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**ASC X12N 270/271 (004010X092A1)**

**Health Care Eligibility Benefit Inquiry and Response  
Companion Guide**

**For Blue CORE System**

BlueCross BlueShield of Tennessee CAQH/CORE certified eligibility and benefit inquiry system. Blue CORE currently supports phase 1 operating rules defined by CAQH/CORE.



## **Disclosure Statement**

The information in this document is subject to change. Changes will be communicated via the BlueCross BlueShield of Tennessee Web site, <http://www.bcbst.com/providers/ecom/technical-information> or <https://bluecore.bcbst.com>

The 271 response returned by BlueCross BlueShield of Tennessee should not be interpreted as a guarantee of payment. Payment of benefits remains subject to all health benefit plan terms, limits, conditions, exclusions and the member's eligibility at the time services are rendered.

## **Preface**

The Health Insurance Portability and Accountability Act (HIPAA) requires health insurance payers in the United States to comply with the EDI standards for health care as defined in the ASC X12N Implementation Guides.

The following information is intended to serve as a companion document to the HIPAA ASC X12N 270/271 (004010X092A1) Implementation Guide for Eligibility Benefits Inquiry. The use of this document is solely for the purpose of clarification on usage of the Blue CORE solution.

The information describes specific requirements for submitting eligibility and benefit inquiry requests for BlueCross BlueShield of Tennessee commercial, BlueCare and TennCare*Select*, BlueCard, and Federal Employee Program (FEP) members through BlueCORE. BlueCORE is BlueCross BlueShield of Tennessee's "CORE Certified" solution to real-time eligibility and benefits information. Blue CORE cannot process inquiries for Riverbend Medicare members.

This companion document supplements, but does not exceed any requirements in the ASC X12N 270/271 (004010X092A1) Implementation Guide.

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# INTRODUCTION

This application for real-time and batch 270/271's follows the CAQH/CORE phase I guidelines.

## Scope

Providers, billing services and clearinghouses are advised to use the ASC X12N 270/271 (004010X092A1) Implementation Guide as a basis for their submission of Eligibility and Benefit inquiries. This companion document should be used to clarify the CORE Business rules for 270/271 data content requirements, batch and real-time acknowledgment, connectivity, response time, and, system availability, specifically for submissions through the Blue CORE system. These rules differ from the Companion Guide for submissions via the BlueCross BlueShield of Tennessee's ECGateway connection. This document is intended for use with CAQH CORE compliant systems. For additional information on building a CORE compliant system go to [www.caqh.org](http://www.caqh.org).

## Overview

The purpose of this document is to introduce and provide information about BlueCross BlueShield of Tennessee's CAQH/CORE certified solution for submitting real-time 270/271 transactions.

### **What is CAQH?**

CAQH stands for The Council for Affordable and Quality Healthcare. It is a not-for-profit alliance of health plans, provider networks, and associations with a goal to provide a variety of solutions to simplify health care administration.

### **What is CORE?**

The Committee on Operating Rules for Information Exchange (CORE) is a multi-stakeholder initiative created, organized and facilitated by CAQH. CORE's Phase I goal is to create, disseminate, and maintain operating rules that enable health care providers to quickly and securely obtain reliable health care eligibility and benefits information. CORE operating rules will decrease the amount of time and resources providers spend verifying patient eligibility, benefits and other administrative information at the point of care. CORE operating rules, envisioned to be introduced in multiple phases, have support from health plans, medical professional societies, providers, vendors, associations, regional entities, standard setting organizations, government agencies and other health care constituencies.

### **What is CAQH/CORE certification?**

Any entity that creates, transmits, or uses eligibility data is eligible to become CORE-certified. CORE-certification indicates an entity has signed the CORE Pledge and successfully completed certification testing, both of which are designed to demonstrate an entity's compliance with all the CORE Phase I rules. Any entity that agrees to follow the CORE operating rules will be expected to exchange eligibility and benefits information per the requirements of the CORE Phase I rules and policies, with all its trading partners. Given the requirements of the CORE Phase I rules, use of these rules by the industry will

enhance the usability and content of the eligibility transaction as well as decrease administrative costs and resources. See <http://www.cagh.org/>

## References

The following documents are suggested when preparing to send a 270 inquiry or receive a 271 response:

- BlueAccess registration instructions: [www.bcbst.com/blueaccess/](http://www.bcbst.com/blueaccess/).
- HIPAA (004010X092A1) Implementation Guide for Eligibility Benefits Inquiry <http://www.wpc-edi.com/hipaa>

## Additional Information

- Submitters must have Internet (HTTPS) connection capability to submit a CORE 270 request and receive 271 responses.
- Submitters must possess a valid BlueAccess user ID and password in order to submit inquiries through the Blue CORE option.
- The submitter must be associated with at least one provider in the BlueCross BlueShield of Tennessee provider database.
- Both real-time and batch 270 inquiries are supported.
- This system supports inquiries for BlueCross BlueShield of Tennessee commercial, BlueCare and TennCare*Select*, FEP, and BlueCard members only.

# GETTING STARTED

## Working with BlueCross BlueShield of Tennessee

Providers, billing services and clearinghouses interested in submitting 270 inquiries and receiving 271 responses via BlueCross BlueShield of Tennessee's CORE Certified Solution should contact BlueCross BlueShield of Tennessee at (423) 535-5717, Monday through Friday, 8 a.m. to 6:30 p.m. (ET).

## Trading Partner Registration

Trading Partner Registration is not required in order to submit Blue CORE 270 requests.

