
Combined Insurance Company of America

HIPAA Transaction
Standard Companion Guide

**Refers to the Implementation Guides
Based on X12 version 004010**

Companion Guide Version Number: 1.0

October 16, 2003

Preface

This *Companion Guide* to the *ASC X12N Implementation Guides* adopted under HIPAA clarifies and specifies the data content when data is electronically transmitted to Combined Insurance Company of America. Transmissions based on this *Companion Guide*, used in tandem with the *X12N Implementation Guides*, are compliant with both 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*.

Overview:

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 carries provisions for administrative simplification. This requires the Secretary of the Department of Health and Human Services (HHS) to adopt standards to support the electronic exchange of administrative and financial health care transactions primarily between health care providers and plans. HIPAA directs the Secretary to adopt standards for translations to enable health information to be exchanged electronically and to adopt specifications for implementing each standard.

Combined Insurance Company of America will be compliant with the following Health Insurance Portability and Accountability Act (HIPAA) required Accredited Standards Committee (ASC) transactions:

- ASC X12N 837 Institutional Claims
- ASC X12N 837 Professional Claims
- ASC X12N 270 Eligibility for Health Plan Inquiry
- ASC X12N 271 Eligibility for Health Plan Response
- ASC X12N 276 Health Care Claim Status Inquiry
- ASC X12N 277 Health Care Claim Response
- ASC X12N 835 Receipt of Health Care Remittance

The following Policy types are covered under HIPAA:

- Long Term Care Policies
- Hospital Supplement Policies
- Medicare Supplement Policies
- Pennsylvania Cancer Policies
- Oregon Cancer Policies
- California Cancer Policies

Although HIPAA Transactions and Code Set testing began prior to 4/14/2003, these transactions will not be accepted in a Production environment prior to 10/16/2003.

Purpose of the Companion Guide

The HIPAA EDI Transaction Standard Companion Guide explains the procedures necessary for Trading Partners of Combined Insurance Company of America to transmit Electronic Data Interchange (EDI) transactions

This Companion Guide is not intended to replace the X12N Implementation Guides; rather it is intended to be used in conjunction with them. Additionally, the Companion Guide is intended to convey information that is within the framework and structure of the X12N Implementation Guides and not to contradict or exceed them.

Getting Started

Trading Partner Registration

This section describes how to register as a trading partner with Combined Insurance Company of America.

Please call the Combined Help Desk 1-800-225-4500

Working with Combined Insurance Company of America

This section describes how to interact with Combined Insurance Company of America's EDI Department.

Please call the Combined Help Desk 1-800-881-4732, option 1 or 773-765-3700, option 1

Connectivity with the Payer / Communications

Process flows

This section contains process flow diagrams and appropriate text.

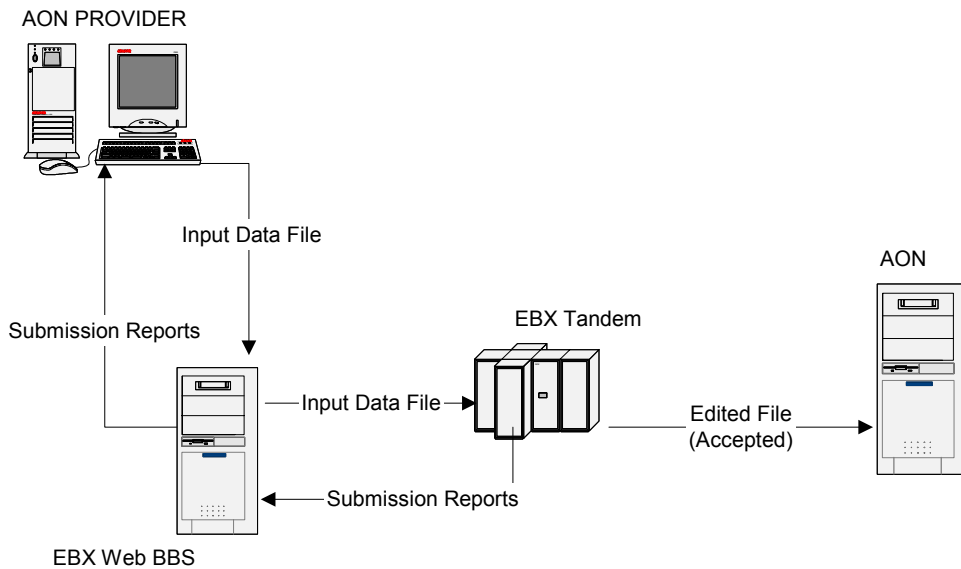
EBX processing Overview

A submitter logs on the EBX Web BBS and uploads a file. This file is then processed by EBX. Submission reports are returned to the submitter that indicates the status of the data being processed. An Accept and Reject submission status report or a Full File Reject submission report will be returned to the submitter in their BBS mail box. The accept and reject reports indicate if a document was accepted (ie.no edits failed) or if the document was rejected (ie. failed edits). The reject report also indicates the reasons a document failed an edit. The Full File Reject report is sent if there was something wrong with the file that affected all of the documents thus preventing the file from being processed.

If the submission has any accepted documents an output file will be generated and this file will be forwarded to the payer for processing on their system.

When the AON sends a response, which needs to be sent to a submitter, the file is processed by EBX, and the payer will get any appropriate submission reports (since they are now the file submitter). Any accepted documents will be sent to the submitter and placed in their BBS box for pickup.

Diagram shows provider sending in a file. If AON sends a response the arrows are reversed and the submission reports go to AON instead of provider.



Transmission Administrative Procedures

This section provides Combined Insurance Company of America’s specific transmission administrative procedures.

See Trading Partners section for detailed Web BBS procedures

Re-transmission procedures

This section provides Combined Insurance Company of America’s specific procedures for re-transmissions.

See Trading Partners section below for detailed Web BBS procedures

Communication protocol specifications

This section describes Combined Insurance Company of America’s communication protocol(s).

See Trading Partners section below for detailed Web BBS procedures

Passwords

This section describes Combined Insurance Company of America’s use of passwords.

Initial Passwords will be automatically generated by the Trading Partner sign-up application. After receiving the initial password, Trading Partners should change their passwords. If a password needs to be reset, contact the AON Help Desk and the password will be reset.

Contact information

EDI Customer Service

This section contains detailed information concerning EDI Customer Service, especially contact numbers.
Help Desk 1-800-881-4732, option 1 or 773-765-3700, option 1

EDI Technical Assistance

This section contains detailed information concerning EDI Technical Assistance, especially contact numbers.
Help Desk 1-800-881-4732, option 1 or 773-765-3700, option 1

Provider Service Number

This section contains detailed information concerning the payment of claims, especially contact numbers.

Applicable websites / e-mail

This section contains detailed information about useful web sites and email addresses.

Medicare

www.hcfa.gov/medicare/edi/hipaadoc.htm

BCBS Michigan

www.bcbsm.com/providers/submit/edi/pp_emcm.shtml

United Government Services

Medicare - Part A Intermediary for Michigan

[www.ugsmedicare.com/HIPAA/Data Clarification.pdf](http://www.ugsmedicare.com/HIPAA/Data%20Clarification.pdf)

Wisconsin Physician Services

Medicare - Part B carrier for Michigan

www.astar-federal.com/anthem/affiliates/adminastar/edi/files/837CompanionDoc.pdf

Adminastar Federal - Medicare DMERC for Michigan

www.astar-federal.com/anthem/affiliates/adminastar/edi/files/837CompanionDoc.pdf

Adminastar Federal - Medicare DMERC for Michigan

www.astar-federal.com/anthem/affiliates/adminastar/edi/files/837CompanionDoc.pdf

Control Segments / Envelopes

ISA-IEA

This section describes Combined Insurance Company of America's use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

Segment: **ISA** Interchange Control Header
Position: 010
Loop:
Level:
Usage: Mandatory
Max Use: 1
Purpose: To start and identify an interchange of zero or more functional groups and interchange-related control segments

Syntax Notes:
Semantic Notes:
Comments:

Segment: **IEA** Interchange Control Trailer
Position: 060
Loop:
Level:
Usage: Mandatory
Max Use: 1
Purpose: To define the end of an interchange of zero or more functional groups and interchange-related control segments

Syntax Notes:
Semantic Notes:
Comments:

GS-GE

This section describes Combined Insurance Company of America'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 Combined Insurance Company of America expects functional groups to be sent and how Combined Insurance Company of America will send functional groups. These discussions will describe how similar transaction sets will be packaged and Combined Insurance Company of America's use of functional group control numbers.

Segment: **GS** Functional Group Header
Position: 020
Loop:

Level:
Usage: Mandatory
Max Use: 1
Purpose: To indicate the beginning of a functional group and to provide control information
Syntax Notes:
Semantic Notes:

- 1 GS04 is the group date.
- 2 GS05 is the group time.
- 3 The data interchange control number GS06 in this header must be identical to the same data element in the associated functional group trailer, GE02.

Comments:

- 1 A functional group of related transaction sets, within the scope of X12 standards, consists of a collection of similar transaction sets enclosed by a functional group header and a functional group trailer.

Segment: GE Functional Group Trailer

Position: 050
Loop:
Level:
Usage: Mandatory
Max Use: 1
Purpose: To indicate the end of a functional group and to provide control information
Syntax Notes:
Semantic Notes:

- 1 The data interchange control number GE02 in this trailer must be identical to the same data element in the associated functional group header, GS06.

Comments:

- 1 The use of identical data interchange control numbers in the associated functional group header and trailer is designed to maximize functional group integrity. The control number is the same as that used in the corresponding header.

ST-SE

This section describes Combined Insurance Company of America's use of transaction set control numbers.

Segment: ST Transaction Set Header

Position: 030
Loop:
Level:
Usage: Mandatory
Max Use: 1
Purpose: To indicate the start of a transaction set and to assign a control number
Syntax Notes:
Semantic Notes:

- 1 The transaction set identifier (ST01) is used by the translation routines of the interchange partners to select the appropriate transaction set definition (e.g., 810 selects the Invoice Transaction Set).

