DAKOTACARE

**Health Care Claim
Payment/Advice (835)
Standard Companion Guide**

**Refers to the Implementation Guides
Based on ASC X12 version 005010**

**Version 1.4
February 2016**

Preface

This Companion Guide to the ASC X12N/005010X221A1 Health Care Claim Payment/Advice (835) Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging health care claim payment/advice data electronically with DAKOTACARE. Transmissions based on this companion guide, used in tandem with the ASC X12N/005010X221A1 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/005010X221A1 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 Health Care Claim Payment/Advice (835) transaction between DAKOTACARE and authorized Trading Partners using the ASC X12N/005010X221A1 version of the Health Care Claim Payment/Advice (835) 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 Health Care Claim Payment/Advice system provides access to Electronic Remittance Advices (ERAs) available for retrieval by providers. DAKOTACARE offers several options for retrieval of ERA data: Trading Partners may retrieve data using the CORE compliant web services, an SFTP server, DAKOTACARE's web-based OFS application, or from DAKOTACARE's Provider Portal.

REFERENCES

The ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 Implementation Guides for the Health Care Claim Payment/Advice (835) ASC X12N/005010X221A1 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 monitors ERA download requests and may contact Trading Partners regarding repeated errors in submitted inquiries, improper use of the system, or for other reasons. DAKOTACARE expects that 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 retrieve ERAs from DAKOTACARE's claims processing 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 download 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 EDI Specialists to perform testing prior to retrieving production transactions. Testing ensures that all systems involved perform as expected.

DAKOTACARE will send all test transactions with a Usage Indicator (ISA15) of "T" until testing is complete. A Usage Indicator (ISA15) of "P" will be used after testing is complete.

4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOWS

DAKOTACARE offers the following four options for transmission of 835 data:

CORE Compliant Web Services (MIME and SOAP)

CORE Phase III compliant web services are available to Trading Partners that wish to use a CORE interface for 835 data retrieval. DAKOTACARE supports both MIME and SOAP interfaces. A high-level overview of the process flow for data exchange via the web interfaces is shown below.

