Independence

06/05/13

Gateway and Platform Transition FAQ

This collection of frequently asked questions (FAQ) was developed to answer trading partner and provider questions about migrating Independence Blue Cross (IBC) X12 transactions to the Highmark Gateway. This FAQ also includes relevant information on IBC's new claims processing platform that will be managed and maintained by Highmark ("Highmark platform").

General

Q. Why is IBC transitioning to the Highmark Gateway and the Highmark platform?

A. Moving processing capabilities to the Highmark Gateway and the Highmark platform will enable IBC to gain efficiencies and lower operating costs. It will also allow us to add new capabilities that enhance the overall customer experience.

IBC has had an effective vendor relationship with Highmark for decades, and this arrangement is yet another example of how we are working with other Blue plans to transform the delivery of health care.

Q. Is the transition to the Highmark Gateway mandatory for all IBC trading partners?

A. Yes. IBC will decommission its current NaviNet® X12 Gateway, along with its Secure Transport Server (STS), at which point connectivity to IBC's systems outside of the Highmark Gateway will no longer be available.

Q. When do trading partners need to be ready to transition to the Highmark Gateway?

A. Trading partners will be asked to migrate their IBC Electronic Data Interchange (EDI) transactions to the Highmark Gateway at mutually determined times beginning in May 2013. Trading partners will receive notifications from either IBC or Highmark with further details regarding specific times for their migration. It is expected that all trading partners will have completed their transition to the Highmark Gateway by the end of the third quarter of 2013.

Q. How will IBC and Highmark communicate with trading partners and providers during this transition?

A. IBC and Highmark will communicate with trading partners via email and websites, covering topics such as connectivity to the Highmark Gateway, transaction-specific changes, updated companion guides, and transition activities. Up-to-date information can be found at the following websites:

- IBC: Visit the X12 Gateway Transition page on ibx.com, or the Business Transformation section on our Provider News Center.
- Highmark: In June, Highmark will launch the EDI Trading Partner Business Center, a site dedicated to all IBC EDI business.

Q. Are processing delays expected to occur during the transition period?

A. We do not anticipate any EDI or claims processing delays during the transition period.

Q. As a provider, how does this transition impact me?

A. Please refer to the network letter that was sent to providers on May 22, 2013. We encourage you to work with your trading partner to ensure a smooth transition.

Q. Who should trading partners contact during the transition if they have any EDI issues or concerns: IBC or Highmark?

A. As trading partners are preparing for their transition to the Highmark Gateway, questions can be directed to either Highmark EDI Operations at 1-800-992-0246 or to the gateway.transition@ibx.com mailbox. After transitioning to the Highmark Gateway, any EDI-related questions or issues should be directed to Highmark EDI Operations at 1-800-992-0246.

Q. What are the hours of operation for Highmark EDI Operations?

A. Highmark EDI Operations is available for questions or support issues Monday through Friday from 8 a.m. – 5 p.m. ET. EDI transactions are processed 24 hours a day, 7 days a week.

Trading partner preparation

Q. When will trading partner registration begin?

A. Trading partners will be expected to register with Highmark via an online registration form. The online registration forms will be deployed in phases beginning in May 2013 and ending in June 2013.

Q. Will trading partners need to sign a new Trading Partner Agreement (TPA) with Highmark?

A. Yes. All trading partners, regardless of whether they currently process IBC transactions through Highmark, will be required to electronically accept a new TPA as part of the trading partner registration process.

Q. Who should trading partners contact if they have questions about the new TPA with Highmark?

A. Any questions or issues regarding the new TPA should be directed to Highmark EDI Operations at 1-800-992-0246.

Q. Will a new trading partner ID and logon ID be required to transition to the Highmark Gateway?

A. Yes. Once trading partners electronically accept a new TPA, they will be assigned a new trading partner ID referred to as their new “DataStream Trading Partner ID.” New DataStream Trading Partner IDs will be required in order to process IBC transactions through the Highmark Gateway. When the new DataStream Trading Partner IDs are set up, new logon information will be generated and emailed to trading partners.

