



North Carolina Department of Health and Human Services (NC DHHS)

Division of Medical Assistance (DMA)

Division of Mental Health (DMH)

Division of Public Health (DPH)

Standard Companion Guide Transaction Information Instructions related to Transactions based on ASC X12 Implementation Guides, version 005010X279A1 Health Care Eligibility Benefit Inquiry and Response (270/271), for the Replacement MMIS NCTracks starting July 1, 2013



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Preface

Companion Guides (CGs) may contain two types of data, instructions for electronic communications with the publishing entity (Communications/Connectivity Instructions) and supplemental information for creating transactions for the publishing entity while ensuring compliance with the associated ASC X12 IG (Transaction Instructions). Either the Communications/Connectivity component or the Transaction Instruction component must be included in every CG. The components may be published as separate documents or as a single document.

The Communications/Connectivity component is included in the CG when the publishing entity wants to convey the information needed to commence and maintain communication exchange.

The Transaction Instruction component is included in the CG when the publishing entity wants to clarify the IG instructions for submission of specific electronic transactions. The Transaction Instruction component content is limited by ASC X12's copyrights and Fair Use statement.

Table of Contents

1. Transaction Instruction (TI) Introduction	1
1.1 Background.....	1
1.1.1 Overview of HIPAA Legislation.....	1
1.1.2 Compliance According to HIPAA.....	1
1.1.3 Compliance According to ASC X12	1
1.2 Intended Use.....	1
1.3 Intended Audience	1
1.4 Purpose of Companion Guide	2
1.5 Acknowledgements	2
1.6 Trading Partner Agreement Setup.....	2
1.7 Testing	2
2. Included ASC X12 Implementation Guides	3
3. Instruction Tables	4
4. TI Additional Information.....	14
4.1 Business Scenarios.....	14
4.2 Payer-Specific Business Rules and Limitations.....	14
4.2.1 Search Criteria	14
4.2.2 Eligibility Returned.....	14
4.2.3 Range of Dates Supported for Inquiries.....	14
4.2.4 Benefit Plans Returned.....	14
4.2.5 Reference Number Returned.....	15
4.2.6 999 Acknowledgement	15
4.3 Scheduled Maintenance.....	15
4.4 Frequently Asked Questions	15
4.5 Other Resources.....	15
5. Change Summary.....	17

1. Transaction Instruction (TI) Introduction

1.1 BACKGROUND

1.1.1 Overview of HIPAA Legislation

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 carries provisions for administrative simplification. This requires the Secretary of the Department of Health and Human Services (HHS) to adopt standards to support the electronic exchange of administrative and financial health care transactions primarily between health care providers and plans. HIPAA directs the Secretary to adopt standards for transactions to enable health information to be exchanged electronically and to adopt specifications for implementing each standard. HIPAA serves to:

- Create better access to health insurance
- Limit fraud and abuse
- Reduce administrative costs

1.1.2 Compliance According to HIPAA

The HIPAA regulations at 45 CFR 162.915 require that covered entities not enter into a trading partner agreement that would do any of the following:

- Change the definition, data condition, or use of a data element or segment in a standard
- Add any data elements or segments to the maximum defined data set
- Use any code or data elements that are marked “not used” in the standard’s implementation specifications or are not in the standard’s implementation specification(s)
- Change the meaning or intent of the standard’s implementation specification(s)

1.1.3 Compliance According to ASC X12

ASC X12 requirements include specific restrictions that prohibit trading partners from:

- Modifying any defining, explanatory, or clarifying content contained in the implementation guide
- Modifying any requirement contained in the implementation guide

1.2 INTENDED USE

The Transaction Instruction component of this companion guide must be used in conjunction with an associated ASC X12 Implementation Guide. The instructions in this companion guide are not intended to be stand-alone requirements documents. This companion guide conforms to all the requirements of any associated ASC X12 Implementation Guides and is in conformance with ASC X12’s Fair Use and Copyright statements.

1.3 INTENDED AUDIENCE

This companion guide is intended for the business and technical users, within or on behalf of trading partners, responsible for the testing and setup of electronic claims submissions to NCTracks. In addition, this information should be communicated to, and coordinated with, the provider’s billing office in order to ensure that the required billing information is provided to its billing agent/submitter.

1.4 PURPOSE OF COMPANION GUIDE

The companion guide is to be used with and to supplement the requirements in the HIPAA ASC X12 Implementation Guides, without contradicting those requirements. Implementation Guides define the national data standards, electronic format, and values for each data element within an electronic transaction. The purpose of the companion guide is to provide trading partners with a guide to communicate NCTracks-specific information required to successfully exchange transactions.