Trading Partner

X12_835_Request_005010X221A1

835 Interchange
- OR -
X12_005010_Response_NoBatchResultsFile

X12_999_SubmissionRequest_005010X231A1

X12_Response_ConfirmReceiptReceived

DAKOTACARE
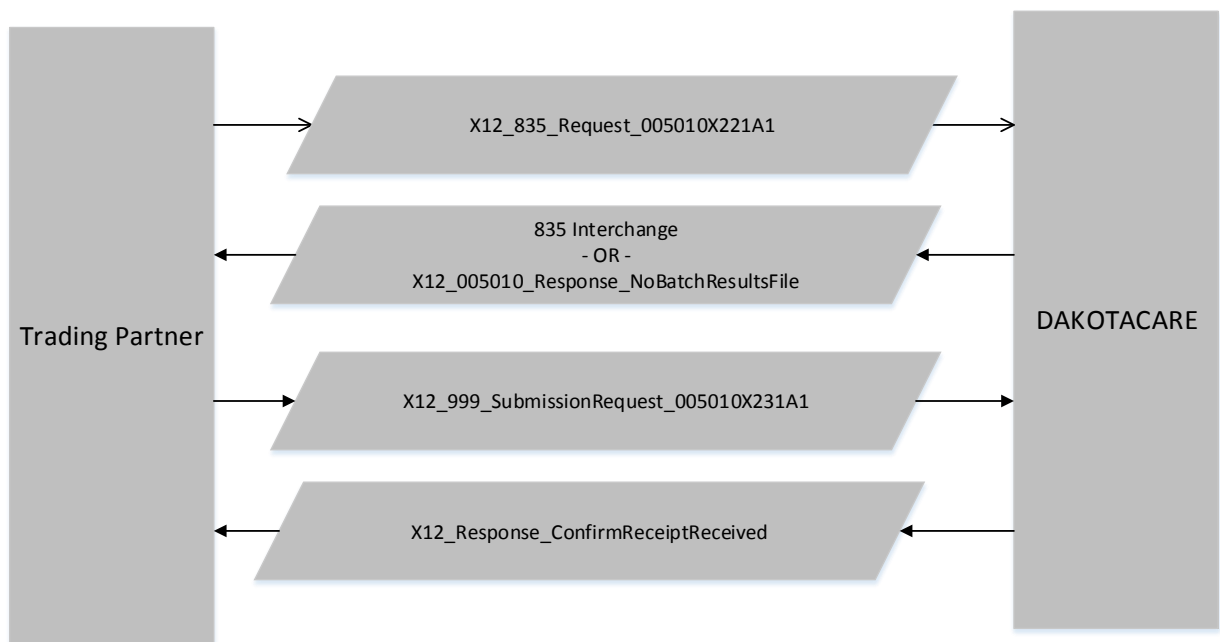
SFTP Server

An SFTP server is available for Trading Partners that wish to retrieve files using an SFTP client. A high-level overview of the process flow for data exchange via the SFTP server is shown below.

```
Trading Partner                                          DAKOTACARE

        ──────►   SFTP Server Session   ──────►
        ◄──────   Download 835 File(s)  ◄──────
        ──────►   SFTP Server Session   ──────►
        ──────►   Upload 999 File(s)    ──────►
```
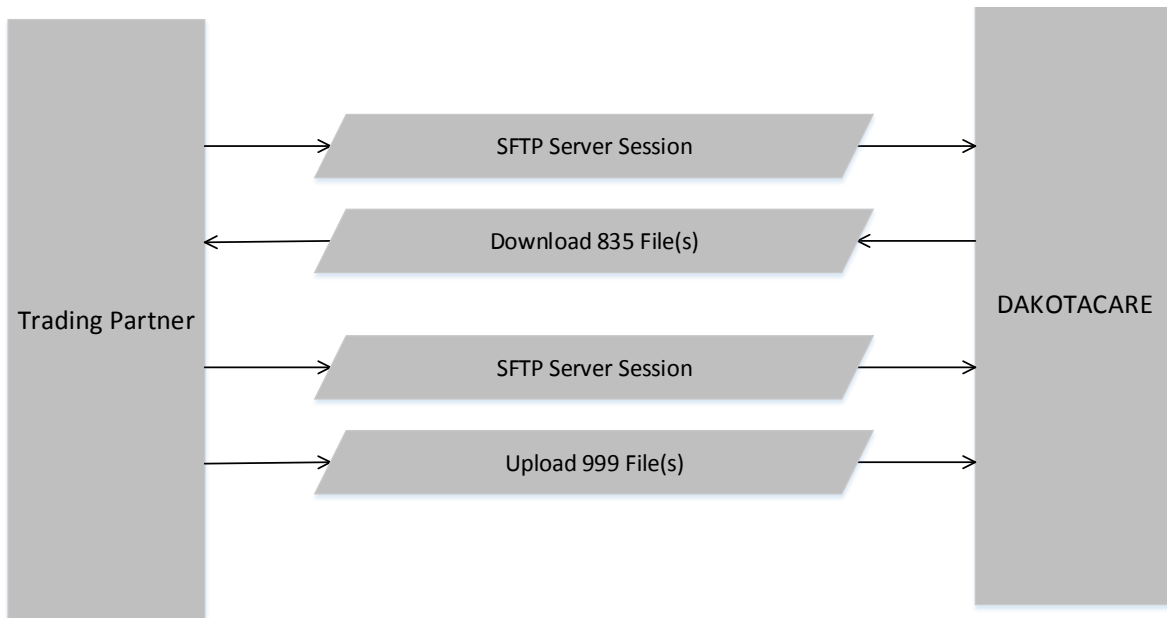
OFS Application