Comments:

Segment: SE Transaction Set Trailer

Position: 040

Loop:

Level:

Usage: Mandatory

Max Use: 1

Purpose: To indicate the end of the transaction set and provide the count of the transmitted segments (including the beginning (ST) and ending (SE) segments)

Syntax Notes:

Semantic Notes:

Comments: 1 SE is the last segment of each transaction set.

Payer Specific Business Rules and Limitations

This section describes Combined Insurance Company of America's business rules, for example:

- Billing for specific services such as DME, Ambulance, Home Health
- Communicating payer specific edits

Acknowledgements and or Reports

This section contains information and examples on any applicable payer acknowledgements

Report Inventory

This section contains a listing/inventory of all applicable acknowledgement reports

Trading Partners

An EDI Trading Partner is defined as any Combined Insurance Company of America customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from Acme.

Payers have EDI Trading Partner Agreements that accompany the standard implementation guide to ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement, between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transactions.

Overview

The Web Bulletin Board System (Web BBS) allows users interface with EBX over the public Internet using a web browser.

The Web BBS allows you to:

- Upload files from your PC to EBX
- Download files from EBX to your PC
- View user messages
- View account messages

Limitations

The following features of the EBX Dial-up BBS are not available on the Web BBS:

- Ability to generate mail to send to other users on the BBS
- Ability to manage account messages or libraries
- Certain administrative functions

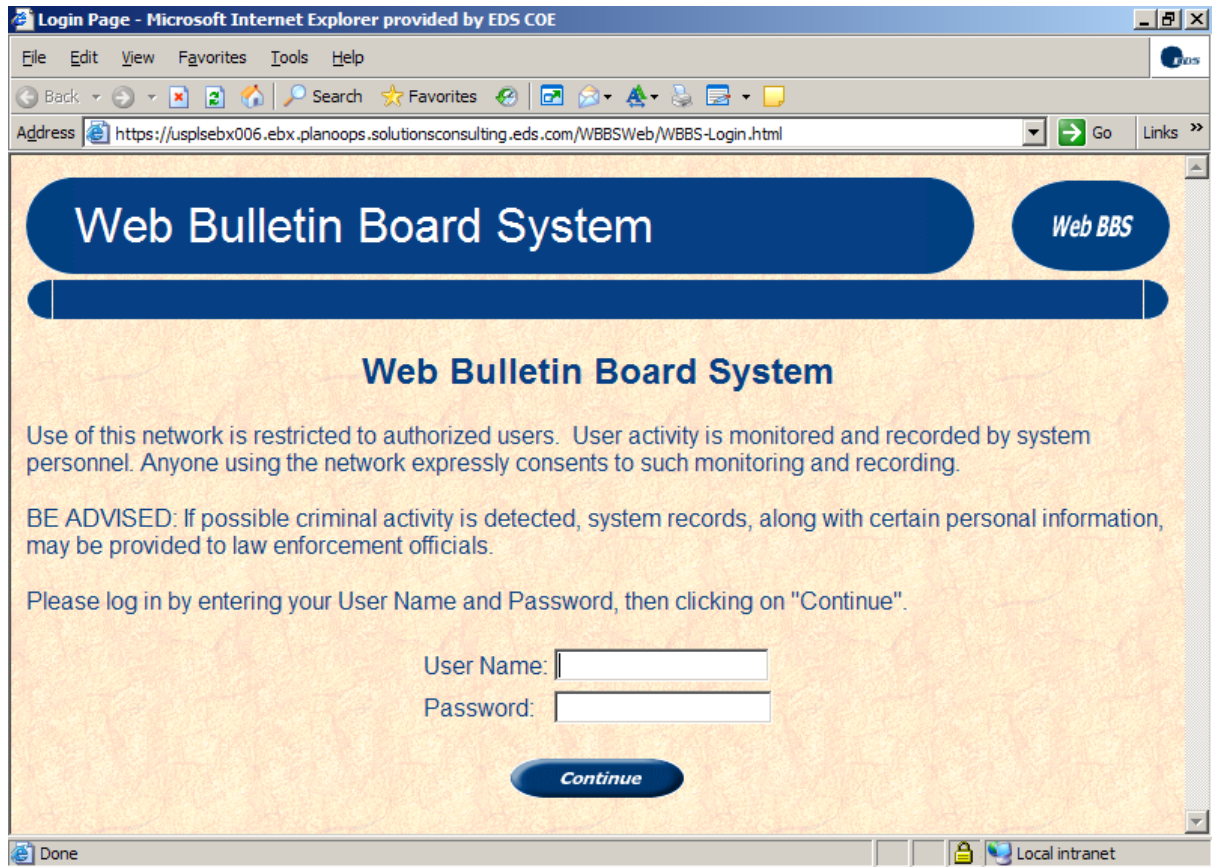
Users who require features not available on the Web BBS must access these features from the Dial-up BBS. Refer to the Bulletin Board System section of the 'E.Business Exchange - Customer Implementation Manual' for details of these features.

- Browser Requirements**
- Microsoft Internet Explorer 5.5 or higher with 128-bit encryption
 - Browser must be configured to accept cookies

User Login and Authentication

All users must be authenticated by providing an assigned User Name and Password before accessing the Web BBS. Your User Name and Password be provided by E.business Exchange (EBX) or your account, and you will be required to change the password every thirty days for security purposes.

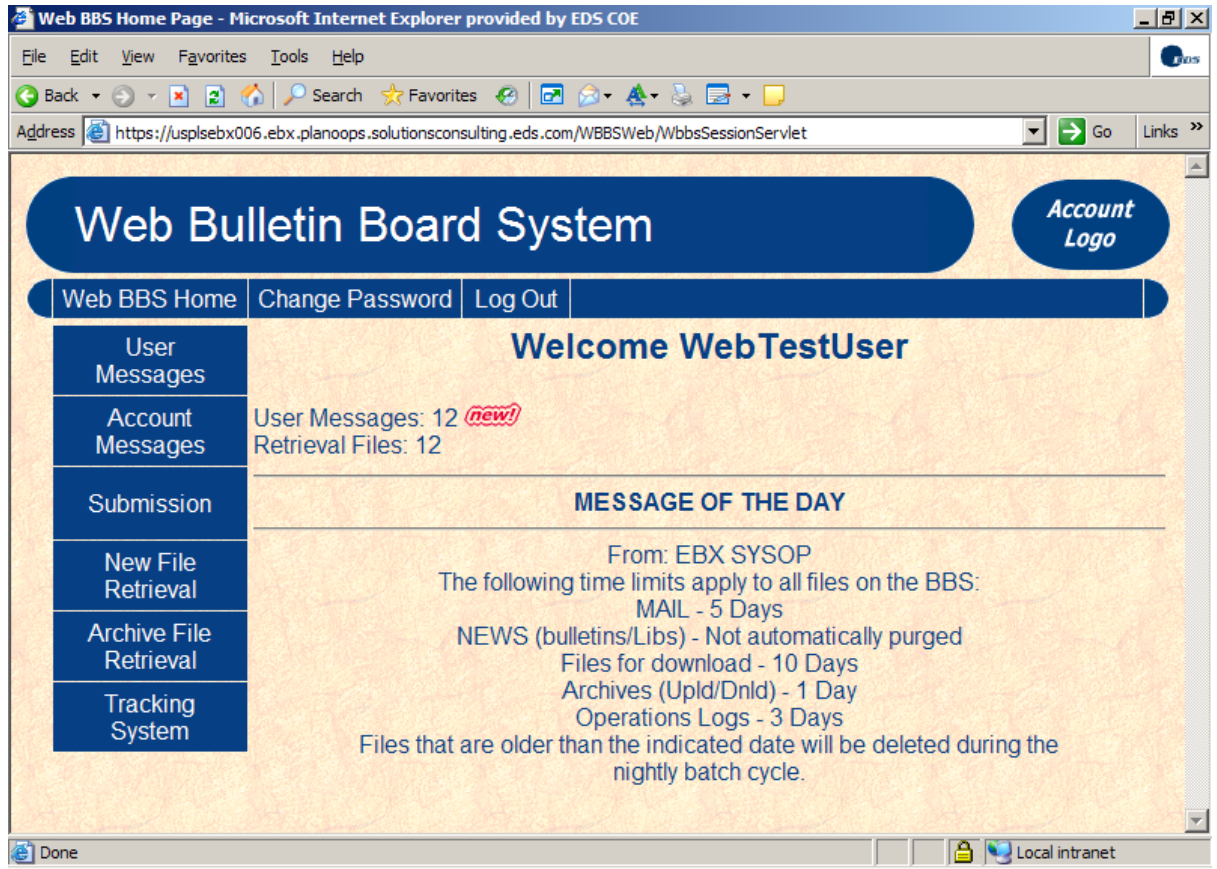
Action
Start browser and request the URL for the Web BBS: For Model Office (Internet): https://www.mo.ebx-eds.com For Model Office (EDS Intranet): https://www.mo.ebx.eds.com For Production (Internet): https://www.ebx-eds.com
Result:
The system will return the Login Page:



Action
 Enter a valid User Name/Password and click on the “Continue” button.

Result:

- If password has expired, the Change Password page is displayed (see Change Password).
- If the password has not expired, the Home page is displayed. This includes the account logo, user’s name, number of messages and files, and the appropriate message of the day for their account.



