HIPAA Transaction Standard EDI Companion Guide

Electronic Remittance Advice (835)

(Refers to the Implementation Guides based on ASC X12 005010X221)
Disclosure Statement:

This Companion Guide has been prepared for Fidelis Care partners who are willing to receive Electronic Remittance Advice (835) files. It is in conjunction with the ASC X12 5010 version of HIPAA Technical Report Type 3.

This document is considered a living document and may be subject to change when required. It is NOT intended to provide information that exceeds or contradicts the requirements of the ASC X12 Electronic Data Interchange Transaction set defined by HIPAA.

If there are any changes to this document, it will be incorporated and published as a newer version at fideliscare.org.

The complete EDI guideline for each transaction is available at http://wpc-edi.com

Preface:

Fidelis Care deals with Electronic Remittance Advice (835) files for partners who would like to receive them electronically.

This Companion Guide to the v5010 ASC X12N Implementation Guides, along with associated information adopted under HIPAA, clarifies and specifies the data content when exchanging electronically with Fidelis Care. Transmissions based on this Companion Guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC 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.
# Table of Contents

1. **Introduction** .................................................................................................................. 5  
   - Scope .......................................................................................................................... 5  
   - Overview ....................................................................................................................... 5  
   - References .................................................................................................................... 5  

2. **Getting Started** ............................................................................................................ 6  
   - Working with Fidelis Care ............................................................................................. 6  
   - Trading Partner Registration ......................................................................................... 6  
   - Certification and Testing Overview ............................................................................... 6  

3. **Testing with Fidelis Care** ............................................................................................ 7  

4. **Connectivity/Communications with Fidelis Care** ......................................................... 7  
   - Process Flows ................................................................................................................ 7  
   - Transmission Administrative Procedures ...................................................................... 7  
   - Retransmission Procedure ............................................................................................. 8  
   - Communication Protocol Specifications ......................................................................... 8  
   - System Maintenance ...................................................................................................... 8  
   - Passwords ...................................................................................................................... 9  

5. **Contact Information** .................................................................................................... 9  

6. **Control Segments/Envelopes** ..................................................................................... 9  
   - ISA-IEA ........................................................................................................................ 10  
   - GS-GE .......................................................................................................................... 10  
   - ST-SE ............................................................................................................................ 11  
   - Delimiters ...................................................................................................................... 11  

7. **Fidelis Care Specific Business Rules and Limitations** ................................................... 11  
   - File Names .................................................................................................................... 11  

8. **Acknowledgments and Reports** .................................................................................. 12  

9. **Trading Partner Agreements** ...................................................................................... 12
10. Transaction Specific Information

Electronic Remittance Advice (ERA) .......................... 12

APPENDICES ................................................................. 13

1. Implementation Checklist ........................................ 13
2. Business Scenarios ................................................... 13
3. Transmission Examples ............................................. 13
4. Frequently Asked Questions ...................................... 14
5. Change Summary ..................................................... 15
1. Introduction

Scope
This Companion Guide has been prepared for Fidelis Care trading partners who want to receive Electronic Remittance Advice (ERA) files (835) electronically. It gives necessary information about the transactions and other details. It can be used to clarify and get relevant information about the transactions and also CORE principles and operating rules.

Overview
The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all health insurance payers in United States comply with the EDI standards as established by the Secretary of Health and Human Services (HHS).

This Companion Guide covers the following topics and more:

- Trading partner registration for ERAs
- Testing and implementation of ERAs
- Communication protocol and accessing 835 files
- Sender, Receiver ID and other control segment information
- Sample EDI 835 file

It also supports the Council for Affordable Quality HealthCare (CAQH) Phase III CORE operating rules.

References
The complete 835 guide for ASC X12 005010X221A1 and other guides are available at http://www.wpc-edi.com

CAQH CORE related documents can be found at http://www.caqh.org/

For more information, please visit fideliscare.org or call the Provider Call Center at 1-888-FIDELIS (1-888-343-3547) 24 hours a day, 7 days a week.
2. Getting Started

Working with Fidelis Care
Partners who are willing to work with Fidelis Care to get Electronic Remittance Advice (ERA) files can contact the Fidelis Care Provider Call Center at **1-888-FIDELIS** (1-888-343-3547) or email HIPAA-EDI_Team@fideliscare.org

Trading Partner Registration
If a clearinghouse or a provider would like to set up ERA 835 files, they can visit [fideliscare.org/en-us/providers/electronicsubmissions.aspx](http://fideliscare.org/en-us/providers/electronicsubmissions.aspx) to fill out the form, and the request will be reviewed and responded to by the HIPAA-EDI Team.