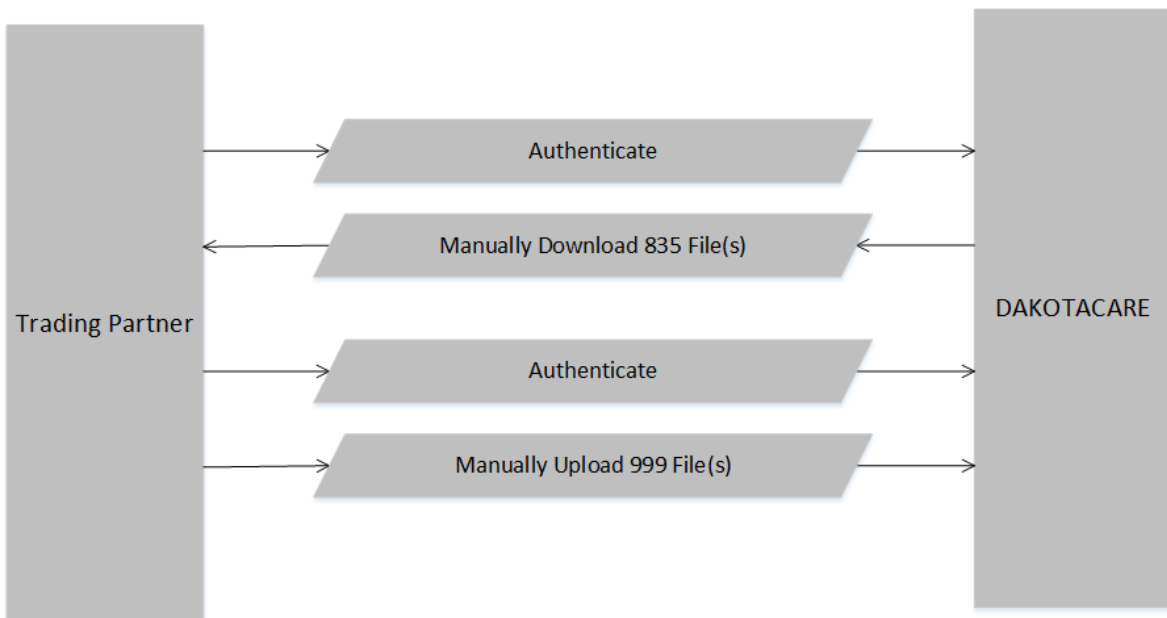Online File Submission (OFS), a proprietary DAKOTACARE system, is available for exchange of 835 data. OFS is a web based system that allows Trading Partners to manually download and upload files through secure, web-based user interface. A high-level overview of the process flow for data exchange via the OFS application is shown below.

```
Trading Partner                                          DAKOTACARE

        ──────►   Authenticate                 ──────►
        ◄──────   Manually Download 835 File(s) ◄──────
        ──────►   Authenticate                 ──────►
        ──────►   Manually Upload 999 File(s)  ──────►
```

Provider Portal

The Provider Portal, a proprietary DAKOTACARE system, is available for exchange of 835 data. The Provider Portal is a web-based system that allows Trading Partners to manually download and upload files through a secure, web-based interface. This option is only available to providers, and providers must register for Provider Portal access. A high-level overview of the process flow for data exchange via the Provider Portal is shown below.
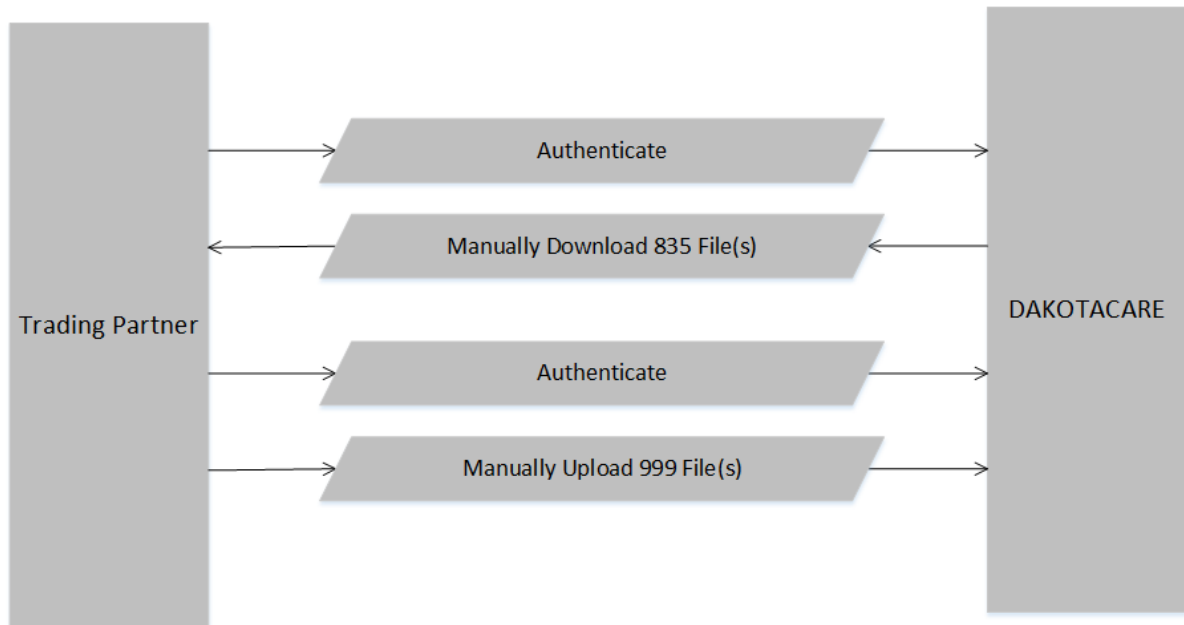
TRANSMISSION ADMINISTRATIVE PROCEDURES

