HIPAA Transaction Standard EDI Companion Guide

Benefit Enrollment and Maintenance (834)

(Refers to the Implementation Guides based on ASC X12 005010X220A1)
Disclosure Statement:

This Companion Guide has been prepared for Fidelis Care Trading partners who are willing to enroll for Benefit Enrollment and Maintenance (834) 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 can offer EDI 834 data for its trading partners who would like to receive and process 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.
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1. Introduction

Scope
This Companion Guide has been prepared for Fidelis Care Trading partners who are interested in receiving Benefit Enrollment and Maintenance files (834) electronically. It provides necessary information about the transaction, connectivity details, contact information etc. that are useful.

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:

- Establish connection to send 834 files
- Data requirements
- Testing with Fidelis Care
- Control segment information
- Sample EDI 834 file

References
The complete 834 guide for ASC X12 005010X220A1 and other guides are available at http://www.wpc-edi.com

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
If you would like to work with Fidelis Care to receive Benefit Enrollment and Maintenance (834) file, please contact your Fidelis Care Representative or call 1.888.FIDELIS.

Trading Partner Registration
Trading partner setup is a must before exchanging any files. Fidelis Care will collect required information from trading partner upon contract and complete trading partner setup. Trading partners will be notified after successful registration to proceed with next steps.

3. Testing with Fidelis Care
After the account has been setup, Fidelis Care will work on gathering data requirements and other details to begin testing. Remember, we need to have SFTP connection established to exchange files. Please refer next section for the details.

Test file will be created, validated and shared with trading partners via SFTP. Trading partners are expected to validate the feed and acknowledge. This will ensure the files will be exchanged in production without any problems. If you find any issues during testing, Fidelis Care should be notified so file can be fixed and resent.

If you have specific scenarios for their testing, we should be informed to prepare test files.

4. Connectivity/Communications with Fidelis Care

Process Flows
834 files can be generated either daily or weekly. The frequency and time will be decided after working with trading partners and the feed will be scheduled as either Full file or incremental files.

Here is the process flow:-

- Fidelis Care extracts the member and plan information based on criteria required for each trading partner
- The extract file goes through EDI mapping that creates X12
- The X12 file will be validated and sent to trading partners via SFTP connection
- Trading partners get email notification stating the file is available
- If there are any issues with the file, Fidelis Care should be contacted with issues.
The following diagram explains this process.

![Diagram]

**Transmission Administrative Procedures**
Fidelis Care transmits 834 files over SFTP connection. We generally push the files to trading partner’s FTP site but can host the site as well.

If Fidelis Care hosts, connections are available 24 hours a day, seven days a week except during the planned maintenance window. Please refer System Maintenance section for the details. If there are any unplanned maintenance, an email notification will be sent.

**Retransmission Procedure**
Retransmissions can be made on the following occasions:

- Connectivity failure
- If a trading partner requires the file to be resent
- If there are any issues in the file that needs to be corrected and resent

**Communication Protocol Specifications**
Fidelis Care uses SFTP to upload files. We will be contacting trading partners to obtain host name, user name and password to connect to their site and upload files.

If folders are being used by trading partners, Fidelis Care would like to know the information for accurate uploading of files.

**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.
2020 Fidelis Care Maintenance Window Schedule:

<table>
<thead>
<tr>
<th>Month</th>
<th>Planned Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2020</td>
<td>Jan. 25 and 26</td>
</tr>
<tr>
<td>February 2020</td>
<td>Feb. 22 and 23</td>
</tr>
<tr>
<td>March 2020</td>
<td>March 21 and 22</td>
</tr>
<tr>
<td>April 2020</td>
<td>April 25 and 26</td>
</tr>
<tr>
<td>May 2020</td>
<td>May 23 and 24</td>
</tr>
<tr>
<td>June 2020</td>
<td>June 20 and 21</td>
</tr>
<tr>
<td>July 2020</td>
<td>July 25 and 26</td>
</tr>
<tr>
<td>August 2020</td>
<td>Aug. 22 and 23</td>
</tr>
<tr>
<td>September 2020</td>
<td>Sept. 19 and 20</td>
</tr>
<tr>
<td>October 2020</td>
<td>Oct. 24 and 25</td>
</tr>
<tr>
<td>November 2020</td>
<td>Nov. 21 and 22</td>
</tr>
<tr>
<td>December 2020</td>
<td>Dec. 19 and 20</td>
</tr>
</tbody>
</table>

5. Contact Information

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

Trading partners can also contact their Fidelis Care Representative for any 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 834 guidelines document and should be used with all mandatory/required values.
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**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 Care ID</td>
<td>Interchange Sender ID. Fidelis Care ID will be provided.</td>
</tr>
<tr>
<td>ISA07</td>
<td>ZZ</td>
<td>Interchange ID Qualifier</td>
</tr>
<tr>
<td>ISA08</td>
<td>Partner ID</td>
<td>Interchange Receiver ID. Collected from trading partners.</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>“BE”</th>
<th>Functional Identifier Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS02</td>
<td>Fidelis Care ID</td>
<td>Application sender's ID</td>
</tr>
<tr>
<td>GS03</td>
<td>Partner ID</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 HHMMS</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>005010X220A1</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>
Fidelis Care - Companion Guide (834)

