HIPAA Transaction Standard Companion Guide

Refers to the Implementation Guides Based on ASC X12
Versions 005010X222A1 and 005010X223A2

Companion Guide Version Number: V2.7
October 2018

WPS | HEALTH SOLUTIONS

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 Health Solutions. 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/005010X222A1 and the ASC X12 X12N/005010X223A2 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.

Throughout this document, you will see 'WPS' listed. WPS is the entity authorizing this Companion Guide. WPS is defined as WPS Health Solutions. 'WPS' encompasses all of the following wholly owned subsidiaries and government contracts.

Line of Business	Contract Code
WPS Health Insurance	WPS
Aspirus Arise	WPS
Arise Health Plan	ARISE
TRICARE For Life	TDFIC
TRICARE Overseas	FOREN
TRICARE East Region	TREST
VA Patient-Centered Community Care (PC3)	VAPCCC3
Veteran's Choice Regions (VCP)	VAPCCC3

Table of Contents

1. Introduction

This Companion Guide explains how X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of a table. View the **Business Edits** for each WPS Health Solutions Contract.

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 and provider data services. Information concerning Trading Partner registration and the Trading Partner testing process is also included in this section.

Testing with the Payer: This section includes detailed transaction testing information.

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 websites.

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

Washington Publishing Company Health Care Code Sets

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. Through the use of EDI message standards, data may be communicated quickly, efficiently, and accurately regardless of users' internal hardware and software types.

The successful implementation of EDI provides major benefits for all 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. EDI is a key component of just-in-time manufacturing and quick-response customer supplier links, resulting in significant reductions in inventory levels, out-of-stock items, and returns of goods.

2. Getting Started

2.1 Working with WPS

WPS is dedicated to providing communication channels that ensure 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 as 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 Protected Health Information (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 Service (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, clearinghouse, billing service, software vendor, employer group, financial institution, etc.) that transmits 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. **Register for a Trading Partner/Submitter ID**.

- After a Trading Partner selects the **WPS Community Manager link** from wpshealth.com or receives a self-registration invitation email, the Trading Partner can click the self-registration link to connect to WPS Community Manager and self-register. 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**.

- You must also complete a Connectivity Agreement and EDI Claims Agreement, which you initiate from your corporation's WPS Community Manager account.

Please refer to the **Tools and Software section** of Provider Resources for additional information.

2.3 Certification and Testing Overview

WPS testing requirements:

- 25-claim minimum
- ISA14 strongly encouraged to use value 1 or a TA1 will not generate
- ISA15 must = T for testing
- 100% syntax
- 95% business rules
- Submitter is considered in test until approved by contractor

3. Testing with the Payer

All claim submitters must produce accurate electronic test claims before being allowed to submit claim transactions in production. All submitters must send a test file containing at least 25 claims, which are representative of their practice or services. The number of claims could be increased or decreased, on a case-by-case basis, to ensure adequate testing of any given submitter. Test claims are subject to standard syntax and IG semantic data edits; documentation will be provided when this process detects errors.

- Standard syntax testing validates the programming of the incoming file and includes file layout, record sequencing, balancing, alphanumeric/numeric/date file conventions, field values, and relational edits. Test files must pass 100% of the standard syntax edits before production is approved.

- IG Semantic Data testing validates data required for claims processing, e.g., procedure/diagnosis codes, modifiers. A submitter must demonstrate, at a minimum, a 95% accuracy rate in data testing before production is approved where, in the judgment of WPS, the vendor/submitter will make the necessary correction(s) prior to submitting a production file.

- Test results will be provided to the submitter once they complete a Line of Business (LOB)/Transaction (TXN) Production Approval Form initiated from the corporation's WPS Community Manager account. This form requires a Transaction ID of the successful test file submitted for WPS staff to review for approval.

4. Connectivity with the Payer/Communications

4.1 Process Flows

Process for Submitting 837 transactions:

- TRICARE For Life
- TRICARE Overseas
- TRICARE East Region
- VAPC3
- WPS Health Insurance
- Aspirus Arise
- Arise Health Plan

Step 1: Trading Partner Registration and completion of required business agreements: Trading Partners who wish to do business with WPS Health Solutions and its contracts electronically will be required to register their corporation/business, and any subsequent Submitter IDs for that corporation, through **WPS Community Manager**.

Step 2: Provide requested information: The WPS Trading Partner will Send 837 files.

Step 3: Provide WPS Status Response: Once an 837 file is received, WPS will send one or more of the following responses: TA1, 999, and 277CA. Refer to section 8 for additional information. Once a claim has been processed in the adjudication system, a remittance (paper or electronic) is produced.

