



HIPAA 270/271 Companion Document



*For use with the
ASC X12N 270/271(004010X092) and (004010X092A1)
Health Care Eligibility Inquiry/Response Transaction Set
Implementation Guide and Addenda*

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1	08/30/2002	
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4	11/01/2004	Updated EDD Operations contact information
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Introduction

Tufts Health Plan (Tufts HP) has developed a Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant Health Care Eligibility Inquiry and Response Transaction that enables providers to send and receive standardized electronic transmission of American National Standard Institute (ANSI) 270/271 Eligibility/Benefit Inquiry and Information. The X12N 270/271 version of the 4010 Implementation Guide and October 2002 addenda for the Health Care Eligibility Inquiry and Response has been established as the standard for eligibility inquiry and response compliance.

Audience

This document is intended to aid both technical and business personnel. It contains specifications of the transaction, contact information, and helpful hints.

Purpose

This guide serves as a Tufts HP-specific companion document to the *270/271 Health Care Eligibility Inquiry and Response Transaction Set Implementation Guide and Addenda*. This document supplements, but does not contradict, any requirements in the 270/271 Transaction Set Implementation Guide.

For a valid transaction, providers should program according to the National Electronic Data Interchange Transaction Set Implementation Guide & Addenda: Health Care Eligibility Request/Response ASC X12N 270/271 (004010092) and (004010092A1). This transaction guide is available from the Washington Publishing Company's website (<http://wpc-edi.com>).

All instructions in this document were written using information known at the time of publication and are subject to change. Future changes to the document will be available via the Tufts HP website.

(http://www.tuftshealthplan.com/providers/provider.php?sec=electronic_services&content=electronic_services)

Ensure that any printed version is the same as the latest version available on the Tufts HP website. The ANSI 271 Response transaction is not a guarantee of payment. Due to various life events, e.g., employment status, marital status, a member's future eligibility may be subject to change. Tufts HP is not responsible for software used by the submitter to complete these transactions.

For questions relating to the Tufts HP 270/271 Eligibility Inquiry and Response Transaction, please contact the Tufts HP EDD Operations Team at 888-880-8699 x4649 or email your questions to EDD_Operations@Tufts-Health.com.

General Transaction Information

Tufts HP accepts and processes Commercial (HMO, POS, PPO) and Tufts Health Plan Medicare Preferred eligibility electronically, in the HIPAA-compliant 270 X12N format and responds with the HIPAA-compliant 271 X12N format. Tufts HP uses real time processing for its EDI transactions to provide immediate responses to its submitters. As a result, Tufts HP does not support a 997-response transaction for any 270 transactions submitted. In real time, the submitter transmits a request transaction to Tufts HP and then remains connected while Tufts HP processes the transaction and responds to the submitter.

Tufts HP accepts the 270/271 transactions as a “read only” transaction and will not use any data coming in on the 270 transaction to update its internal systems. Additionally, where stated in the *ASC X12N ANSI 270/271 Health Care Eligibility Inquiry and Response Transaction Set Implementation Guide*, Tufts HP will respond with its source data from internal systems, including but not limited to such data as Subscriber Name information and Gender.

Supported Functionality

Tufts HP will accept the 270 transaction using all business functionality levels of an inbound request as defined by the *ASC X12N ANSI 270/271 Health Care Eligibility Inquiry and Response Transaction Set Implementation Guides*. The following are examples of the functionality levels by request types:

- General Requests, such as all medical/surgical benefits and coverage conditions
- Categorical Requests, such as all benefits pertinent to provider type
- Specific Requests, such as pre-admission testing

However, Tufts HP only supports a General Request, an eligibility outbound 271 transaction response using a generic “30” Health Benefit Plan Coverage (EB03 in Loop 2110C) and provides the response of “Active” or “Inactive” with some additional member information.

Tufts HP does not use the Dependent Loop of the 270/271 transactions, as Tufts HP is capable of uniquely identifying its dependent members based on the member’s identification, without first identifying their associated subscriber. This number is typically a combination of the subscriber’s number (or other 9-11 digit ID number) and a 2-digit suffix for the individual’s relationship with the subscriber, i.e., 01 for self, 02 for spouse, etc. When information is sent in the Dependent Loop of the 270 transaction, Tufts HP will only respond back referencing the eligibility of the member identified in the Subscriber loop.

Unsupported Business Functions

As referenced in the *ASC X12N ANSI 270/271 Health Care Eligibility Inquiry and Response Transaction Set Implementation Guide*, hereafter referred to in this document as *Implementation Guides*, the 270/271 transaction for Tufts HP will not support the following functionality:

- Authorizations requirements
- Certification requirements
- Utilization management

Subscriber and Member Searches

Search Criteria

Tufts HP uses the *Implementation Guide* required search criteria alternatives to develop its own requirements for identifying members within its system. To uniquely identify a member, a 270 transaction must include the member's Date of Birth (DOB). Additionally, it must include **either** the member's Tufts HP Identification Number (found on the front of the Member's ID card) **or** the member's last/first name combination. To better support this capability, additional search paths have been developed in cases where all three (member's DOB, member's ID, **and** member's Last Name/First Name) are included.

To perform an eligibility search for a member, use either search option:

Search Options	Loop/Segment ID/Name
Search Option #1:	
Member Date of Birth ¹ Member ID Qualifier	2100C DMG02 Subscriber Birth Date 2100C NM108 ² Identification Code Qualifier <i>Tufts HP will expect providers to use "MI" Member Identification Number</i>
Member ID	NM109 ³ Subscriber Primary Identifier <i>Tufts HP will expect the Member's ID Number</i>
Search Option #2:	
Member Date of Birth ¹ Member Last Name Member First Name Member Middle Name	2100C DMG02 Subscriber Birth Date 2100C NM103 Subscriber Last Name 2100C NM104 Subscriber First Name 2100C NM105 Subscriber Middle Name <i>Tufts HP currently captures a member's Middle Initial; provide if available</i>
Patient's Last Name Suffix	2100C NM106 Subscriber Name Suffix <i>Tufts HP currently captures a member's Last Name Suffix; provide if available</i>

If the member is found, Tufts HP will return in the 271 transaction both the member's name information and identification number. For example, if the search request is done on the Member's DOB and Last/First Name and the member is found, the 271 transaction will provide back the Member's ID.

