



**ASC ASC X12N 276/277 (004010X093A1)  
Health Care Claim Status Request / Response  
Companion Guide Notes**

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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.

**276 Information**

Loop 2100B should contain the same information as the sender id in the ISA06 & GS02 segments.

In loop 2100C, 'XX' must be used as the Qualifier in NM108. NM109 must contain the NPI. To ensure the accuracy of the 277 response, please use the NPI of the rendering provider.

If the patient is not the subscriber, the Trace Number is required at both the Subscriber and Dependent levels. The TRN segment loops 2200D and 2200E must be present.

**WE STRONGLY RECOMMEND THE USE OF UPPER CASE ALPHA-CHARACTERS.  
THIS WILL ASSURE DATA LOOKUP COMPATIBILITY.**

**277 Information**

The 277 Response will be delivered back to the 276 transaction submitter.

BlueCross BlueShield Claim responses will be at the claim or line level and will return claims that have the specific from and through dates requested.

BlueCare Claim responses will be at the line level and will return all claims identified between the from and through dates, unless a claim number or service line number is supplied.

BlueCross BlueShield Association Claim responses will be at the claim level and will return claims that have the specific from and through dates requested.

If a 276 transaction with multiple requests is submitted, multiple 277 response transactions will be generated and distributed. The 277 transactions will be available on the following business day.

The most common Error Codes used in the 277 Response transaction are listed below:

Status Codes

- 24 Entity not approved as an electronic submitter
- 28 Claim submitted to wrong payer
- 32 Subscriber and policy number/contract number not found
- 33 Subscriber and Subscriber ID not found
- 35 Claim/encounter not found
- 116 Claim submitted to incorrect payer

Categories

- A4 Acknowledgement/Not Found - The claim/encounter cannot be found in the adjudication system
- E0 Response not possible - error on submitted request data
- E1 Response not possible - System Status
- D0 Entity not found - change search criteria

A complete listing of status codes and categories is available at [www.wpc-edi.com/codes](http://www.wpc-edi.com/codes).

**NOTE: Beginning 1Q 2010, BCBST will begin offering the ability to submit and obtain real-time claim status requests and responses through the Blue CORE application. Blue CORE follows the standard operating rules defined by the CAQH/CORE requirements. For further information on how use the Blue CORE application, please see the Blue CORE 276/277 Companion Guide.**



**ISA and GS Data Elements Definitions for Trading Partners  
276: Health Care Claim Status Request (004010X093A1)  
Outbound for Submitters**

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- ISA01 – Always '00'
  - ISA02 – Always spaces
  - ISA03 – Always '00'
  - ISA04 – Always spaces
  - ISA05 – Trading Partner ID qualifier – usually 'ZZ' – must match TP agreement form
  - ISA06 – Trading Partner ID (*Sender*) – must match TP agreement form (usually Tax ID)
  - ISA07 – BlueCross BlueShield of Tennessee ID – qualifier 'ZZ' – must match TP agreement form
  - ISA08 – BlueCross BlueShield of Tennessee ID – '00390' (*Receiver*) – must match TP agreement form
  - ISA09 – Interchange date – YYMMDD – provided by your software
  - ISA10 – Interchange time – HHMM – provided by your software
  - ISA11 – Interchange standard – 'U'
  - ISA12 – Interchange version – '00401'
  - ISA13 – Interchange control number – assigned by your software (usually sequential integer)
  - ISA14 – Acknowledgement requested '1'
  - ISA15 – Usage 'T' Test (Certification) or 'P' Production after BlueCross BlueShield of Tennessee approval
  - ISA16 – Sender defined component separator (delimits components within a data element) – provided by your software
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- GS01 – 'HR' (for 276 transactions)
- GS02 – Trading Partner ID (*Sender*) – must match TP agreement form (usually Tax ID)
- GS03 – BlueCross BlueShield of Tennessee ID – '00390' (*Receiver*) – must match TP agreement form
- GS04 – Group creation date – CCYYMMDD – provided by your software
- GS05 – Group creation time – HHMM – provided by your software
- GS06 – Group control number – assigned by your software (usually sequential integer)
- GS07 – Responsible Agency Code – 'X'
- GS08 – Version/Release/Code – '004010X093A1' – must match TP agreement form



**ISA and GS Data Element Definitions for Trading Partners  
277: Health Care Claim Status Response (004010X093A1)  
Inbound for Submitters**

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- ISA01 – Always '00'
  - ISA02 – Always spaces
  - ISA03 – Always '00'
  - ISA04 – Always spaces
  - ISA05 – BlueCross BlueShield of Tennessee ID – qualifier 'ZZ'
  - ISA06 – BlueCross BlueShield of Tennessee ID – '00390' (*Sender*)
  - ISA07 – Trading Partner ID qualifier – usually 'ZZ' – will match TP agreement form
  - ISA08 – Trading Partner ID (*Receiver*) – will match TP agreement form (usually Tax ID)
  - ISA09 – Interchange date – YYMMDD – date processed
  - ISA10 – Interchange time – HHMM – time processed
  - ISA11 – Interchange standard – 'U'
  - ISA12 – Interchange version – '00401'
  - ISA13 – Interchange control number – from TP record – based on TP internal ID
  - ISA14 – Acknowledgement requested – '0' on 997 acknowledgements
  - ISA15 – Usage – 'T' Test (Certification) or 'P' Production after BlueCross BlueShield of Tennessee approval
  - ISA16 – Sender defined component separator – provided by your software
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- GS01 – 'HN' (for 277 transactions)
- GS02 – BlueCross BlueShield of Tennessee ID – '00390' (*Sender*) – will match TP agreement form
- GS03 – Trading Partner ID (*Receiver*) – will match TP agreement form (usually Tax ID)
- GS04 – Group creation date – CCYYMMDD – date processed
- GS05 – Group creation time – HHMM – time processed
- GS06 – Group control number – assigned number (usually sequential integer)
- GS07 – Responsible Agency Code – 'X'
- GS08 – Version/Release/Code – '004010X093A1' – will match TP agreement form



**997 – FUNCTIONAL ACKNOWLEDGEMENT**  
**276: Health Care Claim Status Request (004010X093A1)**

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A 997 Functional Acknowledgement is generated for every complete incoming transaction received. The 997 transaction validates the compliancy of the transaction received, and identifies any issues that need to be corrected within the file. This acknowledgement will be distributed to the client's mailbox within 2 hours after receipt of a successful transaction.

Below is an example of a 997. We will be using delimiters as defined in the ISA segment to separate elements, components and segments. The element separator will be found immediately following the Interchange Control Header. The component element separator will be found in the ISA16 segment, and the segment terminator will be found at the end of the ISA segment. Please refer to the HIPAA Implementation Guide for documentation on how to read this transaction. You may download this guide from the following website: [http://www.wpc-edi.com/hipaa/HIPAA\\_40.asp](http://www.wpc-edi.com/hipaa/HIPAA_40.asp)

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ISA*00*      *00*      *ZZ*SENDER ID  *ZZ*RECEIVER ID
*020719*1113*U*00401*000000173*0*P*>
GS*FA*SENDER ID*RECEIVER ID*20020719*111307*173*X*004010X093A1
ST*997*173001
AK1*HR*100000001
AK2*276*200000001
AK5*A
AK9*A*1*1*1
SE*6*173001
GE*1*173
IEA*1*000000173
```