Action

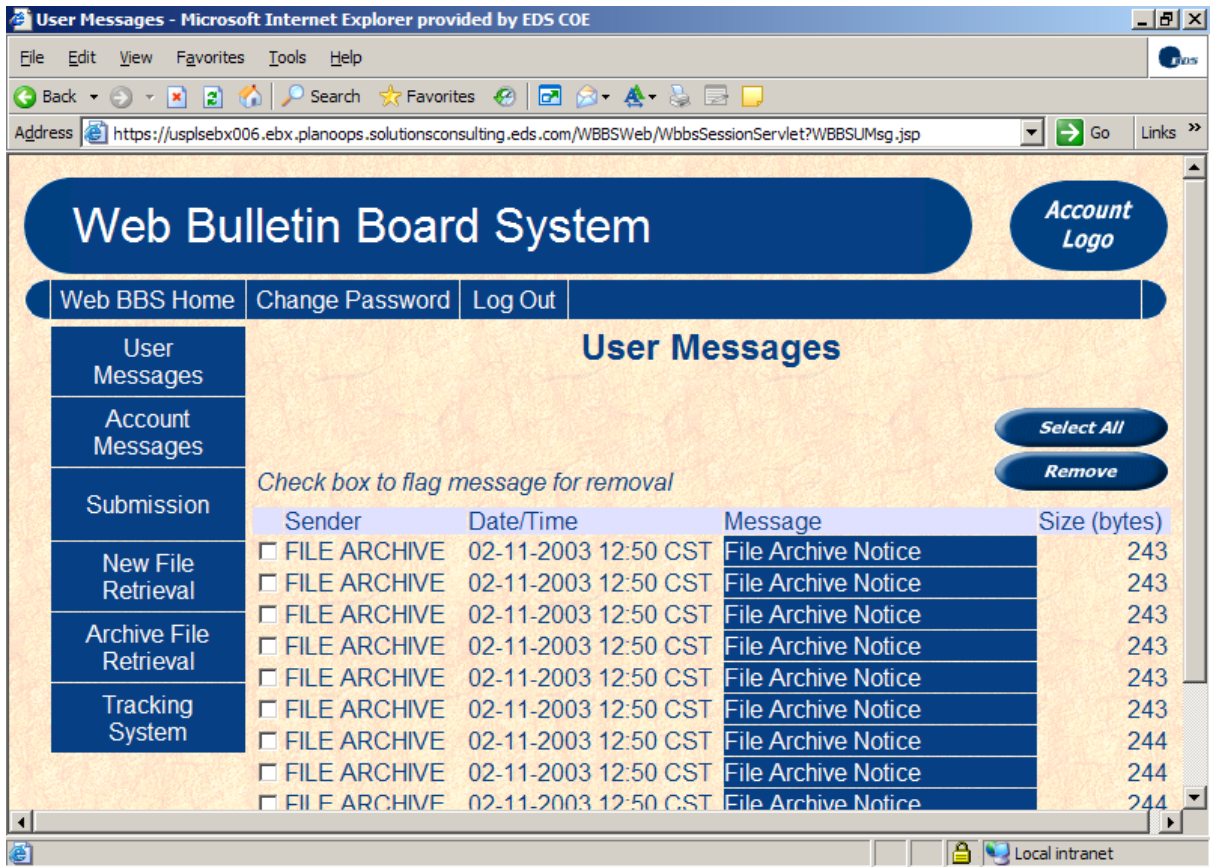
All functions can be performed from this page:

- [User Messages](#)
- [Account Messages](#)
- [File Submission](#)
- [File Retrieval](#)
- [Archive File Retrieval](#)
- [User Logout](#)
- [Change Password](#)

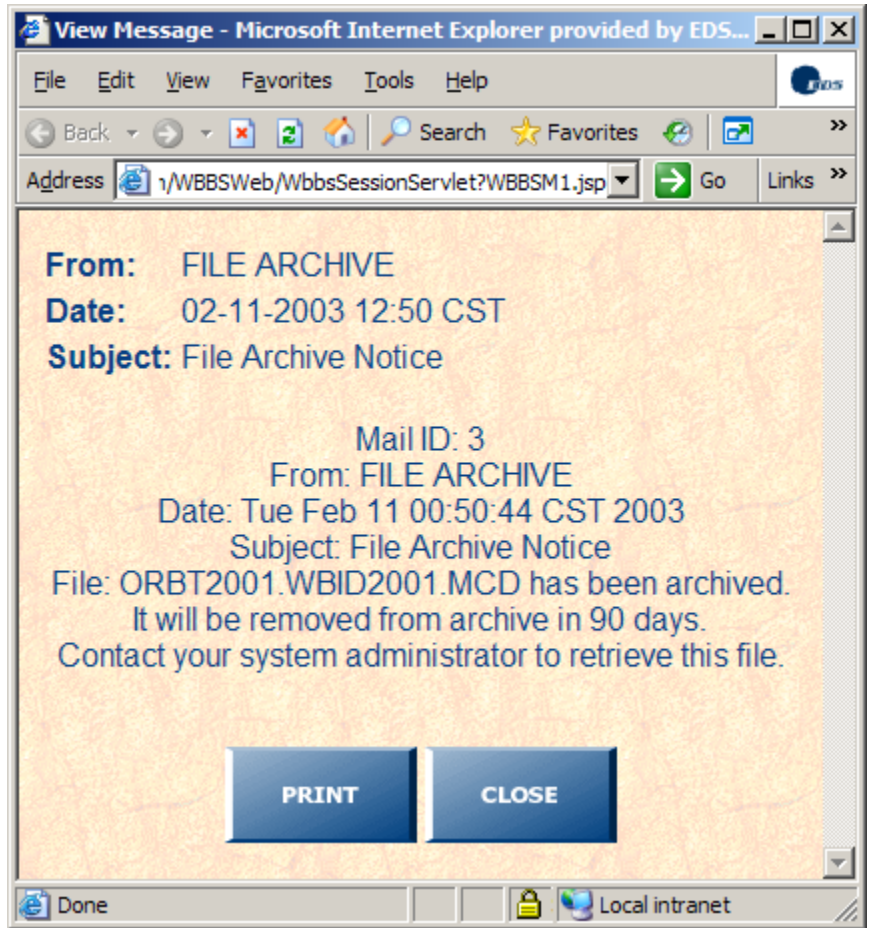
User Messages

User messages are intended for a specific user, as opposed to account bulletins, which are general information messages that are sent to all account users. User messages sent to you by the system may include file archive notices or file upload confirmations.

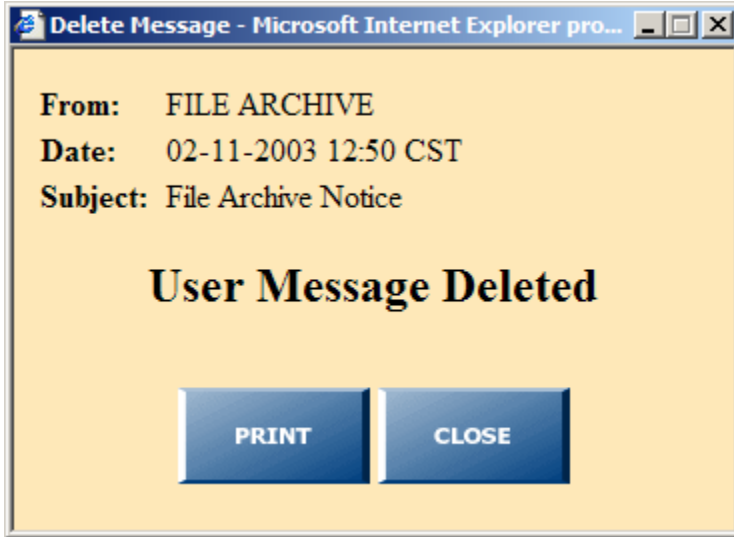
Action
Click the "USER MESSAGES" button on the Home Page.
Result: The User Messages page is displayed:



Action
Click on one of the "Message" hypertext links.
Result: The View Message page is displayed:



Action
Click on the "PRINT" button. Result: The browser prints the View Message window to the user's selected printer. This feature can be used to save a text version of the message.
Click on the "CLOSE" button. Result: The browser closes the View Message window and returns the user to the User Messages window.
Click on one of the check boxes on the User Messages page to remove a message. Result: The prompt "Are you sure you want to delete?" is displayed.
Click on "Yes". Result: The Delete Message page is displayed:



Action

Click on the "X" in the upper-right corner of the screen.

Result:

1. The browser closes the Delete Message window and returns the user to the User Messages window.
2. The text in the "Size" column is changed to "DELETED" for the appropriate user message

Account Messages

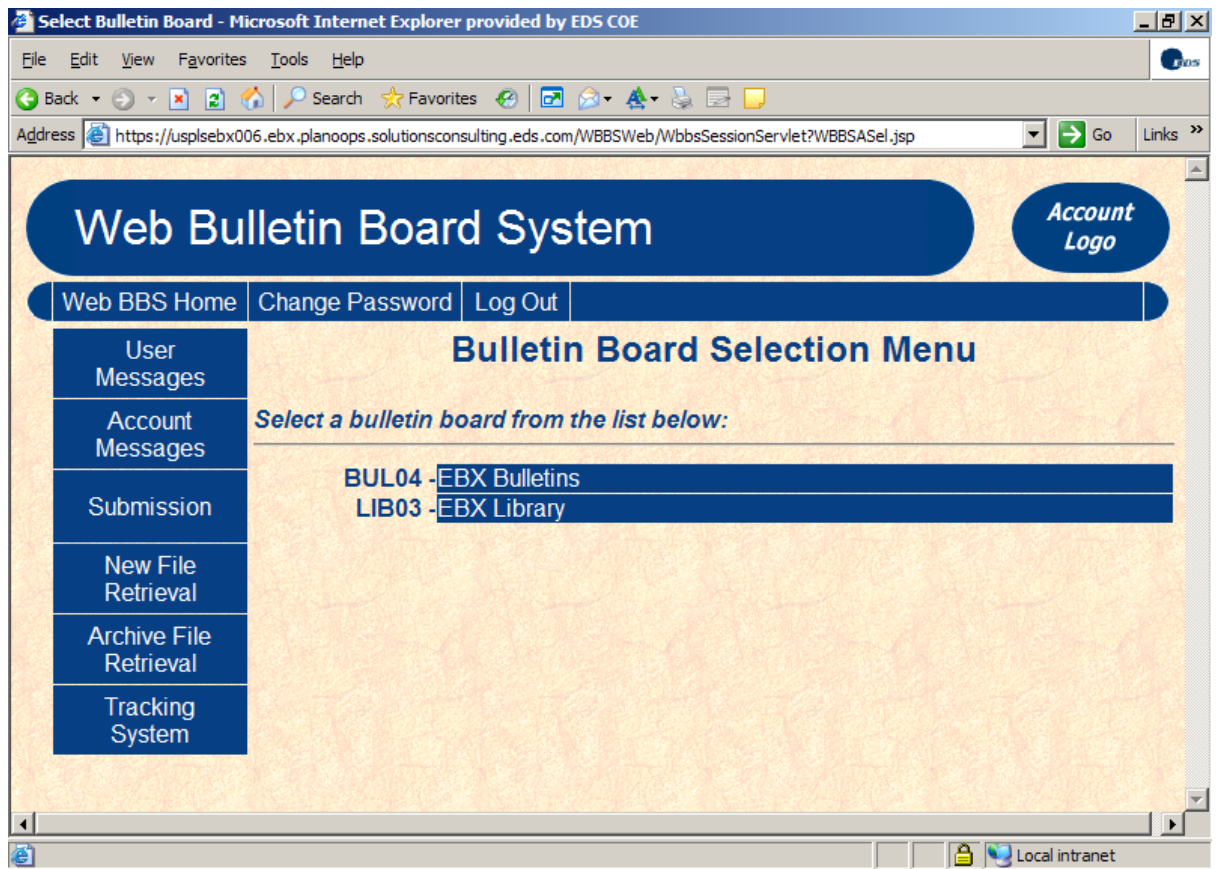
Account messages consist of account bulletins and account libraries. Account bulletins are general information messages that are sent to all account users. Account libraries are files that may be downloaded by you from the system to your PC. These files may include documentation or program updates.

