



HIPAA Transaction Standard Companion Guide

**Refers to the Implementation Guides Based on ASC
X12 version 005010X221A1**

Companion Guide Version Number: 1.9
September 2017

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 WPS. 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.

This Companion Guide is based on, and must be used in conjunction with, the ASC X12 X12N/005010X221 Type 3 Technical Report (TR3) and its associated A1 addenda. The Companion Guide clarifies and specifies specific transmission requirements for exchanging data with WPS Health Solutions. The instructions in this companion guide conform to the requirements of the TR3, ASC X12 syntax and semantic rules. In case of any conflict between this Companion Guide and the instructions in the TR3, the TR3 takes precedence.

WPS Health Solutions is the entity authorizing this Companion Guide. This companion guide applies to the following wholly owned subsidiaries and government contracts of WPS Health Solutions:

<u>Line of Business</u>	<u>Contract Code</u>
WPS Health Insurance Plan	WPS
Aspirus Arise Health Plan	WPS
Arise Health Plan	ARISE
TRICARE For Life	TDFIC
TRICARE Overseas	FOREN
TRICARE East Region	TREST
VA Patient-Centered Community Care Regions 3, 5A, 5B, & 6, (VAPC3)	
• VAPC3 Region 3	VAPCCC3
• VAPC3 Region 5A	VAPCCC5A
• VAPC3 Region 5B	VAPCCC5B
• VAPC3 Region 6	VAPCCC6

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1 INTRODUCTION

This section describes how ASC X12 Technical Report Type 3 adopted under HIPAA will be detailed with the use of a table. The tables contain a row for each segment that WPS has something additional, over and above, the information in the IGs. That information can:

- Limit the repeat of loops, or segments
- Limit the length of a simple data element
- Specify a sub-set of the TR3s internal code listings
- Clarify the use of loops, segments, composite and simple data elements
- Any other information tied directly to a loop, segment, and composite or simple data element pertinent to trading electronically with WPS.

In addition to the row for each segment, one or more additional rows are used to describe WPS's usage for composite and simple data elements and for any other information. Notes and comments should be placed at the deepest level of detail. For example, a note about a code value should be placed on a row specifically for that code value, not in a general note about the segment.

The following table specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

TRICARE For Life TRICARE Overseas TRICARE East Region

Loop	Reference	Name	Codes	Notes/Comments
	REF01	Receiver Identification	EV	WPS assigned Electronic Trading Partner ID.
2100	REF01	Rendering Provider Identification	1H	TRICARE assigned Provider ID
2110	REF01	Rendering Provider Information	1H	TRICARE assigned Provider ID

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	PLB03-1	Adjustment Reason Code	WO	<p>PLB03-2 (Reference ID) =</p> <p>Numeric: This value is the Recoupment Case number which the offset was applied to. This Recoupment Case number was relayed to your office in a letter indicating that an overpayment was made and that if not repaid within 90 days, offset would occur.</p> <p>'PAYMENT WITHHELD DUE TO OFFSET': This verbiage indicates that an offset was applied but the 835 did not have a Recoupment Case number to send.</p> <p>'NET OFFSET RECONCILIATION': This amount has nothing to do with the current check. This amount is present because of the way WPS – TRICARE calculates the net payment of all past iterations of this claim. The presence of this verbiage means that offset was taken at some point in the claim's past but does not apply to this current payment. You will find a CLP segment which negates this amount.</p>
	PLB03-1		CS	<p>When a claim is adjudicated prior to the provider being identified for electronic remittance and claim is subsequently adjusted resulting in an additional payment: PLB03-2 (Reference ID) = Original ICN followed by the patient's control number reported in CLM01.</p> <p>When a provider reports a check lost, stolen, damaged, etc. resulting in a reissue of the payment to the same provider:</p>

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				PLB03-2 (Reference ID) = Original check number.
--	--	--	--	--

WPS Health Insurance
Aspirus Arise Health Plan
Arise Health Plan
VAPC3

Loop	Reference	Name	Codes	Notes/Comments
	REF01	Receiver Identification	EV	WPS assigned Electronic Trading Partner ID.
1000A	N101	Payer Identification	PR	Specific line of business will be identified: 'WPS – Wisconsin Physicians Service Insurance Corp' = WPS Health Insurance '____-WPSHI' = WPS Health Insurance, Family Care 'Aspirus Arise Health Plan' = Aspirus Arise Health Plan 'Arise Health Plan - WPS Health Plan Inc' = Arise Health Plan 'TRIWEST Healthcare Alliance' = VAPC3
1000B	REF01	Payee Additional Identification	TJ	Provider's Federal Tax ID
	PLB03-1	Adjustment Reason Code	CS	PLB03-2 (Reference ID) = Original ICN of the claim being adjusted followed by Patient Control Number reported in CLM01.