## Certification and Testing Overview

BlueCross BlueShield of Tennessee recommends submitting at least one test file to ensure connectivity and data transfer is successful. The testing links are below:

Real Time     <https://beta-bluecore.bcbst.com/bluecore/bluecoreservlet>

(single inquiry containing 1 ISA-IEA, 1 GS-GE and a single ST-SE segment)

Batch            <https://beta-bluecorebatch.bcbst.com/bluecore/bluecoreservlet>

(batch transmission containing 1 ISA-IEA, 1 GS-GE and multiple ST-SE segments)

## TESTING WITH THE PAYER

Listed below are steps to follow when testing:

- Register for BlueAccess user ID and password (only if user doesn't already have a valid BlueAccess user ID)
- Create test transaction based on Companion Guide/Implementation Guide specifications
- Submit via the appropriate testing link, either Real-Time or Batch
- Retrieve appropriate response (TA1, 997, 271)
- Review response to determine production readiness

## CONNECTIVITY/COMMUNICATIONS

### Blue CORE System Availability

Monday-Sunday     3 a.m.-2 a.m. (following day)

(system maintenance from 2:01a.m.-2:59a.m)

Thursday            (system maintenance 7p.m–10 p.m)

Please refer to the Blue CORE Splash page <https://bluecore.bcbst.com/> for the most up-to-date information on system availability. All scheduled downtimes will be posted and emergency downtimes will be reflected

### Process Flows

#### Real-Time Submission

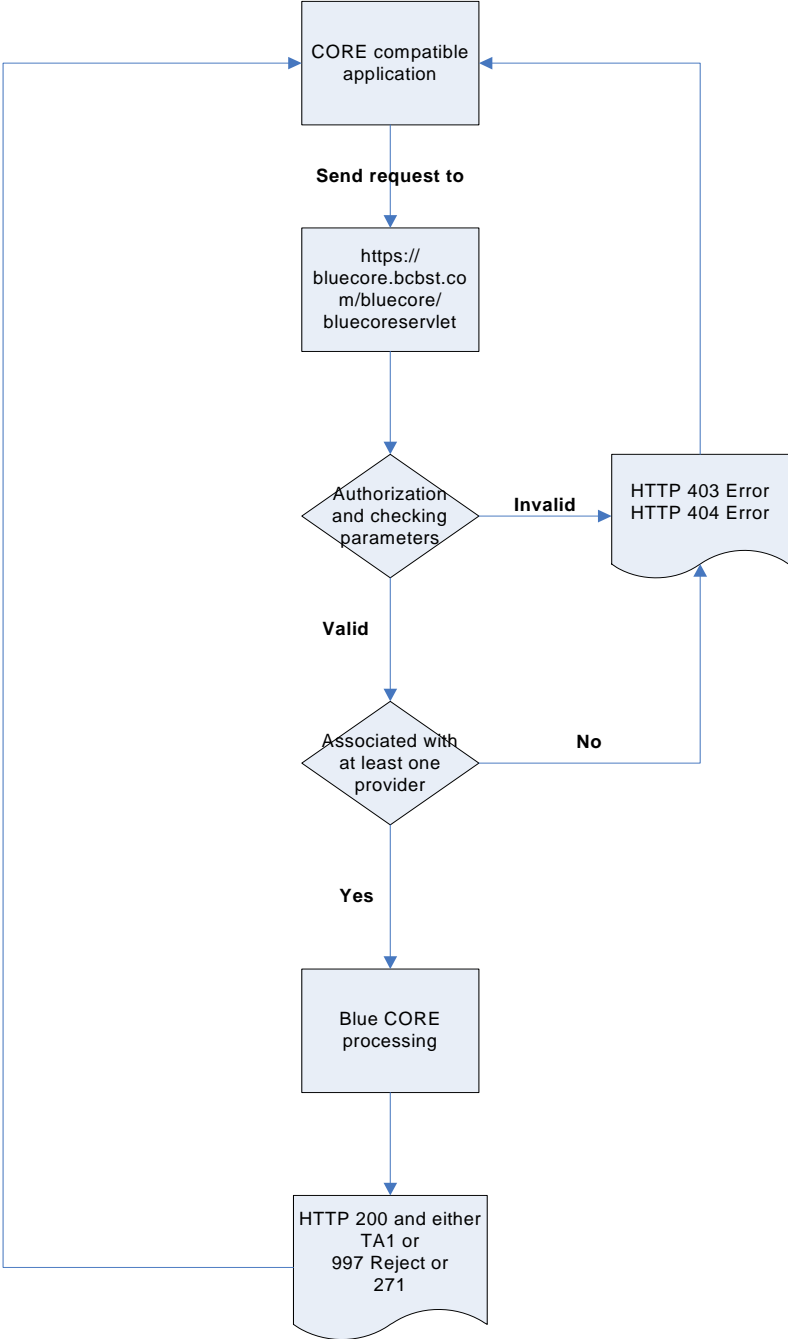
1. The user application submits an HTTPS request to:  
<https://bluecore.bcbst.com/bluecore/bluecoreservlet>

See Appendix 1 for example of Real Time HTTPS request form.

The required HTTPS header parameters are as follows:

- a. username
  - b. password
  - c. original task id (the original task id must follow this format:  
YYDDDDHHMMSSSS)  
(the 270 transaction is included as part of the overall file)
2. The Blue CORE system authenticates the user and ensures the user has been associate with at least one provider number in the BlueCross BlueShield of Tennessee provider database. If the user is not authorized, or is authorized but not associated with at least one BlueCross BlueShield of Tennessee provider, an HTTP 403 Forbidden response is returned.
  3. If the user is successfully authorized, an HTTP 200 OK status response will be returned to the user within 20 seconds and the following files will be issued:
    - TA1 (if problem with the ISA/IEA segments exist)
    - 997 Reject (if problem occurs within the subsequent loops and segments)
    - 271

The diagram below shows the process flow for **Real-Time** submission.



