

**IMPORTANT**  
**NEW ELECTRONIC CLAIMS TESTING SYSTEM IMPLEMENTED**

July 25, 2003

Effective July 15, 2003, BlueCross BlueShield of Tennessee implemented a new automated self-testing system for ANSI-837 (version 4010A1) claims. All electronic claims must be submitted in the ANSI-837 (version 4010A1) format by October 16, 2003, as part of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). **All electronic submitters are required to test unless they have been previously approved by BlueCross BlueShield of Tennessee with version 4010.**

The automated system allows providers and vendors to test at their own pace using a newly designed Web-based tool to check compliancy, followed by certification testing via the current EC Gateway Bulletin Board System (BBS). Tests can be conveniently submitted day or night or even on weekends without special coordination with BlueCross BlueShield of Tennessee. Once the certification report indicates at least 20 accepted claims and a 90% acceptance rate, submitters can easily transition from test to production status.

In order to facilitate testing, we have enclosed self-testing instructions for both the Web compliance tool as well as certification testing.

Keys for successful testing:

- **Retrieve and review your files and reports.** Submitters are responsible for confirming their own testing results through the 997 Functional Acknowledgement and certification reports distributed to their BBS electronic mailbox. However, the e-Commerce Department will be available to answer questions.
- **Review the enclosed testing instructions.**
- **Visit links to helpful documents.** Included in the testing instructions are links to important electronic billing documents to help in downloading reports from your electronic mailbox, what to include in your test file, and more.
- **Pass both levels of the testing process.** Before being approved for production claims, submitters must pass (1) Compliance testing via the Web tool and (2) Edit testing via the EC Gateway Bulletin Board System. Providers without Internet access should contact the e-Commerce Department for testing options.

The testing system will accept BlueCross BlueShield of Tennessee, BlueCare<sup>®</sup>, TennCare<sup>SM</sup>*Select*, as well as BlueCard<sup>®</sup> claims. Medicare Part B/CIGNA and third party commercial claims cannot be accepted at this time.

For questions on this mailing, please contact the e-Commerce Department at (423) 755-5717. Technical support is available Monday through Friday, from 8 a.m. to 5:30 p.m. (EST) or via e-mail at [ecomm\\_support@bcbst.com](mailto:ecomm_support@bcbst.com).

## **HIPAA Compliance Self-Testing System Instructions**

Contact BlueCross BlueShield of Tennessee e-Commerce Department at (423) 755-5717  
via e-mail at [ecomm\\_support@bcbst.com](mailto:ecomm_support@bcbst.com) with any self-testing questions.

### **Level 1 Testing – Web Tool (HIPAA compliance)**

1. Choose the “HIPAA Compliance Self-Testing” option on the Provider page of the BlueCross BlueShield of Tennessee Web site at [www.bcbst.com](http://www.bcbst.com).
2. On the Web tool self-testing page, select the “Ready to Start Testing” option.
3. Complete and submit the “Testing Registration Form.” This form will be used to verify you have been assigned a User ID and file name on the EC Gateway Bulletin Board System (ECG BBS) required for Level 2 (Certification) testing.

A reply will be automatically returned confirming the registration form was received. Print the documents from the links provided on the reply to assist with your testing.

4. Click on the Web tool testing link in your reply message or go to [http://www.bcbst.com/providers/docs/ecomm/tech\\_info.shtm](http://www.bcbst.com/providers/docs/ecomm/tech_info.shtm) to begin testing via the Web tool.

#### **Test File Requirements**

- Must be less than one megabyte in size
- Include 20-50 claims
- Must not include actual provider or member identifying data
- Must not include actual patient Protected Health Information (PHI)
- Should be an accurate representation of the types of claims typically submitted by your practice

**Files submitted via the self-testing system are for testing purposes only and will not be considered for reimbursement.**

5. Click on the “Browse” button and locate your test file. If the test file is not located on the computer you use to connect to the testing Web site, save the testing file to a diskette or to a shared network drive. This allows access to both the test file and Web tool.

Once you have located your file by browsing, select the file by double clicking on the file name.

6. Click on the “Verify File Data” button. Larger files may take several minutes to process.
7. The Web tool will return results within a few minutes. The left side of the page contains a “Select View(s)” option that allows you to review testing results.

The view options are – Trace Data, File Data, and Ack. (Acknowledgment) Data. Multiple options may be selected and viewed at the same time. You may print these for your records if needed.

### Trace Data View

The Trace Data view is automatically selected for you, and displays compliance errors identified by the Web tool. The Trace Data view first lists an EDI line reference number that corresponds to a specific line in the file data. It is followed by the error message. Errors in the test should be corrected and the file resubmitted via the Web tool. Providers may need to contact their software vendor for help in correcting errors.

If no errors are identified by the Web tool, you will receive the message, “Inbound Maprun Complete – No Errors Encountered.” Submitters who receive this message may move on to Level 2 – Certification testing.

### File Data View

The File Data view displays the test file submitted. Each segment of the file is reported as a single line. Each line is assigned a number that corresponds with the EDI line number referenced in the Trace Data (error message) view. This reference will assist you in identifying the location of the error in your test.

### Ack. Data View

The Ack. Data view is a copy of the information contained in a 997 Functional Acknowledgement (FA). The 997 FA indicates if the file was accepted, rejected or partially accepted. Testers should look at the letter in the AK9 segments in this view to determine if the file or parts of the file were accepted – A = Accepted; R = Rejected; P = Partially Accepted.

A 997 FA will be distributed to your electronic BBS mailbox for each successful certification and production transmission.