The primary purpose of this document is to assist the trading partner with the appropriate use of the transactions; it is not intended to be a billing or policy guide.

1.5 ACKNOWLEDGEMENTS

For all inbound transactions, a 999 Acknowledgement report will be sent to the trading partner's OUTBOX for retrieval. This report serves as the acknowledgement of the submission of a file. Typically, 999 Acknowledgement reports are available within moments of submission.

1.6 TRADING PARTNER AGREEMENT SETUP

Refer to Section 2.2, "Trading Partner Registration," of the NCTracks Trading Partner Connectivity Guide.

1.7 TESTING

NC DHHS (DMA, DMH, and DPH) requires testing, or third-party certification, prior to approving a trading partner to submit claims in production. Once trading partner claims are in production, NC DHHS (DMA, DMH, and DPH) reserves the right to require re-testing if it is determined that the trading partner is receiving/generating an unacceptable volume of errors.

Refer to Section 3, "Testing and Certification Requirements," of the NCTracks Trading Partner Connectivity Guide.

2. Included ASC X12 Implementation Guides

The following table identifies the X12N Implementation Guides for all of the transactions supported by NCTracks. Companion guides are available for each of the transactions.

Section 3 of this document provides information specific to the 270/271 transaction set, as defined in the 005010X279 270/271 Health Care Eligibility Benefit Inquiry and Response Technical Report 3 (TR3) dated April 2008, and updated by:

- Errata 005010X279E1 270/271 Health Care Eligibility Benefit Inquiry and Response dated January 2009
- Addenda 005010X279A1 270/271 Health Care Eligibility Benefit Inquiry and Response dated June 2010

Unique ID	Name
005010X222	Health Care Claim: Professional (837P)
005010X223	Health Care Claim: Institutional (837I)
005010X224	Health Care Claim: Dental (837D)
005010X228	Health Care Claim Pending Status Information (277P)
005010X279	Health Care Eligibility Benefit Inquiry and Response (270/271)
005010X221	Health Care Claim Payment/Advice (835)
005010X212	Health Care Claim Status Request and Response (276/277)
005010X220	Benefit Enrollment and Maintenance (834)
005010X218	Payroll Deducted and Other Group Premium Payment for Insurance Products (820)
005010X231	Implementation Acknowledgment for Health Care Insurance (999)

Pharmacy claims are submitted using the National Council for Prescription Drug Program's (NCPDP) D.0 format. Please refer to the "D.0 Companion Guide" for NCPDP D.0 claim formatting used by NCTracks.

3. Instruction Tables

These tables contain one or more rows for each segment for which a supplemental instruction is needed.

Legend	
SHADED rows represent “segments” in the X12N implementation guide.	
NON-SHADED rows represent “data elements” in the X12N implementation guide.	

005010X279A1 Health Care Eligibility Benefit Inquiry and Response (270/271)

Loop ID	Reference	Name	Codes	Notes/Comments
270		Health Care Eligibility Benefit Inquiry		
Header	ISA	Interchange Control Header		
	ISA05	Interchange ID Qualifier		Must match Trading Partner Agreement
	ISA06	Interchange Sender ID		Must match Trading Partner Agreement
	ISA07	Interchange ID Qualifier		Must match Trading Partner Agreement
	ISA08	Interchange Receiver ID		Use “NTRACKSBAT” for batch submissions Use “NTRACKSREL” for real-time submissions Most submitters will use “NTRACKSBAT” unless they have been designated as a real-time submitter
Header	BHT	Beginning of Hierarchical Transaction		
	BHT02	Transaction Set Purpose Code	13	Use “13” NCTracks does not support Cancellation via 270 Inquiry
2100A	NM1	Information Source Name		
	NM101	Entity Identifier Code	PR	Use “PR”
	NM102	Entity Type Qualifier	2	Use “2”
	NM103	Name Last or Organization Name		Use “NTRACKS”
	NM108	Identification Code Qualifier	PI	Use “PI”
	NM109	Information Source Primary Identifier		Use “NTRACKS”