4.2 Transmission Administrative Procedures

Before establishing data communications with WPS Health Solutions, a Trading Partner relationship must exist. As part of the process establishing the relationship, WPS Health Solutions and the Trading Partner must exchange certain technical information. This information is needed by both parties to establish communications.

The information requested will include:

1. Contacts; business, data, and communications

2. Dates; testing, production

3. File information; size, naming

4. Transfer; schedule, protocol

5. Server information; host name, User ID, password, file location, file name

6. Notification; failure, success

4.3 Re-Transmission Procedure

Notice: Date editing on all inbound transactions will be done based on WPS Health Solutions local time, e.g., CT.

If a file or claims within a file are rejected for any reason, you will need to resend the corrected file or create a new file containing the corrected claims. It is recommended that you use the same transmission method to transmit your corrected file.

4.4 Communication Protocol Specifications

The implementation of WPS Community Manager, effective on April 3, 2017, provides new options for Transfer Protocols.

a. **WPS Gateway Express** provides secure, web-based access for Trading Partners so 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. **WPS Secure EDI:** The WPS Secure EDI website, also referred to as MOVEit DMZ software, resides on a Microsoft Windows server platform hardened against threats from the internet and trusted networks. Organizations that need to support very large volumes of file transfers and/or many users may require additional hardware, but for many organizations, the minimum recommended specifications of a MOVEit DMZ should suffice.

   - GHz Pentium-compatible CPU
   - 80 GB SATA or SAS hard drive
   - 1 GB RAM
   - 100/1000 MB TCP/IP-capable ethernet interface

   The WPS Secure EDI website (MOVEit DMZ) has been tested against and fully supports the following major browsers:

   - Internet Explorer version 6.0 or higher
   - Internet Explorer 7.0 and higher preferred when using MOVEit Upload/Download Wizard (Active X or Java)
   - Firefox (2.0 and 3.0) preferred when using MOVEit Upload/Download Wizard (Java-Windows/*nix/Mac OS X
   - Safari (versions 2 and 3) under Macintosh OS X when using MOVEit Upload/Download Wizard (Java Only)

   More information can be found on the **WPS Secure EDI website**.

c. **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.

d. **Secure File Transfer Protocol (SFTP)** via EDI connection via Network Service Vendor. **Network Service Vendor (NSV) list**.

e. **SOAP** (Simple Object Access Protocol) is an XML-based protocol. Its purpose is to send and receive XML packaged information. Primarily used for "real-time" X12 exchanges, such as 276/277 (Claim Status), it can also be used to send "batch" transmissions of the 276/277 (Claim Status).

f. **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 using MIME, transport protocol must be AS2_HTTPS.

g. **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.

h. **X12** is an 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:

- Interchange
- Functional Group
- Transaction Set

Prior to April 3, 2017, the WPS Bulletin Board System and Secure EDI were the only Transfer Protocols for direct billing.

Batch Process:

Batch processing offers two transmission methods for you to choose from when registering to become a WPS Electronic Trading Partner. Following are some of the general system requirements for each.

WPS Secure EDI:

The WPS Secure EDI website, also referred to as MOVEit DMZ software, resides on a Microsoft Windows server platform hardened against threats from the internet and trusted networks. Organizations that need to support very large volumes of file transfers and/or many users may require additional hardware, but for many organizations, the minimum recommended specifications of a MOVEit DMZ should suffice.

- 2 GHz Pentium-compatible CPU
- 80 GB SATA or SAS hard drive
- 1 GB RAM
- 100/1000 MB TCP/IP-capable ethernet interface

The WPS Secure EDI website (MOVEit DMZ) has been tested against and fully supports the following major browsers:

- Internet Explorer version 6.0 or higher
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- Firefox (2.0 and 3.0) preferred when using MOVEit Upload/Download Wizard (Java-Windows/*nix/Mac OS X)
- Safari (versions 2 and 3) under Macintosh OS X when using MOVEit Upload/Download Wizard (Java Only)

For more information, visit the **WPS Secure EDI website**.

4.5 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 nine characters.
- All passwords must contain at least one UPPERCASE letter.
- All passwords must contain at least one lowercase 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 used.
- Account is locked after three 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 or clearing house/network service vendor. Providers must also not share their personal EDI access number with any colleague 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-colleague individuals or entities may be permitted to use a provider's EDI number and password to access WPS systems. Clearinghouse and other third-party representatives must obtain and use their own unique EDI access number and password provided by WPS.

