



FIDELIS CARE®

HIPAA Transaction Standard EDI
Companion Guide

Health Care Services Review – Request for Review and Response (278)

(Refers to the Implementation Guides based on ASC X12 005010X217)

Fidelis Care - CORE Companion Guide (278)

Disclosure Statement:

This Companion Guide has been prepared for Fidelis Care partners who are willing to participate in 278 Request for Authorization Review and Response transactions. It is in conjunction with the ASC X12 5010 version of HIPAA Technical Report Type 3.

This document is considered as a living document and may be subject to change when required. It is also NOT intended to provide information that exceeds or contradicts the requirements of the ASC X12 Electronic Data Interchange Transaction set defined by HIPAA.

If there are any changes to this document, it will be incorporated and published as a newer version at fideliscare.org.

The complete EDI guideline for each transaction is available at <http://wpc-edi.com>.

Preface:

Fidelis Care offers EDI 278 Request for Authorization Review and Response as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that supplements Technical Report Type 3(TR3) of 5010.

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 Fidelis Care. 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.

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1. Introduction

Scope

This Companion Guide has been prepared for Fidelis Care trading partners who are submitting the Request for Authorization review (278) electronically. It gives necessary information regarding inquiry submission. It can be used to clarify and get relevant information about, transactions, CORE principles, and operating rules.

Overview

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all health insurance payers in United States comply with the EDI standards as established by the Secretary of Health and Human Services (HHS).

This Companion Guide covers the following topics:

- Trading partner registration with Fidelis Care
- Testing and the communication methods
- Fidelis Care system maintenance
- Sender/receiver ID and other control segment information
- Fidelis Care requirements and acknowledgements
- Sample EDI data for both 278 Request and Response

Please also refer to the additional information section below.

References

278 guide for ASC X12 005010X217 and other guides are available in <http://www.wpc-edi.com>

CAQH CORE related documents can be found in <http://www.caqh.org/>

For more information, please visit fideliscare.org or call the Provider Call Center at **1-888-FIDELIS** (1-888-343-3547) 24 hours a day, 7 days a week.

2. Getting Started

Working with Fidelis Care

Partners who are willing to work with Fidelis Care for 278 Review and Response transactions should contact the Fidelis Care Provider Call Center at **1-888-FIDELIS** (1-888-343-3547) or email HIPAA-EDI_Team@fideliscare.org.



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Trading Partner Registration

Trading partner setup is a very simple process to get started. Trading partners need to send the following information to HIPAA-EDI_Team@fideliscare.org if they would like to be setup for 278 transaction set.

- Tax ID (TIN)
- Signed letter from an Authorized person
- Contact name, email address, and phone number

Certification and Testing Overview

Fidelis Care uses a Secure Drop Box system for batch processing and it does require a certificate to be installed on the partner system.

If a trading partner chooses to use their SFTP system, Fidelis Care can connect and pick up the files as well. It may require a key pair for authentication along with credentials.

3. Testing with Fidelis Care

The following process can be followed to perform testing with a Fidelis Care Representative.

1. The trading partner sends the request as per registration method with required information.
2. A developer is assigned, and he/she will work with the partner to begin testing.
3. It is important that the trading partner has the proper guidelines for the 278, includes all the necessary information in the test file, and submits the file.
4. The Fidelis Care developer will review the data and perform testing if everything is correct. If there are any issues, the trading partner will be contacted and asked to correct the file and resubmit.
5. The response files are sent back to the partner to review and respond. In batch method, both 278 response and 999 will be sent.
6. Both the trading partner and Fidelis Care developer will be performing testing for required scenarios.
7. Get approval upon successful completion of testing.



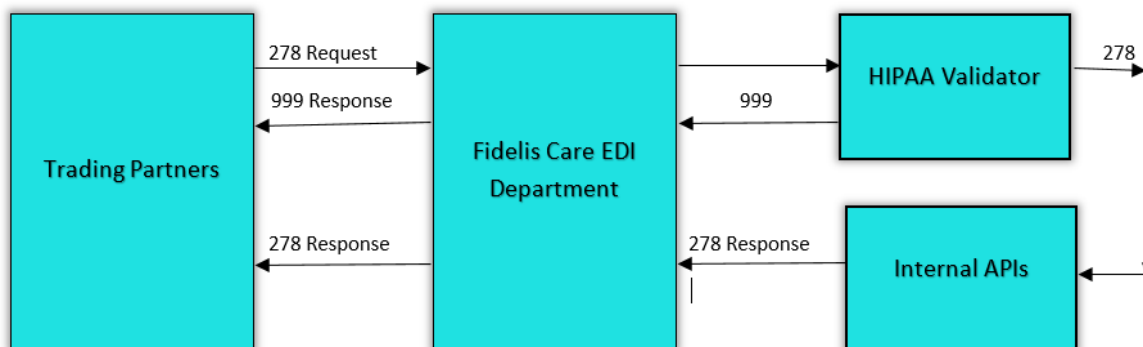
4. Connectivity/Communications with Fidelis Care