Loop ID	Reference	Name	Codes	Notes/Comments
270		Health Care Eligibility Benefit Inquiry		
2100B	NM1	Information Receiver Name		
	NM101	Entity Identifier Code	1P, 2B, GP	Use "1P", "2B", or "GP"
	NM108	Identification Code Qualifier	SV, XX	Use "SV" to send provider Number in NM109 or "XX" to send NPI number in NM109
2100B	PRV	Information Receiver Provider Information		
	PRV01	Provider Code	SB	Use "SB"
	PRV03	Reference Identification		Requesting provider's Taxonomy Code
2100C	REF	Subscriber Additional Identification		
	REF01	Reference Identification Qualifier	SY	Use "SY"
2100C	PRV	Provider Information		
	PRV01	Provider Code	OT, RF	Use "OT" or "RF"
	PRV02	Reference Identification Qualifier	9K, HPI	Use "9K" or "HPI"
2100C	DTP	Subscriber Date		
	DTP01	Date /Time Qualifier	291	Use "291"
	DTP02	Date Time Period Format Qualifier	RD8	Use "D8" or "RD8"
2110C	EQ	Subscriber Eligibility or Benefit Inquiry		
	EQ01	Service Type Code		Any value other than "30" will be treated as "30"
2000D	HL	Dependent Level		NCTracks does not support the Dependent Loop. Patients are identified at the Subscriber Level (Loop 2000).

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
Header	ISA	Interchange Control Header		
	ISA03	Security Information Qualifier	00	"00" is returned
	ISA05	Interchange ID Qualifier	ZZ	"ZZ" is returned
	ISA06	Interchange Sender ID		NCTRACKSREL = Real-time transaction NCTRACKSBAT = Batch transaction
	ISA07	Interchange ID Qualifier	ZZ	"ZZ" is returned
	ISA08	Interchange Receiver ID		Return Provider's ETIN (Receiver's ETIN) is returned
	ISA11	Repetition Separator	^	
	ISA14	Acknowledgment Requested	0	"0" is returned
	ISA16	Component Element Separator	:	":" is returned
Header	GS	Functional Group Header		
	GS01	Functional Identifier Code	HB	"HB" is returned
	GS02	Application Sender's Code		NCTRACKSREL = Real-time transaction NCTRACKSBAT = Batch transaction
	GS03	Application Receiver's Code		Return Provider's ETIN (Receiver's ETIN) is returned
2000A	AAA	Request Validation		
	AAA01	Valid Request Indicator	N	"N" when sent
	AAA03	Reject Reason Code	42	When 42 is returned, call NCTracks Call Center at 1-800-688-6696, option 3, for explanation (system down or data error)
	AAA04	Follow-up Action Code	P	"P" when sent
2100A	NM1	Information Source Name		
	NM101	Entity Identifier Code	PR	"PR" is returned
	NM102	Entity Type Qualifier	2	"2" is returned
	NM103	Name Last or Organization Name	NCTRACKS	"NCTRACKS" is returned
	NM108	Identification Code Qualifier	PI	"PI" is returned

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
	NM109	Identification Code	NCTRACKS	"NCTRACKS" is returned
2100A	PER	Information Source Contact Information		This segment is used to provide NCTracks Call Center telephone number
	PER02	Name		"NCTRACKS CALL CENTER" is returned
	PER03	Communication Number Qualifier	TE	"TE" is returned
	PER04	Communication Number		"8668441113" is returned
2100A	AAA	Request Validation		
	AAA01	Yes/No Condition or Response Code	N	"N" when sent
	AAA03	Reject Reason Code	42	When 42 is returned, call NCTracks Call Center at 1-800-688-6696, option 3, for explanation (system down or data error)
	AAA04	Follow-up Action Code	P	"P" when sent
2100B	NM1	Information Receiver Name		
	NM108	Identification Code Qualifier	SV, XX	"SV" or "XX" is returned
	NM109	Identification Code		Contains the Provider Number as submitted on the 270 request
2100B	REF	Information Receiver Additional Identification		Contains what is received on the 270 request
	REF01	Reference Identification Qualifier	JD	"JD" is returned
	REF02	Reference Identification		431 = Recipient and Provider are DMA and DPH eligible; however, inquired 'to date of service' is past the end of the current month 432 = Combination of DMH and other payer(s)
2100B	AAA	Information Receiver Request Validation		
	AAA01	Yes/No Condition or Response Code	N	"N" when sent
	AAA03	Reject Reason Code	41,50, 51, T4	
	AAA04	Follow-up Action Code	C	"C" when sent
2100C	NM1	Subscriber Name		
	NM108	Identification Code Qualifier	MI	"MI" is returned