## Batch Submission

1. The user application submits an HTTPS request to:  
<https://bluecorebatch.bcbst.com/bluecore/bluecoreservlet>

See Appendix 1 for example of Batch HTTPS request form

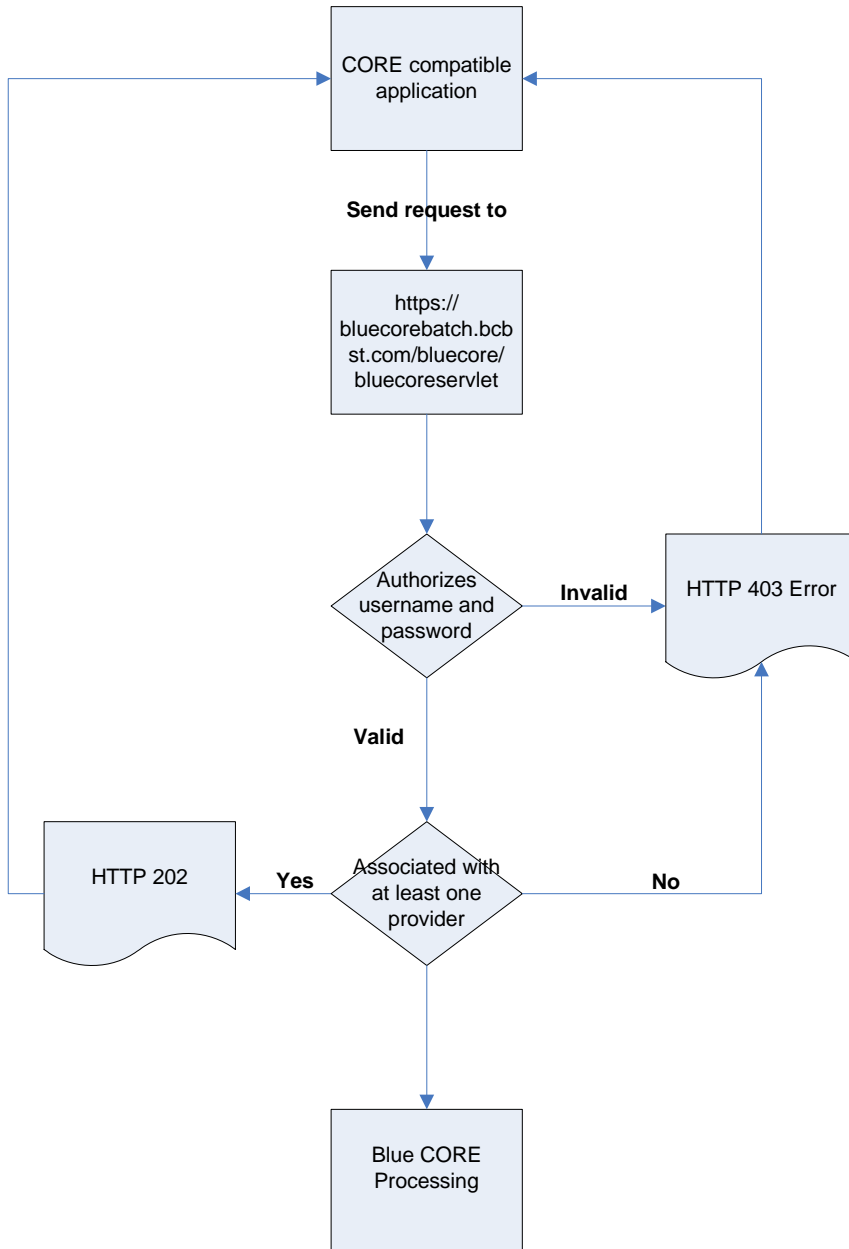
The required HTTPS header parameters are as follows:

- a. username
- b. password
- c. original task id (the original. task id must follow this format:  
YYDDDDHHMMSSS)  
(the 270 transaction is included as part of the over-all file.)

The Blue CORE system authenticates the user and ensures the user has been associated with at least one provider in the BlueCross BlueShield of Tennessee provider database. If the user is not authorized, or is authorized but not associated with at least one BlueCross BlueShield of Tennessee provider number, then an HTTP 403 Forbidden response is returned.

2. If the user is successfully authorized, an HTTP 202 OK status is returned to the user indicating BlueCross BlueShield of Tennessee has accepted the batch transaction for processing.
3. Currently the BlueCORE system is limited to batch transactions containing 99 or less Subscriber/Dependent level queries within one file; if you have need to send beyond this amount, please separate transactions accordingly.
4. A response to the batch submission will be available by 7 a.m. the following day. Batch requests submitted after 9 p.m. (ET) will be available by 7 a.m. two days following submission.

The diagram below shows the process flow for **Batch** submission.



## Batch Pick-Up Process

The user submits an HTTPS pick-up request to:

<https://bluecorebatch.bcbst.com/bluecore/bluecoreservlet>

See Appendix 1 for example of Batch Pick Up HTTPS request form

The same original task ID used in the batch submission request must be included in the batch pick-up request.

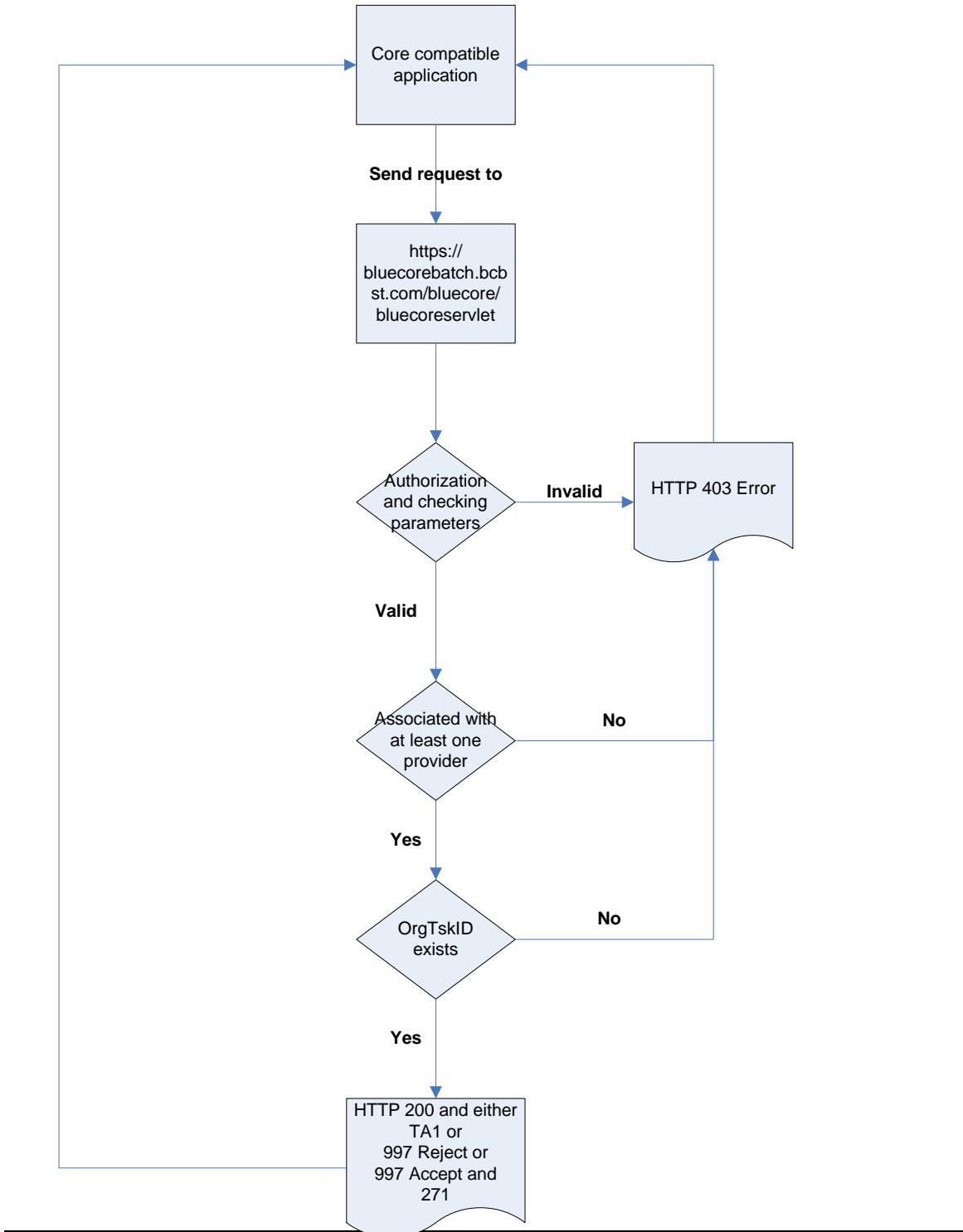
1. The required HTTPS header parameters are as follows:
  - a. username
  - b. password
  - c. original task id (the original task id included in the batch submission request)
2. The Blue CORE system authenticates the user and ensures the user has been associated with at least one provider in the BlueCross BlueShield of Tennessee provider database. If the user is not authorized, or is authorized but not associated with at least one BlueCross BlueShield of Tennessee provider number, then an HTTP 403 Forbidden response is returned.
3. If the user is successfully authorized, one of the following will be generated back to the user:
  - TA1 available within one hour, if there is a problem with the ISA or IEA segments
  - 997 Reject available within one hour, if there is a problem with the segments occurring between the ISA and IEA.
  - 997 Acceptance response will be available within one hour. The 271 transaction(s) will be available the following day (no later than 7:00a.m.) appended to the original 997 acceptance response.