Process Flows

We are only accepting the 278 requests via batch at this time. In batch mode, the sender does not remain connected while the receiver processes the transactions.

Here is the process flow:

1. Trading Partner submits 278 requests to Fidelis Care via batch
2. EDI validates and generates the 999 response file
3. 278 file is sent to backend system and gets loads into Facets via UMI process
4. Backend system generates the 278 response file and sends to EDI for validation
5. EDI validates the file and sends the 278 response back to the Trading Partner.



Transmission Administrative Procedures

Batch mode:

Fidelis Care EDI Team will create a user login ID and password for the specific partner to a Secure Drop Box. That will be used to submit the 278 file electronically and get the 278 and 999 responses. The 999 response will be sent back within 30 minutes if there are no issues.

Retransmission Procedure

Retransmissions can be made on the following occasions:

- Connectivity failure
- If partner didn't receive an response
- If partner needs to submit inquiry again

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Communication Protocol Specifications

Batch Process:

Secure Drop Box is used for batch process. Upon selection, Fidelis Care will set up the account that will be used to exchange the transactions. The supported protocols are HTTPS and SFTP and can be accessed using username/password and certificates.

System Maintenance

Below is the Fidelis Care Maintenance Window schedule, which begins on Saturdays at 6 PM and ends on Sundays by 6 PM. All systems will be unavailable periodically over these scheduled weekends.

If there are any changes, it will be communicated before the start of any scheduled maintenance window.

2018 Fidelis Care Maintenance Window Schedule:

Month	Planned Maintenance
January 2018	Jan. 20 and 21
February 2018	Feb. 17 and 18
March 2018	March 17 and 18
April 2018	April 14 and 15
May 2018	May 19 and 20
June 2018	June 23 and 24
July 2018	July 14 and 15
August 2018	Aug. 18 and 19
September 2018	Sept. 15 and 16
October 2018	Oct. 13 and 14
November 2018	Nov. 17 and 18
December 2018	Dec. 15 and 16

Passwords

A user ID and password will be sent to the partner when the account is established. Passwords are assigned on an individual basis and are specific for the environment that is configured. If a partner requires multiple users, please request individual user IDs and passwords for each person.

Passwords are case sensitive, and the account is locked after five (5) unsuccessful attempts. It is strictly recommended not to share passwords under any circumstances.

If there are any issues related to passwords, please call the Fidelis Care Provider Call Center at **1-888-FIDELIS (1-888-343-3547)** 24 hours a day, 7 days a week.



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5. Contact Information

The Fidelis Care EDI Team can be contacted using the below information.

Email

HIPAA-EDI_Team@fideliscare.org

Contact Number

Fidelis Care Provider Call Center, 1-888-FIDELIS (1-888-343-3547) 24 hours a day, 7 days a week.

6. Control Segments/Envelopes

ISA-IEA

Please refer to the below table to get the values for ISA-IEA segments.

ISA01	00 or 03	Authorization Information Qualifier
ISA02	SPACES	Authorization Information. It can be blank
ISA03	00	Security Information Qualifier
ISA04	SPACES	Security Information. It can be either zeroes or left blank
ISA05	ZZ	Interchange ID Qualifier
ISA06	Partner ID	Interchange Sender ID. Fidelis Care assigns this ID.
ISA07	ZZ	Interchange ID Qualifier
ISA08	FIDELIS ID	Interchange Receiver ID.
ISA09	DATE	Interchange Data. YYMMDD format
ISA10	TIME	Interchange Time. HHMM format
ISA11	{	Repetition Separator
ISA12	00501	Interchange Control Version Number
ISA13	Control Number	Interchange Control Number. Gets incremented for each file
ISA14	0/1	Acknowledgement requested. 0 or 1
ISA15	T/P	Usage Indicator. Test or Production
ISA16	^	Component Element Separator

IEA01	1	Number of included Functional Groups
IEA02	Control number	Interchange Control Number that was sent in ISA segment

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GS-GE

Below table refers to GE-GE segments. One ISA may contain more than one GS/GE loop.