1.1 SCOPE

This Standard contains the format and establishes the data contents of the interconnect Control Structures for use within the context of an Electronic Data Interchange (EDI)

environment. This standard defines the control segments used to start and end EDI data to be exchanged between two interconnecting entities.

The purpose of this standard is to provide control structures and an audit mechanism to facilitate the exchange and receipt acknowledgment of EDI data between interconnecting entities. The original sender and the ultimate receiver of the data contained have no responsibility for creating, managing, or removing the interconnect segments. This standard is solely for use between sites acting as interconnect entities.

Delivery of data from the original sender to the ultimate receiver may require several interconnect links. It is recognized that other point-to-point data tracking mechanisms exist. The interconnect control structures are designed to stand alone in addressing a given interconnect link.

1.2 Overview

Getting Started: This section includes information related to system operating hours, provider data services. Information concerning Trading Partner registration and the Trading Partner testing process is also included in this section.

Testing with the Payer:

After a Trading Partner has finished the Trading Partner Registration, (2.2), WPS does not require testing.

Connectivity/Communications: This section includes information on WPS' transmission procedures as well as communication and security protocols.

Contact Information: This section includes EDI customer service, EDI technical assistance, provider services and applicable web sites.

Contact Segments: This section contains information needed to create the ISA/IEA, GS/GE and ST/SE control segments for transactions to be submitted to WPS.

Payer Specific Business Rules and Limitations:

This section explains our business needs, and or transaction limitations.

Acknowledgments and Reports: This section contains information on all transaction acknowledgments sent by WPS and report inventory.

Trading Partner Information:

This section contains information about our Trading Partner needs.

Transaction Specific Information:

This section explains WPS' requirements beyond the Implementation Guide.

1.3 REFERENCES

The following websites provide information for where to obtain documentation for WPS adopted EDI transactions and code sets.

ASC X12 TR3 Implementation Guides - <http://store.x12.org>

Washington Publishing Company Health Care Code Sets - <http://www.wpc-edi.com>

1.4 ADDITIONAL INFORMATION

EDI (Electronic Data Interchange) provides Trading Partners with an efficient tool for the automatic transmission of business data from one computer application directly to another. Trading Partners do not need to worry about different incompatible computer systems. Through the use of EDI message standards like Real – time and batch, data may be communicated quickly, efficiently and accurately, irrespective of the users' internal hardware and software types.

The successful implementation of EDI provides major benefits for all the Trading Partners involved:

- **Cost efficiency** - significantly reducing the volume of paper to be handled.
- **Increased speed** - large volumes of data can be communicated from one computer to another in a matter of minutes, enabling faster response and greater customer satisfaction.
- **Improved accuracy** - EDI eliminates the inevitable errors resulting from manual data input.
- **Better logistics management and increased productivity** - EDI enables companies to better manage and control production, purchasing and delivery requirements.

2 GETTING STARTED

2.1 WORKING WITH WPS

WPS is dedicated to providing a communication channel that ensures communication remains constant and efficient. WPS is focused on supplying the Trading Partner community with a variety of support tools.

An EDI help desk is established for the first point of contact for basic information and troubleshooting. The help desk is available to support most EDI questions/incidents while at the same time being structured to triage each incident if more advanced research is needed. An EDI email is also accessible as a method of communicating with WPS. The email account is monitored by knowledgeable staff ready to assist you. When communicating via email please exclude any PHI to ensure security is maintained. In addition to the WPS help desk and email access, feel free to communicate via fax at 608-223-3824 or United States Postal Services (USPS) mail.

Specific information about the above-mentioned items can be found in (Section 5).