*\*\*There should be NO file attached to the batch pickup request form.*

*\*\*The 271 batch response file may contain a single or multiple 271 transactions. In Blue CORE batch transmissions, each 270 must be enveloped in its own ST-SE segment. There will be a 271 response for every occurrence of ST-SE segments in the file.*

*\*\*All 997s and 271s will be available for retrieval for at least 30 days.*

The diagram below shows the process flow for **Batch Pick Up**.



## Transmission Administrative Procedures

Real-time 270 requests are limited to one inquiry, per patient per transaction. A response (TA1, 997 reject or 271) to the inquiry will be provided within 20 seconds. See Appendix 1 for examples of Response Files.

Batch 270 requests are limited to 99 ST/SE groupings per transaction. Each batch inquiry **must** be in its own ST/SE. A response to the batch inquiry will be provided by 7 a.m.(ET) the following day. Batch requests submitted after 9 p.m. (ET) will be available by 7 a.m. (ET) two days following submission.

### Re-Transmission Procedure

If the HTTP post reply message is not received within the 60-second response period, the user's CORE compliant 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 user's CORE compliant system should submit no more than five duplicate transactions within the next 15 minutes. If the additional attempts result in the same timeout termination, the user's CORE compliant system should notify the user to contact the health plan or information source directly to determine if system availability problems exist or if there are known Internet traffic constraints causing the delay.

## Communication Protocol Specifications

### Web Addresses

#### Testing

Real Time Submission: <https://beta-bluecore.bcbst.com/bluecore/bluecoreservlet>

(single inquiry, containing 1 ISA-IEA, 1 GS-GE and 1 ST-SE)

Batch Submission: <https://beta-bluecorebatch.bcbst.com/bluecore/bluecoreservlet>

(multiple inquiries, containing 1 ISA-IEA, 1 GS-GE and multiple ST-SE segments)

#### Production/Live

Real Time Submission: <https://bluecore.bcbst.com/bluecore/bluecoreservlet>

(single inquiry, containing 1 ISA-IEA, 1 GS-GE and 1 ST-SE)

Batch Submission: <https://bluecorebatch.bcbst.com/bluecore/bluecoreservlet>

(multiple inquiries, containing 1 ISA-IEA, 1 GS-GE and multiple ST-SE segments)

## HTTP Error Messages

Below is a list of all the HTTP codes that could be returned back to a sender by the Blue CORE system:

- HTTP 200 – Accept for Real-Time Submission or Batch Pick Up
- HTTP 202 -- Accept for Batch Submission
- HTTP 403 -- Forbidden for incorrect username or password
- HTTP 404 – If file is not attached or original task ID does not match a request on file
- HTTP 500 – Internal Server error

## Security and Authentication Requirements

Certain business data elements, authorization information, original user task id, and date and time stamps, must be included in the HTTP message body outside of the X12 data. By using the HTTP/S protocol, all information exchanged between the sender and receiver is encrypted by a session-level private key negotiated at connection time. This approach makes it very difficult for an intruder to decode the encrypted data and this allows message receivers to authenticate that the message is from a trusted source before passing it to their X12 parsing engine. See Appendices 1 for an example of HTTPS data stream.

## Passwords

A unique user ID and password must be included in the HTTP message body outside of the X12 data when submitting a 270 inquiry. Submitters obtain a user ID and password through registration on BlueAccess, the secure area of BlueCross BlueShield of Tennessee's Web site at <http://www.bcbst.com/blueaccess/>. Submitters must also associate the BlueAccess user ID and password with at least one provider number in the BlueCross BlueShield of Tennessee provider database. Registration instructions are shown below.

*Note:* Submitters who already hold a valid BlueAccess user ID and password, and have associated the user ID and password with at least one provider number in the BlueCross BlueShield of Tennessee provider database, are ready to authenticate via the Blue CORE system. These users do not need to register for an additional BlueAccess user ID and password.

## User ID and Password Formats

The ID's and passwords are **case sensitive**.

- User ID: Must be 3-15 characters long and may only contain letters, numbers, and the underscore ( \_ ) character.
- Passwords: Must be at least six characters long, contain only letters and numbers, and must contain at least one letter and one number.

- Token question: Users will be asked to select a Token question and to provide a Token response. This is a personal question, such as what is your city of birth, that can be used to confirm the user's identity.