GS01	HI	Functional Identifier Code
GS02	Partner ID	Application Sender's ID. Fidelis Care assigns this ID.
GS03	Fidelis ID	Application Receiver's ID
GS04	Date	DATE expressed in CCYYMMDD
GS05	Time	TIME expressed in HHMM or HHMMSS
GS06	Control number	Group Control Number
GS07	Always 'X'.	Responsible Agency Code. Accredited Standards Committee
GS08	005010X217	Version Identifier Code

GE01	1	Number of Transaction Sets Included
GE02	Group control number	Group Control Number

ST-SE

Please refer to the below table to get the values for ST-SE segments. One ISA may contain more than one ST/SE loop.

ST01	278	Transaction Set Identifier Code
ST02	1	Transaction Set Control Number. Increased by 1 for each set
ST03	005010X217	Implementation Convention Reference

SE01	NNNNN	Number of Included Segments
SE02	1	Transaction Set Control Number

The 278 request files are expected to follow the above standard and values for the ISA-IEA, GS-GE, and ST-SE control segment values. All the other standard EDI segments that are specific to the transaction should be used as per X12 ASC 5010 Guide.

Delimiters

It is recommended that the following delimiters be used when a 270 transaction is submitted.

Element Delimiter	-	*
Composite Delimiter	-	^
Terminator Delimiter	-	~

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7. Fidelis Care Specific Business Rules and Limitations

File Names

The 278 request file name should follow the below naming convention.

SENDERNAME_278R_CCYYMMDDHHSSMM.X12

Where SENDERNAME will be assigned by a developer and communicated before testing.

The 278 response will have the same naming convention.

SENDERNAME_278O_CCYYMMDDHHSSMM.X12

Example:

SAMPLE_278R.201510220700341.X12 (278 Request file)

SAMPLE_278O.201510220700341.X12 (278 Response file)

Data Requirements

Please refer to the below table, which contains all the required fields when submitting a 278 Authorization request transaction to Fidelis Care.

Loop	Segment	Data Element	Required/Optional	Notes
2010B	NM101 and NM109	Requester Information	Required	If UM01 on 2000E equals "AR", then NM101 must be equal to "FA" and NM108/09 should represent NPI. If UM01 on 2000E not equals "AR", then NM101 could be either "1P" or "FA" and NM108/09 should represent NPI.
2010B	REF02	EIN	Required	Tax Identifier is required. REF01 equals to "EI".
2010B	N3	Requester Address	Required	Valid address is required.
2010B	N4	Requester Address	Required	Valid City, State and Zip code is required.
2010C	NM101 and NM109	Subscriber Information	Required	NM101 must be equal to "IL", NM108 must be equals to "MI" and NM109 should be a 9-digit Subscriber ID. First name and last name should also be present.
2010C	REF02	Group ID	Optional	Fidelis Group ID is optional. REF01 equals to "6P".
2010C	DMG02	DOB	Required	Date of Birth is required.
2000E	TRN02	Tracking Number	Optional	If Submitter has any tracking number for reference, use this TRN02.
2000E	UM	Healthcare Service Information	Required	UM01 should be only "AR" or "HS". UM02 should be only "I" or "S". UM03, UM04 and UM06 are required.
2000E	DTP03	Event Date	Required	If UM01 equals to "HS", then Event date is required. DTP01 equals to "AAH". If UM01 equals to "AR", then Admission date is required. DTP01 equals to "435". If UM01 equals to "AR", then Discharge date is required. DTP01 equals to "096". If Discharge date is not known, populate with expected date.
2000E	H101	Diagnosis Code	Required	H101-01 must be equal to "ABK" and H101-02 should represent a valid principal Diagnosis code.
2000E	HSD01	Health Care Service Delivery	Required	If UM01 equals to "AR", then HSD01 must be equals to "DY" and HSD02 should represent the value.
2000E	REF02	Previous Review Authorization number	Situational	If UM02 is "S", then REF01 must be "BB" and REF02 must have Fidelis supplied Authorization ID.
2010EA	NM101 and NM109	Patient Event Provider Name	Required	NM101 must be equal to "SI" and NM108/09 should represent NPI.
2010EA	N3	Patient Event Provider Address	Required	Valid address is required.
2010EA	N4	Patient Event Provider Address	Required	Valid City, State and Zip code is required.
2000F	SV101	Professional Service	Situational	If UM01 equals to "HS", then SV101-01 should be "HC" and SV101-02 should represent a valid HCPCS code.
2000F	HSD01	Health Care Service Delivery	Situational	If UM01 equals to "HS", then HSD01 must equal to "VS" and HSD02 should represent the number of visits.

