DAKOTACARE

Health Care Eligibility Benefit Inquiry and Response (270/271) Standard Companion Guide

Refers to the Implementation Guides Based on ASC X12 version 005010

Version 1.3
June 2015

Preface

This Companion Guide to the ASC X12N/005010X279A1 Health Care Eligibility Benefit Inquiry and Response (270/271) Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging eligibility data electronically with DAKOTACARE. Transmissions based on this companion guide, used in tandem with the ASC X12N/005010X279A1 Technical Report Type 3 (TR3) Implementation Guides published by Washington Publishing Company, 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/005010X279A1 Implementation Guides adopted for use under HIPAA. This 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

SCOPE

This Companion Guide describes the eligibility inquiry transaction between DAKOTACARE and authorized Trading Partners using the ASC X12N/005010X279A1 version of the Health Care Eligibility Benefit Inquiry and Response (270/271) transaction set, as defined in the ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 Implementation Guides published by Washington Publishing Company (WPC).

OVERVIEW

DAKOTACARE's eligibility inquiry system provides access to eligibility data in a real-time environment. Trading Partners may make a real-time eligibility inquiry regarding patients that have services scheduled or delivered. The Trading Partner transmits a 270 request through a pre-established mechanism and remains connected while DAKOTACARE processes the 270 request and returns a 271 response.

REFERENCES

The ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 Implementation Guides for the Health Care Eligibility Benefit Inquiry and Response (270/271) ASC X12N/005010X279A1 transaction can be purchased from the publisher, Washington Publishing Company (WPC), at their website: http://www.wpc-edi.com.

ADDITIONAL INFORMATION

DAKOTACARE is committed to maintaining the integrity and security of health care data in accordance with applicable laws and regulations.

DAKOTACARE follows the real-time transaction model with a single response per request. Batch mode is not supported.

DAKOTACARE monitors eligibility inquiry transactions and may contact our Trading Partners regarding repeated errors in submitted inquiries, improper use of the system, or for other reasons. DAKOTACARE expects that our Trading Partners will initiate contact when they are experiencing issues with the system or when they have other concerns.

2 GETTING STARTED

WORKING WITH DAKOTACARE

The DAKOTACARE IT Department's EDI Specialists are available to assist potential and current Trading Partners at edi@dakotacare.com.

TRADING PARTNER REGISTRATION

Trading Partner Registration is required to submit an eligibility inquiry to DAKOTACARE's eligibility system. Please contact the DAKOTACARE IT Department's EDI Specialists to get started at edi@dakotacare.com.

CERTIFICATION AND TESTING OVERVIEW

DAKOTACARE requires that Trading Partners submit test transactions to ensure X12 compliance and verify interoperability between our systems. Trading Partners should contact the DAKOTACARE IT Department's EDI Specialists at edi@dakotacare.com to coordinate testing.
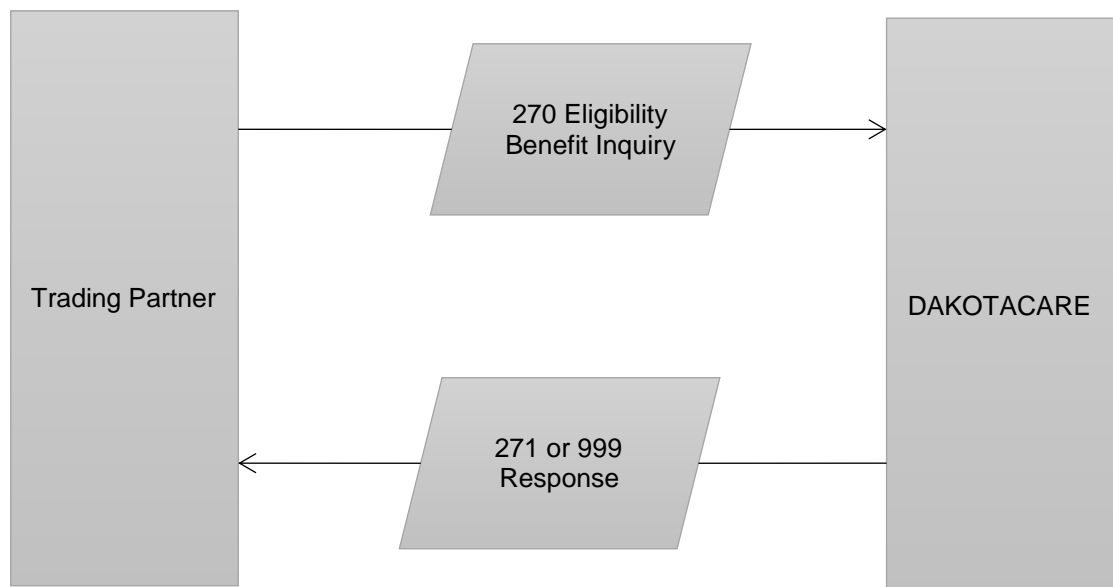
3   TESTING WITH DAKOTACARE

DAKOTACARE requires that all Trading Partners work with the DAKOTACARE IT Department's EDI Specialists to perform testing prior to sending production transactions. Testing ensures that all systems involved perform as expected.