Registration Instructions:

- Log on to <http://www.bcbst.com/blueaccess/>.
- Select the appropriate option: Member, Enrolling member, Employer, Broker or Provider.
- Complete the registration form and click "Submit".  
The user ID, password and answer to token question are **case sensitive**. Please make note of the user ID and password. When submitting this user ID and password in the HTTP message body of the 270 request, an exact match is required for successful authentication.
- Log back on to [www.bcbst.com](http://www.bcbst.com).
- On the BlueAccess section, type in your user ID and password.
- Scroll to the bottom of the page and click on the link for "Request Shared Secret."
- Submit the number of BlueCross BlueShield of Tennessee providers for which you are requesting a shared secret.
- Enter at least one of your provider's seven-digit BlueCross BlueShield of Tennessee provider numbers
- A shared secret will be mailed to you within five business days for each provider number you entered.
- After you receive the shared secret log back on to <http://www.bcbst.com/>.
- Key in your user ID and password on the BlueAccess portion of the home page.
- Scroll to the bottom of the page and click on the link for "Update Permissions."
- Click on the "Add Providers" button.
- Key in each provider number, federal tax id and shared secret.
- Click on "Submit" and the providers will be added.

## CONTACT INFORMATION

<b>For Questions About:</b>	<b>Contact:</b>	<b>Telephone Number Fax Number e-Mail Address Hours of Operation</b>
<u>e-Business Technical Support</u> - Connectivity, testing, acknowledgements, and any additional technical questions or assistance.	e-Business Service Center	(423) 535-5717  (423) 535-1922 (Fax)  ecomm_techsupport@bcbst.com  Monday-Friday, 8 a.m.- 6:30 p.m. (ET)
<u>e-Business Marketing</u> – BlueAccess registration	e-Business Marketing	(423) 535-3057  (423) 535-3334 (Fax)  ecomm_marketing@bcbst.com  Monday-Friday, 8 a.m.- 4:30 p.m. (ET)
<u>Provider Service</u> - Voice-activated line for claims payment, eligibility and benefits information	Customer Service	1-800-924-7141 (voice response line, speak when prompted)  Monday-Friday, 8 a.m.- 5:15 p.m. (ET)

Technical Support and Provider Service representatives are not available on scheduled company holidays.

For a list of company holidays, system maintenance schedules, emergency down-time notices and the Blue CORE Companion Guide ,visit: <https://bluecore.bcbst.com/> .

## CONTROL SEGMENTS/ENVELOPES

### ISA-IEA (Incoming 270 Inquiry)

The ISA segment terminator, which immediately follows the component element separator, must consist of only one character code. This same character code must be used as the segment terminator for each segment in the ISA-IEA segment set.

Files **must** contain a single ISA-IEA per batch transaction.

- ISA01 – Authorization Information Qualifier – ‘00’
- ISA02 – Authorization Information – always spaces
- ISA03 – Security Information Qualifier – ‘00’
- ISA04 – Security Information – always spaces
- ISA05 – Interchange ID Qualifier (*Sender*) – ‘ZZ’
- ISA06 – Interchange Sender ID – “Tax ID”
- ISA07 – Interchange ID Qualifier (*Receiver*) – ‘ZZ’
- ISA08 – Interchange Receiver ID – ‘00390’
- ISA09 – Interchange Date – YYMMDD – provided by your software
- ISA10 – Interchange Time – HHMM – provided by your software
- ISA11 – Interchange Control Standards Identifier – ‘U’
- ISA12 – Interchange Control Version Number – ‘00401’
- ISA13 – Interchange Control Number – assigned by your software (usually sequential integer)
- ISA14 – Acknowledgement Requested – ‘1’
- ISA15 – Usage Indicator – ‘P’ should always be
- ISA16 – Component Element Separator (delimits components within a data element) – provided by your software

IEA01 – Number of Included Functional Groups

IEA01 – Interchange Control Number – must match the Interchange Control Number in ISA13

### GS-GE (for the Incoming 270 Inquiry)

Files **must** contain a single GS-GE per batch or real time transaction.

- GS01 – Functional Identifier Code – ‘HS’ (for 270 transactions)
- GS02 – Application Sender’s Code – (Tax ID)
- GS03 – Application Receiver’s Code – ‘00390’
- GS04 – Date – CCYYMMDD – provided by your software
- GS05 – Time – HHMM – provided by your software
- GS06 – Group Control Number – assigned by your software (usually sequential integer) 9 digit maximum, no leading zeros allowed (see page 24)
- GS07 – Responsible Agency Code – ‘X’
- GS08 – Version/Release/Industry Identifier Code – ‘004010X092A1’

GE01 – Number of Transaction Sets Included

GE02 – Group Control Number – must match Group Control Number in GS06

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## **ST-SE**

Each 270 request within a Batch transaction **must** be wrapped in its own ST-SE segment. Real-Time inquiries must contain only one ST-SE segment. Batch transactions are limited to 99 or less ST – SE groupings.

## ISA-IEA (Outgoing 271 Response)

The ISA segment terminator, which immediately follows the component element separator, must consist of only one character code. This same character code must be used as the segment terminator for each segment in the ISA-IEA segment set.

- ISA01 – Authorization Information Qualifier – always ‘00’
  - ISA02 – Authorization Information – always spaces
  - ISA03 – Security Information Qualifier – always ‘00’
  - ISA04 – Security Information – always spaces
  - ISA05 – Interchange ID Qualifier (*Sender*) – ‘ZZ’
  - ISA06 – Interchange Sender ID – ‘00390’
  - ISA07 – Interchange ID Qualifier (*Receiver*)
  - ISA08 – Interchange Receiver ID –(Tax ID)
  - ISA09 – Interchange Date – YYMMDD – date processed
  - ISA10 – Interchange Time – HHMM – time processed
  - ISA11 – Interchange Control Standards Identifier – ‘U’
  - ISA12 – Interchange Control Version Number – ‘00401’
  - ISA13 – Interchange Control Number – Assigned by original sender’s software
  - ISA14 – Acknowledgement Requested – ‘0’ on 997 acknowledgements
  - ISA15 – Usage Indicator ‘P’-should always be used
  - ISA16 – Component Element Separator – provided by your software
- 
- IEA01 – Number of Included Functional Groups
  - IEA01 – Interchange Control Number – must match the Interchange Control Number in ISA13

## **GS-GE (Outgoing 271 Response)**

- GS01 – Functional Identifier Code – ‘HB’ (for 271 transactions)
  - GS02 – Application Sender’s Code – ‘00390’ (*Sender*)
  - GS03 – Application Receiver’s Code – (usually Tax ID)
  - GS04 – Date – CCYYMMDD – date processed
  - GS05 – Time – HHMM time processed
  - GS06 – Group Control Number – assigned number (usually sequential integer)
  - GS07 – Responsible Agency Code – ‘X’
  - GS08 – Version/Release/Industry Identifier Code – ‘004010X092A1’
- 
- GE01 – Number of Transaction Sets Included
  - GE02 – Group Control Number – matches Group Control Number in GS06

## PAYER-SPECIFIC BUSINESS RULES AND LIMITATIONS

Blue CORE supports the following 270 Service Types and will respond on the 271 with the noted service types. Requested service types other than the ones listed below will result in a default list of responses in the 271. The default service type is 30. Please review service type 30 below for clarification.