5. Contact Information

5.1 EDI Customer Service

WPS

1717 W. Broadway, Madison, WI 53713
P.O. Box 8128, Madison, WI 53708
800-782-2680 (option 1)
edi@wpsic.com
8 a.m.–4:30 p.m. (Monday–Friday)
Fax: 608-223-3824

5.2 EDI Technical Assistance

Refer to EDI Customer Service **5.1**.

5.3 Provider Service Number

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

WPS	Phone Number	
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 (PC3) and Veteran's Choice Regions (VCP)	**Existing Providers** 855-722-2838	**Expansion** 866-245-3820
Aspirus Arise	800-332-3297	
Arise Health Plan	877-711-1444	

5.4 Applicable Websites/Email

[WPS EDI Assistance](#)

[Secure EDI Website](#)

6. Control Segments

Interchange Control (ISA/IEA), Function Group (GS/GE), and Transaction (ST/SE) envelopes must be used as described in the national implementation guides. WPS' expectations for inbound ISAs and a 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.

Note: WPS only accepts functional groups based upon one TR3 Implementation Guide per Interchange Envelope (ISA/IEA). If transactions based on more than one TR3 Implementation Guide are being submitted, each must be contained within its own Interchange.

6.1 ISA-IEA

As detailed in the HIPAA-adopted implementation guides, delimiters are determined by the characters sent in set positions of the ISA header. For inbound transmissions to WPS, these characters are determined by the submitter and can be any characters that are not contained within any data elements within the ISA/IEA Interchange Envelope.

Delimiters—Outbound Transactions
WPS will use the following delimiters in all outbound transactions. Note that these characters will not be used in data elements within an ISA/IEA Interchange Envelope.

WPS Health Insurance **TRICARE Overseas**	**Aspirus Arise** **TRICARE East Region**	**Arise Health Plan** **VAPC3**	**TRICARE For Life**

Delimiter	Character Used	Dec Value	Hex Value
Data Element Separator	*	42	2A
Repetition Separator	^	94	5E
Component Element Separator	:	58	3A
Segment Terminator	~	126	7E

7. Payer Specific Business Rules and Limitations

- WPS will only accept claims for one line of business per transaction. Claims submitted for multiple lines of business within one ISA/IEA (interchange) may cause the transaction to be rejected.
- If sending in an adjustment to a previously processed claim, the REF segment, qualifier F8, at the 2300 loop will be required. If not provided, the claim may be rejected.
- WPS suggests retrieval of the interchange Acknowledgment (TA1) and/or Implementation Acknowledgement for Health Care Insurance (999) and 277CA on or before the first business day after the claim file was submitted. Files using PKZIP are supported for transmissions between the submitter and WPS.
- WPS my reject an interchange (transmission) that is not submitted with unique values in the ST02 (Transaction Set Control Number) elements.
- When entering information in Loop 2010BA, segment NM109, TRICARE requires the nine-digit Sponsor number, 11-digit DBN, or the 10-digit DOD number be given.
- You can find all our **Companion documents**.
- Specific loop and segment business edits for all lines of business can be downloaded from our **wpshealth.com site**.

8. Acknowledgements and/or Reports

WPS uses the following acknowledgment transactions: TA1 Interchange Acknowledgment, 999 Implementation Acknowledgment, and the 277 Claims acknowledgment or 277CA. WPS has adopted an approach to only reject claim submissions that are not compliant with the ASC X12 version 5010 standard (exception: duplicate files are rejected with a TA1 (TA105 value 025).

TA1 Interchange Acknowledgment allows WPS to notify you that a valid envelope was received or that problems were encountered with the interchange control structure. The TA1 verifies the envelope of the file only. It is strongly recommended that you populate ISA14 with a "1" to always generate a TA1 Acknowledgment. Depending on the level of the error, a TA1 may generate on its own or it may populate as a segment within a 999 Implementation Acknowledgment.

999 Implementation Acknowledgment will report an implementation error against a functional group based on implementation guidelines. The 999 will also confirm receipt of a functional group that fully complies with implementation guidelines.

277 Claim Acknowledgment (277CA) confirms receipt of your claim(s) and their acceptance of rejection. WPS will provide claim status codes to the finest detail possible in the 277CA.

The following information provides detailed description of the type of feedback to be expected in case of a rejected claim submission.