Trading partners should send all test transactions with a Usage Indicator (ISA15) of "T" until testing is complete. A Usage Indicator (ISA15) of "P" should be used after testing is complete and the Trading Partner is instructed to do so by DAKOTACARE.

4   CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOWS

TRANSMISSION ADMINISTRATIVE PROCEDURES

DAKOTACARE only supports real-time Eligibility Benefit Inquiry transactions than contain a single member inquiry per transmission. Consequently, each submission should be limited to the following:

- One Interchange Envelope (ISA-IEA)
- One Functional Group (GS-GE)
- One Transaction Set (ST-SE)
- One Subscriber Level Segment (2000C)

DAKOTACARE will respond to Eligibility Benefit Inquiry request with one of the following:

- An appropriate SOAP or HTTP MIME Multipart error if there is an error.
- A 999 transaction for Implementation Guide and syntactic errors in the 270 request.
- A 271 response.

RE-TRANSMISSION PROCEDURE

If a Trading Partner does not receive a response to an Eligibility Benefit Inquiry request within 60 seconds, the Trading Partner should not send a duplicate transaction for 90 seconds after the time the original request was sent. The Trading Partner should submit no more than 5 duplicate transactions within the next 15 minutes.

COMMUNICATION PROTOCOL SPECIFICATIONS

DAKOTACARE offers the following protocols with SSL encryption:

- SOAP + WSDL with a custom envelope
- SOAP + WSDL with a CORE compliant envelope
- HTTP MIME Multipart with a CORE compliant envelope

For all envelopes, the following applies:

- Batch mode is not supported.
- URLs for connectivity will be provided during trading partner set up with DAKOTACARE.

For all CORE compliant envelopes, the following applies:

- The CORE Rule Version is 2.2.0
- The real time request and response message structures for both SOAP and HTTP Mime Multipart follow the formats documented in the Phase II CORE 270: Connectivity Rule.

For CORE compliant SOAP + WSDL envelopes, the following applies:

- When sending or receiving payloads which contain non-printable characters, e.g., separator characters in an ASC X12 Interchange payload or in a non-ASC X12 Interchange payload in Real time using SOAP, the payload must be Base64 encoded.
- If a Base64 encoded payload is received, DAKOTACARE will return a Base64 encoded response.

PASSWORDS

DAKOTACARE will work with Trading Partners during the testing phase to establish a username and password. The Trading Partner should use DAKOTACARE's EDI Connect Website to manage their password.

DAKOTACARE enforces the following password policy:

1. The password must be changed every 90 days.
2. The password must not match the previous 10 passwords.
3. The password cannot contain the username.
4. The password must contain characters from three of the following categories:
   a. Uppercase characters.
   b. Lowercase characters.
   c. Base 10 digits (0 through 9)
   d. Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

SYSTEM AVAILABILITY

System availability information can be found on the EDI Website at
https://connect.dakotacare.com/Downtime.aspx

RULES OF BEHAVIOR

Trading partners must abide by the following rules of behavior:
- Trading partners must not deliberately submit files that contain viruses or other malicious code.
- Trading partners must not use the DAKOTACARE eligibility service for any reason other than for its intended use.

5   CONTACT INFORMATION

EDI CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

The DAKOTACARE IT Department's EDI Specialists provide customer support and technical assistance to Trading Partners for all aspects of the EDI transactions from the initial Trading Partner agreement to the production use of the transaction.

The EDI Specialists can be reached as follows:
- Via email at edi@dakotacare.com
- Via phone at 800-325-5598

PROVIDER SERVICE NUMBER

Providers may contact DAKOTACARE's Customer Service with questions concerning member eligibility or the payment of claims via phone at 800-325-5598.

APPLICABLE WEBSITES/EMAIL

- EDI Email: edi@dakotacare.com
- EDI Website: connect.dakotacare.com

6   CONTROL SEGMENTS/ENVELOPES

DAKOTACARE follows the ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 Implementation Guides for the Health Care Eligibility Benefit Inquiry and Response (270/271) ASC X12N/005010X279A1 transaction (TR3) where possible.

The following sections list information regarding the how DAKOTACARE will use specific control segments and how DAKOTACARE expects Trading Partners use the specified segments and the elements therein.

ISA-IEA

ISA05 and ISA06 – During the testing phase, the Trading Partner is expected to communicate to DAKOTACARE the values that it will submit in the ISA05 and ISA06 segments. DAKOTACARE will agree to those values and expects that the values will be those used in the production environment. If the Trading Partner needs to changes those values, DAKOTACARE should be notified, testing done, and the change accepted by DAKOTACARE before the new ISA05 and ISA06 values are submitted.

The table below describes DAKOTACARE's expectations and use certain elements within the interchange control segments.

