Office Ally

HIPAA Transaction 270\271

Standard Companion Guide

Refers to the Implementation Guides

Based on ASC X12 version 005010

CORE v5010 Master Companion Guide

October 2014

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 Eligibility verification documents electronically with Office Ally. 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.

OFFICE ALLY 270/271 COMPANION GUIDE

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INTRODUCTION

This document describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be Implemented and integrated into the services provided by Office Ally.   Expectations over and above the information in the IGs will be detailed here:

GETTING STARTED

Office Ally has three major types of Trading Partners. Insurance Companies (Payers), Health Care Service Providers and Vendors of Health Care related services. Office Ally has Eligibility Verification Services suited specifically to each type of Trading Partner.

Customer Service is the place to get started if you don't already have a contact. Call 360-975-7000 option 1 to speak with a Customer Service representative

TRADING PARTNER REGISTRATION AND TRADING PARTNER AGREEMENT

All Trading Partners must enter into Trading Partner Business agreements with Office Ally. These agreements detail the roles, responsibilities and costs associated with doing business with Office Ally. These agreements can be initiated through Customer Service and are mandatory.

Vendors and Service Providers are required to enroll with Office Ally in order to use its services. Enrollment can be initiated with Customer Support. Call 360-975-7000 option 1 to speak with a Customer Service representative.

CERTIFICATION

Office Ally maintains certifications by EHNAC, CAQH and CCHIT.   Evidence of these certifications are available upon request.

All real time transactions are in compliance with these certification standards. The standards can be found at:

EHNAC - http://www.ehnac.org
CAQH - http://www.caqh.org
CCHIT - http://www.cchit.org

Office Ally can work with all trading Partners to resolve incongruent data issues, with the ultimate goal to make all transactions comply with the above standards. Average turnaround time for a real time transaction, regardless of the service used, is around 4 seconds at Office Ally which is well within all certification standards. In addition, Office Ally can demonstrate an average efficiency rate of well over 90% of real time transactions return 271 documents from the Payers.

TESTING

Testing requirements are based upon the services requested by the Vendor or Service Provider. Payer testing is based upon the method of communication between Office Ally and the Payer. All testing must be pre-authorized and scheduled. Testing cannot be pre-authorized or scheduled by Customer Support and must be authorized by the real time personnel.

You may contact Molly Eggleston at Molly.Eggleston@officeally.com to coordinate and schedule testing.

CONNECTIVITY and COMMUNICATIONS

For all real time transactions Office Ally utilizes AS2 communications, primarily through Web Services, HTTPS, SOAP WSDL, MIME and MQ services.

CONNECTION PROTOCOLS

Office Ally reserves the right to request and receive any or all connection scripts used to connect to Office Ally Services. Office Ally reserves the right to authorize or refuse to authorize any or all connection scripts used to connect with Office Ally. Upon request Office Ally may provide connection scripts to Trading Partners. Office Ally reserves the right to refuse to provide access to proprietary connection data.

Office Ally utilizes the CORE Connection envelope for All CORE certified transactions.

Office Ally's Default Receiver ID is 'OFFALLY' for inbound real time Eligibility documents. Sender ID's will be assigned during the enrollment process.

TRANSMISSION PROCEDURES

Transmissions may originate at the Vendor or service provider site or be created using Office Ally supplied Data Entry Portals. Transmissions originating at the Vendor or service provider site are required to be ANSI X12 5010 compatible 270 EDI Documents.

Return transactions originate either at the Payer or at Office Ally and will be made available to the vendor or service provider through direct transmission of the transaction document back to the vendor or service provider.

All return transactions will be ANSI X12 5010 compatible 271 EDI Documents.

RE-TRANSMISSION PROCEDURE

Office Ally does not re-transmit real time Transactions. All transmission failures are reported as ANSI Functional Acknowledgements or Descriptive text strings.

All transaction Failures are reported as ANSI 5010 999's.

Transmission failures are reported with a text description of the communication issue generated by Office Ally.

PASSWORDS

Passwords are required for all Service providers that want to gain access to Office Ally services. These passwords are assigned during the registration process and may be maintained by the Service Provider using Office Ally's administrative Web Service Center or through Customer Support.

Office Ally has established a minimum standard for password. Compliance with these minimum standards is mandatory. Office Ally's minimum password standards are within the standards set by our certification agencies.

Vendors and payers passwords are used on an as needed basis and are maintained by mutual agreement.

CERTIFICATES

In order to ensure online security Office Ally may require the use and\or exchange of SSL Certificates. Office Ally will provide a certificate to the trading partner in the event a certificate is necessary.

Office Ally acts as its own CA (Certification Authority) and when required will provide an SSL Certificate to the End User. Office Ally typically provides these certificates in P12 or P7B format unless otherwise requested.

Office Ally may request identifying information from the end user to be used to create certificates. Certificate cannot be created without this information.

Upon completion and signing of the trading Partner agreement Office Ally will provide an SSL Certificate to the trading Partner if a certificate is deemed necessary.

IDENTIFYING INFORMATION

Office Ally will provide all vendors with trading partner specific identifiers that are required usage to access Office Ally Services. Office Ally will provide at a minimum the values for ISA06, ISA08, GS02, GS03 and NM1*PR09 (Payer ID).

SITE ACCESS AND IP ADDRESS

Upon completion and signing of the **Real Time Eligibility Request 270/271 User Agreement**, Office Ally will provide a URL and all appropriate permission information. Use of this URL depend on the end users continued use of required security Procedures.

