

5010 276/277 Companion Guide

Refers to the Implementation Guides
Based on X12 version 005010
Companion Guide Version Number: 1.4

August 30, 2023

Disclosure

It is the sole responsibility of the provider/vendor to initiate a 276 Health Care Claim Status Request transaction. AulCare provides a 277 Health Care Claim Status Information Response to a 276 Request. Claim status information is dynamic; the data included in a 277 response file is deemed true and accurate only at the particular time of the transaction. Questions regarding Claim Status data should be directed to Customer Service at 330-363-6360. TTY Users Call 711.

Preface

This Companion Guide to the ASC X12N Implementation Guides adopted under HIPAA clarifies and specifies the data content when exchanging electronically with AulCare. Transmissions based on this companion guide, used in tandem with the X12N Implementation Guides, are compliant with both 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	6
1.1	Scope.....	6
1.2	References.....	7
1.3	Additional Information	7
2	Getting Started	7
2.1	Working with AultCare	7
2.2	Trading Partner Registration	7
2.3	Certification and Testing Overview	7
3	Testing with AultCare	7
4	Connectivity / Communications	7
4.1	Process Flows.....	8
4.2	Transmission Administrative Procedures	8
4.2.1	Re-transmission procedures.....	8
4.3	Communication Protocol Specifications	9
4.4	Passwords	9
4.5	System Maintenance	9-10
5	Contact Information.....	11
5.1	EDI Customer Service	11
5.2	Providers Services	11
5.3	Applicable Website / E-Mail	11
6	Control Segments / Envelopes	12
6.1	ISA – IEA	12-13
6.2	GS – GE.....	14
6.3	ST – SE.....	15
7	Payor Specific Business Rules and Limitations	15

8 Acknowledgements / Reports	16
8.1 Real Time Request Acknowledgements	16
8.2 Authorization Errors	16
8.3 Real Time Response.....	16
9 Trading Partner Agreements	17
9.1 Trading Partners	17
9.2 Trading Partners Agreements	17
10 Transaction Specific Information	18
Appendices	20
A. Implementation Checklist	20
B. Transmission Examples.....	21-22
C. Frequently Asked Questions.....	23
D. Change Summary.....	23

1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 carries requirements for administrative simplification. This requires the Secretary of the Department of Health and Human Services (HHS) to adopt standards to support the electronic exchange of administrative and financial health care transactions primarily between health care providers and plans. HIPAA directs the Secretary to adopt standards for translations to enable health information to be exchanged electronically and to adopt specifications for implementing each standard.

HIPAA serves to:

- Create better access to health insurance
- Limit fraud and abuse
- Reduce administrative costs

Purpose of the Companion Guide

The HIPAA EDI Transaction Standard Companion Guide explains the procedures necessary for Trading Partners to transmit Electronic Data Interchange (EDI) transactions. Please see our website at www.aultcare.com for the companion guide pertaining to the HIPAA EDI transaction set that meets your needs.

This Companion Guide is not intended to replace the X12N Implementation Guides; rather it is intended to be used in conjunction with them. Additionally, the Companion Guide is intended to convey information that is within the framework and structure of the X12N Implementation Guides and not to contradict or exceed them.

1.1 Scope

The scope of the AultCare Companion Guide is to specify the appropriate and recommended use of the 276/277 transaction sets where the 276 is the Claim Status Request and the 277 is the Claim Status Response.

1.2 Reference

This document supplements the X12N Implementation Guide 005010X212 adopted under HIPAA.

1.3 Additional Information

- assumes the provider/vendor initiates a 276 inquiry transaction.
- assumes the provider/vendor has a Third Party Agreement on file with AultCare.

2 GETTING STARTED

2.1 Working with AultCare

Questions related to HIPAA 276/277 Transactions should be emailed to edisupport@aultcare.com.

2.2 Trading Partner Registration

Providers that contract with a vendor to facilitate file transfer and processing are responsible for notifying AultCare of any change in vendor status (e.g. service transferring to a different vendor, vendor system changes, vendor system upgrades, etc.).

2.3 CERTIFICATION AND TESTING OVERVIEW

Providers/vendors must complete a registration process with the payor prior to sending a 276 Claim Status Inquiry Request.

3 Testing with the Payer

Testing with AultCare is not required but is recommended. You must contact the payer prior to sending a 276 Claim Status Inquiry Request.

4 CONNECTIVITY / COMMUNICATIONS

4.1 PROCESS FLOWS

Register to become a trading partner. To complete this process, go to the following website to locate the Vendor/Affiliate Registration Guide.

<https://www.aultcare.com/hipaa>

During the registration process, you will complete a trading partner and non-disclosure agreement. Once this is completed, you will be provided a login and password for the test and production environments by a representative of the AultCare Information Systems Department.

