



Senior Supplemental Insurance

276/277 HIPAA Transaction Companion Guide

HIPAA/V005010X212

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Below are the Medicare Supplement companies that are either owned or administered by Aetna Senior Supplemental Insurance. Payer ID for all the companies for Eligibility and Claim Status transaction is AESSI. These companies will be referred as Aetna SSI in the document hereinafter.

- Aetna Health and Life Insurance Company
- Aetna Life Insurance Company
- Allianz Life Insurance Company of New York
- American Continental Insurance Company
- American General Life Insurance Company
- Combined Insurance Company of America
- Continental Life Insurance Company of Brentwood, Tennessee
- Genworth Life and Annuity Insurance Company
- Genworth Life Insurance Company
- Union Fidelity Life Insurance Company
- Virginia Surety Company, Inc.
- Washington National Insurance Company

Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with Aetna SSI. 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.

EDITOR'S NOTE:

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1. INTRODUCTION

This is the Companion Guide to the v5010 ASC X12N 276 and 277 Implementation Guides and associated errata adopted under HIPAA; clarifies and specifies the data content when exchanging eligibility data electronically with Aetna SSI. 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.

SCOPE

This Companion Guide is intended for Trading Partners trading ASC/X12N 276/277 5010 transactions with Aetna SSI.

The purpose of the Communications/Connectivity Guide is to convey the information needed to commence and maintain communication exchange with Aetna SSI's clearing house Real-Time Exchange Services, for the purpose of conducting real-time X12N/276/277 5010 Eligibility/Benefit Inquiry and Response transactions.

This guide is intended to supplement information from the ASC X12 Technical Reports Type 3 (TR3s).

OVERVIEW

This guide is composed of the following sections:

- Section 1 Introduction: scope, overview, and related references.
- Section 2 Getting Started: How to interact with Aetna SSI's clearing house implementation team, how to register as a trading partner and complete payer enrollment, and an overview of testing and certification.
- Section 3 Testing with Aetna SSI: Details about the testing and certifying process.
- Section 4 Connectivity with Emdeon/Communications: process flows, transmission administrative procedures, communication protocols, security protocols, and passwords.
- Section 5 Contact Information: how to get help.
- Section 6 Control Segments/Envelopes: ISA/ISE, GS/GE, and ST/SE values specific to Aetna SSI's clearing house.
- Section 7 Payer Specific Business Rules and Limitations: Describes Aetna SSI's business rules.
- Section 8 Acknowledgements and Reports: Information about Aetna SSI's use of acknowledgements and reports.
- Section 9 Trading Partner Agreements: Instructions regarding agreements that must be made between trading partners.
- Section 10 Transaction Specific Information: general supplemental instructions for each of the HIPAA-adopted transaction types.

REFERENCES

ASC X12 Technical Reports Type 3 (TR3s)

ASC X12 publishes implementation guides, known as Technical Reports Type 3 (TR3s), which define the data contents and compliance requirements for the health care implementation of the ASC X12N/005010 transaction sets. Following are the TR3s referenced in this guide:

ASC X12N/005010X212 Health Care Claim Status Inquiry and Response (276/277) and Errata 1, hereinafter 005010X212 TR3s.

You are expected to comply with the requirements set forth in the TR3s. You can purchase these guides from the ASC X12 store at <http://store.x12.org/> or from Washington Publishing Company (<http://www.wpc-edi.com>). The TR3s are copyrighted.

ADDITIONAL INFORMATION

For getting Information of Patient Eligibility for Aetna SSI companies, trading partners have to develop a connection between your interface and Emdeon.

For more detailed information refer to Emdeon Companion guide at

<http://www.emdeon.com/resourcepdfs/X12-5010-Standard-Companion-Guide.pdf>

This Companion Guide assumes that you, the reader, are a representative of the Trading Partner, and that as such, you understand basic X12 structure, looping, and standard data requirements as set forth in the TR3 for each transaction set you wish to exchange.

This Companion Guide also assumes that:

- You have a real-time EDI interface that supports the transaction sets the Trading Partner wishes to exchange.
- You have resources to develop a connection between your interface and Emdeon.

2. GETTING STARTED

WORKING WITH AETNA SSI

AETNA SSI currently uses Emdeon as their exclusive clearinghouse for managing 276/277 connections.

