

Companion Document

276/277

276/277 Health Care Claim Status Request/Response ***— Batch***

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 Accredited Standards Committee (ASC) X12 Standards for Electronic Data Interchange (EDI) Technical Report Type 3 (TR3) as published by the Washington Publishing Company.

Section 1 — 276/277 Health Care Claim Status Request/Response: basic instructions

Section 2 — 276/277 Health Care Claim Status Request/Response: enveloping

Section 3 — 276/277 Health Care Claim Status Request/Response: charts for situational rules

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Section 1 — basic instructions

1.1 Council for Affordable Quality Healthcare (CAQH)

CAQH is a nonprofit alliance of health plans and trade associations focused on achievable, concrete initiatives designed to strengthen the nation's health care system and simplify health care administration. The CAQH Committee on Operating Rules for Information Exchange (CORE) Phases I & II operating rules have been adopted by the Department of Health and Human Services as necessary business rules and guidelines for the electronic exchange of information. These operating rules are incorporated into this companion document.

1.2 Business purpose

The purpose of generating a 276 status request is to obtain the current status of the claim within the adjudication process. This transaction includes information that is necessary for Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) to identify the specific claim in question. The following primary identifiers must be supplied:

1. Patient's first name in its entirety (10 characters) — Loop 2100D, NM104 (if subscriber is the patient); Loop 2100E, NM104 (if dependent is the patient)
2. Billing provider NPI number submitted on the original claim — Loop 2100C, NM109
3. Member identification number — Loop 2100D, NM109; Loop 2100E, NM109 (if dependent has a unique identifier)
4. Claim submitter trace number — Loop 2200D, TRN02; Loop 2200E, TRN02
5. Claim number — Loop 2200D, REF02 (if subscriber is the patient); Loop 2200E, REF02 (if dependent is the patient)
6. Date(s) of service — Loop 2200D, DTP03 (if subscriber is the patient); Loop 2200E, DTP03 (if dependent is the patient)
7. Claim submitted charges — Loop 2200D, AMT02 (if subscriber is the patient); Loop 2200E, AMT02 (if dependent is the patient)

1.3 System hours of availability

As a CORE-certified health plan, Anthem follows the guidelines as set forth under Section 1 of the CAQH CORE System Availability Rule. Regularly scheduled system downtime and/or maintenance will be reserved for Sundays and the following holidays:

- New Year's Day (01/01/CCYY)
- Memorial Day (last Monday in May)
- Independence Day (07/04/CCYY)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (12/25/CCYY)

1.4 HIPAA-compliant codes

When entering codes in the 276 claim status request, carefully follow the 276/277 TR3. Use HIPAA-compliant codes from current versions of the sources listed in Appendix A: External Code Sources of the TR3. Anthem will accept all HIPAA standard codes. However, acceptance of these codes or modifiers will not alter covered benefits or current payment policies, guidelines or processes.

1.5 Claims without dollar amounts

A 277 response on a member-payable claim, rejected claim or approved claim without dollar amounts will contain a zero dollar amount in the data element — STC05 claim payment amount (Loops 2200D, 2200E) and SVC03 line item paid amount (Loops 2220D, 2220E). Also, in Loops 2220D and 2220E, the following data elements will not be included:

- STC08 — check issue or electronic funds transfer (EFT) effective date
- STC09 — check or EFT trace number

1.6 Delimiters

Anthem only accepts the following delimiters as defined by the American National Standard Institute (ANSI) standards of the basic character set:

- Data element separator, asterisk (*)
- Repetition separator (ISA11), caret (^)
- Subelement separator, colon (:)
- Segment terminator, tilde (~)

Note: Since the listed values are the only delimiters supported, the use of any other values may yield a file level rejection. Using values from the extended character set is not permitted without a mutual written agreement between Anthem and trading partner.