Standard reject circumstances:

Front End Edits	Response that can be used
In reference to inbound transactions (837 I & P), an interchange envelope (ISA-IEA) with multiple types of functional groups inside will reject all but the first presented functional group; each interchange must have only one type of functional group within it; however, multiple interchange envelopes are permitted within a transmission file.	999, AK905 = '1'—Functional Group Not Supported.
Incorrect HIPAA version number in the ISA.	TA1, TA105 = '017'—Invalid Interchange Version ID value.
Unsupported HIPAA X12 versions.	If at the interchange Envelope TA1, TA105 = '017'—Invalid Interchange Version ID value. If at the Functional Group Level 999, AK905 = '2'—Functional Group Version Not Supported. If this is at the Transaction Set Level (ST03) 999, IK502 = 'I6'—Implementation Convention Not Supported.
Unauthorized Submitting Entity.	TA1, TA105 = '006'—Invalid Interchange Sender ID.
A Trading Partner/submitter is not configured for a transaction reported in their GS08.	999, AK905 = '2'—Functional Group Version Not Supported.
Invalid component element separators found.	TA1, TA105 = '027'—Invalid Component Element Separator.
Missing or invalid test/production indicator.	TA1, TA105 = '020'—Invalid Test Indicator Value.
Submitter not authorized to submit in production mode.	277CA, CSCC A7—Acknowledgment Rejected for Invalid Information … CSCC 24—Entity Not Approved as an Electronic Submitter.
Submitter not authorized to submit in test mode.	277CA, CSCC A7—Acknowledgment Rejected for Invalid Information … CSCC 24—Entity Not Approved as an Electronic Submitter.
The Interchange Date (ISA09) cannot be a future date.	Date editing on all inbound transactions will be done based on WPS Health Solutions local time, e.g., CT.
Duplicate Claim File (criteria: IS09, ISA10, ISA13, GS02, GS03, GS04, GS05, GS06, SE01, First Claim—Prof: 2010B NM103, CLM02, SV102. First Claim—Inst: 2010B NMa03, CLM02, SV201).	TA1, TA105 = '025'—Duplicate Interchange Control Number.

Non-standard reject circumstances:

Front End Edits	Response that can be used
A file type that is not supported by X12, such as Excel spreadsheets, MS Word Documents, etc., will be rejected.	No acknowledgment will be sent. Follow-up will be conducted by EDI Help Desk staff within three business days.

8.1 Report Inventory

WPS has adopted a process to only reject claim submissions that are out of compliance with the ASC X12 version 5010 standard; the appropriate response for such errors will be returned on a TA1 Interchange Acknowledgement or a 999 Implementation Acknowledgement. Batch submissions with errors may not be rejected in totality, but will selectively reject the claims submitted in error within it. Thus, WPS will reject claim submissions and return a TA1 Interchange Acknowledgement, 999 Implementation Acknowledgment, and/or 277 Claim Acknowledgment.

9. Trading Partner Agreements

WPS Health Solutions requires an Electronic EDI agreement for the 837 transactions, which you can obtain on **our website**.

10. Trading Partners

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

11. Transaction Specific Information

The maintenance and distribution of code lists external to the X12 family of standards are maintained by The National Uniform Claim Committee (NUCC), and committees that meet during standing X12 meetings.

Version	Date	Sections Changed	Change Summary
V1	08/11/2014		Created Guide.
V2	11/10/2014	Throughout the guide.	The mention of EPIC taken out throughout the guide.
V2.1	11/24/2014	Throughout the guide.	WPS Health Insurance (WPS) has been defined.
V2.2	02/10/2015	Section 7	Corrected Link in last bullet for Business edits and added bullet prior to that for Companion Guides. Updated the link in step 4 of section 2.2 to link directly to forms and corrected the broken link in section 5.4.
V2.3	09/28/2016	Company name change is throughout. Date Editing, Section 4.33, and Front End Edits page 14.	Changed Company name from WPS Health Insurance to WPS Health Solutions. Added statement in regard to non-CT transmissions: 'Notice: Date editing on all inbound transactions will be done based on WPS Health Solutions local time, e.g., CT.' Corrected section numbers to match TOC.
V2.4	05/11/2017	Added TRICARE East LOB throughout.	Added contract codes to all LOBs in preface. Added TRICARE East Region name and phone number in 5.3. Added the words 'be given' at end of sentence on page 13. Added additional text for 4.1, Step 1. Added alternate text for **Standard reject circumstances** in section 8. Combined first and last paragraph in Acknowledgments and/or Reports section 8.s section 8. Added dupe TA1 = 025 in Front End Edit table.
V2.5	09/08/2017	All	Add Aspirus Arise in addition to Arise Health Plan throughout.
V2.6	10/04/2017	1.0 7.0	Corrected the link to the business edits spreadsheet.
V2.7	10/26/2018	All	Update all Links not functioning from latest Website Upgrade.