This guide includes the instructions you will need to get connected and start sending/receiving standard 276 and 277 transactions with Emdeon. Make sure you read the entire guide in order to take advantage of the full functionality of the system.

TRADING PARTNER REGISTRATION

Before submitting or receiving a 276 or 277 transaction, you must register as a Trading Partner with Emdeon to ensure you are established and recognized in the system. To register, complete the Enrollment Application and Trading Partner Agreements and submit to:

Email: rtenrollment@emdeon.com

Fax: 615-885-3713

Real Time Provider Setup Form available @ <http://www.emdeon.com/resourcelibrary/#119>.

CERTIFICATION AND TESTING OVERVIEW

The interface with Emdeon will involve utilization of Emdeon's proprietary software suite. Trading Partners who have not used it before may need to go through a testing phase with Emdeon.

3. TESTING WITH THE PAYER

Testing has to happen with Emdeon. Before you can test with Emdeon:

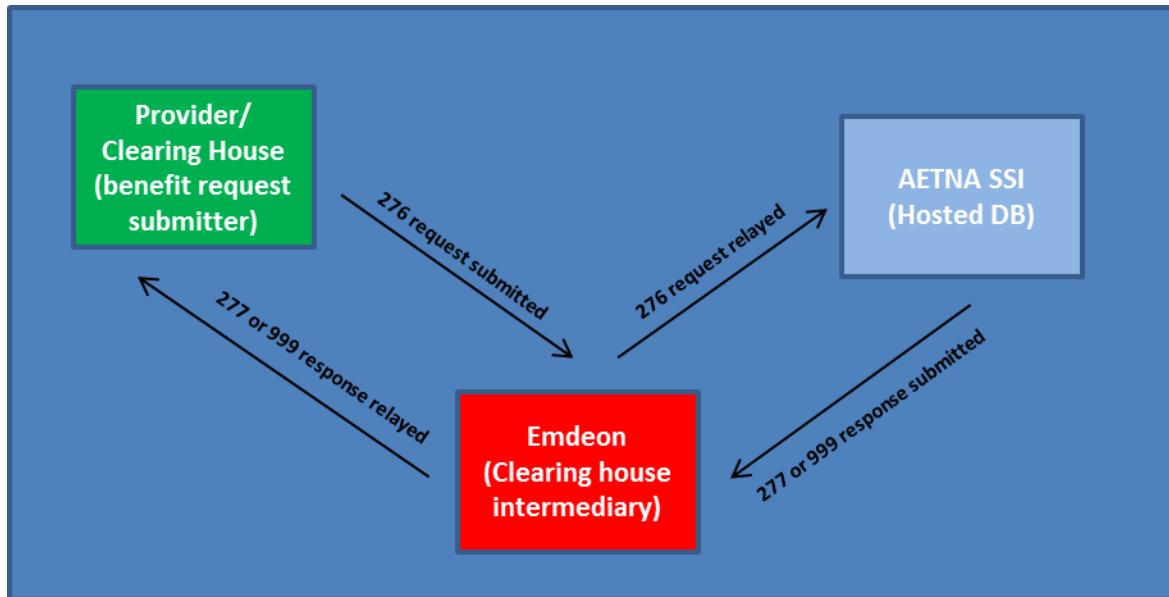
- You must have established connectivity with Emdeon's Real-Time Exchange Services. The Implementation Coordinator will work with you to facilitate the setup and testing of connectivity and communications.
- You are responsible for developing HIPAA and ASC/X12-compliant transaction sets. You can begin to develop transaction sets before connectivity with Emdeon is established.

It is strongly recommended that you check your transactions for compliance to 005010 standards using a compliance checker. Emdeon has partnered with Edifecs for this purpose and will activate an Edifecs account for your use. If you need assistance with your Edifecs account, your Implementation Coordinator can assist you; send questions to 5010submitterRTtesting@emdeon.com. If you do not wish to use Edifecs, you can use your preferred compliance checker.

4. CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOW

The process flow for the 276/277 transaction exchanges will involve three separate entities: Aetna SSI, the provider or clearinghouse sending the benefit request, and Emdeon. Emdeon will serve as an intermediary between the request source and Aetna SSI, exchanging the benefit request and Aetna SSI's benefit response through their secure connections with both entities.