¹ All requests **must** contain the Patient's Date of Birth (DOB)

² If used, must also use NM109 **OR**

³ If used, must also use NM108

Search Criteria Rejection Logic

Tufts HP has developed its rejection logic using HIPAA standard codes, to better communicate to providers the reason a transaction was rejected and what action to take to resolve the rejection. Unique combinations of HIPAA Rejection Reason codes are used to support this functionality. The table below provides these combinations and the resulting actions that Tufts HP requires to support a successful transaction.

Rejection Code(s) Combinations	Problem	Corrective Action
15 – Insufficient Data 58 – Invalid/Missing DOB	<ul style="list-style-type: none"> • Date of Birth (DOB) is missing 	<ul style="list-style-type: none"> • Provide Member's DOB
58 – Invalid/Missing DOB	<ul style="list-style-type: none"> • Date of Birth (DOB) is provided, but is invalid 	<ul style="list-style-type: none"> • Check Member's DOB for valid entry of date, i.e., format of CCYYMMDD OR • Check Member's DOB to ensure that it is not greater than today's date.
67 – Patient Not Found 64 – Invalid/Missing ID 58 – Invalid/Missing DOB	<ul style="list-style-type: none"> • Member ID is provided, but may be incorrect • Member DOB is provided, but may be incorrect • Last/First Name is missing 	<ul style="list-style-type: none"> • Check Member's DOB to confirm that it is the correct date. • Check Member's ID to ensure proper format, i.e., 9-digit member ID +2-digit suffix OR • Provide Member's Last/First Name
15 – Insufficient Data 64 – Invalid/Missing ID 65 – Invalid/Missing Name	<ul style="list-style-type: none"> • Member's ID is missing • Member's Last/First Name are missing 	<ul style="list-style-type: none"> • Provide Member's ID OR • Provide Member's Last/First Name
67 – Patient Not Found 15 – Insufficient Data 64 – Invalid/Missing ID	<ul style="list-style-type: none"> • Member's Last/First Name are provided, but not found in the database • Member DOB is provided, but may be incorrect • Duplicate records may have been found with Last/First Name and DOB provided • Member's ID is missing 	<ul style="list-style-type: none"> • Check Member's DOB to confirm that it is the correct date. • Provide Member's ID • Check Member's Last/First Name for spelling
67 – Patient Not Found	<ul style="list-style-type: none"> • Member's ID is provided, but not found in the database • Member's Last/First Name are provided, but not found in the database • Member DOB is provided, but may be incorrect 	<ul style="list-style-type: none"> • Verify that the member is a Tufts HP member • Check Member's DOB to confirm that it is the correct date. • Check Member's ID AND • Check Member's Last Name and First Name for spelling

Rejection logic also exists for problems occurring with the transaction outside of the search criteria, i.e., system unavailable. Please refer to Appendix A for further

information on the use of HIPAA Rejection Reason codes. Refer to Appendix A: *AAA Rejection Codes Description*.

Date of Service (DOS)

The 270 transaction enables a submitter to request eligibility information on a member for a Date of Service (DOS) that may include both future and past dated requests. This DOS may be provided in either the 2100C or 2110C loop. Tufts HP can receive these various inquiries and has applied the following logic/criteria in using this information to determine a member's eligibility for the DOS in the response 271 transaction:

- **Loop 2100C DOS Qualifier** - The Date Time Qualifier in Loop 2100C DTP01 allows for four different values. Tufts HP will accept all values coming in on the 270 transaction, but will not distinguish between the different values and will process all values as an "eligibility" date request.
- **Future/Past DOS Inquiries** - Tufts HP will accept eligibility inquiries on any past DOS provided. If the DOS inquiry is greater than 90 days, Tufts HP will reject the transaction for "Date of Service in the Future" in the AAA segment in Loop 2100C as it is business practice that dates greater than 90 days are too far in the future to accurately determine the member's eligibility.
- **Range of Date Requests** - Tufts HP will accept inquiries that request information on both a single date ("D8" qualifier) and a range of dates ("RD8" qualifier). Tufts HP will use the one date provided in a single date **or** the first date provided in a range of dates to determine the member's eligibility.
- **DOS Location in Transaction** - Tufts HP will accept dates that are provided in both the 2100C and the 2110C Loops of the transaction. In accordance with the *Implementation Guides*, the dates provided in the lower loop, e.g., the 2110C loop will override any dates provided in the 2100C loop and eligibility will be determined on that date. Additionally, if multiple iterations of either of those loops occur, i.e., three 2110C loops are sent, Tufts HP will process using the earliest date provided.
- **No Date of Service Provided on 270 Transaction** - Tufts HP will use the transaction date as a default date if no DOS is provided on the 270 transaction.
- **Dates Provided in 271 Response** - Tufts HP will provide two "sets" of dates in the response 271 transaction.
 1. The 2100C loop will contain the member's eligibility for the plan, e.g., the member's original effective date of coverage and any termination date if applicable. If no termination date is identified, a single date of original effective date will appear.
 2. The 2110C loop will contain a single DTP segment that includes the DOS as determined by the above parameters, regardless of where it comes in on the original 270-inquiry transaction.

Co-payment/Co-insurance/Deductible Amounts

Tufts HP will provide member-specific co-payment/co-insurance/deductible information as available from its system. These amounts will appear in the EB segments in loop 2110C when available/applicable. The first iteration of the EB segment will state whether or not the member is “Active” or “Inactive”. (Refer to *Tufts HP Specifications/Requirements* on page 11 for full details on the design of the EB segment.) The following co-payment/co-insurance/deductible types may be included in the response transaction:

- Office Visit – PCP
- Office Visit – Specialist
- Emergency Room
- Surgical Day Care – Community
- Surgical Day Care – Tertiary
- In-patient – Community
- In-patient – Tertiary.