2.2 TRADING PARTNER REGISTRATION

An EDI Trading Partner/Submitter is any entity (provider, clearing house, billing service, software vendor, employer group, financial institution, etc.) that transmits electronic data to or receives electronic data from another entity.

WPS supports many different types of customers for Electronic Data Interchange (EDI). To ensure proper registration it is important to understand the steps associated for all Trading Partners.

Step 1: All entities must register for a Trading Partner ID in order to transact electronically with WPS and its businesses. To register for a Trading Partner/Submitter id you can go to the below URL.

<https://CommunityManager.wpsic.com:16811/tcm>

Step 2: After a Trading Partner selects the WPS Community Manager link from wpsic.com or receives a self-registration invitation email, they can click the self-registration link to connect to WPS Community Manager and self-register.

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During the self-registration process, Trading Partners will enter basic information about themselves, such as their location, contact information, the business protocols that need to be self-serviced, etc. For more details about self-registration, see the WPS EDI Front-End User Guide.

Step 3: You must also complete a Provider/Submitter Management of ERA Enrollment request form which you initiate from your corporation's WPS Community Manager account.

Please refer to <http://www.wpsic.com/edi/tools.shtml> for additional information.

2.3 CERTIFICATION AND TESTING OVERVIEW

WPS does not require testing for the 835 transactions.

3 TESTING WITH THE PAYER

Refer to 2.3, Certification and Testing Overview.

4 CONNECTIVITY WITH THE PAYER / COMMUNICATIONS

4.1 PROCESS FLOWS

Health Care Claim Payment/Advice (835)

Receiving the 835 file:

- If you elect to receive your 835 through your clearinghouse/billing service, WPS will send the file to that third party. You will be responsible for communicating with your clearinghouse/billing service to determine how you will retrieve the 835 transaction.

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- If you elect to receive your 835 'directly', you will download the file using the WPS Gateway Express.

4.2 TRANSMISSION ADMINISTRATIVE PROCEDURES

- You must complete a Provider/Submitter Management of ERA Enrollment request form which you initiate from your corporation's WPS Community Manager account. (2.2)

4.3 RE-TRANSMISSION PROCEDURE

Any inquiries on missing 835 transmissions can be directed to the EDI help desk, (4.6).

4.4 COMMUNICATION PROTOCOL SPECIFICATIONS

1. Transfer Protocols

- **The implementation of WPS Community Manager on 4/3/2017 provides new options for Transfer Protocols.**
- a. **WPS Gateway Express** provides a secure web-based access for Trading Partners, so that the external users associated with these Trading Partners can log in and perform simple file uploads and downloads. Trading Partners communicate with the WPS Gateway Express Server by exchanging documents over HTTPS. Support for this industry standard means that the software can be easily implemented, using existing technology infrastructure.
- b. **HTTPS** (also referred to as HTTP or Hypertext Transfer Protocol Secure) - is a protocol for secure communication over a computer network which is widely used on the internet. It can be used in Web application transfers as well as raw structure transfers. WPS Gateway Express web application uses HTTPS for connectivity but is identified as 'Inbox' when you are setting your Primary Transport method. See Inbox transfer protocol type shown below.
- c. **Secure File Transfer Protocol (SFTP) via AGNS connection via Network Service Vendor. Network Service Vendor (NSV) list:**
http://www.wpsic.com/edi/files/medicare_connection.pdf

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- d. **SOAP** (Simple Object Access Protocol) –XML-based protocol. Its whole purpose is to send and receive XML packaged information. Used for “Real-time” X12 exchanges such as 276/277(Claim Status), however ‘Batch’ transmissions of the 276/277(Claim Status) and 835 (Remittance) can be sent via SOAP. X.509 Client Certificates will be used over Secure Socket Layer (SSL) for 835 batch transactions.
 - e. **MIME** (Multipurpose Internet Mail Extensions) - is an internet standard that extends the format of email. This is a message protocol used in real-time transaction exchange. When utilizing MIME, transport protocol must be AS2_HTTPS.
 - f. **HTTP** server errors with an HTTP 500 Internal Service Error or an HTTP 503 Service Unavailable error message for transactions as a result of the Phase II Connectivity Rule 270, requirement 4.3.
 - g. **X12** –Electronic data interchange (EDI) standard, developed for the electronic exchange of machine-readable information between businesses. An X12 document is a file containing EDI data to be exchanged between Trading Partners. There are three basic structures in an X12 document:
 - o Interchange
 - o Functional Group
 - o Transaction Set
- **Prior to 4/3/2017 the WPS Bulletin Board System is the only Transfer Protocol for direct billing.**