Action

Click the "ACCOUNT MESSAGES" button on the Home Page.

Result:

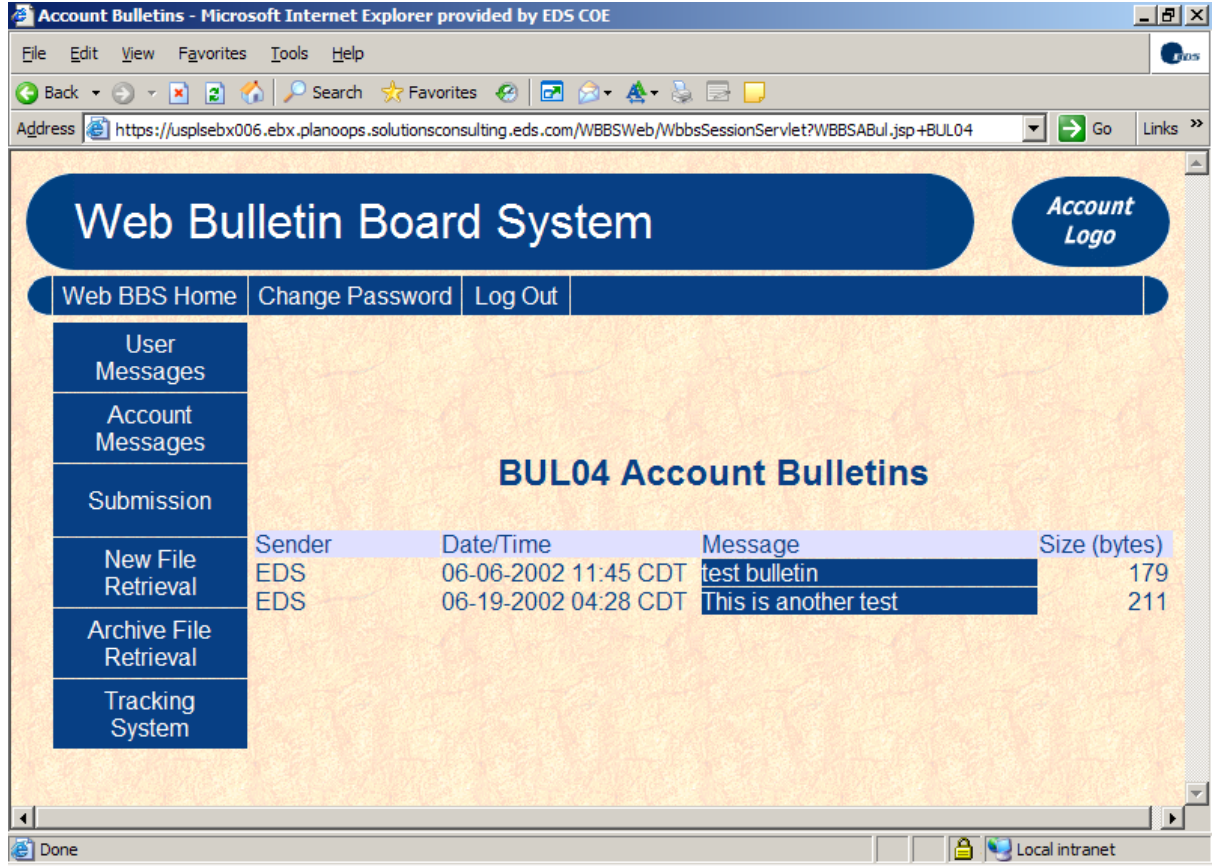
The Select Bulletin Board page is displayed.



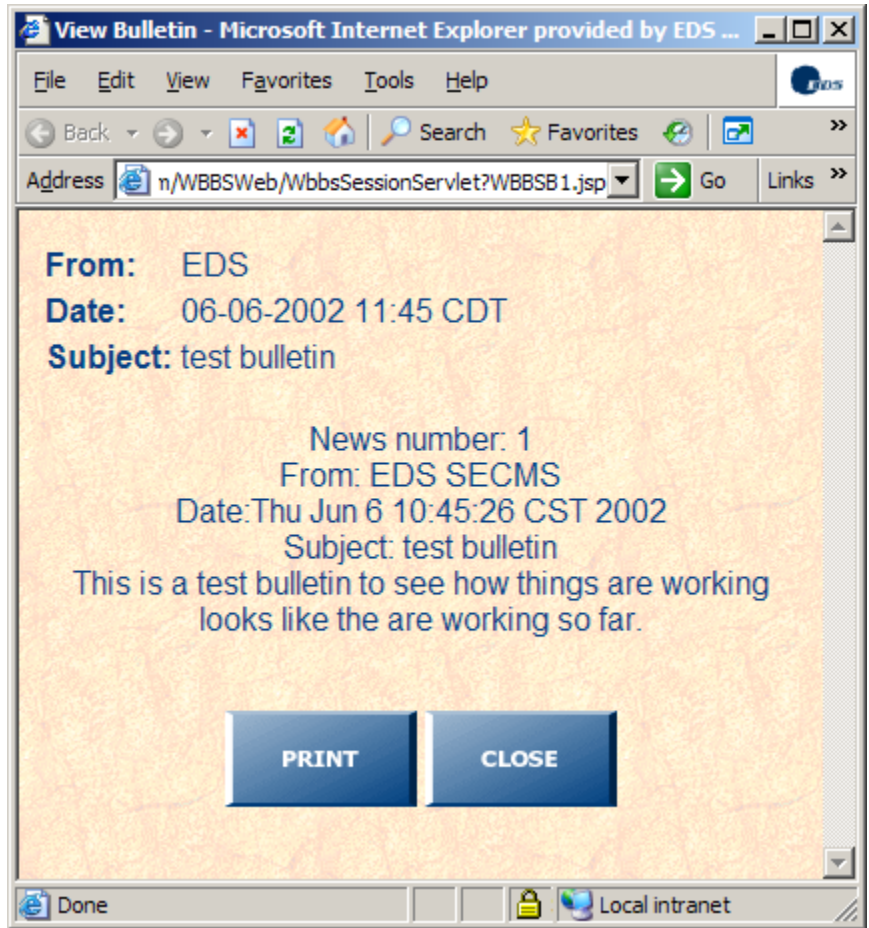
Action

Click on one of the Bulletin Board hypertext links (BUL04 in this example).

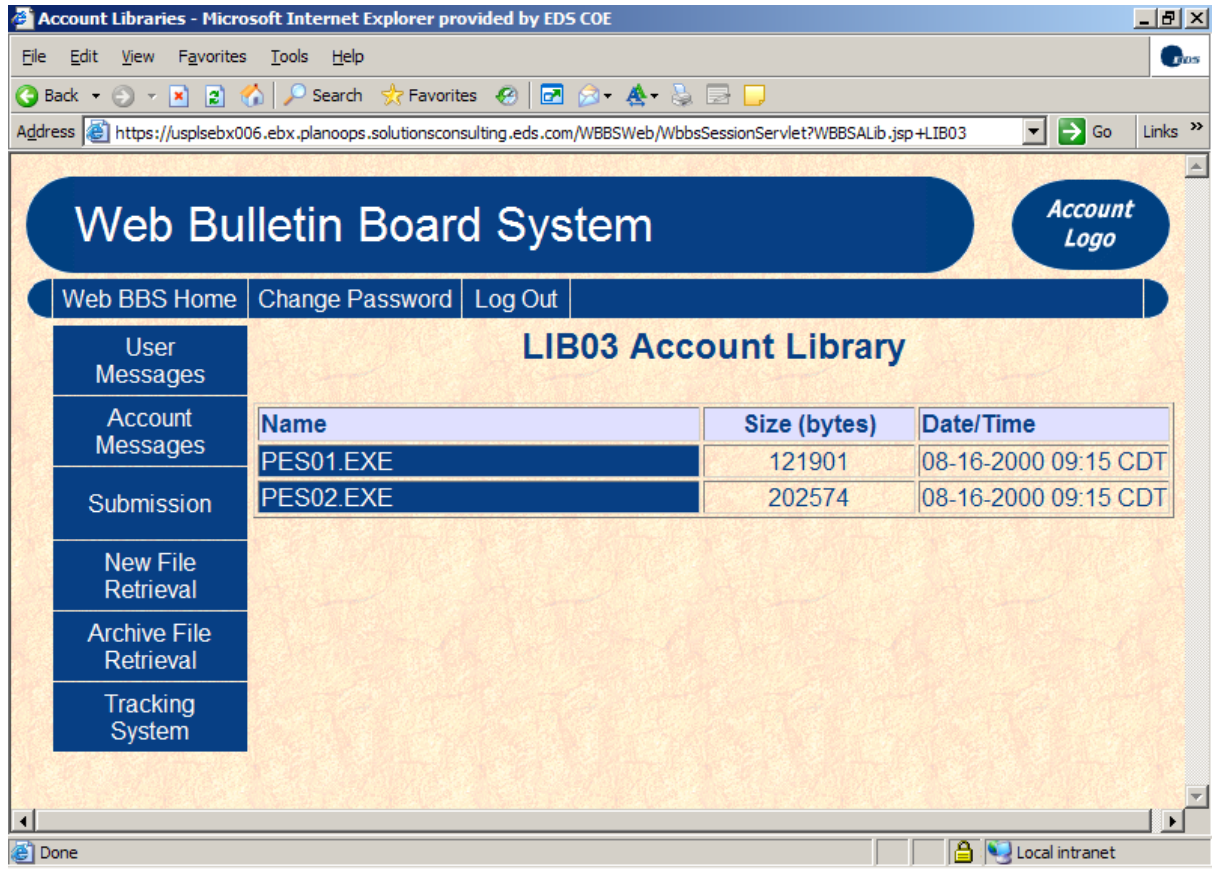
Result: The Account Bulletins page is displayed:



Action
Click on one of the "Message" hypertext links.
Result:
The View Bulletin page is displayed.