1.7 Communication protocol specifications

- Hypertext Transfer Protocol Secure (HTTPS) connectivity
 - HTTPS connectivity is available through the Internet.
 - HTTPS setup steps: Contact E-Solutions to begin the process of getting set up for HTTPS.
 1. E-Solutions will collect information about your organization.
 2. You will be assigned a gateway and system user ID and password.
 3. You will perform the necessary testing and then be promoted to production.
 - Web address: Below is the HTTPS universal resource locator (URL) address where a 276 file may be uploaded using the HTTPS EDI portal for a 277 response.
 - URL: <https://www.edibatch.com/anthemedi/login.jsp>
- Other communication protocols
 - Secure file transfer protocol (SFTP)

1.8 Uppercase letters

Anthem requests that all data be entered in uppercase letters only.

1.9 Adjusted and voided claims

A 277 response will include the final image of an adjusted or voided claim but not the original claim.

1.10 Similar claims found

When the search criteria submitted (member ID, member first and last name, dates of service, provider NPI, and total charges) does not result in a match on the claim number (reference 1K) but does find a series of other claims, a response will be generated with the similar claims. Loop 2200D subscriber level or Loop 2200E dependent level will be returned with the claim information that matches the other search criteria.

1.11 Acknowledgements and/or reports

After submitting a 276 transaction, you will receive the following responses:

- Functional acknowledgement reports that include TA1 (X12) and TA1 (864) when the EDI envelope cannot be processed and/or 999 when the submitted 276 inquiry does not pass level 2 HIPAA validation.
- A 277 response is returned in all other cases to indicate the claim status.

Sample TA1 file

```
ISA*00*          *00*          *ZZ*RECEIVER      *ZZ*SENDER      *110531*1508**^00501*000000001*0*T*::~~
TA1*723010535*061024*1006*R*023~
TA1*723010535*061024*1006*R*001~
TA1*723010535*061024*1006*R*021~
TA1*723010535*061024*1006*R*009~
TA1*723010535*061024*1006*R*024~
IEA*0*000000001~
```

Sample 999 file

```
ISA*00*          *00*          *ZZ*RECEIVER      *ZZ*SENDER      *110726*0702**^00501*000003072*0*T*::~~
GS*FA*RECEIVER*SENDER*20110726*070241*30720001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*HR*71300027*005010X212~
AK2*276*071300027*005010X212~
IK3*NML*4*2100*8~
IK4*8*66*I6*AD~
IK5*R*5~
AK9*R*1*1*0~
SE*8*0001~
GE*1*1~
IEA*1*000000001~
```

Sample TA1 (864) file

```
ISA*00*          *00*          *ZZ*RECEIVER      *ZZ*SENDER      *110726*0700**^00501*823923824*0*T*::~~
GS*TX*RECEIVER*SENDER*20110726*07000920*98705996*X*005010~
ST*864*98705996*005010~
BMG*08*TA1 REPORT*03~
MIT*98705996*TA1 REPORT~
MSG*                ENTERPRISE CLEARINGHOUSE                *SS~
MSG*                TRADING PARTNER TA1 REPORT                *SS~
MSG* TRADING PARTNER ID #: SENDER                            *SS~
MSG* REPORT RUNTIME: 07/26/11 07:00                          *SS~
MSG* FILE REJECT TIME: 07/26/11 07:00                        *SS~
MSG*                *SS~
MSG* ----- START OF REPORT ----- *SS~
MSG*                *SS~
MSG* SOURCE FILE NAME TRANSACTION RECEIPT DATE ISA CONTROL # GS RECEIVER ID GS CONTROL # REJECT REASON *SS~
MSG* ----- *SS~
MSG* HR0726065503001      276          07/31/2003  823923824      RECEIVER      98705996      Envelope Control *SS~
MSG* Segment Errors          *SS~
MSG* ----- END OF REPORT ----- *SS~
SE*37*98705996~
GE*1*98705996~
IEA*1*823923824~
```