Asynchronous Dial-up Bulletin board system

WPS is currently using the WPS EDI Bulletin Board System (BBS) to receive your electronic files using asynchronous telecommunications. The BBS also allows you to receive reports and other files from WPS

- Hayes compatible modem, with a minimum 9600 baud rate
- Protocols (ASCII, X modem, Y modem, Z modem and Kermit/Super Kermit)
- Analog telephone line (DLS or Cable modem connections will not work)

5 Password Requirements

To meet WPS corporate and federal security mandates, the following password policies are in place:

- Passwords expire every 60 days.
- All passwords must be at least 9 characters.
- All passwords must contain at least one UPPER CASE letter.

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- All passwords must contain at least one lower case letter.
- All passwords must contain at least one number.
- All passwords must contain at least one special character (,!@#\$%^&*()_+|~=-\`{}[]:"';<>?,./)
- You must change your password before it expires.
- Passwords cannot be changed more than one time within a 24 hour period.
- 24 passwords are 'remembered' and cannot be reused until 24 others have been utilized.
- Account is locked after 3 unsuccessful login attempts within 60 minutes. The account will remain locked for 180 minutes.

Trading Partners who conduct business with WPS are subject to WPS security policies.

Users should take appropriate measures to prevent unauthorized disclosure or modification of assigned IDs and passwords. Violation of this policy will result in revocation of all methods of system access, including but not limited to EDI front-end access.

Trading Partners are not permitted to share their personal EDI access number and password with any billing agent, clearing house/network service vendor. Providers must also not share their personal EDI access number with anyone on their own staff who does not need to see the data for completion of a valid electronic claim, to process a remittance advice for a claim, to verify beneficiary eligibility, or to determine the status of a claim. No other non-staff individuals or entities may be permitted to use a provider's EDI number and password to access WPS systems.

6 CONTACT INFORMATION

6.1 EDI CUSTOMER SERVICE

WPS Health Solutions

1717 W. Broadway, Madison, WI 53713

P.O. Box 8128, Madison, WI 53708

1-800-782-2680 (Option 1)

edi@wpsic.com

8:00a.m-4:30p.m (Monday-Friday)

Fax: (608)223-3824

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MAC J5 (IA, KS, MO, & NE) / J5 National Part A

Call 1-866-518-3285 (Say EDI or Press 1)

Help Desk is available Monday-Friday, 7:00 a.m. – 5:00 p.m. CST

Fax 1-608-223-3824

Part A edimedicarea@wpsic.com

MAC J8 (MI, IN)

Call 1-866-234-7331 (Say EDI or Press 1)

Help Desk is available Monday-Friday, 8:00 a.m. – 5:00 p.m. EST

Fax 1-608-223-3824

Part B edimedicareb@wpsic.com

6.2 EDI TECHNICAL ASSISTANCE

Refer to EDI Customer Service **5.1**.

6.3 PROVIDER SERVICE

For any non EDI technical service related inquiries, please contact the following appropriate Customer Service area.

WPS Health Insurance 800-765-4977

TRICARE For Life 866-773-0404

TRICARE Overseas 877-451-8659

TRICARE East Region 800-444-5445

VA Patient Centered

Community Care (VAPC3)

Regions 3, 5a, 5b, & 6 855-722-2838

Aspirus Arise Health Plan 800-332-3297

Arise Health Plan 877-711-1444

Medicare **Part A**

J5 866-518-3285 (General Inquires option 5)

J8 866-518-3285 (General Inquires option 5)

Part B

J5 866-518-3285 (General Inquires option 5)

J8 866-234-7331 (General Inquires option 5)

Medicare Interactive Response (IVR)

J5 866-590-6702

J8 877-567-7201

6.4 APPLICABLE WEBSITES / E-MAIL

WPS EDI Assistance: edi@wpsic.com

WPS Community Manager: <https://CommunityManager.wpsic.com:16811/tcm>

WPS Gateway Express: <https://edi.wpsic.com/GatewayExpress/px>

Display and Reporting: <http://ipo8ecom.wpsic.com:20128/reporting/>

7 CONTROL SEGMENTS / ENVELOPES

Interchange Control (ISA/IEA), Function Group (GS/GE), and Transaction (ST/SE) envelopes must be used as described in the national implementation guides. WPS' description of data on outbound ISAs are detailed in this chapter. Specific guidelines and instructions for GS and GE segments are contained in each Transaction Information companion Guide.