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></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST01</td>
<td>Transaction Set Identifier Code</td>
</tr>
<tr>
<td>ST02</td>
<td>Transaction Set control number. Increased by 1 for each set</td>
</tr>
<tr>
<td>ST03</td>
<td>Implementation Convention Reference</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SE01</td>
<td>Number of Included segments</td>
</tr>
<tr>
<td>SE02</td>
<td>Transaction Set Control Number</td>
</tr>
</tbody>
</table>

The 834 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.

Delimiters
The following delimiters will be used in the 834 file. If trading partners have any other preference, we will consider them.

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

7. Fidelis Care Specific Business Rules and Limitations

- Fidelis Care will gather data requirements from trading partner to create EDI X12 file. This X12 file will contain all the required information. If there are any limitations, trading partners will be notified.
- Production files can be sent as either Full files or incremental files and it can be either daily or weekly.
- Test files will have “T” in ISA15 indicator whereas production files will have “P”.
- Fidelis Care has its own file naming convention that can be used for the 834 files. However, we can also follow trading partner’s standard if there are any. This will be discussed during kick off and finalized.

8. Acknowledgments and Reports
Fidelis Care does not require acknowledgment for the 834 files. However, if there are any issues, we expect trading partners to notify Fidelis Care.
9. Trading Partner Agreements

If a trading partner agreement is required, Fidelis Care will work with them and collect necessary documents during trading partner registration phase.

10. Transaction Specific Information

The EDI 834 transaction is called as Benefit and Enrollment Maintenance transaction set. It is a standard format for exchanging healthcare member plan data between employers and healthcare insurance sponsors electronically. It is commonly used for new enrollments, changes to existing enrollments or termination of a plan.

It contains, subscriber details, plan information, eligibility start/end date, etc.

- Member level details will be present in INS segment.
  
  INS*Y*18*024**A***FT~

  INS03 codes specifies the type of action:
  ‘001’ for change,
  ‘021’ for addition,
  ‘024’ for termination,
  ‘025’ for Reinstatement and
  ‘030’ for Audit or compare

- REF segments are used to provider Subscriber number, policy number, client number etc.

- NM1*IL segment will contain Subscriber information along with ID.
  
  NM1*IL*1*JONES*JOE*M***34*011444000~

- Health coverage dates, i.e. Benefit begin and end dates are available in DTP segment.
  
  DTP*348*D8*20170601~ [348 – Begin Date]
  DTP*349*D8*20170731~ [349 – End Date]

- Fidelis Care elects to send all members with a subscriber Indicator = “Y”. i.e. INS01 = Y.
  
  INS*Y*18*024**A***FT~

For more details about each segment, please refer to TR3 guide at [http://www.wpc-edi.com/](http://www.wpc-edi.com/).
APPENDICES

1. Transmission Examples

Sample Data for 834

ISA*00*          *00*          *ZZ*FIDELIS        *ZZ*RECEIVER
*170524*0520*^*00501*111223344*1*T*>~
GS*BE*FIDELIS*RECEIVER*20170524*052035*1234*X*005010X220A1~
ST*834*0001*005010X220A1~
BGN*00*UP~00001*20170524*0520*ES***2~
N1*P5*FIDELIS*RECEIVER*20170524*052035*1234*X*005010X220A1~
N1*IN*TEST*FI*987654321~
INS*Y*18*024**A***FT~
REF*0F*333449876~
REF*1L*654987123~
REF*23*v12345F~
REF*17*N~
REF*2Z*PLAN0000~
DTP*356*D8*20170601~
N1*IL*1*LAST*FIRST****34*000111111~
PER*IP**TE*7165550100~
N3*MY STREET~
N4*BUFFALO*NY*00123~
DMG*D8*18110101*M~
HD*024**VIS**IND~
DTP*348*D8*20170601~
DTP*349*D8*20170601~
SE*20*0001~
GE*1*1234~
IEA*1*111223344~

2. Frequently Asked Questions

To be updated

3. 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>05/30/2017</td>
<td>1.0</td>
<td>Initial version</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/29/2017</td>
<td>1.1</td>
<td>2018 Maintenance window updates</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/17/2018</td>
<td>1.2</td>
<td>2019 Maintenance window updates</td>
<td>HIPAA EDI Team</td>
</tr>
<tr>
<td>12/31/2019</td>
<td>1.3</td>
<td>2020 Maintenance window updates</td>
<td>HIPAA EDI Team</td>
</tr>
</tbody>
</table>