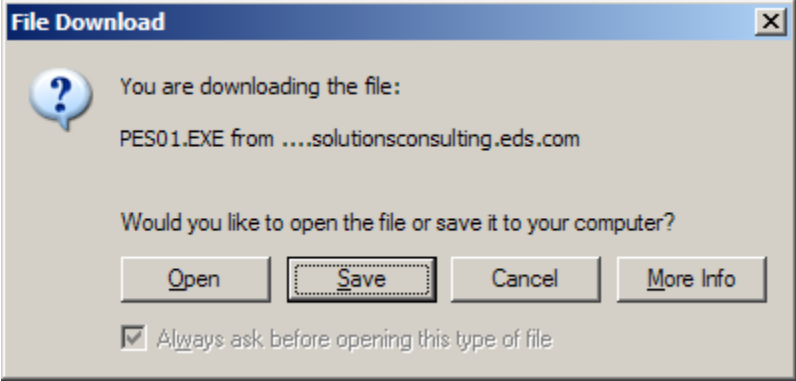


<p>Action</p> <p>Click on the “PRINT” button.</p>
<p>Result:</p> <p>The browser prints the View Bulletin window to the user’s selected printer. This feature can be used to save a text version of the message.</p>
<p>Click on the “CLOSE” button.</p>
<p>Result:</p> <p>The browser closes the View Bulletin window and returns the user to the Account Bulletins window.</p>
<p>Click on one of the Account Library hypertext links on the Select Bulletin Board page (LIB03 in this example).</p>
<p>Result:</p> <p>The Account Libraries page is displayed.</p>



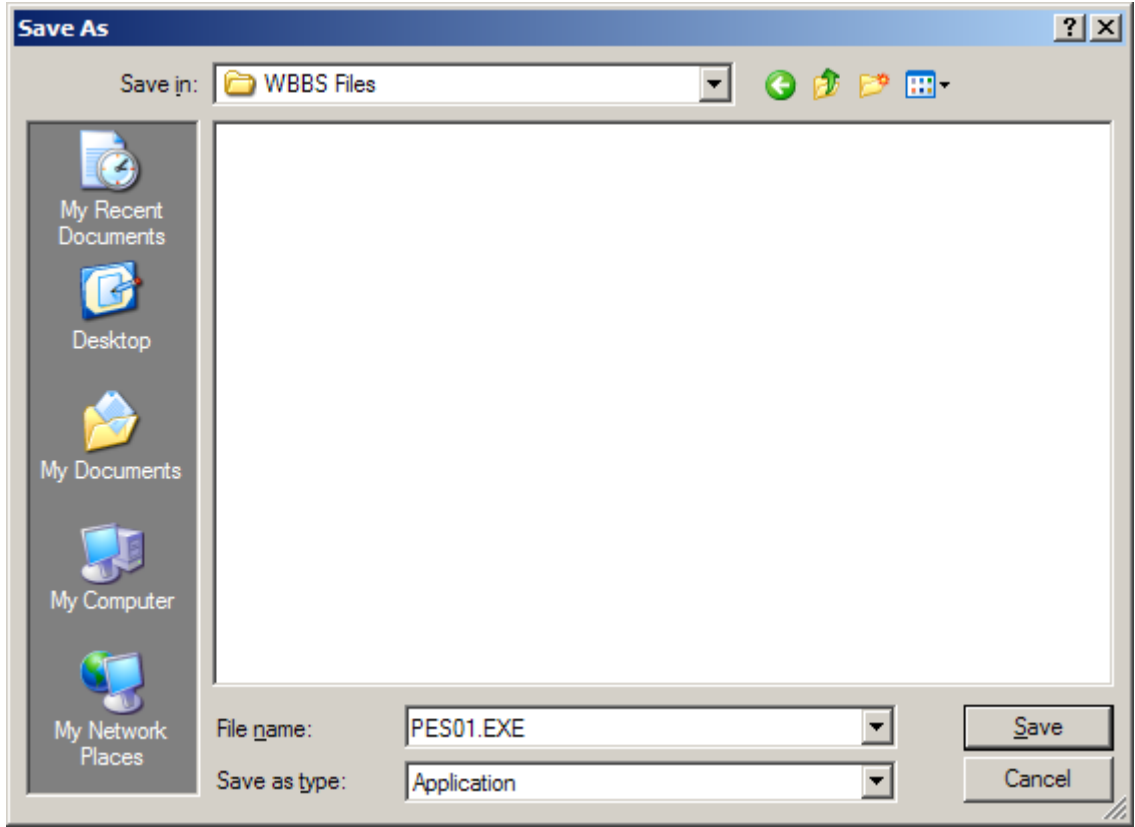
Action
 Click on one of the “Name” hypertext links.

Result:
 The File Download dialog box is displayed.



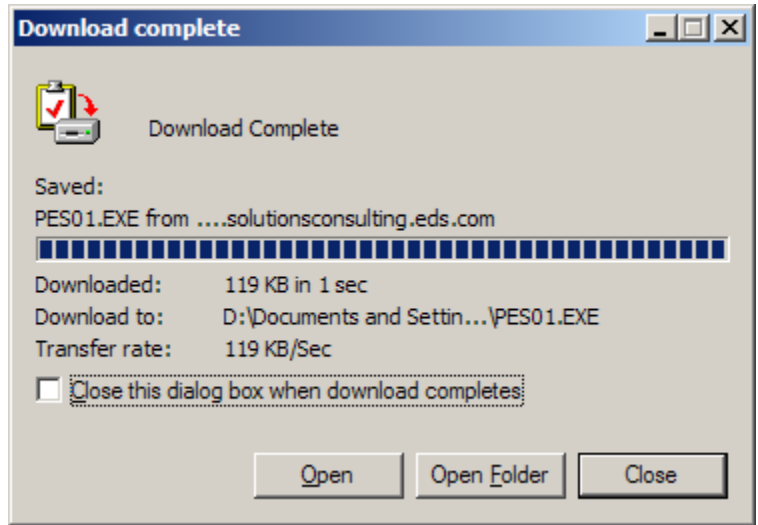
Action
Click the “Save” button.

Result: The browser will then display the Save As dialog box to allow the directory location and file name to be selected.



Action
Select the directory location and file name, then click on the “Save” button.

Result: The file will be saved to the users PC. When the file has been retrieved, the browser will display the “Download complete” dialog box.



Action
Click on the "Close" button.
Result: The user will be returned to the Account Libraries page.

File Submission

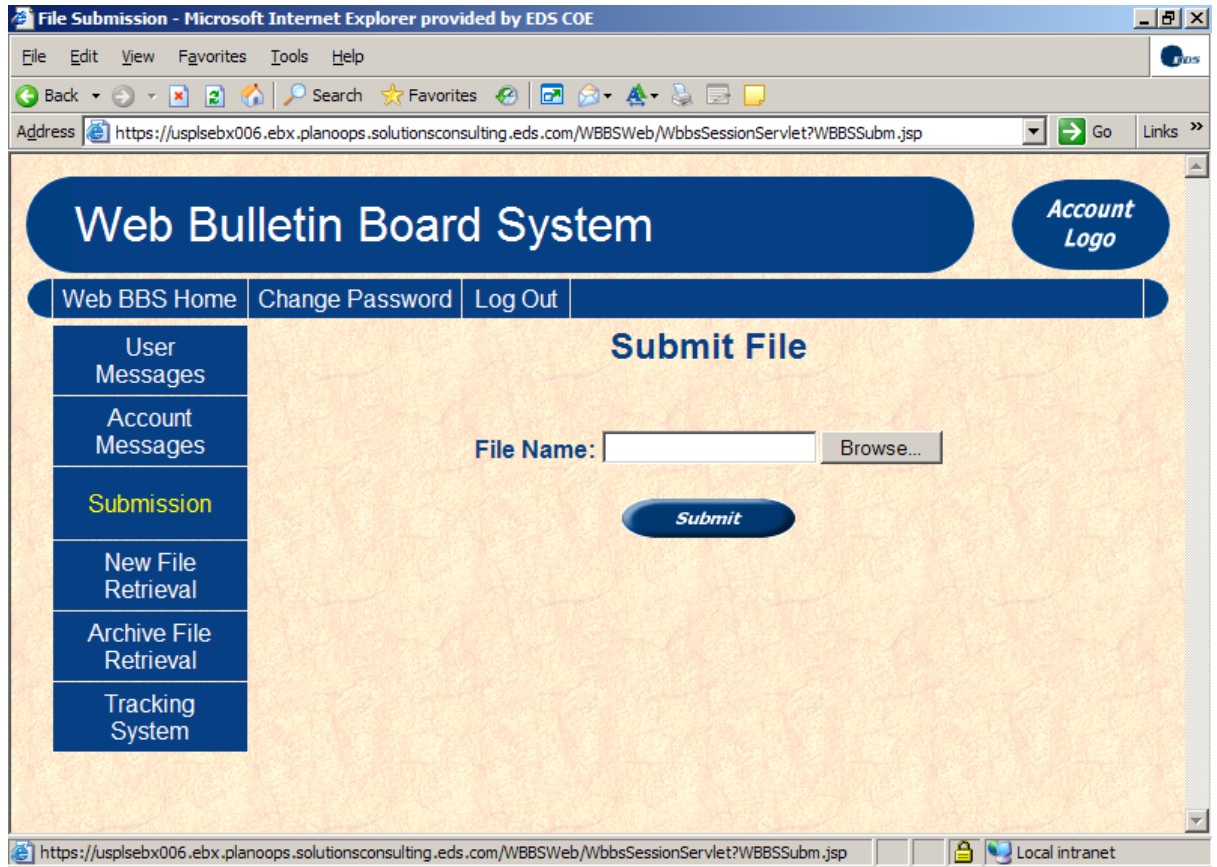
File submissions are files sent by a user directly from his or her PC to the EBX system. These files are typically claim or payment files that are being submitted by you to your account. A Submission Number is assigned to each file submission for tracking purposes. Please note the submission number when you upload a file for reference in case you later need to call the helpdesk for assistance.