If a clearinghouse is already registered, they can send their new provider’s list in a spreadsheet to HIPAA-EDI_Team@fideliscare.org

Please have the following information while submitting the form:

- Tax ID
- National Provider Identifier (NPI)
- Contact name, official email address, and contact number
- Authorized contacts, if any.

You should receive an initial response to your request within ten (10) business days.

It is strictly recommended to deactivate or delete a user ID when it is no longer being used or if a person is no longer associated with a trading partner. Fidelis Care also monitors the activity and will contact the trading partner if no attempts have been made recently.

Certification and Testing Overview
Fidelis Care uses a Secure Drop Box system to send ERA files to its trading partners. It is a Drop Box System and does not use a certification. More information can be found in the Connectivity section.
3. Testing with Fidelis Care

Testing is not required for new ERA (835) partners.

The partner can submit their form, and they will be automatically set up in production to get ERA files. If there are any issues, they should contact the HIPAA-EDI_Team or the Provider Call Center at 1-888-FIDELIS (1-888-343-3547).

4. Connectivity/Communications with Fidelis Care

Process Flows

Electronic Remittance Advice files are generated every Friday morning.

Here is the process flow:

- Extract the payment details for the partners if they are set up
- Individual files are created for each partner and HIPAA validations are performed
- Files are sent to partner-specific mailboxes for pickup.

No notification is sent when files are available. We rely on our partners to monitor mailboxes for incoming ERAs.

Transmission Administrative Procedures

A Secure Drop Box system is used to retrieve the 835 files.

1. Database setup is completed after reviewing the e-commerce request.
2. A user account is then created for the person/people who is/are authorized to retrieve the files.
3. Secure emails will be sent to the authorized person/people with credentials, along with documentation that contains the instructions to use the Secure Drop Box.
4. Partners can login and should be able to download ERAs at any time.
Retransmission Procedure
Retransmissions can be made on the following occasions:

- Connectivity failure
- If a partner requires the file to be resent

Communication Protocol Specifications
A Secure Drop Box is used as a communication tool. Fidelis Care will set up a user account for each partner that will be used to exchange the transactions.

The supported protocol is HTTPS and is accessed using username and password.

System Maintenance
Below is the Fidelis Care Maintenance Window schedule, which begins on Saturdays at 6 PM and ends on Sundays by 6 PM. All systems will be unavailable periodically over these scheduled weekends.

If there are any changes, it will be communicated before the start of any scheduled maintenance window.

<table>
<thead>
<tr>
<th>2019 Fidelis Care Maintenance Window Schedule:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Month</strong></td>
</tr>
<tr>
<td>January 2019</td>
</tr>
<tr>
<td>February 2019</td>
</tr>
<tr>
<td>March 2019</td>
</tr>
<tr>
<td>April 2019</td>
</tr>
<tr>
<td>May 2019</td>
</tr>
<tr>
<td>June 2019</td>
</tr>
<tr>
<td>July 2019</td>
</tr>
<tr>
<td>August 2019</td>
</tr>
<tr>
<td>September 2019</td>
</tr>
<tr>
<td>October 2019</td>
</tr>
<tr>
<td>November 2019</td>
</tr>
<tr>
<td>December 2019</td>
</tr>
</tbody>
</table>
Passwords
A user ID and password will be sent to the partner contact information when the account is established. Passwords are assigned on an individual basis. If a partner requires multiple users, please request their own user ID and password.

Passwords are case sensitive, and the account is locked after five (5) unsuccessful attempts. It is strictly recommended passwords are not shared under any circumstances.

If there are any issues related to passwords, please call the Fidelis Care Provider Call Center at 1-888-FIDELIS (1-888-343-3547) 24 hours a day, 7 days a week.

5. Contact Information
The Fidelis Care EDI Department can be contacted using the below information.

Email
HIPAA-EDI_Team@fideliscare.org

Phone
Fidelis Care Provider Call Center, 1-888-FIDELIS (1-888-343-3547) 24 hours a day, 7 days a week.

Partners can also contact their Provider Relations Representative for information.

6. Control Segments/Envelopes
This topic gives information about the control segments and the values to use for each element. Interchange control number gets increment by one for each file. Transaction specific segments can be found in the 835 guidelines document and should be used with all mandatory/required values.
ISA-IEA

Please refer to the below table to get the values for ISA-IEA segments.