X12 Element	X12 Element Name	Codes	Notes
ISA01	Authorization Information Qualifier	00	Do not provide authorization information.
ISA03	Authorization Information Qualifier	00	Do not provide authorization information.
ISA05	Interchange ID Qualifier	20,30,ZZ	Any qualifier is accepted but it must be the qualifier agreed to by DAKOTACARE.
ISA06	Interchange Sender ID	N/A	Submitter's ID agreed to by DAKOTACARE with padded trailing spaces to satisfy length requirement.
ISA07	Interchange ID Qualifier	ZZ	
ISA08	Interchange	N/A	Must be "DAKOTACARE" with padded trailing spaces to satisfy length

	Receiver ID		requirement.
ISA14	Acknowledgment Requested	0,1	DAKOTACARE will not return a TA1 acknowledgement even if requested.

GS-GE

The table below describes DAKOTACARE's expectations and use certain elements within the functional group control segments.

X12 Element	X12 Element Name	Notes
GS02	Application Sender's Code	Submitter's ID agreed to by DAKOTACARE.
GS03	Application Receiver's Code	Must be "DAKOTACARE".

ST-SE

DAKOTACARE does not customize or expect any custom use of the Transaction Set Header or the Transaction Set Trailer.

7   PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

GENERAL INFORMATION

- DAKOTACARE's Eligibility System only supports Real-Time mode with one Inquiry per request.
- Trading Partners are required to use agreed-upon Submitter ID in the ISA and GS segments.
- Changes to the Submitter ID require agreement from DAKOTACARE, after additional testing is performed, prior to production use.
- Trading Partners are required to use agreed-upon 270 Request Delimiters.
- Changes to the 270 Request Delimiters used require agreement from DAKOTACARE, after additional testing is performed, prior to production use.
- Given that DAKOTACARE assigns a unique member ID to each member, Trading Partners should submit the member in the Subscriber (2000C) Loop if the member ID is known.

8   ACKNOWLEDGEMENTS AND/OR REPORTS

DAKOTACARE's Eligibility system will respond once to each request with either a 271 or a 999. In some error conditions, a custom error may be returned via a SOAP message or a HTTP MIME Multipart message.

271 HEALTH CARE ELIGIBILITY BENEFIT RESPONSE

DAKOTACARE's Eligibility system will respond to a compliant 270 request with a 271 response. The system will respond with the appropriate AAA Request Validation segment when the request cannot be processed due to issues with the information submitted within the request.

Repeated 2000A Loop AAA segment responses with a AAA03 (Reject Reason Code) value of 42 (Unable to Respond at Current Time) may indicate an on-going issue within DAKOTACARE's Eligibility system and Trading Partners are encouraged to contact the DAKOTACARE IT Department's EDI Specialists at edi@dakotacare.com. DAKOTACARE requests that the Trading Partner follow the procedures described in the Re-Transmission Procedure section.

999 ACKNOWLEDGEMENT

When DAKOTACARE's Eligibility system encounters syntactic errors within a 270 request, a 999 Acknowledgement will be returned.

9   TRADING PARTNER AGREEMENTS

DAKOTACARE requires that a Trading Partner Agreement is in place before testing begins. Please contact the DAKOTACARE EDI Specialists at edi@dakotacare.com to request a Trading Partner Agreement.

10   TRANSACTION SPECIFIC INFORMATION

The following table provides notes regarding DAKOTACARE's processing of specific data elements:

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
92	2100C	NM1	Subscriber Name			Only one per request.
96	2100C	NM109	Subscriber Primary Identifier			DAKOTACARE uses unique member id numbers so only the subscriber loop is used.
125	2110	EQ01	Service Type Code			Eligibility requests for the generic type service code "30" and other supported specific service type codes will generate a response with the following service type codes in all cases: 30, 1, 33, 35, 47, 86, 88, 98, AL, MH, UC. If a supported specific service type code is requested, that specific service type code will also be included in the response.

APPENDICES

IMPLEMENTATION CHECKLIST

- Contact DAKOTACARE to complete a Trading Partner Agreement.
- Obtain authentication credentials and service URLs from DAKOTACARE.
- Complete testing with DAKOTACARE and be approved for production use.

OBTAINING PUBLIC KEY CERTIFICATES

Root certificate and intermediate certificate authority public key certificates can be obtained by completing the following instructions using Internet Explorer:

1. Enter https://connect.dakotacare.com/ into the browser's location bar and press Enter. The DAKOTACARE EDI Connect web page will be displayed in the browser.
2. Click the lock icon to the right of the location bar and click "View Certificates" at the bottom of the pop-up window.
3. Click the Certification Path tab.
4. Click on the desired certificate and click the "View Certificate" button.
5. Click the Details tab.
6. Click the "Copy to File…" button to start the Certificate Export Wizard.
7. Click the "Next" button.
8. Choose the format specific to your environment and click the "Next" button.
9. Choose a location and file name for the certificate.
10. Import the certificate into the location required by your client application.
11. Depending on your environment, you may need to export the entire certificate trust chain from the web site, and then import the entire trust chain into your client application.