Action

Click the "SUBMISSION" button on the Home Page.

Result:

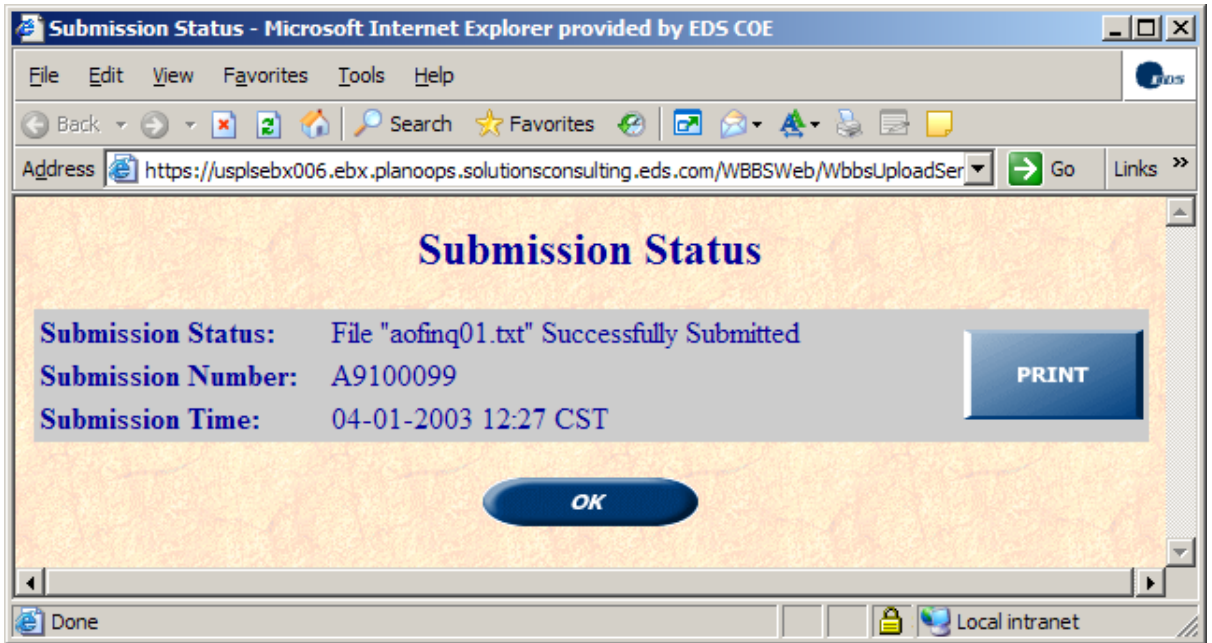
The File Submission page is displayed.



Action
 Select a PC file to be submitted (by either typing the file name into the “File Name” text box or using the “Browse” button to locate the file) and click the “Submit” button.

Result:
 The Submission Status page is displayed.

Note: The submission number correlates to the Batch ID. This is a unique tracking number that will be required should the helpdesk be called with regards to the file.



Action
 Click on the “PRINT” button.

Result:
 The browser prints the Submission Status window to the users selected printer. This feature can be used to save a text version of the message.

Click on the “OK” button.

Result:
 The browser closes the Submission Status window and returns the user to the File Submission window.

File Retrieval

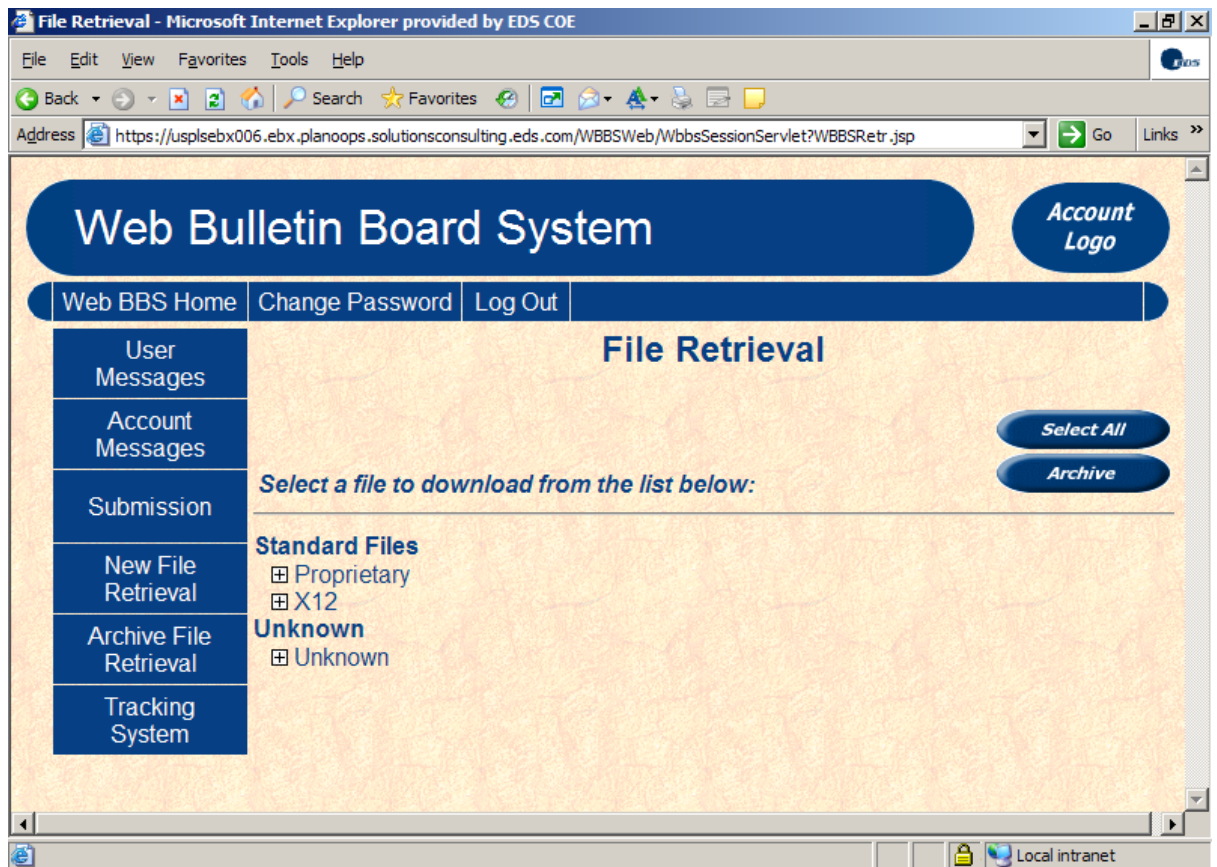
File retrievals give the user the ability to download a file from the system to his or her PC. These files are typically responses to claims submitted by you. The listing of files available for you to download is organized by group, subgroup and type of file, as described below. Once you have downloaded a file, you have the opportunity to archive that file so that it doesn't continue to appear on the file retrieval list.

Action

Click the "NEW FILE RETRIEVAL" button on the Home Page.

Result:

The File Retrieval page is displayed.



Action

Click one of the file subgroup "plus" boxes.

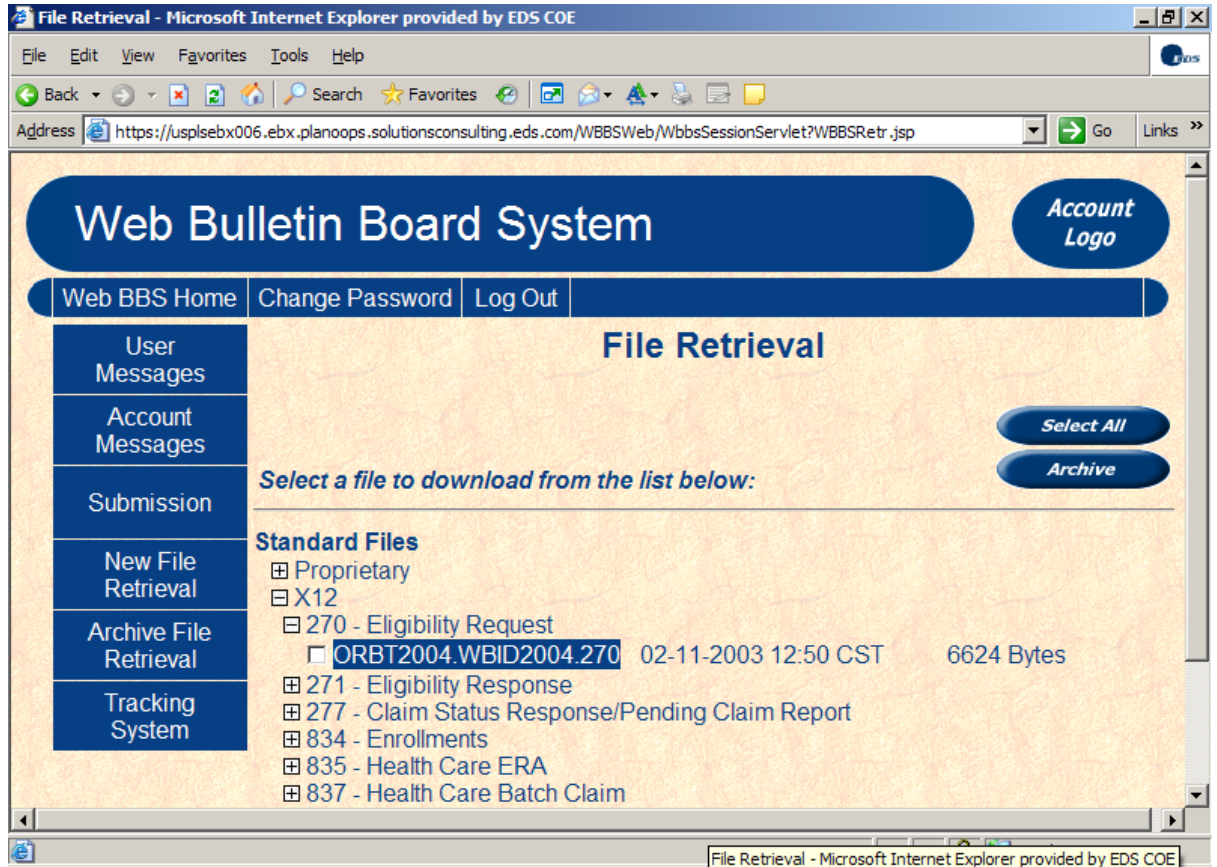
Result:

All the file types for the file group and file subgroup selected are displayed.