The provider/vendor must be successfully sending 276 Claim Status Request files to be eligible to receive the 277 Claim Status Response file.

4.2 TRANSMISSION ADMINISTRATIVE PROCEDURES

The provider/vendor must supply:

- Provider contact name, phone number and email address
- Receiving Provider US Federal Tax ID
- Receiving Vendor (if applicable) US Federal Tax ID
- Interchange Code Qualifier will be FI (Federal Tax ID) or XX (National Provider Identifier)

4.2.1 Re-transmission procedures

Real-Time

If a response is not received within 20 seconds, the provider's system should send a duplicate transaction no sooner than 90 seconds after the original attempt was sent.

If no response is received after the second attempt, the provider's system should submit no more than 5 duplicate transactions within the next 15 minutes.

If the additional attempts result in the same timeout termination, the provider should notify AultCare to determine if system availability problems exist or if there are known Internet traffic constraints causing the delay.

Batch

Responses will be available to the submitter within one hour of receipt of the 276 batch inquiries. Maximum response time for batch mode is 7AM EST for transactions received prior to 9PM EST the previous day.

4.3 COMMUNICATION PROTOCOL SPECIFICATIONS

If a provider is using a vendor, the vendor tax id will be populated in the ISA sender ID field. The provider tax id will be populated in the GS Application sender ID field.

If a provider is not using a vendor, the provider's tax id will be populated in both the ISA sender ID field and GS Application sender ID field.

4.4 PASSWORDS

Provider must contact the AultCare Information Systems Department to establish a password and user ID.

Please contact:

AultCare Information Systems
330-363-7495 (TTY Users Call 711)
AultCare-IS@aultcare.com

4.5 SYSTEM MAINTENANCE

Scheduled Down-Time

Regular System Change Window (Routine)

- Every Tuesday, 11:00 pm – 1:00 am EST, (2 hours)
- Every Thursday, 11:00 pm – 1:00 am EST, (2 hours)

Standard system maintenance and changes include but are not limited to, cycling of services, deployment of code changes, modification of databases, purging of data, minor upgrade of software or hardware changes, implementation of edits, workflow changes, etc.

Extended System Maintenance Window (Non-Routine)

- Every Weekend, Saturday 6:00 am – Monday 6:00 am CST, (48 Hours)

Extended system maintenance and changes include, but are not limited to, maintenance or changes expected to take longer than 2 hours and maintenance or non-routine types of changes considered non standard.

Extended system maintenance and major software/hardware changes will occur during this window.

Unscheduled Down-Time

Emergency system maintenance and changes cannot be predicted and notification of downtime cannot always be provided in advance. In the event unscheduled downtime occurs, a notification will be provided to the customer via email within 1 hour of discovery of the downtime, or as far in advance as possible. The initial notification will include as much information available about the problem and any changes needed. During unscheduled downtime, notifications will be provided to the customer via email periodically (as appropriate) to relay information on the status of the issue and to provide estimated time of resolution.

Upon the resolution of unscheduled downtime and the verification of system availability, notification will be provided via email to the customer and will indicate that the system is available.

Weekend / Holidays

The system will process real-time and batch request and responses on weekends and designated holidays with the exception of system unavailability as mentioned above.

5 CONTACT INFORMATION

5.1 EDI CUSTOMER SERVICE/TECHNICAL ASSISTANCE

AultCare Information Systems
330-363-7495 (TTY Users Call 711)
AultCare-IS@aultcare.com

5.2 PROVIDER SERVICE NUMBER

AultCare Provider Services
330-363-6360 (TTY Users Call 711)

5.3 APPLICABLE WEBSITES / E-MAIL

Please see our website at www.aultcare.com.

Aultcare-IS@aultcare.com

edisupport@aultcare.com

6 CONTROL SEGMENTS / ENVELOPES

6.1 ISA – IEA

The ISA and GS segments make up the header information for the 276/277 transactions.

Location	Data Element Description	Expected Value
ISA01	Authorization Information Qualifier	00
ISA02	Authorization Information	Blank
ISA03	Security Information Qualifier	00
ISA04	Security Information	Blank
ISA05	Interchange ID Qualifier	ZZ
ISA06	Interchange Sender ID	(276) Vendor/Provider Federal Tax ID (277) AultCare Federal Tax ID: 341488123
ISA07	Interchange ID Qualifier	ZZ
ISA08	Interchange Receiver ID	(276) AultCare Federal Tax ID: 341488123 (277) Vendor/Provider Federal Tax ID
ISA09	Interchange Date	YYMMDD
ISA10	Interchange Time	HHMM
ISA11	Repetition Separator	^
ISA12	Interchange Control Version Number	00501
ISA13	Interchange Control Number	Increment by 1 with each submission. The Interchange Control Numbers in ISA13 and IEA02 must be identical.
ISA14	Acknowledgment Requested	0 or 1
ISA15	Usage Indicator	P
ISA16	Component Element Separator	Recommend colon (:)

Location	Data Element Description	Expected Value
IEA01	Number of Included Functional Groups	A count of functional groups.
IEA02	Interchange Control Number	Provider assigned Provider assigned The Interchange Control Numbers in the ISA13 and IEA02 must be identical.