CORE Compliant Web Services (MIME and SOAP)

DAKOTACARE requires that the SenderID value in the CORE compliant request envelope match the Interchange Receiver ID (ISA08) value of the 835 transaction(s) available for download.

For each X12_835_Request_005010X221A1 request received, DAKOTACARE will return one of the following

- A single 835 interchange containing all 835 data available for download.
- An X12_005010_Response_NoBatchResultsFile response message.

If new 835 data is available to the trading partner, DAKOTACARE will return one ISA-IEA envelope containing one GS-GE functional group. That functional group will contain all available 835 data that has not already been retrieved by the trading partner. Each 835 will be contained in a separate ST/SE transaction set.

Once downloaded by the trading partner, the 835 data will be flagged by DAKOTACARE as having been retrieved. If the trading partner needs to retrieve an 835 transaction or a set of transactions a second time, the trading partner will need to contact DAKOTACARE EDI Support at edi@dakotacare.com to request the transaction or transaction set be flagged for re-send.

SFTP Server

DAKOTACARE will place 835 files on the SFTP server as new 835 transactions become available for download by the Trading Partner. When the SFTP server is used for delivery of 835 transactions, DAKOTACARE will create separate files for each 835 transaction.

DAKOTACARE requests that Trading Partners delete 835 files from the SFTP server after a successful download. 835 files that are older than 36 hours will be deleted from the SFTP server by DAKOTACARE.

If the trading partner needs to retrieve 835 files a second time, the trading partner will need to contact DAKOTACARE EDI Support at edi@dakotacare.com to request delivery of archived copies or the files.

OFS Application

DAKOTACARE will place 835 files on the OFS server as new 835 transactions become available for download by the Trading Partner. When the OFS server is used for delivery of 835 transactions, DAKOTACARE will create separate files for each 835 transaction.

DAKOTACARE requests that Trading Partners delete 835 files from the SFTP server after a successful download. 835 files that are older than 36 hours will be deleted from the SFTP server by DAKOTACARE.

If the trading partner needs to retrieve 835 files a second time, the trading partner will need to contact DAKOTACARE EDI Support at edi@dakotacare.com to request delivery of archived copies or the files.

Provider Portal

DAKOTACARE will place 835 files on the Provider Portal as new 835 transactions become available for download by the Trading Partner. When the Provider Portal is used for delivery of 835 transactions, DAKOTACARE will create separate files for each 835 transaction.

The following applies for all transmission procedures:

- The method of retrieval will be mutually agreed upon during Trading Partner set-up with DAKOTACARE.
- Credentials and URLs for connectivity will be provided during Trading Partner set-up with DAKOTACARE.

RE-TRANSMISSION PROCEDURE

If a Trading Partner does not receive a response to an ERA Request within 60 seconds, the Trading Partner should not send a duplicate ERA request for 90 seconds after the original request was sent. The Trading Partner should submit no more than 5 ERA requests within the next 15 minutes.