Fidelis Care will process the 278 request and will respond back with the reposnse files which will meet TR3 guideliness.

8. Acknowledgments and Reports

Fidelis Care will process the Request for review (278) and send back 278 and the 999 responses for every file. 999 will be returned only when the file was submitted in batch mode and can be used to indicate if there are any HIPAA compliancy errors.



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9. Trading Partner Agreements

Fidelis Care does not have any trading partner agreement as of now but trading partner registration should be done as mentioned earlier in this document.

10. Transaction Specific Information

Request for Review (278)

EDI Health Care Services Review (278) is used to request an authorization from a payer (an insurance company) by a healthcare provider, such as a hospital. It is to review the proposed healthcare services to be provided to a given patient, in order to obtain authorization for the services.

A 278 request shall contain the following information:

- Requester details
- Subscriber details
- Health Care Service
- Diagnosis code

Request for Response (278)

EDI Health Care Services Response (278) is a response to the 278 Request that was submitted to a payer. The 278 response file will indicate the status of the request.

Fidelis will add HCR segment for each Success or failed record after 2000E loop.

If the Auth was successfully loaded, then HCR will be like below:

```
HL*4*3*EV*1~
TRN*1*A123456789*9876543210~
UM*HS*I*2*11:B**E***Y~
HCR*A4*0000001*A4~
```

If the Auth was failed to process, the HCR will be like below:

```
TRN*1*A123456789*9876543210~
UM*AR*I*2*21:B~
HCR*CT~
```

For Inpatient, there will be MSG segment after CL1.

For Outpatient, there will be MSG segment after SV1.

```
UM*AR*I*2*21:B**E***Y~
HCR*CT~
REF*BB*123456789~
DTP*435*D8*20180626~
DTP*096*D8*20180626~
```



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HI*ABK:M1611~
 HSD*DY*1~
 CL1*3*1~
 MSG*FAILED REASON CODE~

APPENDICES

1. Implementation Checklist

- Trading partner sends the 278 test data to EDI Team at Fidelis Care upon successful registration.
- EDI representative will review the data to make sure it contains all the required information.
- Run the test against data.
- When it is successful, send back the response file (278) to partner for review.
- Test all the scenarios as required by both Fidelis Care and partner.
- Approval is obtained for production readiness.
- Process to be followed to implement the partner in production.
- Fidelis Care also monitor the flow after implementation to make sure there are no issues.

2. Business Scenarios

Washington Publishing Company (WPC) can be contacted to get the list of business scenarios required for Eligibility Inquiry and Responses.

3. Transmission Examples

Sample Data for 278 Request:

Admission Review:

```
ISA*00*                *00*                *ZZ*123456789ABC    *ZZ*FIDELIS
*180805*1120*^*00501*050321011*0*T*^~
GS*HI*123456789ABC*FIDELIS*20180805*112054*12345678*X*005010X217~
ST*278*050443801*005010X217~
BHT*0007*13*ABC123*20180625*152635~
HL*1**20*1~
NM1*X3*2*TRADING PARTNER*****PI*123456789~
HL*2*1*21*1~
NM1*FA*2*LAST*****XX*1114444440~
REF*EI*010200000~
N3*123 PARK WAY~
N4*NEWYORK*NY*11111~
HL*3*2*22*1~
NM1*IL*1*LASTNAME*FIRSTNAME****MI*100012121~
REF*6P*ABCD0001~
DMG*D8*20180101*M~
```



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HL*4*3*EV*0~
 TRN*1*A123456789*9876543210~
 UM*AR*I*2*21:B**E***Y~
 REF*BB*123456789~
 DTP*435*D8*20180626~
 DTP*096*D8*20180626~
 HI*ABK:M1611~
 HSD*DY*1~
 CL1*3*1~
 NM1*SJ*1*LAST*FIRST****XX*1114444440~
 N3*123 PARK WAY~
 N4*NEWYORK*NY*11111~
 SE*26*050443801~
 GE*1*12345678~
 IEA*1*050321011~

