

**Employer/Sponsor  
EDI Reference  
Guide for  
Blue Cross  
Blue Shield of  
Delaware**

*Highmark EDI Operations*

*January 20, 2011*



® Highmark is a registered mark of Highmark Inc.

**\*\*\*This page left blank intentionally.\*\*\***

# Table of Contents

<b>Chapter 1 • Introduction</b>	<b>5</b>
1.1 Supported EDI Transactions . . . . .	6
1.1.1 General Requirements and Best Practices . . . . .	6
<b>Chapter 2 • General Information</b>	<b>7</b>
2 Contact Information . . . . .	7
2.1 System Operating Hours . . . . .	7
2.2 Valid Characters in Text Data (AN, string data element type) . . . . .	8
<b>Chapter 3 • Security Features</b>	<b>9</b>
3.1 Confidentiality . . . . .	9
3.2 Authorized Release of Information . . . . .	9
<b>Chapter 4 • Authorization Process</b>	<b>11</b>
4.1 Where to Get Enrollment Forms to Request a Trading Partner ID	11
4.2 Reporting Changes in Status . . . . .	12
<b>Chapter 5 • Web-Based Testing Policy</b>	<b>13</b>
<b>Chapter 6 • Communications</b>	<b>15</b>
6.1 Internet File Transfer Protocol (FTP) through “eDelivery” . . . . .	15

---

<b>Chapter 7 • Transmission Envelopes</b>	<b>17</b>
7.1 General Information . . . . .	17
7.1.1 Delimiters . . . . .	17
7.2 Data Detail and Explanation of Incoming ISA to Highmark. . . . .	20
<b>ISA</b> <i>Interchange Control Header (Incoming)</i> . . . . .	20
7.3 Data Detail and Explanation of Outgoing ISA from Highmark . . . . .	21
<b>ISA</b> <i>Interchange Control Header (Outgoing)</i> . . . . .	21
7.4 Outgoing Interchange Acknowledgment TA1 Segment . . . . .	22
7.5 Outgoing Functional Acknowledgment 997 Transaction. . . . .	22
<b>Chapter 8 • Enrollment to BCBSD Membership System (834)</b>	<b>25</b>
8.1 General Information and Guidelines for Submitting an 834 . . . . .	25
8.1.1 Transaction Size. . . . .	25
8.2 Data Detail for ECS. . . . .	25

# 1 Introduction

The Employer/Sponsor EDI Reference Guide addresses how Employers and Sponsors, or their business associates, conduct Enrollment and Premium Payment HIPAA standard electronic transactions with Highmark. This guide applies to Blue Cross Blue Shield of Delaware (BCBSD) Employers who establish, maintain, and administer the enrollment for a Group Health Plan as defined in Highmark's Trading Partner Agreement for their employees and dependents. The guide also applies to Sponsors of Health Plans. A Sponsor is the party that ultimately pays for the coverage, benefit, or product, and may or may not be the covered person's employer. A Sponsor can be an employer, union, government agency, association, or insurance agency.

An Electronic Data Interchange (EDI) Trading Partner is defined as any Highmark customer (Provider, Billing Service, Software Vendor, Employer Group, Financial Institution, etc.) that transmits to, or receives electronic data from or through, Highmark.

Highmark's EDI transaction system supports transactions adopted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as additional supporting transactions as described in this guide.

While Highmark EDI Operations will accept HIPAA compliant transactions from any covered entity, HIPAA security requirements dictate that proper procedure be established in order to secure access to data. As a result, Highmark has a process in place to establish an Electronic Trading Partner relationship. That process has two aspects:

- A Trading Partner Agreement must be submitted which establishes the legal relationship and requirements. This is separate from a participating provider agreement.
- Once the agreement is received, the Trading Partner will be sent a logon ID and password combination for use when accessing Highmark's EDI system for submission or retrieval of transactions. This ID is also used within EDI Interchanges as the ID of the Trading Partner. Maintenance of the ID and password by the Trading Partner is detailed in the security section of this document.