Benefit Limits

Tufts HP will provide member-specific Benefit Limits information to include the number of services Approved/Used as available from its system. These limits will appear in the EB segments in loop 2110C when available/applicable.

Primary Care Physician (PCP) Information

Tufts HP will provide information on a member’s Primary Care Physician on the outbound 271 transactions. The Date of Service on the transaction determines PCP information, i.e., the PCP provided may not be the member’s current PCP. The following information is provided in the 2120C loop of the transaction when available in the Tufts HP system:

- Provider Name
- Tufts HP Service Provider # (“SV” HIPAA Qualifier code)
- PCP Contact Telephone Number
- PCP-Affiliated Hospital or Group, etc.
- PCP’s Primary Practice Address (Address, City, State, Zip)

If no PCP information exists for the member and they are enrolled in a HMO, POS, EPO plan, a message of “No PCP Selected” will appear in NM103 of the 2120C loop.

If no PCP information exists for the member and they are enrolled in a Preferred Provider Organization (PPO) plan, a message of “No PCP Required” will appear in NM103 of the 2120C loop.

Tufts HP Specifications/Requirements

Transaction Data Information

In addition to the required segments and data elements in the 270/271 Implementation Guide, the following grid documents Tufts HP specific information.

Usage Key: R = Required, S = Situational

270 Eligibility, Coverage, or Benefit Inquiry

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
N/A	BHT	Beginning of Hierarchical Transaction	BHT02	Transaction Set Purpose Code	R	Tufts HP will accept all values and will process transaction as a "13" (Request).
			BHT03	Submitter Transaction Identifier	R	Tufts HP will accept any value and return in the 271 transaction.
2100A	NM1	Information Source Name	NM101	Entity Identifier Code	R	Tufts HP will accept all values in this field, but expects "PR" (Payer); all others are rejected in AAA segment in 271 2100A loop.
			NM102	Entity Type Qualifier	R	Tufts HP will accept all values in this field, but expects "2" (non-person entity); all others are rejected in AAA segment in 271 2100A.
			NM103	Information Source Last or Organization Name	S	Information Receiver should send "Tufts Associated Health Plan". If not sent in, nothing is sent back in 271 response.
			NM108	Identification Code Qualifier	R	Tufts HP will accept all values for this field but expects a value of "PI" (Payor identification); all others are rejected in AAA segment in 271 2100A.
			NM109	Information Source Primary Identifier	R	Tufts HP expects to receive: Tufts HP DUNS number 170558746. Returns AAA 2100A if NM109.

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
2100B	NM1	Information Receiver Name	NM101	Entity Identifier Code	R	Tufts HP will accept all values in this field, but expects "IP" (Provider), "80" (Hospital), or "FA" (Facility); all others are rejected in AAA segment in 271 2100B.
			NM108	Identification Code Qualifier	R	Tufts HP will accept all values in this field, but expects "SV" (Service Provider Number) until "XX" is used with the National Provider Identifier
			NM109	Information Receiver Identification Number	R	Tufts HP expects to receive the provider / facility Tufts HP assigned number until the National Provider Identifier (NPI) is mandated.
2000C	TRN	Subscriber Trace Number				Tufts HP will accept all instances/values submitted in this segment and send back on the 271 transaction.
2100C		Subscriber Loop				Tufts HP is capable of uniquely identifying each member within its system; as a result, it was determined that the dependent loop would not be used (refer to the Supported Functionality section).
	NM1	Subscriber Name	NM103	Subscriber Last Name	S	<p><i>Tufts HP requires DOB and either the Member's Last/First Name or Member ID be included.</i></p> <p>Tufts HP will capture the Subscriber's Last Name for use as part of the search criteria (refer to the section on Search Criteria); if the member is found, the 271 transaction will include the Subscriber Last Name found in Tufts HP's system. Double last names that are not hyphenated may exhibit some data display irregularities. The second last name displays in the suffix field.</p>
			NM104	Subscriber First Name	S	<p><i>Tufts HP requires DOB and either the Member's Last/First Name or Member ID be included.</i></p> <p>Tufts HP will capture the Subscriber's First Name for use as part of the search criteria (refer to Search Criteria on page 7); if the member is found, the 271 transaction will include the Subscriber First Name found in Tufts HP's system</p>

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			NM105	Subscriber Middle Name	S	Tufts HP will capture the Subscriber's Middle Name and use the first initial as part of the search criteria if it is provided (refer to Search Criteria on page 7); if the member is found, the 271 transaction will include the Subscriber Middle Initial found in Tufts HP's system
			NM107	Subscriber Name Suffix	S	Tufts HP will capture the Subscriber's Name Suffix and use it as part of the search criteria if it is provided (refer to Search Criteria on page 7); if the member is found, the 271 transaction will include the Subscriber Suffix Name found in Tufts HP's system
			NM108	Identification Code Qualifier	S	This element is required if the Subscriber's Primary Identifier (NM109) is used. Tufts HP will accept all values, but treat them as a "MI" (Member Identification Number)
			NM109	Subscriber Primary Identifier	S	<i>Tufts HP requires DOB and either the Member's Last/First Name or Member ID be included.</i> Tufts HP will capture the Member's ID (9-digit ID + 2-digit suffix) for use as part of the search criteria (refer to Search Criteria on page 7); if the member is found, the 271 transaction will include the Member ID found in Tufts HP's system.
2100C	REF	Subscriber Additional Information			S	Tufts HP will accept all values, but it will only capture an "EJ" (Patient Account Number) if sent in by a provider and return it on the 271 response. Tufts HP does not use any information that is sent in this segment for processing.
2100C	N3	Subscriber Address			S	Tufts HP will accept this information, but not use it in processing. Additionally, it will not be returned on the 271 transaction.
2100C	DMG	Subscriber Demographic Information	DMG02	Subscriber Birth Date	R	<i>Tufts HP requires the Member's Date of Birth be included.</i> Tufts HP will capture the Member's Date of Birth for use as part of the search criteria (refer to Search Criteria on page 7.).