Sample level 2 (864) error report

```
ISA*00*          *00*          *ZZ*SENDER      *ZZ*RECEIVER      *110522*0753*U*00401*000059379*0*T*|~
GS*TX*SENDER*RECEIVER*20110822*075200*593790001*X*005010~
ST*864*0001~
BMG*08*REPORT*03~
MIT*1156595*HR LEVEL 2 REPORT~
MSG*                ENTERPRISE CLEARINGHOUSE                *SS~
MSG*                LEVEL 2 STATUS REPORT                    *SS~
MSG*                *SS~
MSG*                *SS~
MSG* SENDER ID #:      SENDER          TRANSACTION:      276          *SS~
MSG* SENDER NAME:     SENDER NAME     TEST/PROD:        T          *SS~
MSG* FILE NAME:       HR#####          RECEIPT DATE:     20110822      ISA CONTROL #: 710970400 *SS~
MSG* GS RECEIVER ID:  RECEIVER        REPORT RUNTIME:  08/22/11 07:52:46  GS CONTROL #: 710970400 *SS~
MSG*                *SS~
MSG*                *SS~
MSG* ----- START OF PROVIDER ----- *SS~
MSG*                *SS~
MSG*                *SS~
MSG* NPI #:           150#####          *SS~
MSG* PROVIDER ID #:   ST CONTROL #:     097000400      *SS~
MSG* PROVIDER NAME:  PROVIDER NAME     *SS~
MSG*                *SS~
```

```

MSG*                                     *SS~
MSG* STATUS PATIENT NAME SUBSCRIBER ID DATE OF TOTAL TRACE ID *SS~
MSG* CODE REFERENCE NO SERVICE CHARGE *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG* PASS PATIENT ,NAME QCB##### 20110127-20110127 $191.43 11013114150500065HSP *SS~
MSG*                                     *SS~
MSG* ----- PROVIDER SUMMARY ----- *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG* CLAIM STATUS COUNT CHARGES PERCENTAGE *SS~
MSG* ----- *SS~
MSG* PASSED 1 $191.43 100.00% *SS~
MSG* FAILED 0 $0.00 0.00% *SS~
MSG* TOTAL SUBMITTED 1 $191.43 *SS~
MSG*                                     *SS~
MSG* ----- END OF PROVIDER ----- *SS~
MSG*                                     *SS~
MSG* ----- START OF REPORT TOTALS ----- *SS~
MSG*                                     *SS~
MSG* REPORT TOTALS: *SS~
MSG* CLAIM STATUS COUNT CHARGES PERCENTAGE *SS~
MSG* ----- *SS~
MSG* PASSED 1 $191.43 100.00% *SS~
MSG* FAILED 0 $0.00 0.00% *SS~
MSG* TOTAL SUBMITTED 1 $191.43 *SS~
MSG*                                     *SS~
MSG* The EDI Gateway daily processing completes at 5|00 PM EST each business day. *SS~
MSG* Files that process after 5PM EST will be given the receipt date of the following business day. *SS~
MSG* ----- *SS~
MSG* FREE MEMBER ELIGIBILITY INFORMATION AVAILABLE NOW VIA THE AVAILITY WEB PORTAL AT www.availity.com *SS~
MSG* REGISTER AND ACCESS TODAY! *SS~
MSG* PLEASE CONTACT YOUR LOCAL EDI HELPDESK AT *SS~
MSG* XXX-XXX-XXXX *SS~
MSG* WITH ANY QUESTIONS REGARDING THIS REPORT *SS~
MSG* ----- *SS~
MSG* ----- END OF REPORT ----- *SS~
MSG*                                     *SS~
SE*619*0001~
GE*1*593790001~
IEA*1*000059379~
    
```

1.12 Standardized claims responses

For the following situations, a standardized status code (STC) response will be generated. Note that additional claim status codes may provide future specificity in STC10 and STC11.