Clicks one of the file type "plus" boxes.

Result:

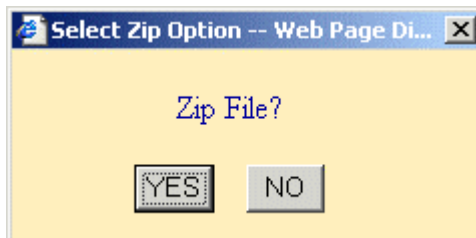
All the files for that group, subgroup and type are displayed. (In this example, "Standard Files" is the group, "X12" is the subgroup and "270 – Eligibility Request" is the file type.)



Action

Click one of the file name hypertext links.

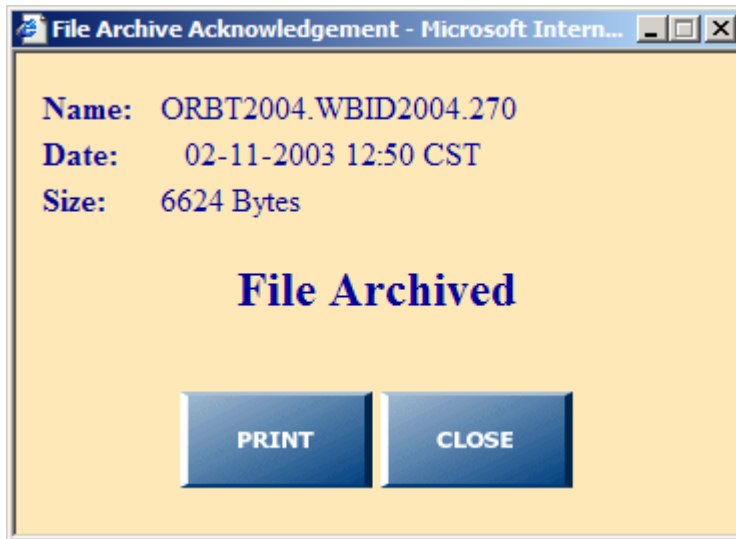
Result: The Select Zip Option window is displayed:



Action

Click the "YES" or "NO" button.

<p><u>Result:</u></p> <ol style="list-style-type: none"> 1. The browser displays the sequence of dialog boxes required to download the file (See Error! Reference source not found. through 10). 2. The File Retrieval window is re-displayed with the check box next to the name of the downloaded file checked 3. The user repeats the previous step (4) and this step (5) to download all needed files.
<p>Click the "Archive" button.</p> <p><u>Result:</u></p> <p>For the first file checked, the prompt "Are You Sure You Want to Archive this File?" is displayed.</p>
<p>The "YES" button is clicked.</p> <p><u>Result:</u></p> <ol style="list-style-type: none"> 1. The system moves the file to the archive location. 2. The message shown below is displayed. <ol style="list-style-type: none"> (a) The user can click on the "PRINT" button to save a text version of the message. (b) The user will then click on "CLOSE" to close the message window. 3. The text in the "Size" column on the File Retrieval page is changed to "ARCHIVED" for the appropriate file. 4. The system will continue through the list of files, archiving each one for which the check box is checked.



<p>Action</p> <p>The user clicks "NO" , when the prompt "Are You Sure You Want to Archive this File?" is displayed.</p>
<p><u>Result:</u></p>

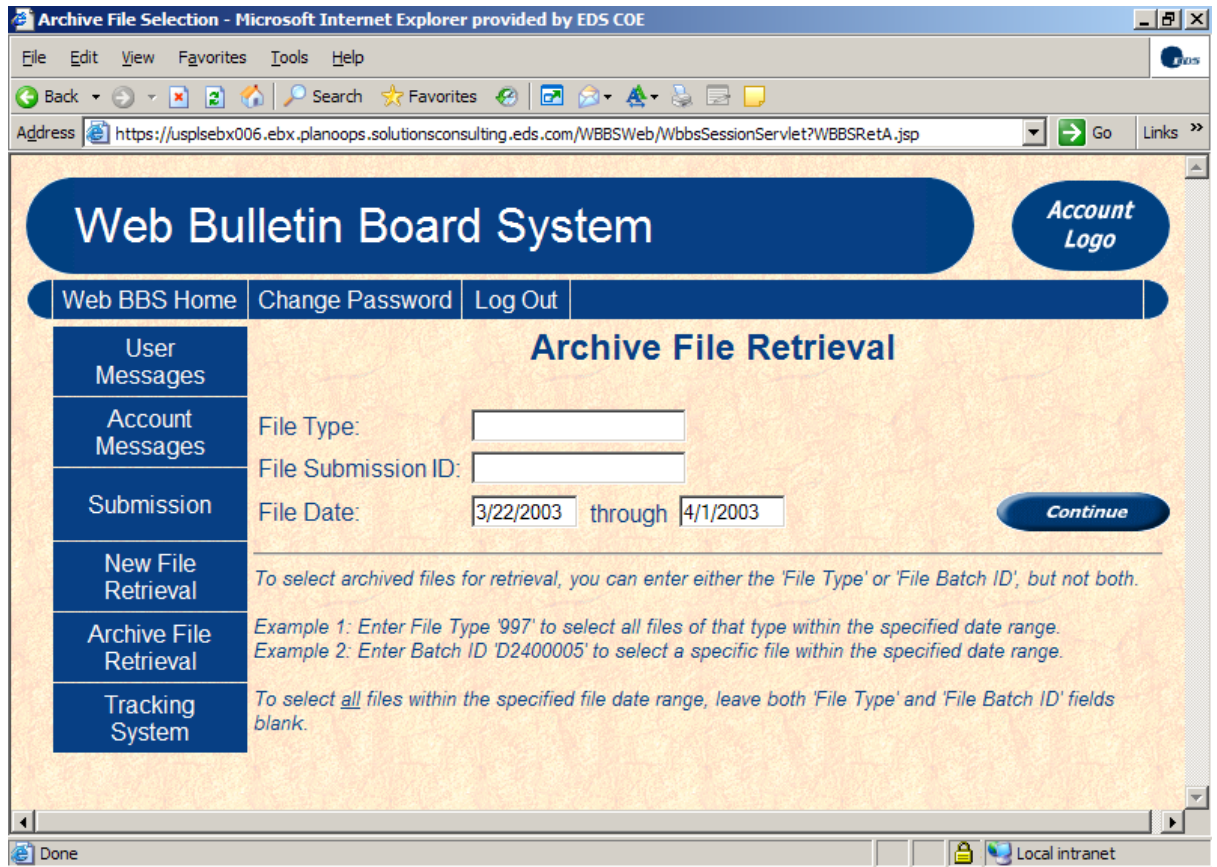
The system un-checks the check box next to the name of the file and stops the archiving process for any other checked files.

Archive File Retrieval

Once a file is downloaded using the file retrieval process described in the previous section, that file can be archived by you so that it no longer appears in the list of files available for you to download. However, you can still access and download that file using the archive file retrieval process described below until the file is completely removed from the system according to the archive time limits defined for your account.

Action
 Click the “Archive File Retrieval” button on the File Retrieval page.

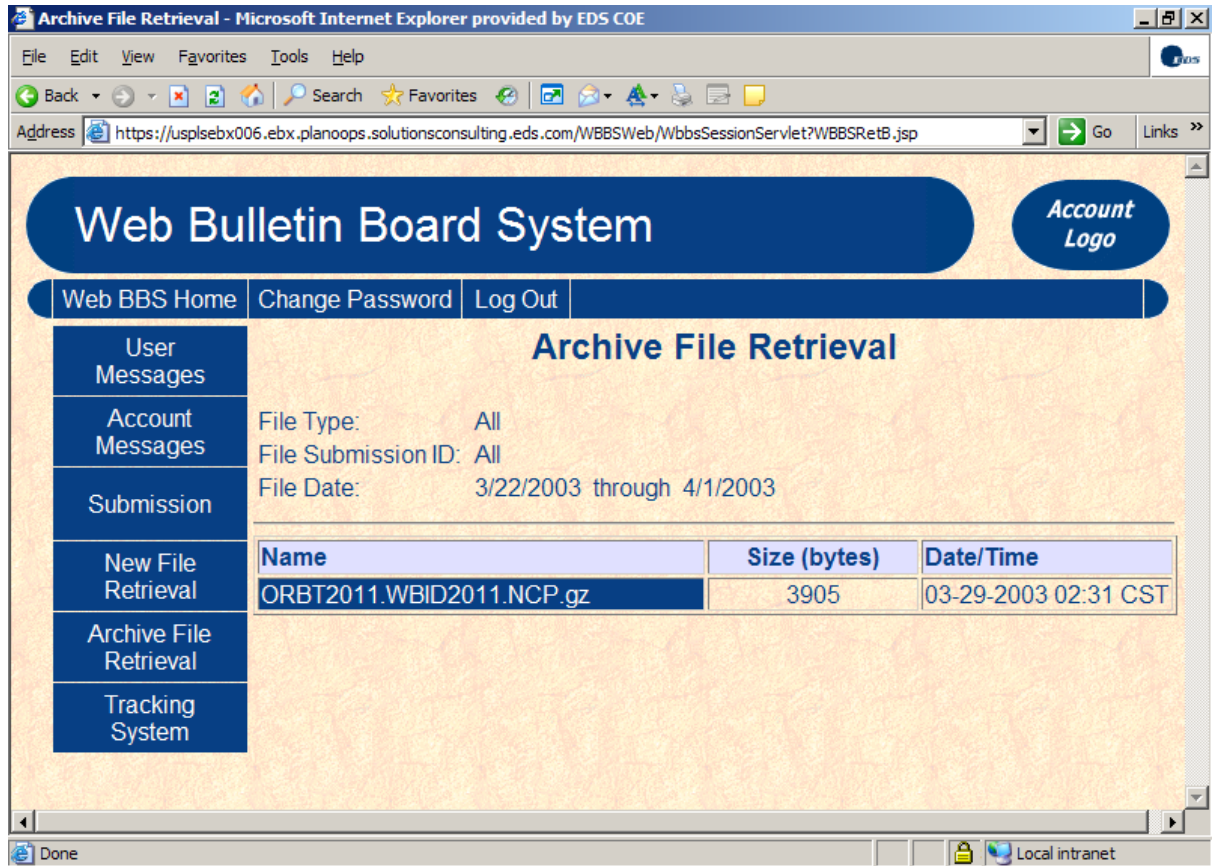
Result:
 The Archive File Selection page is displayed.