## 1.1 Supported EDI Transactions

For the purposes of this guide, Highmark will be supporting the following Employer/Sponsor EDI Transactions:

### Employer/Sponsor Transactions

997 Transaction	Functional Group Acknowledgement
834 Transaction	Benefit Enrollment and Maintenance

### 1.1.1 General Requirements and Best Practices

Trading Partners must use the ASC X12 National Implementation Guides adopted under the HIPAA Administrative Simplification Electronic Transaction rule and Highmark's EDI Reference guidelines for development of the EDI transactions. These documents may be accessed through Blue Cross Blue Shield of Delaware's EDI Trading Partner Portal:

<https://www.highmark.com/edi-bcbsde>

Trading Partners must use the most current national standard code lists applicable to the EDI transactions. The code lists may be accessed at the Washington Publishing Company website:

<http://www.wpc-edi.com>

## 2 General Information

EDI specifications, including this reference guide, can be accessed online at: <https://www.highmark.com/edi-bcbsde>

### Contact Information

Contact information for EDI Operations:

Address: EDI Operations

P.O. Box 890089

Camp Hill, PA 17089-0089

or

TELEPHONE NUMBER: (717) 302-5170 or

(800) 992-0246

EMAIL ADDRESS: [edisupport@highmark.com](mailto:edisupport@highmark.com)

When contacting EDI Operations have your Trading Partner Number and Logon ID available. These numbers facilitate the handling of your questions.

Inquiries pertaining to Blue Cross Blue Shield of Delaware (BCBSD) enrollment should be referred to BCBSD Enrollment Service at [enrollserv@bcbsde.com](mailto:enrollserv@bcbsde.com) or (302) 421-3400.

EDI Operations personnel are available for questions from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday.

### 2.1 System Operating Hours

Highmark is available to handle EDI transactions 24 hours a day seven days a week, except during scheduled system maintenance periods.

We strongly suggest that Highmark EDI Trading Partners transmit any test data during the hours that Highmark EDI Operations support is available.

## 2.2 Valid Characters in Text Data (AN, string data element type)

For data elements that are type AN, "string", Highmark can accept characters from the basic and extended character sets with the following exceptions:

<u>Character</u>	<u>Name</u>	<u>Hex value</u>
!	Exclamation point	(21)
>	Greater than	(3E)
^	Caret	(5E)
	Pipe	(7C)
~	Tilde	(7E)

These five characters are used by Highmark for delimiters on outgoing transactions and control characters for internal processing and therefore would cause problems if encountered in the transaction data. As described in the X12 standards organization's Application Control Structure document (X12.6), a string data element is a sequence of characters from the basic or extended character sets and contains at least one non-space character. The significant characters shall be left justified. Leading spaces, when they occur, are presumed to be significant characters. In the actual data stream trailing spaces should be suppressed. The representation for this data element type is AN.



## 3 Security Features

Highmark EDI Operations personnel will assign Logon IDs and Passwords to Trading Partners. EDI Transactions submitted by unauthorized Trading Partners will not be accepted by our Highmark EDI Operations system.

Trading Partners should protect password privacy by limiting knowledge of the password to key personnel. Passwords should be changed regularly; upon initial usage and then periodically throughout the year. Also, the password should be changed if there are personnel changes in the Trading Partner office, or at any time the Trading Partner deems necessary.

Password requirements include:

- Password must be 8 characters in length.
- Password must contain a combination of both numeric and alpha characters.
- Password cannot contain the Logon ID.
- Password must be changed periodically.

### 3.1 Confidentiality

Highmark and its Trading Partners will comply with the privacy standards for all EDI transactions as outlined in the Highmark EDI Trading Partner Agreement.

### 3.2 Authorized Release of Information

When contacting EDI Operations concerning any EDI transactions, you will be asked to confirm your Trading Partner information.



## 4 Authorization Process

New Trading Partners wishing to submit EDI transactions must submit an EDI Transaction Application to Highmark EDI Operations.

The EDI Transaction Application process includes review and acceptance of the appropriate EDI Trading Partner Agreement. If you already have a Trading Partner relationship with Highmark, you must still submit an application for a new Trading Partner number for Blue Cross Blue Shield of Delaware business, but a new Agreement is not required. Submission of the EDI Transaction Application indicates compliance with specifications set forth by Highmark for the submission of EDI transactions. This form must be completed by an authorized representative of the organization.