TRANSMISSION ADMINISTRATIVE PROCEDURES

Aetna SSI will return a 277 response or 999 (in case of failed validation) within 20 seconds of receiving the 276 request from Emdeon to provide as close to a real-time response as possible. Automation is currently configured to run 24 hours a day in order to process requests as they come in.

For more detailed information refer to Emdeon Companion guide at

<http://www.emdeon.com/resourcepdfs/X12-5010-Standard-Companion-Guide.pdf>

RE-TRANSMISSION PROCEDURE

Aetna SSI's Real-Time Exchange Services do not perform re-transmissions. It is the Trading Partner's responsibility to resubmit.

COMMUNICATION PROTOCOL SPECIFICATIONS

Aetna SSI has provided connectivity that complies with the CORE Safe Harbor principle (\$5 Safe Harbor) according to the CORE Connectivity Phase II Rule 270 version 2.2.0 and Phase II Rule 250 version 2.1.0. Information receivers can submit eligibility (270), claim status (276) in Real time via Safe Harbor.

Emdeon's security protocol is Username/Password. Emdeon does not use X.509.

The currently supported protocol for CORE is HTTP/S. The following is a list of standards and their versions that this Rule is based on:

- HTTP Version 1.1
- SSL Version 3.0
- MIME Version 1.0

- The MIME Multipart/Form-Data (IETF RFC 2388)
- SOAP Version 1.2
- WSDL Version 1.1
- Web Services-Security 1.1

Emdeon utilizes SOAP, MIME/Multipart, and WSDL.

For more information on the required protocols and envelopes, see **CORE 270: Phase II Connectivity Rule, version 2.2.0 section 4.**

PASSWORDS

As a secure connection between Emdeon and Aetna SSI has already been established, any passwords to protect the security of the data would only need to be setup between the trading partner and Emdeon. Emdeon requires each interchange submitter ID to be accompanied with a unique password for security reasons. The interchange submitter ID and password are authenticated against a database.

5. CONTACT INFORMATION

EDI CUSTOMER SERVICE

For customer service type inquiries in relation to the 276/277 setup and its efficiency, please contact Emdeon EDI support @ 1-866-742-4355 option 3.

EDI TECHNICAL ASSISTANCE

For EDI technical assistance, please contact Emdeon EDI support @ 1-866-742-4355, option 3.

PROVIDER SERVICE NUMBER

For provider services, please contact Aetna SSI @ 1-800-264-4000, option 2.

APPLICABLE WEBSITES/E-MAIL

For more about Aetna SSI, visit our website at www.aetnaseniorproducts.com or e-mail us at aetssiinformation@aetna.com.

6. CONTROL SEGMENTS/ENVELOPES

ISA/IEA

The following is what Aetna SSI expects as far the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters, for both the Interchange Control Header (ISA) and the Interchange Control Trailer (IEA).

ISA RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values (preferred in bold)	Min	Max
ISA01	R	Authorization Information Qualifier	00	2	2
ISA02	R	Authorization Information	(leave blank)	10	10
ISA03	R	Security Information Qualifier	01	2	2
ISA04	R	Security Information	TPG Serial Number	10	10
ISA05	R	Interchange ID Qualifier	ZZ	2	2
ISA06	R	Interchange Sender ID	TPG Terminal Number	15	15
ISA07	R	Interchange ID Qualifier	ZZ	2	2
ISA08	R	Interchange Receiver ID	EMDEON	15	15
ISA09	R	Interchange Date	YYMMDD format	6	6
ISA10	R	Interchange Time	HHMM format	4	4
ISA11	R	Repetition Separator	>, :,	1	1
ISA12	R	Interchange Control Version No.	00501	5	5
ISA13	R	Interchange Control Number	See TR3	9	9
ISA14	R	Acknowledgement Requested	0	1	1
ISA15	R	Usage Indicator	P	1	1
ISA16	R	Component Element Separator	:	1	1
		Segment Terminator	~	1	1

IEA RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values	Min	Max
IEA01	R	Number of Included Functional Groups	1	1	5
IEA02	R	Group Control Number	(must match ISA13)	9	9

GS-GE

The following is what Aetna SSI expects as far as the functional group control segments. It includes a description of expected application sender and receiver codes, for both the Group Control Header (GS) and the Group Control Trailer (GE). On inbound transmissions, we expect the trading partner to define the group control number to be sent. On outbound transmissions Aetna SSI will generate a unique sequenced control number.