Action
 Enter the file selection criteria in the text boxes and click the “CONTINUE” button.

Result:

The list of the archived files for the user that match the selection criteria is returned in the Archive File Retrieval page.



Action

Click one of the "Name" hypertext links.

Result:

1. The browser displays the "Zip File?" prompt (See File Retrieval – Step 4.)
2. The browser displays the sequence of dialog boxes required to download the file (See **Error! Reference source not found.** through 10).

Note: It is not necessary to acknowledge the download of an archived file.

The Archive File Retrieval window will not be altered to indicate that a file was downloaded.

User Logout

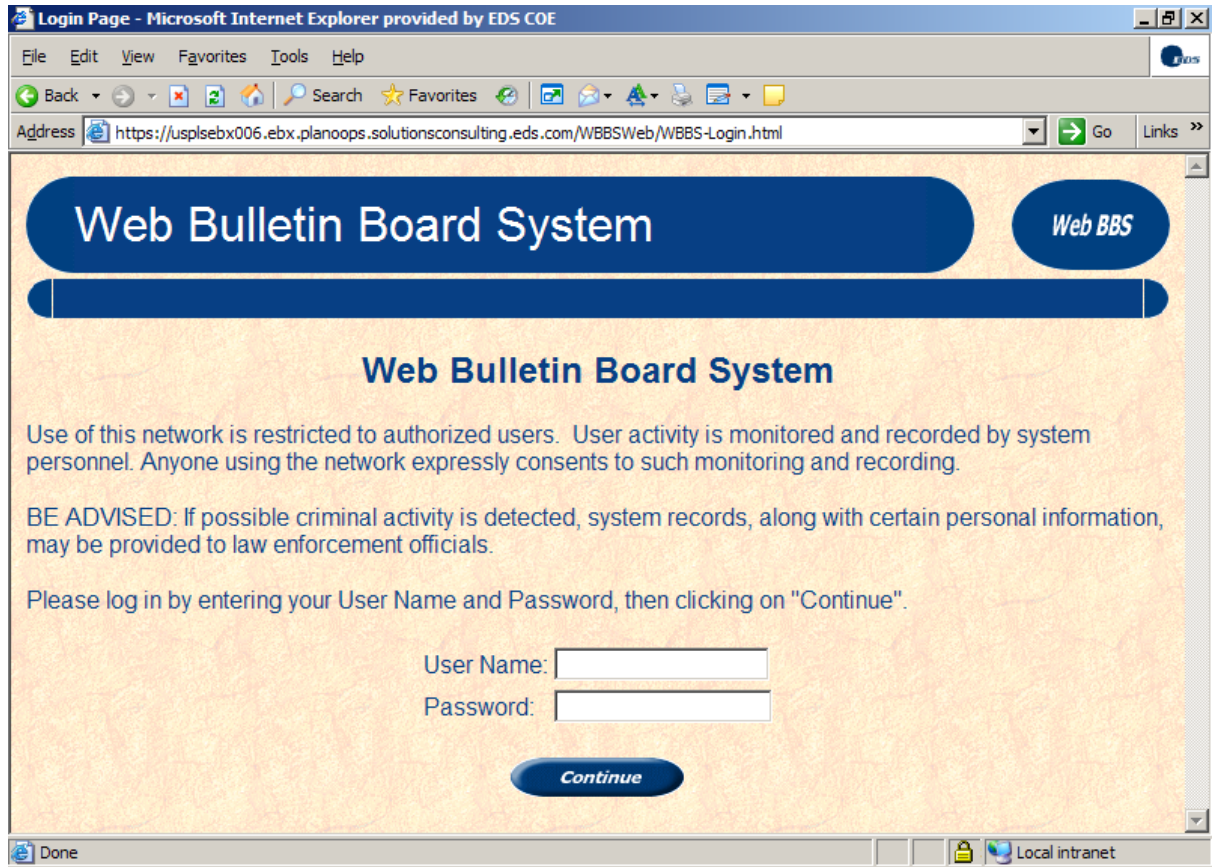
It is important that you log out after completing your work on the Web Bulletin Board System. For security reasons, you will be automatically logged out of the system if you are inactive for 15 minutes. If this happens you will be directed to the Login Page (See "User Login and Authentication") the next time you attempt to perform any system function, and will be required to log in again before you can proceed.

Action

Click the "LOG OUT" button on the Home Page.

Result:

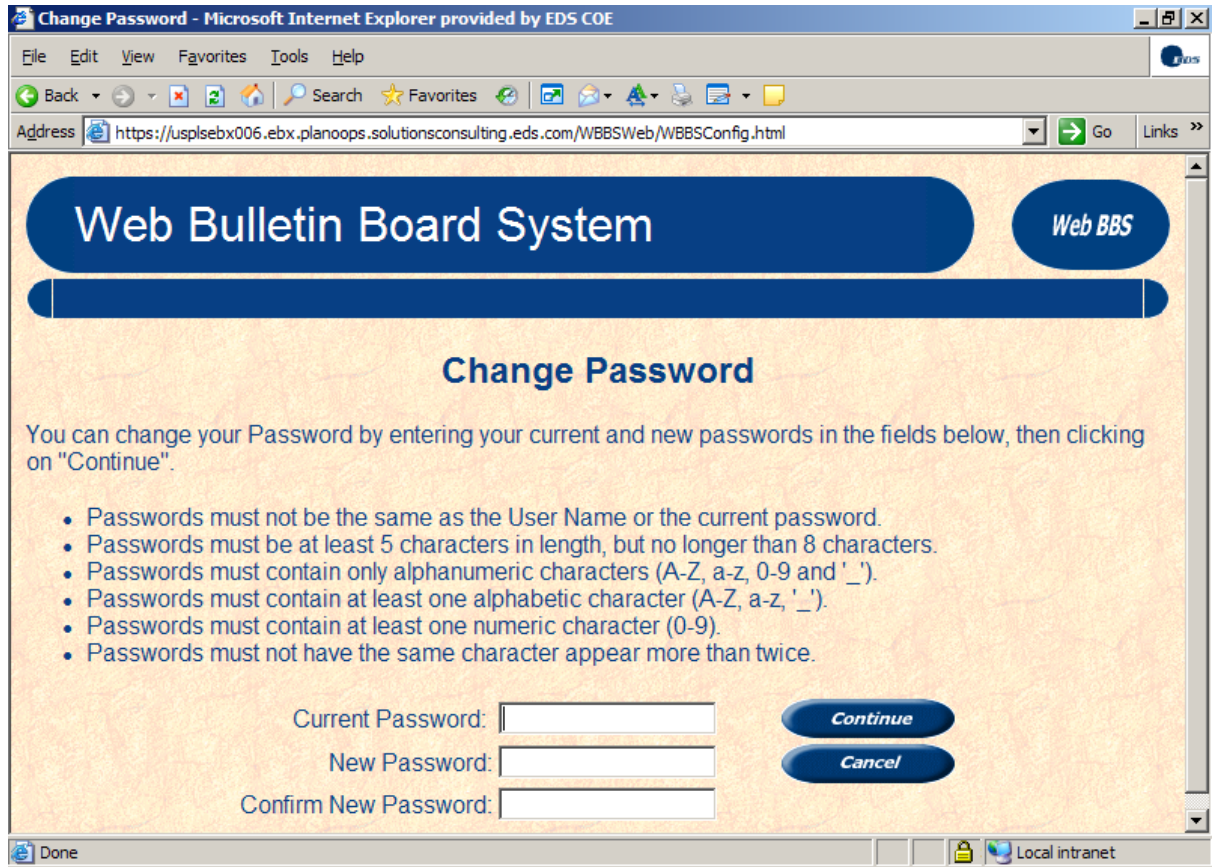
The Login Page is displayed, allowing you to log back in if desired.



Change Password

For security reasons you will be required to change your password every thirty days. If you log in and your password has expired you will immediately be directed to the Change Password page shown below and required to change your password before you can proceed. Once you have done this, just click the "Continue" button and you will be directed to your Home Page.

<p>Action</p> <p>Click the "CHANGE PASSWORD" button on the Home Page.</p>
<p>Result:</p> <p>The Change Password page is displayed.</p>



Action
Click the "Cancel" button.
Result: The browser returns the user to the Home Page.
Fill out the current and new password information and click the "Continue" button.
Result: The Password Change Status is displayed. If the password change is successful, the message "Password Change Successful" is displayed. If not, the message "Password not changed - xxxxxxxx" is displayed, where "xxxxxxx" indicates the reason why the password was not changed.
Click the "Continue" button.
Result: If the password change was successful, the user is returned to the Home Page. If the password change was not successful, the user is returned to the Change Password page.