7.1 ISA-IEA

Delimiters

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The delimiters below are for illustration purposes only and are not specific recommendations or requirements. Users of this implementation guide should be aware that an application system may use some valid delimiter characters within the application data. Occurrences of delimiter characters in transmitted data within a data element will result in errors in translation. The existence of asterisks (*) within transmitted application data is a known issue that can affect translation software.'

Delimiter	Character Used	Dec Value	Hex Value
Data Element Separator	*	42	2A
Component Element Separator	:	58	3A
Segment Terminator	~	126	7E

Data Element Detail and Explanation

All data elements within the interchange envelop (ISA/IEA) must follow X12 syntax rules as defined within the adopted implementation guide.

Interchange Control Header	Name	Codes	Comments
ISA01	Authorization Information Qualifier	'00'	
ISA03	Security Information Qualifier	'00'	
ISA05	Interchange ID Qualifier	'ZZ'	
ISA06	Interchange Sender ID	'TDFIC' - TRICARE For Life 'FOREN' - TRICARE Overseas 'TREST' – TRICARE East Region 'ARISE' – Arise Health Plan 'WPS' –	

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		<p>Encompasses all of the following lines of businesses:</p> <p>WPS Health Insurance</p> <p>Aspirus Arise Health Plan</p> <p>VAPC3 (VA Patient Centered Community Care Regions 3, 5a, 5b, & 6.</p>	
ISA07	Interchange ID Qualifier	'ZZ'	
ISA08	Interchange Receiver ID	WPS Assigned Trading Partner ID/Submitter ID	
ISA14	Acknowledgment Requested	'0' – WPS '1' – TRICARE	

Interchange Control Trailer	Name	Codes	Comments
IEA01	Number of Included Functional Groups	A count of the number of functional groups included in the interchange.	
IEA02	Interchange Control Number	A control number assigned by the interchange sender.	

7.2 GS-GE

Segment: GS Functional Group Header	Name	Codes	Comments
GS01	Functional Identifier Code	HP Health Care Claim Payment/Advice (835)	Code identifying a group of application related transaction sets.

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GS02	Application Sender's Code	<p>'TDFIC' - TRICARE For Life</p> <p>'FOREN' - TRICARE Overseas</p> <p>'TREST' – TRICARE East Region</p> <p>'ARISE' – Arise Health Plan</p> <p>'WPS' –</p> <p>Encompasses all of the following lines of businesses:</p> <p>WPS Health Insurance</p> <p>Aspirus Arise Health Plan</p> <p>VAPC3 (VA Patient Centered Community Care Regions 3, 5a, 5b, & 6.</p>	Code identifying party sending transmission.
GS03	Application Receiver's Code	WPS Assigned Trading Partner ID/Submitter ID	Code identifying party receiving transmission.
GS04	Date		Date expressed as CCYYMMDD where CC represents the first two digits of the century.
GS05	Time		<p>Time expressed in 24-hour clock time as follows: HHMM, or HHMMSS, or HHMMSSD, or HHMMSSDD, where H = hours (00-23), M = minutes (00-59), S =</p> <p>Integer seconds (00-59) and DD = decimal seconds; decimal seconds are expressed as follows: D = tenths (0-9) and DD = hundredths (00-99).</p>
GS06	Group control number	Assigned number originated and maintained by the sender	<p>For implementations compliant with this guide, GS06 must be</p> <p>unique within a single transmission (that is,</p>

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			within a single ISA to IEA enveloping structure).
GS07	Responsible Agency Code	X	Code identifying the issuer of the standard; this code is used in conjunction with Data Element 480.
GS08	Version / Release / Industry Identifier Code	005010X221A1	Code indicating the version, release, sub-release, and industry identifier of the EDI standard being used, including the GS and GE segments.