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			DMG03	Subscriber Gender Code	S	Subscriber Gender Code will be accepted, but is not used for processing; if the member is found, the 271 transaction will include the Gender found in Tufts HP's system.
2100C	DTP	Subscriber Date			S	Tufts HP will process using the earliest date provided in this segment if more than one instance of the segment is provided.
2100C	DTP	Subscriber Date	DTP01	Date/Time Qualifier	R	Tufts HP will accept all values, but process as a "307" (Request).
			DTP03	Date Time Period	R	Tufts HP will accept all values, but will process using only the first 8 characters to determine eligibility. If the DOS inquiry is greater than 90 days, Tufts HP will reject the transaction for "Date of Service in the Future" in the AAA segment in Loop 2100C as it is business practice that dates greater than 90 days are too far in the future to accurately determine the member's eligibility.
2100C	EQ	Subscriber Eligibility or Benefit Inquiry Information			S	Tufts HP will accept all instances and values in the 2110C loop, but will process as a "generic" request for eligibility, i.e., translate to a "30" (Health Benefit Plan Coverage). (Refer to Supported Functionality section for details.)
			EQ01	Service Type Code	R	Tufts HP will accept all values but process as a "30" Health Benefit Plan Coverage.
2100C	DTP	Subscriber Date	DTP01	Date/Time Qualifier	R	Tufts HP will accept all values, but process as a "307" (Request).
			DTP03	Date Time Period	R	Tufts will accept all values, but will process using only the first 8 characters to determine eligibility. If dates are provided in the DTP segment in loop 2110C, it will override the dates in this loop and segment.
2110C	DTP	Subscriber Eligibility / Benefit Date	DTP01	Date Time Qualifier	R	Tufts HP will accept all values, but process as a "307" (Request).

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			DTP03	Date Time Period	R	Tufts HP will accept all values, but will process using only the first 8 characters to determine eligibility. If multiple instances of the DTP segments are provided, Tufts HP will process using the earliest date received. If value is greater than 90 characters, Tufts HP will reject.
2000D		Dependent Loop			S	Tufts HP will accept information that comes in on this loop but not use it for processing. Eligibility will be based on information provided in the Subscriber Loop.

271 Eligibility, Coverage, or Benefit Inquiry

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
N/A	BHT	Beginning of Hierarchical Transaction	BHT03	Submitter Transaction Identifier	R	Tufts HP will return the value provided in the BHT03 field of the 270 transaction.
2000A	AAA	Request Validation			S	Tufts HP will not use this segment as the 270 transaction would not reach acceptance prior to reaching this segment.
2100A	NM1	Information Source Name	NM101	Entity Identifier Code	R	Tufts HP will return the value provided in the NM101 (Loop 2100A) field of the 270 transaction.
			NM103	Information Source Last or Organization Name	S	Tufts HP will return the value provided in the NM103 (Loop 2100A) field of the 270 transaction.
			NM109	Information Source Primary Identifier	R	Tufts HP will return the value provided in the NM103 (Loop 2100A) field of the 270 transaction, which will be the Tufts HP DUNS number 170558746
2100A	PER	Information Source Contact Information			S	Tufts HP will return three iterations of this segment; this will include the toll free numbers.
			PER01	Contact Function Code	R	Tufts HP will use "IC" (Information Contact)
			PER02	Information Source Contact Name	S	Tufts HP will use the following: 1 st iteration: "HMO, POS, EPO Provider Services" 2 nd iteration: "MP Customer Relations" 3 rd iteration: "PPO Provider Services".
			PER03	Communication Number Qualifier	S	Tufts HP will always use "TE" (Telephone).
			PER04	Communication Number		Tufts HP will return the following: 1 st iteration: "8888842404" 2 nd iteration: "8002799022" 3 rd iteration: "8004238080".

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
2100A	AAA	Request Validation				Tufts HP will return this AAA segment in cases when Information Source is inaccurate.
			AAA01	Valid Request Indicator	R	Tufts HP will return an “N” (No) when this segment is used.
			AAA03	Reject Reason Code	R	Tufts HP will return a “79” (Invalid Participant Identification) when this segment is used.
			AAA04	Follow-Up Action Code	R	Tufts HP will return a “C” (Please Correct and Resubmit)” when this segment is used.
2100B	NM1	Information Receiver			R	Tufts HP will return what was sent in the 270.
2100B	AAA	Information Receiver Request Validation				Tufts HP will return this AAA segment when Information Receiver Information is incorrect.
			AAA01	Valid Request Indicator	R	Tufts HP will return an “N” (No) when this segment is used.
			AAA03	Reject Reason Code	R	Tufts HP will return a “50” (Provider Ineligible for Inquiries) when this segment is used.
			AAA04	Follow-Up Action Code	R	Tufts HP will return a “C” (Please Correct and Resubmit)” when this segment is used.
2000C	TRN	Subscriber Trace Number				Tufts HP will return a maximum of two instances of this segment if it is sent in on the 270.
			TRN01	Trace Type Code	R	Tufts HP will return a “2” (Referenced Transaction Trace Number)” in this field when the segment is used.
			TRN02	Trace Number	R	Tufts HP will return the value provided in the TRN02 (Loop 2000C) field of the 270 transaction.
			TRN03	Trace Assigning Entity Identifier	R	Tufts HP will return the value provided in the TRN03 (Loop 2000C) field of the 270 transaction.