Highmark may terminate this Agreement, without notice, if participant's account is inactive for a period of six (6) consecutive months.

Complete and accurate reporting of information will insure that your authorization forms are processed in a timely manner. If you need assistance in completing the EDI Transaction Application contact your company's technical support area, your software vendor, or EDI Operations.

Upon completion of the authorization process, a Logon ID and Password will be assigned to the Trading Partner. EDI Operations will authorize, in writing, the Trading Partner to submit production EDI transactions.

Test files may be submitted at the discretion of the Trading Partner.

### 4.1 Where to Get Enrollment Forms to Request a Trading Partner ID

To receive a Trading Partner ID, you must complete an online EDI Transaction Application and agree to the terms of Highmark's EDI Trading Partner Agreement. The EDI Transaction Applications and all other EDI request forms are available through the enrollment center on our Internet website. You may access the online Application from the BCBSD EDI Trading Partner Business Center page at:

<https://www.highmark.com/edi-bcbsd>

## 4.2 Reporting Changes in Status

Trading Partners changing their demographic or transaction information must inform EDI Operations by completing the appropriate Trading Partner update request form on the BCBSD EDI Trading Partner Business Center website at:

<https://www.highmark.com/edi-bcbsde>

## 5 Web-Based Testing Policy

Web-based syntax and validation testing is done using a Highmark-customized version of Foresight Corporation's HIPAA Community Manager product. Web-based testing is available for enrollment transactions where BCBSD Interchange Receiver ID (ISA08) is 00070. This testing includes the following types of edits:

- Transaction syntax testing (4010 transaction standards),
- HIPAA data requirements testing (4010A1 Addenda Implementation Guides).

This Web-based testing is available free of charge to our trading partners who have executed a new EDI Trading Partner Agreement. This functionality is designed to make EDI HIPAA syntax and validation testing for Highmark fast, simple, and secure by using a Web-based environment. Testing partners will receive detailed error analysis reports or a notice of successful validation. For more information on Foresight's Community Manager, please visit their Web site describing the product at <http://foresightcorp.com>.

If you need assistance during your Community Manager testing, you may call EDI Operations at 800-992-0246 or e-mail us at [edisupport@highmark.com](mailto:edisupport@highmark.com). A member of our support staff will be available Monday through Friday 8:00 a.m. to 5:00 p.m. ET to assist with any HIPAA Community Manager Trading Partner testing questions you may have.

To get started, you need a Highmark Trading Partner ID. This requires completion of an EDI Transaction Application and execution of an EDI Trading Partner Agreement as explained in section 4.1. The Transaction Application includes a place to request access to the Web-based testing function.



## 6 Communications

### 6.1 Internet File Transfer Protocol (FTP) through “eDelivery”

The Highmark Secure FTP Server (“eDelivery”) provides an FTP service over an encrypted data session providing “on-the-wire” privacy during file exchanges. This service offers an Internet accessible environment to provide the ability to exchange files with customers, providers, and business partners using a simple FTP process in an encrypted and private manner.

Any state of the art browser can be used to access the Highmark Secure FTP Server. Browsers must support strong encryption (128 bit) and must allow cookies for session tracking purposes. Once the browser capabilities are confirmed, the following are the general guidelines for exchanging files.

1. Launch your web browser. Highmark has tested Internet Explorer 6.x and Netscape 7.x browsers.
2. Connect to the FTP servers at: <https://ftp.highmark.com>
3. The server will prompt for an ID and Password. Use the ID/ Password that Highmark has provided you for accessing this service. Enter the ID, tab to password field and enter the password, then hit enter or click on OK.
4. The server will then place you in your individual file space on the FTP server. No one else can see your space and you cannot access the space of others. You will not be able to change out of your space.
5. You will need to change into the directory for the type of file you are putting or getting from the server.
6. By default, the file transfer mode will be binary and this mode is acceptable for all data types. However, you may change between ASCII and Binary file transfer modes by clicking the “Set ASCII”/”Set Binary” toggle button.
7. Send Highmark a file. The following is an example of the submission of an 834 enrollment transaction file:
  - a. Click on the “hipaa-in” folder to change into that directory.
  - b. Click on the browse button to select a file from your system to send to Highmark. This will pop open a file finder box listing the files available on your system.