Segment: GE Functional Group Header	Name	Codes	Comments
GE01	Number of Transaction Sets Included.		Total number of transaction sets included in the functional group or interchange, (transmission), group terminated by the trailer containing this data element.
GE02	Group Control Number	Assigned number originated and maintained by the sender.	The data interchange control number GE02 in this trailer must be identical to the same data element in the associated functional group header, GS06.

7.3 ST-SE

WPS follows the HIPAA adopted transaction implementation guides.

Segment: ST Functional Group Header	Name	Codes	Comments
ST01	Transaction Set Identifier Code	835	Use this code to identify the transaction set ID for the transaction set that will follow the ST segment.
ST02	Transaction Set Control number	Control number that must be unique within the transaction set functional group assigned by the originator for a transaction set.	The transaction set control numbers in ST02 and SE02 must be identical.
Segment: SE Functional Group Header	Name	Codes	Comments
SE01	Number of Included Segments		This number will indicate the total number of segments included in the transaction set inclusive of the ST and SE segments.
SE02	Transaction Set Control Number	Identifying control number that must be unique within the transaction set functional group assigned by the originator for a transaction set.	The transaction set control numbers in ST02 and SE02 must be identical.

8 | PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

There are no specific rules and Limitations for WPS.

9 ACKNOWLEDGEMENTS AND/OR REPORTS

The Electronic Remittance Advice (ERA) is an electronic version of the Standard Provider Remittance (SPR) and contains the same information on claim payment, deductible, and co-insurance. As soon as your claims finalize, we will generate your ERA and post to your account on our WPS Gateway Express online portal. Depending on your software program, your ERA can be a secure and reliable alternative to manually posting claim adjudication information to an accounts receivable software program.

If you are planning to enroll in ERA in the future, below are some important facts you need to know about X12N 835 005010X221A1.

Claim Types:

- Professional claims will provide remittance information at the service line level.
- Institutional outpatient claims will provide remittance information at the service line level.
- Institutional inpatient claims will provide remittance information at the claim level only.

9.1 REPORT INVENTORY

The 835 Remittance Response which will report an implementation error against a functional group based on implementation guidelines. The 835 will also confirm receipt of a functional group which fully complies with implementation guidelines.

10 TRADING PARTNER AGREEMENTS

WPS requires an Electronic Remittance Advice agreement for the 835 transactions which you can obtain by accessing your corporation's WPS Community Manager account at <https://CommunityManager.wpsic.com:16811/tcm> and then initiate a Provider/Submitter Management of ERA Enrollment request form.

*Internal User Manual***10.1 TRADING PARTNERS**

An EDI Trading Partner is defined as any entity (provider, clearing house, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from WPS.

11 TRANSACTION SPECIFIC INFORMATION

Reason and Remark Codes:

Reason Codes are maintained by the Blue Cross Blue Shield Association in the Joint Claim Adjustment/Claim Status Reason Code Maintenance Committee, and Remark Codes are maintained by the Centers for Medicare and Medicaid Services (CMS). Reason and Remark Codes are updated quarterly and are available at <http://www.wpc-edi.com>

12 CHANGE SUMMARY

Version	Date	Sections Changed	Change Summary
V1	01/24/2014	N/A	Created Guide
V1.1	01/31/2014	5.1	Updated for new Medicare EDI Single Point Of Contact Numbers
V1.2	04/30/2014	4.4 and 5.1	Updated Connectivity and Customer Service SPOC numbers
V1.3	09/26/14	6.1	Updated delimiters.
V1.4	11/10/2014	Throughout Guide	Took out mention of EPIC
V1.5	11/24/2014	Throughout Guide	WPS Health Insurance (WPS) defined
V1.6	7/23/2015		Revision of entire guide.
V1.7	10/14/2016	1.3	Moved link references to the left

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		Entire Document	Updated all page numbers to be right justified Added WPS Health Solutions where necessary
V1.8	09/07/2017	All 4.4	Added Aspirus Arise Health Plan in addition to Arise Health Plan throughout Updated for both pre and post BC
V1.9	09/27/2017	All	Added TRICARE East Region info throughout