Aetna SSI's Real-Time Exchange Services support only one functional group per request and response.

GS RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values	Min	Max
GS01	R	Functional Identifier Code	HS (inbound)	2	2
GS02	R	Application Sender's Code	(defined by sender)	2	15
GS03	R	Application Receiver's Code	MTEXE	2	15
GS04	R	Date	CCYYMMDD fmt	8	8
GS05	R	Time	HHMM format	4	8
GS06	R	Group Control Number	(defined by sender)	1	9
GS07	R	Responsible Agency Code	X	1	2
GS08	R	Version/Release/Industry Identifier	005010X212	1	12

GE RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values	Min	Max
GE01	R	Number of Transaction Sets Included		1	6
GE02	R	Group Control Number	(must match GS06)	1	9

ST-SE

The following is what Aetna SSI expects as far as the transaction set segments. It includes a description of expected transaction codes, for both the Transaction Set Header (ST) and the Transaction Set Trailer (SE). On inbound transmissions, we expect the trading partner to define the transaction set control number to be sent. On outbound transmissions Aetna SSI will generate a unique sequenced control number.

ST RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values	Min	Max
ST01	R	Transaction Set Identifier Code	276	3	3
ST02	R	Transaction Set Control Number	(incrementing no.)	4	9
ST03	R	Implementation Convention Ref.	005010X212	1	35

SE RECORD LAYOUT

Reference Designator	Usage	Description	Possible Values	Min	Max
SE01	R	Number of Included Segments		1	10
SE02	R	Transaction Set Control Number	(must match ST02)	4	9

7. PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Submitters may send a 276 claim status request on claims filed electronically (an 837 Health Care Claim transaction) or on paper. Aetna SSI interchange does not distinguish between paper or electronic claims when issuing a 277 response.

Date ranges returned on the 277 response (DTP03) are those submitted on the 276 request. The 276 requests that use date ranges for service dates receive all claims within the range, unless other qualifiers, such as claim numbers or amounts billed, preclude their return. To avoid extraneous responses, users should enter date ranges for an inquiry only when the date range represents the dates of a single service or claim.

Aetna SSI does not support service line-specific status requests. When sent, this data will be ignored and the request will be processed using the claim level data.

Aetna SSI provides claim status information at the claim level for institutional (Medicare Part A) and professional (Medicare Part B).

Aetna SSI does not support the Dependent Loop since all Aetna SSI members can be uniquely identified at the Subscriber Level (loop 2000D).

For the 276 claim status request transaction, the TRN segment is required when the subscriber is the patient. Because in the Aetna SSI implementation of HIPAA, the subscriber is always the patient, this segment is always required. The TRN segment received on the 276 claim status request transaction will be returned unaltered on the 277 response transaction, except that TRN01 will be changed to "2".

8. ACKNOWLEDGEMENTS AND/OR REPORTS

As the 276 transaction is designed to be exchanged for a 277 response containing the benefit information sought in the 276 request, Aetna SSI will not send any other sort of acknowledgement that the 276 has been received, unless there is a problem processing the request. Should the 276 fail structural validation upon receipt, a 999 acknowledgement file will be returned detailing the specific errors. No 277 response will be generated unless the 276 is corrected and resubmitted.

REPORT INVENTORY

999 Implementation Acknowledgements (005010X231A1)

9. TRADING PARTNER AGREEMENTS

This section contains general information concerning Trading Partner Agreements (TPA).

TRADING PARTNERS

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

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.

As Aetna SSI only will be directly exchanging data with Emdeon, the existing Trading Partner Agreement between Aetna SSI and Emdeon will cover these transmissions. It may be necessary for those originating these transactions to complete similar documents with Emdeon.

10. TRANSACTION SPECIFIC INFORMATION

Aetna SSI's Trading Partners must adhere to the following business rules and limitations for submitting transactions in real time:

- Only one patient per transaction.
- Only one transaction per functional group.
- Only one functional group per interchange.
- Interchange acknowledgements for successful deliveries will be honored for submitters using the dual-port method.
- If no date of service is received, the current date (based on Central time) will be considered as the date of service.