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			TRN04	Trace Assigning Entity Additional Identifier	S	Tufts HP will return the value provided in the TRN04 (Loop 2000C) field of the 270 transaction.
2100C	NM1	Subscriber Name			R	<p>Given the situations identified below, Tufts HP will return the following information in this segment:</p> <p>Rejection Response Transactions – Information returned from 270</p> <p>Accepted Transactions – Information from Tufts HP databases is parsed and returned to Information Receiver. If member ID is not provided on 270 and the transaction is accepted, the member ID is retrieved from the Tufts HP databases and sent out on the 271 (the same applies if the member name is not provided on the 270 transaction).</p>
2100C	REF	Subscriber Additional Identifier	REF01	Reference Identification Qualifier	R	<p>Tufts HP will return “EJ” (Patient Account Number) in this field if it is provided in the REF01 (Loop 2100C) of the 270 transaction.</p> <p>Tufts HP will also return “6P” (Group Number) if it is available in the Tufts HP system and the patient is active.</p>
			REF02	Subscriber Supplemental Identifier	R	<p>Tufts HP will return a value in this field if it is provided in the REF02 (Loop 2100C) of the 270 transaction.</p> <p>Tufts HP will also return the member’s “Group Number” if it is available in the Tufts HP system and the patient is active.</p>
2100C	N3	Subscriber Address			S	Tufts HP will not return the Subscriber Address on the 271 transaction.
2100C	PER	Subscriber Contact Information			S	Tufts HP will not return the Subscriber Contact Information on the 271 transaction.
2100C	AAA	Subscriber Request Validation			S	Tufts HP will return this AAA segment when problems exist with subscriber-related information. If the transaction is rejected at this level, no subsequent information is sent out on the 271.

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			AAA01	Valid Request Indicator	R	Tufts HP may return either a “Y” (Yes) or an “N” (No) when this segment is used.
			AAA03	Reject Reason Code	R	Tufts HP may return one or many values in this field when this segment is used. Refer to Appendix A: <i>AAA Rejection Reason Use</i> .
			AAA04	Follow-Up Action Code	R	Tufts HP may return either a “C” (Please Correct and Resubmit)” or an “R” (Resubmission Allowed) when this segment is used.
2100C	DMG	Subscriber Demographic Information	DMG02	Subscriber Date of Birth	S	Tufts HP will return the member’s Date of Birth if the transaction is not rejected.
			DMG03	Subscriber Gender Code	S	Tufts HP will return the member’s Gender if it is available in the Tufts HP system.
2100C	DTP	Subscriber Date	DTP01	Date Time Qualifier	R	Tufts HP will return a “307” (Eligibility) in this field.
			DTP03	Date Time Period	R	<p>Tufts HP will return the dates <i>across</i> a member’s eligibility in this field, not Date of Service (this is returned in Loop 2110C DTP03). It will include the member’s original effective date in the organization and termination date if known. (If termination date is known, DTP02 Qualifier will be “RD8” (Range of Dates); otherwise “D8” (Date) is used.)</p> <p>For Medicare Preferred members, if known, the most recent coverage effective date and termination date are returned.</p> <p>NOTE: If a member's effective date and term date are the same, the provider should call to confirm eligibility status.</p>
2110C	EB	Subscriber Eligibility or Benefit Information			S	Tufts HP will return a multiple iterations of this segment on the 271 transaction. The first iteration of the EB segment will state whether or not the member is “active” or “Inactive”. If information is not available for one of the iterations of the segment, that segment will not be returned.

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
	EB	Subscriber Eligibility or Benefit Information	EB01	Eligibility or Benefit Information	R	<p>Tufts HP will return the following in each iteration of the EB segment:</p> <p>1st: Either “1” (Active) or “6” (Inactive)</p> <p>Subsequent iterations will be (A) co-insurance, (B) co-payment, (C) deductible, (F) benefit limits for all applicable service categories of that member's benefits in EB03.</p>
			EB03	Service Type Code	S	<p>Tufts HP will return the following in the appropriate iteration of the EB segment:</p> <p>“30” (Health Benefit Plan Coverage)</p> <p>“98” (Professional Visit – Office)</p> <p>“98” (Professional Visit – Office)</p> <p>“59” Licensed Ambulance</p> <p>“53” (Hospital – Ambulatory Surgical)</p> <p>“52” (Hospital Emergency Medical)</p> <p>“50” (Hospital - Outpatient)</p> <p>“50” (Hospital - Outpatient)</p> <p>“48” (Hospital - Inpatient)</p> <p>“48” (Hospital - Inpatient)</p> <p>“34” (Chiropractic Visit – Office)</p> <p>“12” (DME)</p> <p>“AD” (Occupational Therapy)</p> <p>“AE” (Physical Medicine)</p> <p>“AF” (Speech Therapy)</p> <p>“BR” (Eye)</p>

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			EB04	Insurance Type Code	S	Tufts HP will return the member's same product type in this field for every iteration of the loop, including "HM" (Health Maintenance Organization) "PS" (Point of Service) "PR" (Preferred Provider Organization) "HN" (Health Maintenance Organization – Medicare Risk) "OT" (Other)
			EB05	Plan Coverage Description	S	Tufts HP will return information describing the type of co-pay provided for each applicable iteration as described in EB03
			EB06	Time Period Qualifier	S	27 – Visit
			EB07	Benefit Amount	S	Tufts HP will return the co-payment or deductible amount (for the designated co-pay type) in this field. This is not used for the first or last iterations.
			EB08	Benefit Percent	S	Tufts HP will return the co-insurance percent in this field, when it applies, for SDC and IP services only.
			EB09	Benefit Limit/Qualifier		Tufts HP will return the Code specifying the type of quantity for the benefit in this field.
			EB10	Benefit Limit/Quantity		Tufts HP will return the numeric value of the quantity for the benefit in this field
2110C	DTP	Subscriber Eligibility / Benefit Date	DTP01	Date Time Qualifier	R	Tufts HP will return "472" (Service) value in this field.
			DTP02	Date Time Period Format Qualifier	R	Tufts HP will return a value of "D8" (Date) value in this field.
			DTP03	Eligibility or Benefit Date Time Period	R	Tufts HP will return the Date of Service provided by the Information Receiver in the 270 transaction. Refer to Date of Service section for specific details on how this date is identified. If no date is provided on the 270 transaction, during processing the value defaults to the date of the transaction.