Note: An asterisk (*) is recommended as the data element separator. A tilde (~) is recommended as the segment terminator.

6.2 GS-GE

Location	Data Element Description	Expected Value
GS01	Functional Identifier Code	(276) HN (277) HR
GS02	Application Sender's Code	(276) Vendor/Provider Federal Tax ID (277) AultCare Federal Tax ID: 341488123
GS03	Application Receiver's Code	(276) AultCare Federal Tax ID: 341488123 (277) Vendor/Provider Federal Tax ID
GS04	Date	CCYYMMDD
GS05	Time	HHMM
GS06	Group Control Number	Provider Assigned The Group Control Numbers in GS06 and GE02 must be identical.
GS07	Responsible Agency Code	X
GS08	Version / Release / Industry Identifier Code	005010X212

Location	Data Element Description	Expected Value
GE01	Number of Transaction Sets Included	A count of transaction sets
GE02	Group Control Number	Provider assigned The Group Control Numbers in GS06 and GE02 must be identical.

6.3 ST-SE

Location	Data Element Description	Expected Value
ST01	Transaction Set Identifier Code	276 or 277
ST02	Transaction Set Control Number	Provider assigned The Transaction Set Control Numbers in ST02 and SE02 must be identical.
ST03	Implementation Convention Reference	005010X212

Location	Data Element Description	Expected Value
SE01	Number of Included Segments	A count of segments in transaction set
SE02	Transaction Set Control Number	Provider assigned The Transaction Set Control Numbers in ST02 and SE02 must be identical.

7 PAYOR SPECIFIC BUSINESS RULES AND LIMITATIONS

The AultCare federal tax identification number, 341488123, should be populated in the receiver ID of the 276 Claim Status Inquiry Request file.

8 Acknowledgements and/or Reports

8.1 Real Time Request Acknowledgements

Real time requests must include a single inquiry or submission (e.g. one claims status inquiry to one information source for one patient). The response from the message receiver is either an error response or the corresponding X12 message response (e.g. a TA1, 999, 277).

8.2 Authorization Errors

If the username and/or password included in the request are not valid according to the message receiver, the message receiver will send back an HTTP 401 Forbidden error response with no data content.

8.3 Real Time Response

In response to a real time request, assuming that the message authorization passed, the receiver will respond with a 277 transaction.

9 Trading Partner Agreements

9.1 Trading Partners

An EDI Trading Partner is defined as any AultCare customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from AultCare.

9.2 Trading Partner Agreements

Payers have EDI Trading Partner Agreements that accompany the standard implementation guide to ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement, between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transactions.

10 TRANSACTION SPECIFIC INFORMATION

Loop ID	Reference	Name	Codes	Length	Notes/Comments
2000D	DMG	Subscriber Demographic Information			Required when the subscriber is the patient. Not used when the subscriber is not the patient.
2000D	DMG02	Date of Birth		1/35	Subscriber Date of Birth CCYYMMDD
2000D	DMG03	Gender Code	MFU	1/1	Subscriber Gender Code
2100D	NM1	Subscriber Name			
2100D	NM103	Last Name		1/60	Subscriber Last Name
2100D	NM104	First Name		1/35	Subscriber First Name
2100D	NM109	Member ID		2/80	Member Identification Number
2200D	AMT	Claim Submitted Charges			
2200D	AMT02	Monetary Amount		1/18	Total Claim Charge Amount
2200D	DTP	Claim Service Date			
2200D	DTP03	Date Time Period		1/35	If the date is a single date of service, the begin date equals the end date. CCYYMMDD-CCYYMMDD
2000E	DMG	Dependent Demographic Information			Required when the patient is not the same entity as subscriber.
2000E	DMG02	Date of Birth		1/35	Patient Date of Birth CCYYMMDD
2000E	DMG03	Gender Code	MFU	1/1	Patient Gender Code
2100E	NM1	Dependent Name			
2100E	NM103	Last Name		1/60	Patient Last Name
2100E	NM104	First Names		1/35	Patient First Name
2100E	TRN	Claim Status Tracking Number			
2100E	TRN02	Claims Status		1/50	Current Transaction Trace

		Tracking Number			Number
2200E	AMT	Claim Submitted Charges			
2200E	AMT02	Monetary Amount		1/18	Total Claim Charge Amount
2200E	DTP	Claim Service Date			
2200E	DTP03	Date Time Period		1/35	If the date is a single date of service, the begin date equals the end date. CCYYMMDD-CCYYMMDD

Search Criteria

- Member ID
- Patient Account Number
- First Name (case insensitive)
- Last Name (case insensitive)
- DOB
- Gender
- Total Claim Charge Amount
- Claim Begin Date
- Claim End Date

Appendices

A. Implementation Checklist

Contact the AultCare HIPAA 276/277 Transaction Coordinator to discuss implementing this new process.