COMMUNICATION PROTOCOL SPECIFICATIONS

SOAP+WSDL

SOAP+WSDL transactions must be compliant with the SOAP+WSDL specifications as defined in the Phase II CORE 270: Connectivity Rule version 2.2.0.

DAKOTACARE supports batch retrieval through the GenericBatchRetrievalTransaction endpoint.

DAKOTACARE supports submission of the 999 transaction through the GenericBatchReceiptConfirmationTransaction endpoint.

MTOM is required for both endpoints.

HTTP MIME Multipart

HTTP MIME Multipart transactions must be compliant with the HTTP MIME Multipart specifications as defined in the Phase II CORE 270: Connectivity Rule version 2.2.0.

The following applies for both SOAP and HTTP MIME Multipart

- The PayloadType value for an 835 retrieval request must be X12_835_Request_005010X221A1.
- The PayloadType for an 835 response will either be X12_835_Response_005010X221A1 or X12_005010_Response_NoBatchResultsFile.
- For 835 submissions, DAKOTACARE will include a SHA1 checksum of the 835 data in the envelope's CheckSum data element.
- The PayloadType value for a 999 submission request must be X12_999_SubmissionRequest_005010X231A1.
- The response for a 999 submission request will be X12_Response_ConfirmReceiptReceived.
- For 999 submissions, DAKOTACARE requests that a SHA1 checksum be sent in the envelope's CheckSum element.
- The SenderID used in the CORE compliant envelope must be the identifier assigned by DAKOTACARE during testing with the trading partner.
- The ReceiverID used in the CORE compliant envelope must be "DAKOTACARE".
- The CORE Rule Version is 2.2.0
- The batch request and response message structures for both SOAP and HTTP Mime Multipart follow the formats documented in the Phase II CORE 270: Connectivity Rule.

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 EDI services for any reason other than its intended use.

5 CONTACT INFORMATION

EDI CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

The DAKOTACARE IT 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 claim status 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 Claim Payment/Advice (835) ASC X12N/005010X221A1 transaction (TR3) where possible.

The following sections list information regarding 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 change 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 of 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 requirements.
ISA07	Interchange ID Qualifier	ZZ	
ISA08	Interchange Receiver ID	N/A	Must be "DAKOTACARE" with padded trailing spaces to satisfy length requirements.
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

- 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 835 Delimiters.
- Changes to the 835 Delimiters used require agreement from DAKOTACARE, after additional testing is performed, prior to production use.

8 ACKNOWLEDGEMENTS AND/OR REPORTS

999 ACKNOWLEDGEMENT

DAKOTACARE will accept and process 999 acknowledgements generated from the 835 data retrieved by the trading partner.

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

DAKOTACARE follows the standard HIPAA 835 implementation guide requirements. The following table provides additional clarification regarding DAKOTACARE's processing of specific data elements:

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
70		BPR01	Transaction Handling Code			I – Remittance Information Only.
71		BPR03	Credit/Debit Flag Code			C – Credit.
72		BPR04	Payment Method Code			ACH or CHK, depending on the method of payment used by the Trading Partner.
77		TRN02	Reference Identification			Check number if payment is made by check, EFT trace number if payment is made by EFT.
123	2100	CLP01	Claim Submitter's Identifier			Patient Control Number or 0 if patient control number is not present on the incoming claim.
124	2100	CLP02	Claim Status Code			1 – Processed as Primary, 2 – Processed as Secondary, or 22 – Reversal of Previous Payment.
169	2100	REF01	Reference Identification Qualifier			1L – Group or Policy Number
187	2110	SVC01-1	Product/Service ID Qualifier			NU – National Uniform Billing Committee (NUBC) UB92 Codes or HC – Health Care Financing Administration Common Procedural Coding System (HCPCS) Codes
195	2110	DTM01	Date/Time Qualifier			DAKOTACARE will either send one DTM segment with a DTM01 value of 472 – Service or two DTM loops with DTM values of 150 – Service Period Start and 151 – Service Period End.
222	2110	PLB03-1	Adjustment Reason Code			L6 – Interest Owed or WO – Overpayment Recovery if PLB segment is used.
222	2110	PLB03-2	Reference Identification			Populated with reference number if PLB segment is used.

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.