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
2110C	AAA	Subscriber Request Validation			S	Tufts HP will not reject the transaction at this level as the Member will have already been identified and none of the information prior to this segment will be released.
2120C		Subscriber Benefit Related Entity Name			S	Tufts HP will return PCP information for a member in this loop if the information is available. The PCP is identified based on the Date of Service (DOS) for the inquiry, i.e., a member's current PCP may not be the same as the one identified in this loop as a member may have changed his/her PCP since the DOS of the inquiry.
	LS	Loop Header	LS01			Required Loop if using 2120C
	NM1	Subscriber Benefit Related Entity Name	NM101	Entity Identifier Code	R	Tufts HP will return "P3" (Primary Care Provider" in this field if PCP information is available and member is active.
			NM102	Entity Type Qualifier	R	Tufts HP will return "1" (Person) in this field.
			NM103	Benefit Related Entity Last or Organization Name	S	Tufts HP will return the PCP's Last Name in this field. If no PCP information exists for a POS/HMO/EPO member, a message of "No PCP Selected" is returned. If no PCP information exists for a PPO member, a message of "No PCP Required" is returned.
			NM104	Benefit Related Entity First Name	S	Tufts HP will return the PCP's First Name in this field if PCP information is available.
			NM105	Benefit Related Entity Middle Name	S	Tufts HP will return the PCP's Middle Name in this field if the information is available.
			NM107	Benefit Related Entity Name Suffix	S	Tufts HP will return the PCP's Suffix Name in this field if the information is available.
			NM108	Identification Code Qualifier	S	Tufts HP will return "SV" (Service Provider Number) in this field.

Tufts HP Specifications/Requirements

Loop	Segment ID	Segment	Data Element ID	Data Element	Usage	Comments
			NM109	Benefit Related Entity Identifier	S	Tufts HP will return the PCP's provider number located in Tufts HP database.
2120C	N3	Subscriber Ben. Related Entity Address			S	Tufts HP will return the PCP's Primary Practice Address in this segment if the information is available.
2120C	N4	Subscriber Ben. Related Entity City, State, and Zip			S	Tufts HP will return the PCP's Primary Practice City, State, and Zip in this segment if the information is available. Must have at least the city.
2120C	PER	Subscriber Ben. Related Entity Contact Information			S	Tufts HP will return the PCP's Primary Practice Contact Information in this segment if the information is available.
2120C	PRV	Subscriber Ben. Related Entity Provider Information			S	Tufts HP will use this segment to communicate a PCP's hospital, group, affiliation, etc., if information is on Tufts HP system. This information is not available for Medicare Preferred members.
			PRV01	Provider Code	R	Tufts HP will return "PC" (Primary Care Physician) in this element if the information is available. This information is not available for Medicare Preferred members.
			PRV02	Reference Identification Qualifier	R	Tufts HP will return "9K" (Servicer) in this element if the information is available.
			PRV03	Provider Identifier	R	Tufts HP will return this field with text information (not numeric) with the affiliation, group name.
2110C	LE	Loop Trailer	LE01	Loop Identifier Code		Tufts HP will return the value in 2120.

Connecting with Tufts Health Plan

Setup Processes

Direct Submitters

Providers interested in submitting electronic eligibility transactions directly to Tufts HP should contact EDD Operations at Tufts HP via email or telephone to request setup. For EDD Operations Team contact information, see *Contact Information* on page 26.

NEHEN Providers

Providers interested in submitting electronic health care service review transactions via NEHEN should contact the vendor directly who will then facilitate set up with EDD Operations. EDD Operations will facilitate an IP address for the provider, working through the NEHEN support staff.

Upon setup completion, EDD Operations notifies the submitter and NEHEN technical support that the eGateway and telecommunications are set up. The submitter can then configure its eGateway to send the eligibility transactions to the Tufts HP test eGateway. Upon successful testing between Tufts HP and the new submitter, the submitter migrates to a production status.

Testing

Once the mailbox name and password are assigned, the submitter can start sending eligibility transactions to the test environment. Tufts HP notifies the provider upon the successful completion of testing and prepares the provider for production status.

1. During the testing process, Tufts HP examines submitted test transactions for required elements, and also ensures that the submitter gets a response during the testing mode.

NOTE: There is no limitation in transaction volume for ANSI 270/271 testing environment but transactions must be submitted one at a time. Tufts HP does not support batch eligibility transactions.

2. When the submitter is ready to send ANSI 270/271 transactions to a production mailbox, he/she must notify EDD Operations at Tufts HP, who will move the submitter to the production environment.
3. The submitter's mailbox name remains the same when moving from test to production. Changing passwords is optional upon submitter's request to the EDD Operations Team.

NOTE: This password requirement is not part of the NEHEN provider setup. With NEHEN providers, security is provided through the telecommunications link.

Security Statement

The HIPAA Security regulations were finalized recently. The final regulations outline standards for the security of individual health information used by health

plans, health care clearinghouses and health care providers. Tufts Health Plan has taken reasonable and appropriate steps to be compliant with the Security Rule.

System Maintenance

The Tufts HP system used by the 270/271 transaction has a standard maintenance schedule of Wednesday 9PM to 11PM EST. The system is unavailable during this time.

Contact Information

The following sections provide contact information for any questions regarding HIPAA, 276/277 Health Care Claim Status Request and Response transactions, and documentation or testing.

For General HIPAA Questions

If you have any general HIPAA questions, please access the Tufts HP website. To access the site:

Go to <http://www.tuftshealthplan.com/providers>

Select the **Electronic Services** link.