AultCare Information Systems
330-363-7495 (TTY Users Call 711)
AultCare-IS@aultcare.com

Register online at www.aultcare.com to become a trading partner.

Obtain your test and production logins to the PCS System from the AultCare Information Systems Department.

Submit test files to assure your connectivity has been set up accordingly.

Submit production 276 HIPAA transactions to obtain 277 Response Files.

B. Transmission Examples

276 Claim Status Request

ISA*00* *00* *ZZ*SENDERID *ZZ*RECEIVERID
*120531*1441*^*00501*008926525*0*T*:~
GS*HR*SENDERID *RECEIVERID*20120531*1441*1*X*005010X212~
ST*276*DV8926525*005010X212~
BHT*0010*13*DV8926525*20120531*1441~
HL*1**20*1~
NM1*PR*2*PAYER*****PI*341488123~
HL*2*1*21*1~
NM1*41*2*SUBMITTER*****46*ETIN~
HL*3*2*19*1~NM1*1P*1*LAST*FIRST****XX*PROVIDERNPI~
HL*4*3*22*0~DMG*D8*19900101*F~
NM1*IL*1*LAST*FIRST****MI*123456789E~
TRN*1*1234567~
AMT*T3*88.00~
DTP*472*RD8*20120917-20120917~
SE*15*DV8926525~
GE*1*1~
IEA*1*008926525~

277 Claims Status Response

ISA*00* *00* *ZZ*SENDERID *ZZ*RECEIVERID
*121002*1217*^*00501*008926525*0*T*:~
GS*HN*SENDERID *RECEIVERID*20121002*1217*1*X*005010X212~
ST*277*DV8926525*005010X212~
BHT*0010*08*DV8926525*20120531*1441*DG~
HL*1**20*1~NM1*PR*2*AULTCARE*****PI*341488123~
HL*2*1*21*1~
NM1*41*2*SUBMITTER*****46*ETIN~
HL*3*2*19*1~
NM1*1P*1*LAST*FIRST****XX*PROVIDERNPI~
HL*4*3*22*0
NM1*IL*1*LAST*FIRST****MI*123456789E~
TRN*2*1234567~STC*A2:20:2B*20120919**88*0~
REF*1K*I81560E26512235000069~
DTP*472*RD8*20120917-20120917~
SE*15*DV8926525~
GE*1*1~
IEA*1*008926525~

C. Frequently Asked Questions

1. Question: How do I contact AultCare?
 Answer: Email AultCare Information Systems utilizing this email account aultcare-is@aultcare.com or call 330-363-7495 (TTY Users Call 711)
2. Question: Where can the 276/277 Companion Guide be located?
 Answer: www.aultcare.com click on Provider Section, Click on Forms
3. Question: What product lines are covered?
 Answer: AultCare, McKinley Life Insurance Co., Aultcare HMO, Primetime Health Plan and Aultra Administrative Group.
4. Question: Who do I contact with a transmission question?
 Answer: edisupport@aultcare.com
5. Question: Who do I contact with a question regarding the status of a claim?
 Answer: Customer Service AultCare 330-363-6360 (TTY Users Call 711)

D. Change Summary

The information in this section lists the date and changes made to the AultCare 276/277 Companion Guide. Refer to the Data Requirements column within the document for details of the updates listed below.

Date	Updated Data Element	Data Requirements
11/26/2012	Initial document	
6/16/2020	NM109	Removed: (Recommended to not utilize a SSN)
11/9/2020	Introduction	Updated www.Aultcas.com to reflect www.AultCare.com
11/9/2020	4.1 Process flows	Updated www.Aultcas.com to reflect www.AultCare.com

11/9/2020	5.3 Applicable Websites	www.Aultcas.com to reflect www.AultCare.com
11/9/2020	Appendices	www.Aultcas.com to reflect www.AultCare.com
11/9/2020	Frequently asked questions	www.Aultcas.com to reflect www.AultCare.com
2/25/2021	4.1 Process Flows	Updated website to reflect https://www.aultcare.com/hipaa
1/12/2022	Disclosure 4.4 PASSWORDS Implementation Checklist CONTACT INFORMATION Frequently Asked Questions	Added TTY Users Call 711
8/30/2023		Updated AultCare's PrimeTime Health Plan logo