8. After reviewing the results, if errors are encountered, you should correct them and continue testing via the Web tool by selecting the “Return to Home Testing Page” option.
9. Web tool (Level 1) compliance testing should continue until you receive the “Inbound Maprun Complete- No Errors Encountered” message on the Trace Data view results.

### **Level 2 Testing – Certification (Pre-Adjudication Edits)**

1. Upon receipt of the “No Errors Encountered” message from the Web tool, select the “Click here to advance to Level 2 Testing” button. Review and/or print the documents from the links supplied. These detail:
  - How to send files and retrieve files/reports via the EC Gateway Bulletin Board System (ECG BBS)
  - Electronic Commerce Receipt Confirmation Reports
  - How to determine testing status
2. Submitters must have an assigned User ID and ANSI file name for the ECG BBS. If you are not sure if you have been assigned a User ID and file name, please contact the e-Commerce Department at (423) 755-5174 or via e-mail at [ecomm\\_contracts@bcbst.com](mailto:ecomm_contracts@bcbst.com).

## Test File Requirements

- Include 20-50 claims per type of bill/line of business
  - Must include actual provider and member data
  - Should be an accurate representation of the types of claims typically submitted
  - Submitter Sender ID (usually Tax ID) is required in segments – ISA06, GS02 and NM109, qualifier 41. Your vendor can confirm this information is contained in the file.
  - Submitter contact information is required in the appropriate PER segment. Your vendor can confirm this information is contained in the file.
3. Dial the appropriate ECG BBS number (supplied in your BBS access information).
  4. Enter your assigned User ID and Password on the Logon screen (supplied in your BBS access information).
  5. The default/recommended transfer protocol is Zmodem. Make protocol changes if necessary.
  6. Select the menu option “U” to send (upload) your file.
  7. Enter your assigned file name if prompted. If you receive a message “Your transfer was unsuccessful,” repeat the upload process until successful.
  8. Once the file is sent successfully, select the menu option “G” (goodbye) to log off the system.
  9. A 997 Functional Acknowledgement (FA) will be generated and distributed to your electronic BBS mailbox within two hours of a successful transmission. You will need to retrieve (download) the 997 FA and review it to confirm the acceptance of the file. (Complete instructions on retrieving (downloading) files or reports are available at [http://www.bcbst.com/providers/docs/ecommm/tech\\_info.shtm](http://www.bcbst.com/providers/docs/ecommm/tech_info.shtm).) See Step 11 for basic downloading information.

The 997 FA cannot be generated unless certain conditions exist including:

- A complete file was received
- File contained recognizable Sender and Receiver IDs
- File was sent with the correct assigned ANSI file name
- File is free of basic formatting problems

If you fail to receive a 997 FA within two (2) hours, review your file for possible errors, make corrections if needed and retransmit.

10. The submitter/tester is responsible for retrieving and reviewing the 997 FA to confirm the compliance status of the file. The 997 FA can be converted into readable text if your software vendor supplied you with a translator.

If you do not have a translator, you can determine your results by checking the AK9 segments of the 997 FA. A = Accepted; R = Rejected; P = Partially Accepted.

Example: AK9\*A\*3\*3\*3 (The A indicates this file passed compliance.)

A rejected file should be corrected and resubmitted.

Only the rejected portion of a partially accepted file should be corrected and resubmitted.

11. **Basic instructions for retrieving (downloading) files/reports from the ECG BBS.**
  - a) Dial the appropriate ECG BBS number (supplied in your BBS access information).
  - b) Enter your assigned User ID and Password on the logon screen (supplied in your BBS access information).
  - c) Select the menu option "F" to view a list of all files available to download, if desired.
  - d) Select the menu option "D" to download all files. (Files are removed from your mailbox once you download them.)
  - e) If the retrieval was unsuccessful, you will receive the message "Failed to transfer file." If there were no files to download, you will receive the message "No files to transfer."
  - f) Once the file(s) are retrieved/downloaded successfully, select the menu option "G" (good bye) to log off the system.

12. Files that were accepted on the 997 FA will continue through the Certification testing process. During the certification process, the claims will be validated against the front-end business and pre-adjudication edits.

Files received before 4 p.m. (EST) will be processed through the certification system that business day. Files received after 4 p.m. (EST) will be processed through the certification system the following business day.

13. The results of the certification process will be reported on the EM735/EM745 Certification Report. These reports are distributed to the submitter's ECG BBS electronic mailbox after 1 p.m. (EST) the following business day.

**The submitter is responsible for retrieving and reviewing all reports during testing and when sending production claims.** These reports indicate acceptance and rejection of individual claims.

14. Level 2 testing is complete when a certification report is received with:
  - At least 20 accepted claims and
  - A 90 % acceptance rate

### **Going Production**

1. Complete and submit the "Production Ready Form" when you pass Level 1 and Level 2 testing and are ready to send production claims. This form is available via the company Web site at [http://www.bcbst.com/providers/docs/ecommm/tech\\_info.shtm](http://www.bcbst.com/providers/docs/ecommm/tech_info.shtm).
2. Vendors should indicate on this form if they wish to be added to the Approved Vendor List by marking the appropriate box. The Vendor List is a resource for providers seeking billing software, a billing agent or a clearinghouse for electronic data submissions. Providers can skip this portion of the form.
3. Submitters will be notified by BlueCross BlueShield of Tennessee within three (3) to five (5) business days that they may begin sending production ANSI claims.
4. **Once approved for production, it is vital all files and reports are retrieved and reviewed on a timely basis to ensure cash flow is not adversely affected by rejected transmissions/claims.**