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
	NM109	Identification Code		Recipient ID is returned
2100C	AAA	Subscriber Request Validation		
	AAA01	Yes/No Condition or Response Code	N	"N" when sent
	AAA03	Reject Reason Code	57, 62, 72, 75, 76, 78	"57" or "62" or "72" or "75" or "76" or "78" is returned When 76 is returned, call the CSC Provider Relations Call Center for more information When 78 is returned, the Provider/Recipient is not eligible to inquire
	AAA04	Follow-up action code	R	"R" when sent
2100C	DTP	Subscriber Date		Used when there is a single period of eligibility
	DTP01	Date Time Qualifier	291	"291" is returned
	DTP02	Date Time Period Format Qualifier	RD8	"RD8" is returned
	DTP03	Date Time Period		Eligibility period for Benefit Plan identified in EB segment
2110C	EB	Subscriber Eligibility or Benefit Information		
	EB01	Eligibility or Benefit Information Code	1, F, W, G	"1" when EB05 is: North Carolina Health Choice Department of Public Health ORHCC Division of Medical Assistance Hospice Opt-In Pharmacy Third Party Liability "F" when EB05 is: Service Limits Sickle Cell Infant Toddler ADAP "W" when EB05 is: Transfer of Assets "G" when EB05 is:

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
				Cost Sharing
	EB02	Coverage Level Code	IND	"IND" is returned
	EB03	Service Type Code		<p>"30" when EB05 is: Third Party Liability</p> <p>"88" when EB05 is: Opt-In Pharmacy</p> <p>"45" when EB05 is: Hospice</p> <p>"1" when EB05 is: Service LimitsCost Sharing</p> <p>Otherwise, Service Type values are returned appropriate for the Benefit Plan. For more information, see section 4.2.3.</p>
	EB04	Insurance Type Code	MA, MB, HN, OT, MC, C1	<p>"MA" = Medicare Part A</p> <p>"MB" = Medicare Part B</p> <p>"HM" = Medicare Part C Managed Care</p> <p>"MP" = Medicare Part D</p> <p>"OT" = North Carolina Health Choice Division of Public Health ORHCC Hospice Opt-In Pharmacy Service Limits Sickle Cell Infant Toddler ADAP Transfer of Assets Cost Sharing</p> <p>"MC" = Division of Medical</p>

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
				Assistance "R" = Third Party Liability
	EB05	Plan Coverage Description		CAPAI = Community Alternatives Program (CAP) for Persons with AIDS CAPCH = CAP for Children CAPCO = CAP for Choice CAPDA = CAP for Disabled Adults CAPMR = CAP for Mental Retardation & Developmental Disability MAFDN = Medicaid Family Planning Waiver MQBQ = Medicaid for Qualified Beneficiaries Program Q MQBB = Medicaid for Qualified Beneficiaries Program B MQBE = Medicaid for Qualified Beneficiaries Program E MFP = Money Follows the Person PACE = Program of All-inclusive Care for the Elderly PHPB = Piedmont Health Program B PHPC = Piedmont Health Program C MCAID = Medicaid NCHC = North Carolina Health Choice

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
				ITP = Infant Toddler Program SICKL = Sickle Cell ADAP = AIDS HIV Drug Assistance Program EHDI = Early Hearing Detection & Intervention CCNC = Community Care of NC-UP HLTNT = HealthNet SVCLT = Service Limits Hospice = Hospice TPL Coverage Code is used for Third Party Liability Opt-In Primary or Opt-In Specialty is used for Opt-In Pharmacy "Yes" or "No" is used for Transfer of Assets "OOP" or "AA2OOP" is used when reporting Cost Sharing information
	EB06	Time Period Qualifier	25, 29, 34	"25 or "29" is used to report Cost Sharing information regarding Service Limits, Sickle Cell, Infant Toddler, or ADAP
	EB07	Monetary Amount		Used to report Recipient out-of-pocket maximum limit and amount for Cost Sharing
	EB09	Quantity Qualifier	VS	"VS" is used to report information regarding Service Limits, Sickle Cell, Infant Toddler, or ADAP
	EB10	Quantity		Reports available count or total amount when EB05 = Service Limits, Sickle Cell,

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
				Infant Toddler or ADAP
2110C	REF	Subscriber Additional Identification		
	REF01	Reference Identification Qualifier	18, 1L, 6P, IG	<p>“18” is used to report information regarding Medicare Part A & B</p> <p>“1L” is used to report information regarding Medicare Part C</p> <p>“6P” is used to report Insurance Policy Group ID for applicable Third Party Liability</p> <p>“IG” is used to report Insurance Policy Number for applicable Third Party Liability</p>
	REF02	Reference Identification		<p>HIC Number is returned for Medicare Part A and B</p> <p>“999” is returned for Medicare Part C</p> <p>“998” is returned for Medicare Part D</p>
	REF03	Description		<p>“Medicare” is returned for Medicare Part A</p> <p>“Medicare C Health Group Org” is returned for Medicare Part C</p> <p>“Medicare D Health Group Org” is returned for Medicare Part D</p>
2110C	MSG	Message Text		
	MSG01	Free-form Message Text		<p>Returned as follows: “Per X Months” for Service Limits, Sickle Cell, Infant Toddler and ADAP</p> <p>“Restriction Message” for Service Limits, Sickle Cell, Infant Toddler and ADAP</p> <p>“Yes” or “No” for Transfer of Assets</p>