270/271 Transaction Questions

The following table provides specific contact information by department and responsibility.

For Questions Regarding...	Contact	Phone Number	Email Address
EDD Eligibility Inquiry /Response	EDD Operations	(888) 880-8699 x4649 Fax: 617-923-5555	EDD_Operations@tufts-health.com
Commercial Products (HMO, PPO, POS)	Provider Services	(888) 884-2404 (HMO, POS) (800) 423-8080 (PPO) Fax: 617-972-9452	N/A
Tufts Health Plan Medicare Preferred Product	Customer Relations	(800) 279-9022 Fax: 617-972-9487	N/A

Appendix A – AAA Rejection Codes Description

AAA03 Rejection Code	AAA Code Description	Loop Location	Tufts HP Validating Fields	Problem	Corrective Action
15	Insufficient Data	2100C	<ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name • Subscriber Middle Name • Subscriber Name Suffix • Subscriber Primary Identifier • Subscriber DOB 	Problem identifying member in the database.	Refer to Search Criteria on page 7.
42	Unable to Respond at Current Time	2100C	--	Problem with Tufts HP systems	Refer to System Maintenance on page 25. Resubmit the transaction.
50	Provider Ineligible for Inquiries	2100B	Entity Identifier Code (for Information Receiver)	Information receiver is not recognized as valid transmitter.	<ol style="list-style-type: none"> 1. Tufts HP expects to receive: 1P (Provider) FA (Facility) 80 (Hospital) 2. Correct error and resubmit.
57	Invalid/Missing Date(s) of Service	2100C	Date of Service	Invalid date information or date is greater than transaction date plus 90 days.	<p>The Date of Service must be in a valid format, i.e., CCYYMMDD. Date of Service must not be greater than transaction date plus 90 days.</p> <p>Check the format and date.</p>
58	Invalid/Missing Date of Birth	2100C	Date of Birth	Invalid date information or date is greater than today's date.	<p>The Date of Birth must be in a valid format, i.e., CCYYMMDD. Date of Birth must not be a future date. Check the format. Refer to Search Criteria on page 7.</p>

Appendix A – AAA Rejection Codes Description

AAA03 Rejection Code	AAA Code Description	Loop Location	Tufts HP Validating Fields	Problem	Corrective Action
63	Date of Service in Future	2100C	Date of Service	Date is greater than transaction date plus 90 days.	The Date of Service must be in a valid format, i.e., CCYYMMDD. Date of Service must not be greater than transaction date plus 90 days. Check the format and date. Check the format.
64	Invalid/Missing Patient ID	2100C	Subscriber Primary Identifier	No match found	Commercial Member ID number must be 11 digits long (9 for member ID and 2 for suffix) with no spaces. Medicare Preferred member ID numbers must be 11 digits long beginning with S and ending with a suffix 01. Refer to Search Criteria on page 7.
65	Invalid/Missing Patient Name	2100C	<ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name 	No match found	Unable to identify a matching member in the Tufts HP database. Resubmit with correct member ID number. Refer to Search Criteria on page 7.
67	Patient not found	2100C	<ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name 	No match found	Unable to identify a matching member in the Tufts HP database. Resubmit with correct member ID number. Refer to Search Criteria on page 7.

Appendix A – AAA Rejection Codes Description

AAA03 Rejection Code	AAA Code Description	Loop Location	Tufts HP Validating Fields	Problem	Corrective Action
72	Invalid/Missing Subscriber/Insured ID	2100C	Subscriber ID Number	Problem identifying member in database.	Commercial Member ID number must be 11 digits long (9 for member ID and 2 for suffix) with no spaces. Medicare Preferred member ID numbers must be 11 digits long beginning with S and ending with a suffix 01. Refer to Search Criteria on page 7.
73	Invalid/Missing Subscriber/Insured Name	2100C	<ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name 	Problem identifying member in database.	Unable to identify a matching member in the Tufts HP database. Resubmit with correct member ID number. Refer to Search Criteria on page 7.
79	Invalid Participant Identification	2100A	Entity Identifier Code (for Information Source)	Identifier for Information Source is not being used correctly.	<ol style="list-style-type: none"> 1. Tufts HP expects to receive PR (Payer). 2. Correct error and resubmit.

Appendix B – Envelope Profile Setups

Setup for 270 INBOUND Transaction

Sender1 (SENDER)	SENDERID
Sender2 (RECEIVER)	TRANSLATE
APRF (Application Reference)	270
Segment Terminator (OPTIONAL)	Any char
Element Separator (OPTIONAL)	Any char

ISA - Interchange Control Header Segment

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Authorization Information Qualifier	ISA01	R	2	00	00 - No Authorization Information Present
Authorization Information	ISA02	R	10	<spaces>*	No Authorization Information Present
Security Information Qualifier	ISA03	R	2	00	00 - No Security Information Present
Security Information/ Password	ISA04	R	10	<spaces>*	No Security Information Present
Interchange ID Qualifier/Qualifier for Trading Partner ID	ISA05	R	2	<qualifier>*	Sender Qualifier
Interchange Sender ID/Trading Partner ID	ISA06	R	15	<SENDER ID>*	Sender's Identification Number
Interchange ID Qualifier/Qualifier for Tufts HP ID	ISA07	R	2	01	Dun & Bradstreet Number is being used.
Interchange Receiver ID/ Tufts HP ID	ISA08	R	15	170558746	Tufts DUNS number: 170558746
Interchange Date	ISA09	R	6	<YYMMDD>	Date of the interchange in YYMMDD format
Interchange Time	ISA10	R	4	<HHMM>	Time of the interchange in HHMM format