- c. Select the file you wish to send to Highmark and Click on OK.
  - d. This will return you to the browser with the file name you selected in the filename window. Now click on the “**Upload File**” button to transfer the file to Highmark. Once completed, the file will appear in your file list.
8. Retrieve a file from Highmark. The following is an example of retrieval of a 997 Functional Acknowledgment file:
- a. Click on the “hipaa-out” directory.
  - b. Your browser will list all the files available to you.
  - c. Click on the “997” directory.
  - d. Click on the file you wish to download. Your browser will download the file. If your browser displays the file instead of downloading, click the browser back button and click on the tools next to the file you wish to receive. Select **application/octet-stream**. Your system may then prompt you for a “Save As” file location window. Make the selection appropriate for your system and click on **Save** to download the file.



# 7 Transmission Envelopes

## 7.1 General Information

Interchange Control (ISA/IEA) and Function Group (GS/GE) envelopes must be used as described in the national implementation guides. Highmark’s expectations for inbound ISAs and a description of data on outbound ISAs are detailed in this chapter. Specific guidelines and instructions for GS and GE segments are contained in each transaction chapter.

Note - Highmark only supports one interchange (ISA/IEA envelope) per incoming transmission (file). A file containing multiple interchanges will be rejected for a mismatch between the ISA Interchange Control Number at the top of the file and the IEA Interchange Control Number at the end of the file.

### 7.1.1 Delimiters

As detailed in the national implementation guides, delimiters are determined by the characters sent in specified, set positions of the ISA header. For transmissions to Highmark (inbound transmissions), the following list contains all characters that can be accepted as a delimiter. Note that LineFeed, hex value “0A”, is not an acceptable delimiter.

Description	Hex value
StartOfHeading	01
StartofTeXt	02
EndofTeXt	03
EndOfTrans.	04
ENQuiry	05
ACKnowledge	06
BELL	07
VerticalTab	0B
FormFeed	0C

Description	Hex value
CarriageReturn	0D
DeviceControl1	11
DeviceControl2	12
DeviceControl3	13
DeviceControl4	14
NegativeAcK	15
SYNchron.Idle	16
EndTransBlock	17
FileSeparator	1C
GroupSeparator	1D
RecordSeparator	1E
!	21
“	22
%	25
&	26
‘	27
(	28
)	29
*	2A
+	2B
,	2C
.	2E
/	2F
:	3A
;	3B
<	3C
=	3D
>	3E

Description	Hex value
?	3F
@	40
[	5B
]	5D
^*	5E
{	7B
}	7D
~	7E

- \* “^” may be used as a Data Element Separator, but will not be accepted as Component Element Separator, Repeating Element Separator, or Segment Terminator.

Highmark will use the following delimiters in all outbound transactions. Note that these characters as well as the Exclamation Point, "!", can not be used in text data (type AN, Sting data element) within the transaction; reference section 2.5 of this document titled Valid Characters in Text Data.

Delimiter Type	Character Used	(hex value)
Data element separator	^	(5E)
Component element separator	>	(3E)
Segment terminator	~	(7E)
Repeating element separator (version 4030 and beyond)		(7C)

## 7.2 Data Detail and Explanation of Incoming ISA to Highmark

**Segment:** **ISA** Interchange Control Header (Incoming)

**Note:** This fixed record length segment must be used in accordance with the guidelines in Appendix B of the national transaction implementation guides, with the clarifications listed below.