Health Services Review:

ISA*00* *00* *ZZ*123456789ABC *ZZ*FIDELIS
 *180605*2320*^*00501*050443801*0*T*:~
 GS*HI*123456789ABC*FIDELIS*20180625*232054*50443801*X*005010X217~
 ST*278*050443801*005010X217~
 BHT*0007*13*ABC123*20180625*152635~
 HL*1**20*1~
 NM1*X3*2*TRADING PARTNER*****PI*123456789~
 HL*2*1*21*1~
 NM1*FA*2*LAST*****XX*1114444440~
 REF*EI*010200000~
 N3*123 PARK WAY~
 N4*NEWYORK*NY*11111~
 HL*3*2*22*1~
 NM1*IL*1*LASTNAME*FIRSTNAME*****MI*100012121~
 REF*6P*ABCD0001~
 DMG*D8*20180101*M~
 HL*4*3*EV*1~
 TRN*1*A123456789*9876543210~
 UM*HS*I*2*11:B**E***Y~
 REF*BB*123456789~
 DTP*AAH*RD8*20180626-20180626~
 HI*ABK:M1611~
 NM1*SJ*1*LASTNAME*FIRSTNAME****XX*1114444440~
 N3*123 PARK WAY~
 N4*NEWYORK*NY*11111~
 HL*5*4*SS*0~
 SV1*HC:J0897~
 HSD*VS*1~
 SE*26*050443801~
 GE*1*50443801~
 IEA*1*050443801~



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Sample Data for 278 Response:

Admission Review:

```

ISA*00*                *00*                *ZZ*FIDELIS                *ZZ*123456789ABC
*180605*2320^^*00501*050443801*0*T*:~
GS*HI*FIDELIS*123456789ABC*20180625*232054*50443801*X*005010X217~
ST*278*050443801*005010X217~
BHT*0007*11*ABC123*20180625*152635*18~
HL*1**20*1~
NM1*X3*2*TRADING PARTNER*****PI*123456789~
HL*2*1*21*1~
NM1*FA*2*LAST*****XX*1114444440~
REF*EI*010200000~
HL*3*2*22*1~
NM1*IL*1*LASTNAME*FIRSTNAME*****MI*100012121~
REF*6P*LTCF0001~
DMG*D8*20180101*M~
HL*4*3*EV*0~
TRN*1*A123456789*9876543210~
UM*AR*I*2*21:B~
HCR*CT~
REF*BB*123456789~
DTP*435*D8*20180626~
DTP*096*D8*20180626~
HI*ABK:M1611~
HSD*DY*1~
CL1*3*1~
MSG*FAILED REASON CODE~
NM1*SJ*1*LAST*FIRST*****XX*1114444440~
N3*123 PARK WAY~
N4*NEWYORK*NY*11111~
SE*26*050443801~
GE*1*50443801~
IEA*1*050443801~

```

Sample Data for 278 Response (Health Services Review):

```

ISA*00*                *00*                *ZZ*FIDELIS                *ZZ*123456789ABC
*180605*2320^^*00501*050443801*0*T*:~
GS*HI*FIDELIS*123456789ABC*20180625*232054*50443801*X*005010X217~
ST*278*050443801*005010X217~
BHT*0007*11*ABC123*20180625*152635*18~
HL*1**20*1~
NM1*X3*2*TRADING PARTNER*****PI*123456789~
HL*2*1*21*1~
NM1*FA*2*LAST*****XX*1114444440~
REF*EI*010200000~
HL*3*2*22*1~
NM1*IL*1*LASTNAME*FIRSTNAME*****MI*100012121~

```



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```

REF*6P*ABCD0001~
DMG*D8*20180101*M~
HL*4*3*EV*1~
TRN*1*A123456789*9876543210~
UM*HS*I*2*21:B~
HCR*CT~
REF*BB*123456789~
DTP*AAH*RD8*20180626-20180626~
HI*ABK:M1611~
NM1*SJ*1*LAST*FIRST***XX*1114444440~
N3*123 PARK WAY~
N4*NEWYORK*NY*11111~
HL*5*4*SS*0~
SV1*HC:J0897~
HSD*VS*1~
MSG*FAILED REASON CODE~
SE*26*050443801~
GE*1*50443801~
IEA*1*050443801~

```

4. Change Summary

The below table refers to the version and changes made to this document.

Date	Version	Description	Author
08/07/2018	1.0	Initial version	HIPAA EDI Team