Loop ID	Reference	Name	Codes	Notes/Comments
271		Health Care Eligibility Benefit Response		
2120C	NM1	Subscriber Benefit Related Entity Name		
	NM101	Entity Identifier Code	2B, IL, 1P	Returned as follows: "2B" for North Carolina Health Choice Division of Public Health ORHCC Medicaid Managed Care "IL" for Third Party Liability Cost Sharing "1P" for Opt-In Pharmacy
	NM102	Entity Type Qualifier	1, 2	Returned as follows: "1" for North Carolina Health Choice Division of Public Health ORHCC Medicaid Managed Care Third Party Liability Opt-In Pharmacy "2" for Cost Sharing
2120C	PER	Subscriber Benefit Related Entity Contact Information		
	PER03	Communication Number Qualifier	TE	
	PER04	Communication Number		Used to report organizational or business phone number
	PER05	Communication Number Qualifier	TE	
	PER06	Communication Number		Used to report organizational or business after-hours phone number

4. TI Additional Information

4.1 BUSINESS SCENARIOS

The 270/271 is to be used to verify eligibility prior to performing services.

Use of the 270/271 transaction set in batch mode allows trading partners to submit multiple eligibility requests for multiple recipients. Only single transactions are allowed to be submitted as real-time transactions.

4.2 PAYER-SPECIFIC BUSINESS RULES AND LIMITATIONS

4.2.1 Search Criteria

The following search criteria are supported:

Scenario	Recipient ID	SSN	DOB	Last Name	First Name
1	X				
2		X	X		
3	X	X	X		
4	X		X	X	
5	X			X	X
6			X	X	X

4.2.2 Eligibility Returned

Eligibility information is returned based on the NCTracks payer and the benefit plan(s) for the payer.

CMS rules prevent sending dates > 365 days before the 1st day of the query month. Division of Public Health (DPH) allows up to 12 months into the future. DMA does not allow dates beyond the end of the current month.

Division of Mental Health (DMH) information is not returned. That information is available through the Local Managing Entity (LME).

4.2.3 Range of Dates Supported for Inquiries

An inquiry may not be for dates > 365 days before the 1st day of the query month.

DPH allows inquiries for up to 12 months beyond the end of the current month. DMA does not allow dates beyond the end of the current month.

4.2.4 Benefit Plans Returned

Eligibility information is only returned when the requesting provider and recipient are enrolled in the same benefit plan(s).

Eligibility information is not returned for benefit plans that are covered by the Division of Mental Health (DMH).

4.2.5 Reference Number Returned

A reference number is returned in 2100A REF02 when the payer is the Division of Medical Assistance (DMA). The reference number can be used to identify an eligibility request for tracking or research purposes.

4.2.6 999 Acknowledgement

A 999 acknowledgement is returned for all 270 batch submissions.

4.3 SCHEDULED MAINTENANCE

NCTracks maintenance will occur Sunday morning from 12:01 a.m. through 4:00 a.m. NCTracks will not be available to submit files during this time.

4.4 FREQUENTLY ASKED QUESTIONS

This section will contain a compilation of questions and answers as they are identified.

4.5 OTHER RESOURCES

- **Washington Publishing Company**

The Implementation Guides for X12N and all other HIPAA standard transactions are available electronically at www.wpc-edi.com.

- **ASC X12 Organization**

<http://www.x12.org/>

- **United States Department of Health and Human Services (HHS)**

This site is a resource for the Notice of Proposed Rule Making, rules and other information about HIPAA:

www.aspe.hhs.gov/admsimp

- **Workgroup for Electronic Data Interchange (WEDI)**

A workgroup dedicated to improving health-care through electronic commerce, which includes the Strategic National Implementation Process (SNIP) for complying with the administrative simplification provisions of HIPAA:

www.wedi.org

- **North Carolina Department of Health and Human Services**

www.ncdhhs.gov

- **North Carolina Division of Medical Assistance**

<http://www.ncdhhs.gov/dma/>

- **North Carolina Division of Mental Health/Development Disabilities/Substances Abuse Services**

<http://www.ncdhhs.gov/mhddsas/>

- **North Carolina Division of Public Health**

<http://publichealth.nc.gov/>

5. Change Summary

Date	Change	Responsible Party
November 16, 2012	Initial trading partner test version	CSC under the direction of NC DHHS
July 1, 2013	Production version	CSC under the direction of NC DHHS