Q. Will trading partners who currently submit or receive IBC transactions via Highmark still need a new trading partner ID?

A. Yes. All trading partners will need a new DataStream Trading Partner ID. Trading partners who currently process IBC transactions through Highmark will have their new DataStream Trading Partner ID created automatically. After new DataStream Trading Partner IDs are created, trading partners who currently process IBC transactions through Highmark will be notified of the new credentials via email, and they will be asked to electronically accept a new TPA prior to submitting transactions. Once the new TPA is electronically accepted, new logon information will be generated and emailed to the trading partner.

Q. Can multiple trading partner IDs be set up to accommodate the particular needs of a single trading partner?

A. For ease of maintenance, it is recommended that trading partners register only one professional and/or one institutional DataStream Trading Partner ID for IBC-related business. Trading partners may work with Highmark EDI Operations to evaluate special operating conditions.

Q. Will existing Highmark trading partners be able to use their current server connections to Highmark?

A. Even though trading partners will continue to connect to the Highmark secure file transfer protocol (SFTP) server known as the Highmark "eDelivery" system, a new logon ID and password will be required in order to send and receive files using the new DataStream Trading Partner ID.

EDI-related

Q. Will any payer or product NAIC codes change?

A. No. All payer and product NAIC codes will remain the same and can be submitted as they are today in the ISA and GS segments of your IBC 837 institutional and professional claim transactions. A list of NAIC codes used for IBC business is available at www.ibx.com/edi.

Q. Will all files received from the Highmark Gateway be in an ANSI X12 format?

A. Yes. All EDI transactions generated by IBC or Highmark will be in an ANSI X12-compliant format.

Q. Will a new companion guide be available?

A. Yes. We published an all-inclusive companion guide that contains information on how trading partners should conduct electronic transactions with IBC and Highmark in the 5010 version, including professional and institutional claims, claim acknowledgments, and claim payment advice. This document supplements the HIPAA-mandated national implementation guides and addenda with clarifications and payer-specific usage and content requirements. The IBC HIPAA Transaction Standard Companion Guide is available online at www.ibx.com.

Q. Should trading partners expect to see different EDI transactions as part of the transition to the Highmark Gateway?

A. While the overall set of EDI transactions will not change as a result of converting to the Highmark Gateway, when IBC begins migrating claims processing activities to the Highmark platform, there will be changes to existing transactions as well as new transactions. The changes are expected to begin in the fourth quarter of 2013.

When IBC begins migrating claims processing activities to the Highmark platform, there will be two main EDI changes:

- **New 277CA Health Care Claim Acknowledgment transaction ("277CA transaction"):** The Highmark platform acknowledges claims submissions with a 277CA transaction rather than the U277 claim acknowledgment transaction ("U277 transaction") that IBC trading partners are familiar with today.
- **Changed Health Care Claim Payment/Advice transaction ("835 remittance transaction")**

The IBC HIPAA Transaction Standard Companion Guide describes these changes in more detail.

Q. When will trading partners start to see 277CA transactions for IBC claims processed on the Highmark platform?

A. 277CA transactions are expected to begin in the fourth quarter of 2013 when claims for IBC members begin adjudicating on the Highmark platform.

Q. What is the file logic and frequency that will determine how both the U277 and 277CA transactions will be returned to a submitter based on the below claim submission scenarios?