270 Request	271 Response
1 Medical Care	48 Hospital –Inpatient
	50 Hospital - Outpatient
	52 Hospital - Emergency Medical
	98 Professional (Physician) Visit - Office
	A7 Psychiatric - Inpatient
	A8 Psychiatric - Outpatient
	MSG01= "SPECIALIST"
	MSG01= "URGENT"
2 Surgical	2 Surgical
	7 Anesthesia
	8 Surgical Assistance
	20 Second Surgical Opinion
4 Diagnostic X-Ray	4 Diagnostic X-Ray
5 Diagnostic Lab	5 Diagnostic Lab
6 Radiation Therapy	6 Radiation Therapy
7 Anesthesia	7 Anesthesia
8 Surgical Assistance	8 Surgical Assistance
12 Durable Medical Equipment Purchase	12 Durable Medical Equipment Purchase
13 Ambulatory Service Center Facility	13 Ambulatory Service Center Facility
18 Durable Medical Equipment Rental	18 Durable Medical Equipment Rental
20 Second Surgical Opinion	20 Second Surgical Opinion
30 Health Benefit Plan Coverage	1 Medical Care
	30 Health Benefit Plan Coverage
	33 Chiropractic
	35 Dental Care
	48 Hospital Inpatient
	50 Hospital Outpatient
	86 Emergency Services
	88 Pharmacy
	98 Professional (Physician) Visit - Office
	AL Vision (Optometry)
33 Chiropractic	4 Diagnostic X-Ray
	33 Chiropractic
35 Dental Care	35 Dental Care
40 Oral Surgery	40 Oral Surgery
42 Home Health Care	4 2 HOME HEALTH CARE
	A3 Professional (Physician Visit)
47 Hospital	47 Hospital **
	48 Hospital - Inpatient

	99 Professional (Physician) Visit- Inpatient
	50 Hospital Outpatient
	51 Hospital Emergency Accident
	52 Hospital Emergency Medical
	A0 Professional (Physician) Visit- Outpatient
48 Hospital - Inpatient	48 Hospital - Inpatient
	99 Professional (Physician) Visit- Inpatient
50 Hospital Outpatient	50 Hospital Outpatient
	51 Hospital Emergency Accident
	52 Hospital Emergency Medical
	A0 Professional (Physician) Visit- Outpatient
51 Hospital - Emergency Accident	51 Hospital - Emergency Accident
52 Hospital - Emergency Medical	52 Hospital - Emergency Medical
53 Hospital - Ambulatory Surgical	53 Hospital - Ambulatory Surgical
60 General Benefits	60 General Benefits
61 In-vitro Fertilization	61 In-vitro Fertilization
62 MRI/CAT Scan	62 MRI/CAT Scan
65 Newborn Care	65 Newborn Care
68 Well Baby Care	68 Well Baby Care
	80 Immunizations
	BH Pediatric
69 Maternity	69 Maternity
73 Diagnostic Medical	4 Diagnostic X-Ray
	5 Diagnostic Lab
	62 MRI/CAT Scan
	73 Diagnostic Medical
76 Dialysis	76 Dialysis
78 Chemotherapy	78 Chemotherapy
80 Immunizations	80 Immunizations
81 Routine Physical	81 Routine Physical
82 Family Planning	82 Family Planning
83 Infertility	83 Infertility
	61 In-vitro Fertilization
84 Abortion	84 Abortion
86 Emergency Services	51 Hospital Emergency Accident
	52 Hospital Emergency Medical
	86 Emergency Services
	98 Professional (Physician) Visit -Office
88 Pharmacy	88 Pharmacy
93 Podiatry	93 Podiatry
98 Professional (Physician) Visit - Office	98 Professional (Physician) Visit - Office
99 Professional (Physician) Visit- Inpatient	99 Professional (Physician) Visit- Inpatient

A0 Professional (Physician) Visit- Outpatient	A0 Professional (Physician) Visit- Outpatient
A3 Professional (Physician) Home	A3 Professional (Physician) Home
A6 Psychotherapy	A6 Psychotherapy
A7 Psychiatric - Inpatient	A7 Psychiatric - Inpatient A6 Psychotherapy
A8 Psychiatric - Outpatient	A8 Psychiatric - Outpatient A6 Psychotherapy
AD Occupational Therapy	AD Occupational Therapy
AE Physical Medicine	AE Physical Medicine
AF Speech Therapy	AF Speech Therapy
AG Skilled Nursing Care	AG Skilled Nursing Care
AI Substance Abuse	AI Substance Abuse
AL Vision	AL Vision
BG Cardiac Rehabilitation	BG Cardiac Rehabilitation

## ACKNOWLEDGEMENTS

**Real-Time** – One of the following will be provided in response to a 270 inquiry.

- TA1 Interchange Acknowledgement if the ISA-IEA envelope cannot be processed.
- 997 Functional Acknowledgement if the 270 transaction contains HIPAA compliancy errors within the ST-SE segments.
- 271 Response Transaction indicating the requested member's coverage or benefits.

**Batch** - One of the following responses will be provided in response to a 270 inquiry.

- TA1 Interchange Acknowledgement, available within one hour, if the ISA-IEA envelope cannot be processed.
- 997 Functional Acknowledgment (Reject), will be available within one hour, if the 270 transaction contains HIPAA compliancy errors within the ST-SE segments.
- 997 Acceptance response will be available within one hour. The 271 transaction(s) will be available the following day (no later than 7:00a.m.) appended to the original 997 acceptance response.