### Data Element Summary

Ref Des.	Element Name	Element Note
ISA01	Authorization Information Qualifier	Highmark can only support code 00 - No Authorization Information present.
ISA02	Authorization Information	This element must be space filled.
ISA03	Security Information Qualifier	Highmark can only support code 00 - No security Information present.
ISA04	Security Information	This element must be space filled.
ISA05	Interchange ID Qualifier	Use qualifier code value "ZZ" to designate a payer-defined ID.
ISA06	Interchange Sender ID	Use the BCBSD Trading Partner Logon ID. The ID must be left justified and space filled. Any alpha characters must be upper case.
ISA07	Interchange ID Qualifier	Use qualifier code value "ZZ" to designate a payer defined ID.
ISA08	Interchange Receiver ID	Use the value "00070." The code must be left-justified and space filled.
ISA14	Acknowledgment Requested	Highmark does not consider the contents of ISA14. A TA1 segment is returned when the incoming interchange is rejected.

**Data Element Summary**

Ref Des.	Element Name	Element Note
ISA15	Usage Indicator	Highmark uses the value in this element to determine the production nature of all transactions within the interchange.

### 7.3 Data Detail and Explanation of Outgoing ISA from Highmark

**Segment:** **ISA** Interchange Control Header (Outgoing)

**Note:** Listed below are clarifications of Highmark’s use of the ISA segment for outgoing interchanges.

**Data Element Summary**

Ref Des.	Element Name	Element Note
ISA01	Authorization Information Qualifier	Highmark can only support code 00 - No Authorization Information present.
ISA02	Authorization Information	This element must be space filled.
ISA03	Security Information Qualifier	Highmark can only support code 00 - No security Information present.
ISA04	Security Information	This element must be space filled.
ISA05	Interchange ID Qualifier	Use qualifier code value “ZZ” to designate payer-assigned ID.
ISA06	Interchange Sender ID	Use the value “00070.” The code must be left-justified and space filled.

**Data Element Summary**

Ref Des.	Element Name	Element Note
ISA07	Interchange ID Qualifier	“ZZ” is used to designate payer-assigned ID.
ISA08	Interchange Receiver ID	BCBSD Trading Partner Logon ID. This ID will be left-justified and space filled.
ISA14	Acknowledgment Requested	Highmark always uses a 0 (No Interchange Acknowledgment Requested).
ISA15	Usage Indicator	Highmark provides P to identify the production nature of all transactions within the interchange.

## 7.4 Outgoing Interchange Acknowledgment TA1 Segment

Highmark returns a TA1 Interchange Acknowledgment segment when the entire interchange (ISA - IEA) must be rejected. TA1 segments are not returned for interchanges that do not have interchange-level errors.

The interchange rejection reason is indicated by the code value in the TA105 data element. This fixed length segment is built in accordance with the guidelines in Appendix B of the national transaction implementation guides. Each Highmark TA1 will have an Interchange control envelope (ISA - IEA).

## 7.5 Outgoing Functional Acknowledgment 997 Transaction

Highmark returns a 997 Functional Acknowledgment for each Functional Group (GS - GE) envelope that is received in a batch mode. If multiple Functional Groups are received in an Interchange (ISA - IEA) envelope, a corresponding number of 997 Functional Acknowledgment transactions will be returned.

Action on a Functional Group can be: acceptance, partial acceptance, or rejection. A partial acceptance occurs when the Functional Group contains multiple transactions and at least one, but not all, of those transactions is rejected. (Transaction accepted/rejected status is

indicated in AK501.) The location and reason for errors are identified in one or more of the following segments:

- AK3 - segment errors
- AK4 - data element errors
- AK5 - transaction errors
- AK9 - functional group errors

Rejection reason codes are contained in Appendix B of each transaction's national Implementation Guide. Rejected transactions or functional groups must be fixed and resubmitted.

997 transactions will have Interchange Control (ISA - IEA) and Functional Group (GS - GE) envelopes. The Version Identifier Code in GS08 of the envelope containing the 997 will be "004010", indicating a generic 4010 997 transaction. Note that this will not match the Implementation Guide identifier that was in the GS08 of the envelope of the original submitted transaction. This difference is because the 997 is generic to the 4010 version and is not unique to each transaction standard.