A. The following describes the file logic and frequency for various scenarios:

- **837 file with a single claim destined for IBC:** A single U277 transaction will be returned to the trading partner's eDelivery folder within 24 – 48 hours after file submission.
- **837 file with a single claim destined for Highmark:** A single 277CA transaction will be returned to the trading partner's eDelivery folder within 24 hours after file submission.
- **837 file with multiple claims destined for IBC only (e.g., five claims):** Five unsolicited claim acknowledgments will be returned on one or multiple U277 transactions to the trading partner's eDelivery folder within 24 – 48 hours after file submission.
- **837 file with multiple claims destined for Highmark only (e.g., five claims):** Five claim acknowledgments will be returned on one or multiple 277CA transactions to the trading partner's eDelivery folder within 24 hours after file submission.
- **837 file with multiple claims destined for both IBC and Highmark (e.g., five claims each):** Five unsolicited claim acknowledgments will be returned on one or multiple U277 transactions to the trading partner's eDelivery folder within 24 – 48 hours after file submission, and five claim acknowledgments will be returned on one or multiple 277CA transactions within 24 hours after file submission.

Q. Will Highmark return a trading partner's REF*D9 for IBC's U277 as well as the 277CA?

A. When submitted in either 837 institutional or professional claim transactions, Highmark will return the Claim/Trace Number segment REF*D9 in both the U277 and 277CA.

Q. When will trading partners start to see 835 remittance transactions for IBC claims adjudicated on the Highmark platform?

A. 835 remittance transactions generated from the Highmark platform are expected to begin in the fourth quarter of 2013 when claims for IBC members begin adjudicating on the Highmark platform. The appearance of the Highmark-generated 835 remittance transaction will coincide with the appearance of the 277CA transaction.

Q. How can trading partners differentiate 835 remittance transactions generated by the Highmark platform from 835 transactions generated on the IBC platform?

A. Trading partners can use the filename of the 835 remittance transaction to determine on which platform a claim adjudicated:

- IBC: third node of filename = ibc07 (e.g., v123456_987654_ibc07.v5456327)
- Highmark: third node of filename = ibcnn where nn is an alphanumeric not equal to 07 (e.g., v123456_987654_ibc01.v5456327)

Q. What will happen to response and remittance transactions that have not been received by trading partners at the time of the transition to the Highmark Gateway?

A. Trading partners can still use their existing server connections and credentials to retrieve transactions that are in-process at the time of the transition.

Provider registration

Q. How will billing provider National Provider Identifiers (NPI) be set up with Highmark as part of this transition?

A. Trading partners who currently process IBC transactions through Highmark will automatically be assigned a new DataStream Trading Partner ID. All billing provider NPIs that are affiliated with the trading partner currently processing IBC transactions through Highmark will be systematically assigned to the new DataStream Trading Partner ID. Subsequent changes to NPI affiliations can be made by trading partners via an online application at the EDI Trading Partner Business Center website, which is scheduled to go live in June 2013.

Trading partners who are not currently processing IBC transactions through Highmark must submit an online application for a new DataStream Trading Partner ID. The new DataStream Trading Partner ID will be issued after a new TPA is electronically accepted by the trading partner. The application must include all billing provider NPIs. Trading partners with a large volume of NPIs can contact Highmark EDI Operations for alternatives to the standard application process.

Questions about the EDI application process can be directed to Highmark EDI Operations at 1-800-992-0246.

Q. When should trading partners stop sending new provider registration applications for IBC business to their current EDI gateway provider?

A. Trading partners should stop sending new provider registration applications one week prior to their transition to the Highmark Gateway. Once a trading partner completes their initial billing provider NPI registration to their new DataStream Trading Partner ID, any subsequent changes to the list of NPIs should be accommodated via an online application at the Highmark EDI Trading Partner Business Center website (scheduled to go live in June 2013) prior to transitioning to the Highmark Gateway.

Q. Will there be a way for trading partners to verify provider registration during the transition to the Highmark Gateway?

A. Yes. Trading partners may contact Highmark EDI Operations at 1-800-992-0246 to confirm provider registration at any time.

Q: I am connecting to the Highmark Gateway using my new DataStream Trading Partner credentials, but my files are being rejected with a TA1. Why is this happening?

A. In addition to connecting to Highmark's eDelivery system using your new DataStream Trading Partner credentials, the ISA06 envelope value of your files must match your DataStream logon ID or the file will generate a TA1 rejection with an error code of '006', "Invalid Interchange Sender ID."