* Denotes provider and Tufts HP agreed upon entries

Appendix B – Envelope Profile Setups

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Interchange Control Standards ID	ISA11	R	1	U	U.S. EDI Community of ASC X12, TDCC, and UCS
Interchange Control Version Number	ISA12	R	5	00401	Version number
Interchange Control Number/Last Control Number	ISA13	R	9	<Auto-generated>	Assigned by the interchange sender, must be associated with IEA02 segment
Acknowledgement Request	ISA14	R	1	0	0 - No Acknowledgement Requested
Usage Indicator	ISA15	R	1	<T or P>	T-test data; P-production data
Separator	ISA16	R	1	<Any>	ASCII Value. Component element separator

Functional Group Header Segment

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Functional Identifier Code	GS01	R	2	HS	Eligibility, Coverage or Benefit Inquiry
Application Sender's Code	GS02	R	2/15	<SENDER ID>	Code identifying party sending transmission
Application Receiver's Code	GS03	R	2/15	170558746	Code identifying party receiving transmission. Uses Tufts HP DUNS number 170558746.
Date	GS04	R	8	<CCYYMMDD>	Functional Group creation date in CCYYMMDD format
Time	GS05	R	4/8	<HHMM>	Functional Group creation time in HHMM format. Time expressed in 24-hour clock. For example, 3:23 PM is entered as 1523.
Group Control Number	GS06	R	1/9	<#>	Assigned and maintained by the sender, must be associated with GE02 segment GS06
Responsible Agency Code	GS07	R	1/2	X	Accredited Standards Committee X12
Version/Release/Industry Identifier Code	GS08	R	1/12	004010X092 A1	Transaction version

Group Trailer

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Number of Transaction Sets Included	GE01	R		1	Total number of transactional sets included in the functional group or interchange
Group Control Number	GE02	R		<#>	Assigned number originated and maintained by the sender

Setup for 271 OUTBOUND Transaction

Interchange Control Header Segment

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Authorization Information Qualifier	ISA01	R	2	00	00 - No Authorization Information Present
Authorization Information	ISA02	R	10	<spaces>*	No Authorization Information Present
Security Information Qualifier	ISA03	R	2	00	00 - No Security Information Present
Security Information/ Password	ISA04	R	10	<spaces>*	No Security Information Present
Interchange ID Qualifier/ Qualifier for Tufts HP ID	ISA05	R	2	01	Sender Qualifier
Interchange Sender ID/ Tufts HP ID	ISA06	R	15	170558746	Tufts DUNS number: 170558746
Interchange ID Qualifier/ Qualifier for Trading Partner ID	ISA07	R	2	<qualifier>*	Receiver Qualifier
Interchange Receiver ID/ Trading Partner ID	ISA08	R	15	<RECEIVER ID>*	Receiver's Identification Number
Interchange Date	ISA09	R	6	<YYMMDD>*	Date of the interchange in YYMMDD format
Interchange Time	ISA10	R	4	<HHMM>*	Time of the interchange in HHMM format
Interchange Control Standards ID	ISA11	R	1	U	U.S. EDI Community of ASC X12, TDCC, and UCS
Interchange Control Version Number	ISA12	R	5	00401	Version number
Interchange Control Number/Last Control Number	ISA13	R	9	<#>	Assigned by the interchange sender, must be identical to associated Interchange Trailer, IEA-02.
Acknowledgement Request	ISA14	R	1	0	0 - No Acknowledgement Requested

* Denotes provider and Tufts HP agreed upon entries

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Usage Indicator/Acknowledgment Request	ISA15	R	1	<T or P>	T-test data; P-production data
Separator	ISA16	R	1	~(126)	Component element separator

Functional Group Header Segment

Segment Name	Seg. ID	Req / Opt	# of Char	Value	Remarks
Functional Identifier Code	GS01	R	2	HB	Elig. Coverage or Benefit Information
Application Sender's Code	GS02	R	2/15	170558746	Tufts DUNS number
Application Receiver's Code	GS03	R	2/15	<RECEIVER ID>*	Code identifying party sending (inbound) transmission
Date	GS04	R	8	<CCYYMMDD>*	Functional Group creation date in CCYYMMDD format
Time	GS05	R	4/8	<HHMM>*	Functional Group creates time in HHMM format; time in 24-hour clock, i.e., 3:23 PM entered as 1523.
Group Control Number	GS06	R	1/9	<#>	Assigned and maintained by the sender, must be associated with GE02 segment
Responsible Agency Code	GS07	R	1/2	X	Accredited Standards Committee X12
Version/Release/Industry Identifier Code	GS08	R	1/12	004010X092 A1	Transaction version

Appendix C – Glossary

Batch Mode - Batch mode is a timing method of sending/receiving eligibility transactions. The result for a transaction that was sent in a batch mode usually is response by the next business day. Tufts HP does not currently support Batch Mode transactions for the 270/271 Eligibility Inquiry/Response.

Dedicated Line - Dedicated line is a line between two entities. Those lines are stored under firewall.

Dependent – A dependent is a member of a Subscriber's family who is enrolled in the same health plan as the Subscriber. This person may not be uniquely identified to an information source. A dependent is always a member and can be identified when associated with a subscriber by suffix identifier.

Enterprise - Enterprise is an event-driven Tufts HP system, which manages the routing and auditing of data throughout its processing. Enterprise is a mailbox where you can store and/or retrieve data.

Firewall - Firewall is a filter, which allows the access from an external IP address to an Enterprise system.

FTP – FTP, or File Transfer Protocol, provides a capability to retrieve and store files.

Information Source - Information Source is the entity that responds to eligibility inquiries (i.e. Insurance Company)

Information Receiver - Information Receiver is the entity that received eligibility information (i.e. Medical Service Provider).

IP ADDRESS - IP address stands for Internet Protocol Address. It is the submitter's system address.

Member – A member is either a Subscriber or a Dependent. This person is someone who maintains coverage within a particular health plan.

Real Time Mode - Real time mode is a timing method of sending/receiving eligibility transactions. Transactions sent in real time mode require an immediate response. Usually the response turnaround time is approximately 14-16 seconds.

Subscriber - Subscriber is a person who is uniquely identified to an Information Source by the subscriber ID.