As part of your trading partner agreement, values were supplied that identify you as the submitting entity. If any of the values supplied within the envelopes of the submitted transaction do not match the values supplied in the trading partner agreement, a rejected 997 will be returned to the submitter. In the following example the AK404 value 'TRADING PARTNER PROFILE' indicates that one or more incorrect values were submitted. In order to process your submission, these values must be corrected and the transaction resubmitted.

```
ISA^00^      ^00^      ^ZZ^00070 ^ZZ^XXXXXXXX
^060926^1429^U^00401^035738627^0^P^>
GS^FA^XXXXX^999999^20060926^142948^1^X^004010
ST^997^0001
AK1^HC^655
AK2^837^PA03
AK3^GS^114^^8
AK4^2^^7^TRADING PARTNER PROFILE
AK5^R
AK9^R^1^1^0
SE^8^0001
GE^1^1
IEA^1^035738627.
```





## **8 Enrollment to BCBSD Membership System (834)**

The 834 transaction is utilized by the sponsor of the insurance coverage, benefits, or policy to transmit electronic enrollment information. The primary source for definitions, data usage, and requirements is the implementation guide named in the HIPAA Administrative Simplification Electronic Transaction rule as modified by the addenda document named in the Modifications to Electronic Data Transaction Standards and Code Sets rule.

Companion documents supplement the national guide and addenda with clarifications and payer-specific usage and content requirements.

Sections 8.1 and 8.2 of this guide make up the companion document for submitting 4010A1 834 enrollment transactions to Blue Cross Blue Shield of Delaware's Membership System.

This EDI Reference Guide applies to Blue Cross Blue Shield of Delaware enrollment data.

### **8.1 General Information and Guidelines for Submitting an 834**

#### **8.1.1 Transaction Size**

Highmark can accept in excess of the limitation of 10,000 INS segments specified in the national Implementation Guide.

### **8.2 Data Detail for ECS**

The following segment references are clarifications and payer-specific requirements related to data usage and content for submitting an 834 transaction for members whose enrollment will be maintained on Blue Cross Blue Shield of Delaware.

Loop ID	Reference	Segment Name	Element Name	Codes	Notes/Comments
	GS02	Functional Group Header	Application Sender's Code		Sender's Highmark assigned Trading Partner number. The submitted valued must not include leading zeroes..
	GS03	Functional Group Header	Application Receiver's Code	00070	
1000A	NM103	Sponsor Name	Identification Code Qualifier	FI	
2000	INS03	Member Level Detail	Maintenance Type Code		BCBSD processes all Maintenance Type Codes by updating enrollment files with data from the 834 transaction when differences are detected between the enrollment file and the 834 transaction. BCBSD supports Maintenance Type Code Values of 024 and 030.
2000	INS04	Member Level Detail	Maintenance Reason Code		A Maintenance Reason Code is required when an Eligibility End date (code value 357) is sent in the Member Level Dates segment or when a Benefit End date (code value 349) is sent in the Health Coverage Dates segment
2000	REF02	Member Policy Number	Insured Group or Policy Number		Enter the BCBSD assigned group number. BCBSD will supply the appropriate 6-9 character group number as part of the Trading Partner set-up process.
2000	REF02	Member Identification Number	Subscriber Supplemental Identifier		Enter the BCBSD assigned Subscriber Supplemental identifier. BCBSD will supply the appropriate identifier as part of the Trading Partner set-up process.
2000	REF02	Member Identification Number	Subscriber Supplemental Identifier		Send the employer-assigned unique employee number. (Employee ID Number)
2300	HD01	Health Coverage	Maintenance Type Code		BCBSD processes all Maintenance Type Codes by updating enrollment files with data from the 834 transaction when differences are detected between the enrollment file and the 834 transaction.

Loop ID	Reference	Segment Name	Element Name	Codes	Notes/Comments
2300	HD03	Health Coverage	Insurance Line Code		Enter the Insurance Line Code value that corresponds to the coverage. BCBSD will supply the appropriate identifier as part of the Trading Partner set-up process.
2300	HD04	Health Coverage	Plan Coverage Description		Enter the Plan Coverage Description supplied as part of the Trading Partner set-up process.
2300	DTP01	Health Coverage Dates	Date Time Qualifier	348 349	
2310	NM108	Provider Name	Identification Code Qualifier	SV	
2310	NM109	Provider Name	Provider Identifier		Send the provider's BCBSD assigned provider number.