*\*\*The 271 batch response file may contain a single or multiple 271 transactions. In Blue CORE batch transmissions each 270 must be enveloped in its own ST-SE segment. There will be a 271 response for every occurrence of ST-SE segments in the file.*

Listed below are examples of responses to a CORE 270 request:

**997 REJECT**

ISA\*00\* \*00\* \*ZZ\*00390 \*ZZ\*123456789 \*070415\*1200\*U\*00401\*000000296\*1\*P\*: ~  
GS\*HS\*00390\*123456789\*20070511\*2123289\*000000296\*X\*004010X092A1~  
ST\*997\*0001~  
AK1\*HB\*000000296~  
AK2\*270\*0001~  
AK5\*R\*5~  
AK9\*R\*2\*2\*2\*5~  
SE\*6\*0001~  
GE\*2\*000000296~  
IEA\*1\*000000296~

An Accepted 997 will only be received in conjunction with a Batch Submission

**997 ACCEPTANCE**

ISA\*00\* \*00\* \*ZZ\*00390 \*ZZ\*123456789 \*070415\* 1200\*U\* 00401\*000000296\*1\*P\*: ~  
GS\*HS\*00390\*123456789\*20070511\*2118494\*000000296\*X\*004010X092A1~  
ST\*997\*0001~  
AK1\*HB\*000000296~  
AK2\*270\*0001~  
AK5\*A~  
AK9\*A\*3\*3\*3~  
SE\*6\*0001~  
GE\*3\*000000296~  
IEA\*1\*000000296~

**TA1**

ISA\*00\* \*00\* \*ZZ\*00390 \*ZZ\*123456789 \*070515\*1447\*U\*00401\*000000085\*1\*P\*:~  
TA1\*000000296\*070515\*1200\*A\*000~  
IEA\*0\*000000085~

**271 RESPONSE**

ISA\*00\* \*00\* \*ZZ\*00390 \*ZZ\*123456789\*070318\*1500\*U\*00401\*000000225\*0\*P\*:  
GS\*HB\*00390\*123456789\*20070318\*1500550\*000000225\*X\*004010X092A1  
ST\*271\*0001  
BHT\*0022\*11\*000000225\*20070318\*120018  
HL\*1\*\*20\*1  
NM1\*PR\*2\*\*\*\*\*PI\*00890  
HL\*2\*1\*21\*1  
NM1\*1P\*2\*MEDICAL CLINIC\*\*\*\*\*SV\*1111111  
HL\*3\*2\*22\*1  
NM1\*IL\*1\*DOE\*JOHN\*\*\*\*MI\*ABC12345678  
HL\*4\*3\*23\*0  
TRN\*2\*28873;53637\*1620806574\*28873;53637  
NM1\*03\*1\*DOE\*JOHN  
DMG\*D8\*19500501\*M  
DTP\*382\*D8\*20050414  
EB\*1\*FAM\*30\*PR\*PPO COVERAGE  
DTP\*356\*D8\*20050901  
DTP\*307\*D8\*20050901  
MSG\*UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS NOT A GUARANTEE OF  
PAYMENT. BENEFITS ARE SUBJECT TO ALL CONTRACT LIMITATIONS AND THE MEMBER'S  
ELIGIBILITY STATUS ON THE DATE OF SERVICE  
SE\*18\*0001  
GE\*1\*000000225  
IEA\*1\*000000225

## TRADING PARTNER AGREEMENTS

A Trading Partner Agreement is not required for Blue CORE transactions.

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## TRANSACTION SPECIFIC INFORMATION

Listed below are specific requirements that BlueCross BlueShield of Tennessee requires over and above the standard information in the, ASC X12N 270/271 (004010X092A1) Health Care Eligibility Benefit Inquiry and Response, Implementation Guide.

**We strongly recommend the use of upper-case alpha-characters. This will ensure data lookup compatibility.**

The Group Control Number included in the GS06 / GE02 positions may contain up to 9 characters, but it must **not** begin with a leading zero:

- 123456789 is valid
- 001234567 is **not** valid

The following data elements are required:

Loop 2100A

- NM101 should be 'PR'
- NM102 should be '2'
- NM108 should be 'PI'
- NM109 should be '00390'

Include at least one TRN segment in either the subscriber or dependent loop (2000C, 2000D respectively).

Include one or more EQ segments in either the subscriber or dependent loop (2110C, 2110D respectively). If more than one EQ segment is given, Blue CORE will respond with a default service type of 30.

Any Service Type Code submitted in the EQ01 segment, that is not included in the Service Type list on pages 21-23, will be converted to a '30' type for processing.

Due to guidelines set forth by the BlueCross BlueShield Association some 270 transactions may be sent to other BCBS plans for processing. When this occurs, additional time is allowed for the 271 response to be returned to BCBST. Therefore, a maximum response time of **45 seconds** has been implemented to allow for these situations.

Any subscriber identification numbers must be sent in the 270 transaction with the appropriate alpha prefix, i.e. ABC123456789, not 123456789. This allows for proper routing of the request and response, since the prefix determines the BCBS plan.

If the patient is the subscriber, the following data elements are required:

Loop 2100C

- Insured/Subscriber Last Name (NM103)
- Insured/Subscriber First Name (NM104)
- Insured/Subscriber Member ID (NM109, with NM108 = 'MI')
- Insured/Subscriber Date of Birth (DMG02)
- Insured/Subscriber Gender (DMG03)

If the patient is NOT the subscriber, the following data elements are required:

Loop 2100C

- Subscriber's Member ID (NM109, with NM108 = 'MI')

Loop 2100D

- Dependent Last Name (NM103)
- Dependent First Name (NM104)
- Dependent Date of Birth (DMG02)
- Dependent Gender (DMG03)

**The more information provided in your request, the more accurate the response will be.**

### Delimiters

BlueCross BlueShield of Tennessee will utilize the delimiters defined in the submitter's 270 inquiry when returning a 271 response.

### Disclaimer

UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS SHOULD NOT BE INTERPRETED AS A GUARANTEE OF PAYMENT. PAYMENT OF BENEFITS IS SUBJECT TO ALL HEALTH BENEFIT PLAN TERMS, LIMITS, CONDITIONS, EXCLUSIONS AND THE MEMBER'S ELIGIBILITY AT THE TIME SERVICES ARE RENDERED.