<table>
<thead>
<tr>
<th>ISA01</th>
<th>00 or 03</th>
<th>Authorization Information Qualifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISA02</td>
<td>SPACES</td>
<td>Authorization Information. It can be blank</td>
</tr>
<tr>
<td>ISA03</td>
<td>00</td>
<td>Security Information Qualifier</td>
</tr>
<tr>
<td>ISA04</td>
<td>SPACES</td>
<td>Security Information. It can be either zeroes or left blank</td>
</tr>
<tr>
<td>ISA05</td>
<td>ZZ</td>
<td>Interchange ID Qualifier</td>
</tr>
<tr>
<td>ISA06</td>
<td>Fidelis ID</td>
<td>Interchange Sender ID</td>
</tr>
<tr>
<td>ISA07</td>
<td>ZZ</td>
<td>Interchange ID Qualifier</td>
</tr>
<tr>
<td>ISA08</td>
<td>Partner Tax ID + AAA</td>
<td>Interchange Receiver ID. It is Tax ID and three alpha characters</td>
</tr>
<tr>
<td>ISA09</td>
<td>DATE</td>
<td>Interchange Data. YYMMDD format</td>
</tr>
<tr>
<td>ISA10</td>
<td>TIME</td>
<td>Interchange Time. HHMM format</td>
</tr>
<tr>
<td>ISA11</td>
<td>^</td>
<td>Repetition Separator</td>
</tr>
<tr>
<td>ISA12</td>
<td>00501</td>
<td>Interchange control version number</td>
</tr>
<tr>
<td>ISA13</td>
<td>Control Number</td>
<td>Interchange control number. It gets incremented for each file</td>
</tr>
<tr>
<td>ISA14</td>
<td>0/1</td>
<td>Acknowledgement requested. 0 or 1</td>
</tr>
<tr>
<td>ISA15</td>
<td>T/P</td>
<td>Usage Indicator. Test or Production</td>
</tr>
<tr>
<td>ISA16</td>
<td>&gt;</td>
<td>Component Element Separator</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IEA01</th>
<th>1</th>
<th>Number of included Functional Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>IEA02</td>
<td>Control number</td>
<td>Interchange control number that was sent in ISA segment</td>
</tr>
</tbody>
</table>

GS-GE

Below table refers for GE-GE segments. One ISA may contain more than one GS/GE loops.

<table>
<thead>
<tr>
<th>GS01</th>
<th>HP</th>
<th>Functional Identifier Code</th>
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</thead>
<tbody>
<tr>
<td>GS02</td>
<td>Fidelis ID</td>
<td>Application sender's ID</td>
</tr>
<tr>
<td>GS03</td>
<td>Partner Tax ID + AAA</td>
<td>Application Receiver’s ID</td>
</tr>
<tr>
<td>GS04</td>
<td>Date</td>
<td>DATE expressed in CCYMMDD</td>
</tr>
<tr>
<td>GS05</td>
<td>Time</td>
<td>TIME expressed in HHMM or HHMMSS</td>
</tr>
<tr>
<td>GS06</td>
<td>Control number</td>
<td>Group control number</td>
</tr>
<tr>
<td>GS07</td>
<td>Always 'X'.</td>
<td>Responsible Agency code. Accredited Standards Committee.</td>
</tr>
<tr>
<td>GS08</td>
<td>005010X221A1</td>
<td>Version Identifier code</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GE01</th>
<th>1</th>
<th>No of Transaction sets included</th>
</tr>
</thead>
<tbody>
<tr>
<td>GE02</td>
<td>Group control number</td>
<td>Group control number</td>
</tr>
</tbody>
</table>
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ST-SE
Please refer to the below table to get the values for ST-SE segments. One ISA may contain more than one ST/SE loop.

<table>
<thead>
<tr>
<th>ST01</th>
<th>ST02</th>
<th>ST03</th>
</tr>
</thead>
<tbody>
<tr>
<td>835</td>
<td>1</td>
<td>005010X221A1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SE01</th>
<th>SE02</th>
</tr>
</thead>
<tbody>
<tr>
<td>NNNNN</td>
<td>1</td>
</tr>
</tbody>
</table>

Transaction Set Identifier Code  
Transaction Set control number. Increased by 1 for each set  
Implementation Convention Reference

The 835 files are expected to follow the above standard and values for the ISA-IEA, GS-GE, and ST-SE control segment values. All the other standard EDI segments that are specific to the transaction should be used as per X12 ASC 5010 guide.