Standardized Claim Responses	
Description	STC Response
Claim Not Found	A4^35
Subscriber Not Found	E0^33
Patient Not Found (generic)	E0^97
Claim rejected due to no membership—finalized status	F2^33
Claim rejected due to coverage termination—finalized status	F2^27
	F2^108^IL
Claim rejected due to coverage termination—pending status	P1^27
	P1^108^IL
Claim Rejected for Requested Medical Records—finalized status	F2^317
Claim Pending for Requested Medical Records—pending status	P3^317
Claim Rejected for Medical Records but no request has been issued at the time a 276 was received—finalized status	F2^317
Claim Pending for Medical Records but no request has been issued at the time a 276 was received—pending status	P1^317
Claim rejected for Requested COB Information—finalized status	F2^52
	F2^57
	F2^286
Claim pending for Requested COB Information—pending status	P3^52
	P3^57
	P3^286
Claim rejected for COB Information but a request has not been issued at the time a 276 was received—finalized status	F2^52
	F2^57
	F2^286
Claim pending for COB Information but a request has not been issued at the time a 276 was received—pending status	P1^52
	P1^57
	P1^286
*NOTE: These responses are standard for all lines of business. They are not the only codes returned for all situations, other claim status codes are returned.	

Section 2 — enveloping

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

- Interchange control header (ISA)
- Functional group header (GS)
- Interchange Control Trailer (IEA)
- Functional Group Trailer (GE)

276 Health Care Claim Status Request—Envelope Specific to Anthem (TR3, Appendix C)							
ISA—Interchange Control Header		GS—Functional Group Header		GE—Functional Group Trailer		IEA—Interchange Control Trailer	
ISA01	00	GS01	HR	GE01	refer to TR3	IEA01	refer to TR3
ISA02	refer to TR3	GS02	SENDER ID	GE02	refer to TR3	IEA02	refer to TR3
ISA03	00	EDI assigned					
ISA04	refer to TR3	Left-justified followed by no zeroes or spaces					
ISA05	ZZ						
ISA06	SENDER ID						
EDI assigned							
Left-justified followed by spaces							
ISA07	ZZ	GS03	ANTHEMNV				
ISA08	ANTHEM	GS04	refer to TR3				
Left-justified followed by spaces		GS05	refer to TR3				
		GS06	refer to TR3				
		GS07	X				
		GS08	005010X212				
ISA09	refer to TR3	<p>NOTE. Critical Batching and Editing Information</p> <p><i>*Transactions must be batched in separate functional group by GS03.</i></p> <p><i>*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.</i></p> <p><i>*Transactions must be submitted to the Plan for the state in which the services will be rendered. Transaction from providers not within our service areas must not be sent.</i></p>					
ISA10	refer to TR3						
ISA11	^ (5E)						
ISA12	00501						
ISA13	refer to TR3						
ISA14	refer to TR3						
ISA15	refer to TR3						
ISA16	: (3A)						

Section 3 — charts for situational rules

Listed below are loops, segments and data elements that, if submitted, will greatly improve your chances of a successful response per our implementation of the situational rules in the 276/277 TR3.

276 Health Care Claim Status Request				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes - Specific to Anthem
P.36	ST Transaction Set Header	ST03 Implementation Convention Ref	005010X212	005010X212 - Health Care Claim Status Request
P.37	BHT	<i>Beginning of Hierarchical Transaction - Refer to TR3</i>		
Loop ID 2000A—Information Source Level				
P.39	HL	<i>Information Source Level - Refer to TR3</i>		
Loop ID 2100A—Payer Name				
P.41	NM1 Payer Name	NM103 Name Last or Organization Name	<i>(Information Source Last or Org Name)</i>	ANTHEM BLUE CROSS BLUE SHIELD
		NM108 ID Code Qualifier	PI	PI - Payor Identification
		NM109 Identification Code	265	Represents Anthem NV
Loop ID 2000B—Information Receiver Level				
P.43	HL	<i>Information Receiver Level - Refer to TR3</i>		
P.45	NM1	<i>Information Receiver Name - Refer to TR3</i>		
Loop ID 2000C—Service Provider Level				
P.47	HL	<i>Service Provider Level - Refer to TR3</i>		
Loop ID 2100C—Provider Name				
P.49	NM1	<i>Provider Name - Refer to TR3</i>		
Loop ID 2000D—Subscriber Level				
P.52	HL	<i>Subscriber Level - Refer to TR3</i>		
P.54	DMG	<i>Subscriber Demographic Information - Refer to TR3</i>		
Loop ID 2100D—Subscriber Name				
P.66	NM1 Subscriber Name	NM108 ID Code Qualifier	MI	MI - Member Identification Number
		NM109 Identification Code	<i>(Subscriber Identifier)</i>	Identification number as it appears on the payers database.
		Format Examples		Explanation
		XXX##### XXXX##### XXX###X##### R##### J#####	Alphanumeric subscriber identification as it appears on the front of the ID card and must include the alphanumeric prefix as submitted.	