## Appendices

- 1 Transmission Examples**
- 2 Frequently Asked Questions**

## Appendices 1. Transmission Examples

### What is HTTPS?

The secure hypertext transfer protocol (HTTPS) is a communications protocol designed to transfer encrypted information between computers over the World Wide Web. HTTPS is [http](#) using a Secure Socket Layer (SSL). A secure socket layer is an encryption protocol invoked on a Web server that uses HTTPS.

Most implementations of the HTTPS protocol involve online purchasing or the exchange of private information. Accessing a secure server often requires some sort of registration, login, or purchase.

The successful use of the HTTPS protocol requires a secure server to handle the request.

Below is an example of a Real Time HTTPS request form:

```
<html>
<head>
<title>Submitter Real Time Validation Test Harness</title>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
</head>
<body>
<form action="https://bluecore.bcbst.com/bluecore/bluecoreservlet" method="post"
enctype="multipart/form-data" name="myForm" target="_self">
<input type="hidden" name="Username" value="Username"><br>
<input type="hidden" name="Password" value="Password"><br>
<table>
<tr><td>OrgTaskID</td><td><input name="OrgTaskID" type="text"
value="072071045232"></td></tr>
<tr><td>File</td><td><input name="attchm" type="file"></td></tr>
<tr><td>&nbsp;</td><td><input name="Submit" type="submit"
value="Submit"></td></tr>
</table></form>
</body>
</html>
```

Below is an example of a Batch submission HTTPS request form:

```
<FORM METHOD="post" ACTION="http:// bluecorebatch.bcbst.com/bluecore/bluecoreservlet "
ENCTYPE="multipart/form-data">
<table>
  <tr><td>Username</td><td width="176"><input type="text" name="Username" value="
Username"></td></tr>
  <tr><td>Password</td><td width="176"><input type="password" name="Password" value="
Password"></td></tr>
  <tr><td>OrgTaskID</td><td width="176"><input name="OrgTaskID" type="text"
value="072071045232" ></td></tr>
  <tr><td>File</td><td width="176"><input name="attchm" type="file" ></td></tr>
  <tr><td>&nbsp;</td><td width="176"><input name="Submit" type="submit"
value="Submit"><INPUT TYPE="RESET"></td></tr>
</table>
</FORM>
```

Below is an example of a Batch Pickup HTTPS request form:

```
<FORM METHOD="POST" ACTION="http:// bluecorebatch.bcbst.com/bluecore/bluecoreservlet"
ENCTYPE="text/html">
<table>
  <tr><td><P><B>Username</B></P></td><td width="403"><input type="text" name="Username"
value=" Username"></td></tr>
  <tr><td><P><B>Password</B></P></td><td width="403"><input type="password"
name="Password" value=" Password"></td></tr>
  <tr><td><P><B>OrgTaskID</B></P></td><td width="403"><input name="OrgTaskID" type="text"
value="072071045232"></td></tr>
  <tr><td></td><td width="403"></td></tr>
  <tr><td height="37"><INPUT name="Submit" TYPE="submit"
value="Submit">
</td></tr>
  <tr><td height="2"></td><td height="2"></td></tr>
</table>
</FORM>
```

Below is an example of a Single 270 request:  
(Note the single ST-SE segments)

```
ISA*00* 00* *ZZ*123456789 *ZZ*00390 *070507*1138*U*00401*000009895*1*P*>~
GS*HS*123456789*00390*20070507*1138*188697*X*004010X092A1~
ST*270*0004~
BHT*0022*13*110328910004*20070507*08515916~
HL*1**20*1~
NM1*PR*2*BLUE CROSS/BLUE SHIELD*****PI*00390~
HL*2*1*21*1~
NM1*1P*2*BURTON JOHN MD*****SV*1234567~
HL*3*2*22*1~
NM1*IL*1*COOK*JAMES*P***MI*ABC1234567~
REF*SY*111111111~
N3*110 JONES RD~
N4*ANTIOCH*TN*370130000~
DMG*D8*19560122*M~
HL*4*3*23*0~
TRN*1*06097C000004*9BCBST TRN*1900742759~
NM1*03*1*COOK*JANET*B~
REF*SY*123456789~
N3*110 JONES RD~
N4*ANTIOCH*TN*370130000~
DMG*D8*19591115*F~
INS*N*01~
DTP*472*D8*20060412~
EQ*30~
SE*23*0004~
GE*1*188697~
IEA*1*000009895~
```

Below is an example of a Batch 270 request:  
(Note the multiple ST-SE segments)

```
ISA*00* 00* *ZZ*123456789*ZZ*PLANA *070519*1545*U*00401*999999999*0*P*:*~
GS*HS*123456789*PLANA*20070519*1545*999999999*X*004010X092A1~
ST*270*0001~
BHT*0022*13*999999999*20060119*1545~
HL*1**20*1~NM1*PR*2*****PI*00999~
HL*2*1*21*1~
NM1*1P*1*ALLISON*JASON*H***SV*12345678~
HL*3*2*22*0~
TRN*1*BX800007050408170611500*993ITSA ~
NM1*IL*1*JONES*ROLAND*B***MI*1234567~
DMG*D8*19710102~
EQ*30~
SE*11*0001~
ST*270*0002~
BHT*0022*13*999999999*20060119*1545~
HL*1**20*1~NM1*PR*2*****PI*00999~
HL*2*1*21*1~
NM1*1P*1*ALLISON*JASON*H***SV*12345678~
HL*3*2*22*0~
TRN*1*BX900007050411330226100*993ITSA ~
NM1*IL*1*JONES*BOB*A***MI*ABC11111111~
DMG*D8*19580102~
EQ*30~
SE*11*0002~
GE*2*999999999~
IEA*1*999999999~
```

## Appendices 2. FAQ's

- Is there a charge for a provider to submit 270 requests and receive 271 responses back through the Blue CORE Web site?

*This is a free service offered by BlueCross BlueShield of Tennessee to providers, clearinghouses and billing services and there are no fees associated with the use of this service.*

- Once a request is submitted when will a response be received back from BlueCross BlueShield of Tennessee?

*A single real-time request will receive a response back within 20 seconds. A Batch request (multiple requests sent within one file) will receive a response back by 7 a.m. the next day.*

- Who do I call for support if a problem arises? What are the hours?

Contact: *e-Business Service Center at (423)-535-5717 or [ecomm\\_techsupport@bcbst.com](mailto:ecomm_techsupport@bcbst.com).*

*Monday through Friday from 8 a.m to 6:30 p.m.(ET).*