**Delimiter**
The following delimiters will be used in the 835 file.

Element Delimiter - *  
Composite Delimiter - >  
 Terminator Delimiter - ~

7. Fidelis Care Specific Business Rules and Limitations

- Trading partners will receive a single file for every week for the registered TIN.  
- ERAs are not generated for capitation payments.  
- It is mandatory that partners have the ability to read the ERA files and translate them to a readable format on their side.  
- If NPI or TIN is not on file with Fidelis Care, we will need that updated prior to ERA setup.

**File Names**
Fidelis Care follows the below file naming standard to generate Electronic Remittance Advice (835) files.

YYYY.MM.DD_HHMMSS-PartnerID_835.edi  
- PartnerID is Tax ID and the three alpha characters are assigned by Fidelis Care.

*Example:*  
2015.10.23_065852-123456789ABC_835.edi
Fidelis Care - CORE Companion Guide (835)

8. Acknowledgments and Reports
Fidelis Care does not require acknowledgment for ERA files.

9. Trading Partner Agreements
Fidelis Care does not require a separate ERA trading partner agreement.

10. Transaction Specific Information

Electronic Remittance Advice (ERA)

The EDI 835 transaction set is called a Health Care Electronic Payment or Remittance Advice. It is used by health care insurance plans to make payment to their providers and provide Explanation of Benefits (EOBs).

The 835 is sent to detail the payment for the claim, which was sent by the provider using the 837 transaction set. ERA includes the following:

- How the payment was made
- Check number or check reference number for the payment
- What charges were paid or reduced or denied
- Coinsurance, copay, or deductible when applicable, etc.
- Claim details
APPENDICES

1. Implementation Checklist

- Trading partner submits e-commerce request in the portal
- The information is reviewed to make sure they are valid.
- Setup is completed in production, and the first 835 file will be generated the following week.
- The files will be available in the mailbox by Friday morning for partners.

2. Business Scenarios

Washington Publishing Company (WPC) can be contacted to get the list of business scenarios required for Electronic Remittance Advice (835).

3. Transmission Examples

Sample Data for 835

ISA*00*       *00*       *ZZ*FIDELIS
*ZZ*123456789ABC*151016*1145^*00501*10063721*0*T*>
GS*HP*FIDELIS*123456789ABC*20151016*1145*101*X*005010X221A1~
ST*835*1001~
BPR*H*0*C NON************20151016~
TRN*1*2015101312345678*113153422~
REP*EV*123456789ABC~
DTM*405*20151013~
N1*PR*Fidelis Care New York~
N3*95-25 Queens Blvd*8th Floor~
N4*Rego Park*NY*11374~
PER*BL*Fidelis Provider Call Center*EM*HIPAA-
EDI_Team@Fideliscare.org*TE*8883433547~
N1*PE*ABC Hospital*XX*1122334555~
N3*11 Main Street~
N4*Buffalo*NY*14221~
REP*TJ*987654321~
LX*0~
CLP*0*1*230*0**MC*11234FK05080*11~
NM1*QC*1*Last*First*F***MI*12345678900~
REF*CE*New York Medicaid~
REF*1L*FCNY0001~
REF*28*P112233 LC~
REF*SY*012300754~
DTM*050*20151005~
4. Frequently Asked Questions

- **Why don’t we find an ERA file for a check received?**
  If you do not see an ERA file for a check you have received, it may be a capitation or an incentive check for which no 835 is to be generated.

- **What if I don’t receive a user ID or password after the request was made?**
  If you don’t receive any details within ten (10) business days, please contact your Provider Relations Representative or the Fidelis Care Provider Call Center to have the request reviewed. It sometimes takes longer if NPI or TIN is not set up or if there is conflicting information provided.

- **I have multiple TINs, is it possible to get individual files for each TIN?**
  Yes. Fidelis Care can send either individual ERA files or combined ERA files as requested by the partner.

- **I am a billing company and dealing with multiple TINs. How will I have access to the files in the Secure Drop Box system?**
  We can either create a single user account and make multiple folders for each TIN, or create individual user accounts for each TIN and make files available.
5. Change Summary
The below table refers to the version and changes made to this document.

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12/2015</td>
<td>1.0</td>
<td>Initial version</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>05/17/2016</td>
<td>1.1</td>
<td>Maintenance window changes update</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/29/2016</td>
<td>1.2</td>
<td>Maintenance window changes update - 2017</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/29/2017</td>
<td>1.3</td>
<td>Maintenance window changes update - 2018</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/29/2018</td>
<td>1.4</td>
<td>Maintenance window changes update - 2019</td>
<td>HIPAA EDI Team</td>
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</tbody>
</table>