Loop ID 2200D—Claim Status Tracking Number		
P.58	TRN	Claim Status Tracking Number - Refer to TR3
P.59	REF	Payer Claim Control Number - Refer to TR3
P.60	REF	Institutional Bill Type Identification - Refer to TR3
P.61	REF	Application or Location System Identifier - Refer to TR3
P.62	REF	Group Number - Refer to TR3
P.63	REF	Patient Control Number - Refer to TR3
P.64	REF	Pharmacy Prescription Number - Refer to TR3
P.65	REF	Claim ID Number for Clearinghouses and Other Transmission Intermediaries - Refer to TR3
P.66	AMT	Claim Submitted Charges - Refer to TR3
P.67	DTP	Claim Service Date - Refer to TR3

277 Health Care Claim Status Response				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem
P.106	ST Transaction Set Header	ST03 Implementation Convention Ref	005010X212	005010X212 - Health Care Claim Status Response
P.107	BHT	Beginning of Hierarchical Transaction - Refer to TR3		
Loop ID 2000A—Information Source Level				
P.109	HL	Information Source Level - Refer to TR3		
Loop ID 2100A—Payer Name				
P.111	NM1 Payer Name	NM108 ID Code Qualifier	PI	PI - Payor Identification
		NM109 Identification Code	265	Represents Anthem NV
P.113	PER	Payer Contact Information - Refer to TR3		
Loop ID 2000B—Information Receiver Level				
P.116	HL	Information Receiver Level - Refer to TR3		
Loop ID 2100B—Information Receiver Name				
P.118	NM1	Information Receiver Name - Refer to TR3		
Loop ID 2200B—Information Receiver Trace Identifier				
P.120	TRN	Information Receiver Trace Identifier - Refer to TR3		
P.121	STC	Information Receiver Status Information - Refer to TR3		
Loop ID 2000C—Service Provider Level				
P.124	HL	Service Provider Level - Refer to TR3		
Loop ID 2100C—Provider Name				
P.126	NM1	Provider Name - Refer to TR3		
Loop ID 2200C—Provider of Service Trace Identifier				
P.129	TRN	Provider of Service Trace Identifier - Refer to TR3		
P.130	STC	Provider Status Information - Refer to TR3		
Loop ID 2000D—Subscriber Level				
P.133	HL	Subscriber Level - Refer to TR3		
Loop ID 2100D—Subscriber Name				
P.135	NM1	Subscriber Name - Refer to TR3		

Loop ID 2200D—Claim Status Tracking Number		
P.137	TRN	<i>Claim Status Tracking Number - Refer to TR3</i>
P.138	STC	<i>Claim Level Status Information - Refer to TR3</i>
P.149	REF	<i>Payer Claim Control Number - Refer to TR3</i>
P.150	REF	<i>Institutional Bill Type Identification - Refer to TR3</i>
P.151	REF	<i>Patient Control Number - Refer to TR3</i>
P.152	REF	<i>Pharmacy Prescription Number - Refer to TR3</i>
P.153	REF	<i>Voucher Identifier - Refer to TR3</i>
P.154	REF	<i>Claim ID Number for Clearinghouses and Other Transmission Intermediaries - Refer to TR3</i>
P.155	DTP	<i>Claim Service Date - Refer to TR3</i>
Loop ID 2220D—Service Line Information		
P.157	SVC	<i>Service Line Information - Refer to TR3</i>
P.161	STC	<i>Service Line Status Information - Refer to TR3</i>
P.171	REF	<i>Service Line Item Identification - Refer to TR3</i>
P.172	DTP	<i>Service Line Date - Refer to TR3</i>