - Salary change date (for new employee, use date of hire) 3rd - Bill group change date (for new employee, use date of hire) 4th - class change date (for new employee, use date of hire) 5th - bill class change date (for new employee, use date of hire) ▪ Bill class may not apply to each group. Refer to "Group Specific Data Elements" to determine if the group has bill classes ▪ If a date is not provided, the file date will be used to process the transaction.	
<b>Loop ID 2100A—Member Name</b>				
P.62	NM1 Member Name	NM109 Identification Code	(Subscriber Identifier)	Required: SSN or mutually agreed upon unique identifier of member For employees: must match 2000 REF02.
P.65	PER	Member Communications Numbers - refer to TR3		
P.68	N3	Member Residence Street Address - refer to TR3		
P.69	N4	Member City, State, ZIP Code - refer to TR3		
P.71	DMG Member Demographics	DMG03 Gender Code	F M	Required F - Female; M - Male
P.76	EC	Employment Class - refer to TR3		



834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Life
<b>Loop ID 2100A—Member Name (cont'd)</b>				
P.79	<b>ICM</b> Member Income	<b>ICM02</b> Monetary Amount	<b>(Wage Amount)</b>	If not providing current salary, insert 1.
P.81	<b>AMT</b> <i>Member Policy Amounts - refer to TR3</i>			
P.82	<b>HLH</b> <i>Member Health Information - refer to TR3</i>			
P.84	<b>LUI</b> <i>Member Language - refer to TR3</i>			
<b>Loop ID 2100B—Incorrect Member Name</b>				
P.86	<b>NM1</b> Incorrect Member Name	<b>NM109</b> Identification Code	<b>(Prior Incorrect Insured ID)</b>	Required for a correction to Unique ID Maximum 20 bytes
P.89	<b>DMG</b> <i>Incorrect Member Demographics - refer to TR3</i>			
<b>Loop ID 2300—Health Coverage</b>				
P.140	<b>HD</b> Health Coverage	<b>HD01</b> Maintenance Type Code	<b>30</b>	030 - Audit or Compare
		<b>HD03</b> Insurance Line Code	<b>LTD</b>	LTD - Long-Term Disability
		<b>HD04</b> Plan Coverage Description	<b>(Class Number)</b>	Refer to "Group Specific Data Elements" Represents the class number
P.143	<b>DTP</b> Health Coverage Dates	<b>DTP01</b> Date/Time Qualifier	<b>348</b> <b>349</b>	348 - Eligibility Begin 349 - Eligibility End
		<b>DTP03</b> Date Time Period	<b>Occurrence - Effective/Term Dates for the following:</b> Use 1st occurrence only 348: ▪ New employee, use date of hire ▪ Existing employee adding a line of business or making a change, use requested change date 349: ▪ Terminating a line of business, use termination date	
P.145	<b>AMT</b> <i>Health Coverage Policy - refer to TR3</i>			
P.146	<b>REF</b> <i>Member Policy Number - refer to TR3</i>			
P.148	<b>REF</b> <i>Prior Coverage Months - refer to TR3</i>			
P.150	<b>IDC</b> Identification Card	<b>IDC01</b> Plan Coverage Description	<b>(Line of Business)</b>	Refer to "Group Specific Data Elements" Represents the line of business
		<b>IDC02</b> ID Card Type Code	<b>H</b>	H - Health Insurance
P.184	<b>SE</b> <i>Transaction Set Trailer - refer to TR3</i>			