CONTACT INFORMATION

CUSTOMER SERVICE

Office Ally maintains regular work hours of 8:00 AM to 5:00 PM PST Monday through Friday. In addition, there are Customer Service Representatives available 7 days a week 24 hours a day. Office Ally is available by phone at 360-975-7000, option 1.

DOWNTIME ANNOUNCEMENTS

Office Ally originated downtime announcements are broadcast on the Office Ally web site www.officeally.com.

Downtime announcements not originating at Office Ally may be broadcast on the Office Ally web site www.officeally.com. Office Ally makes every effort to make these announcements available to Vendors and users.

Downtime announcements include but are not limited to:
- Regularly scheduled downtimes
- Unscheduled/Emergency downtimes
- Non-routine downtimes

Below is an example of a downtime notification in Office Ally's web site.
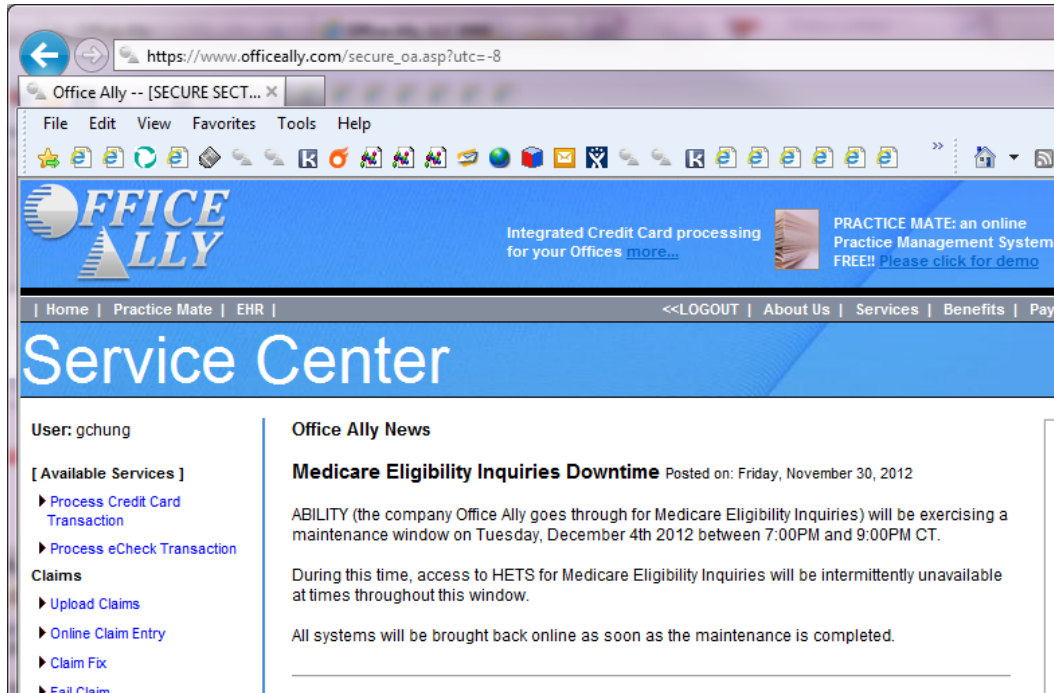
BUSINESS SCENARIOS

Office Ally's eligibility search criteria mirrors that of the ASC X12 Standards 5010 Primary Search Option criteria.   Regardless of the Certified Eligibility Verification Service that is in use, the minimum primary search options are:

- Subscriber Member ID
- Patient Last Name
- Patient Date of Birth

Any Eligibility Request that does not meet the listed minimum primary search option will receive an AAA response in the 271 response.

MANUAL REQUESTS: DATA ENTRY PORTAL

Office Ally provides access to real time Eligibility verification through a Portal available in many Office Ally Products including Service Center, EHR and Practice Mate.

The portal may very slightly depending upon the service selected, but the primary information needed to complete a real time Portal based Eligibility verification is shown.

In addition to Service Provider business level information (PROVIDER NAME, NPI) Office Ally's Portal based Eligibility Services will need the following information in order to complete an eligibility verification.

    a. Payer Name
    b. Date of Service
    c. Subscriber First Name
    d. Subscriber Last Name
    e. Subscriber Date of Birth
    f. Member ID
    g. Service Type Code
    h. If Patient is Dependent
        a. Patient First Name
        b. Patient Last Name
        c. Patient Date of Birth

Depending on the service utilized some of the above information may be defaulted from data already collected by Office Ally products and will not require re-entry. A list of ANSI Benefit Type code is available in **Appendix A**.

AUTOMATED REQUESTS: PASS THROUGH SERVICES

Office Ally provides Pass Through Service to submitters. Submitters that have the ability to create their own 270 Eligibility Requests are able to forward those requests to Office Ally, and receive a 271 response back from the selected payer.

TRANSMISSION EXAMPLES

A typical ANSI X12 270 is displayed below:
The highlighted element values are provided by Office Ally and must be used in order for transaction to be successful.

```
ISA*00*      *00*      *ZZ*OA-A270      *ZZ*OA-RTE0      *110318*1056*^*00501*000108307*0*P*^~
GS*HS*941156276*OFFALLY*20110318*1056*8307*X*005010X279A1~
ST*270*8307*005010X279A1~
BHT*0022*13*EPIC 965270 265857 PRD*20110318*1056~
HL*1**20*1~
NM1*PR*2*Blue Shield Somewhere*****PI*99999~
HL*2*1*21*1~
NM1*1P*2*SOME COMMUNITY HOSPITAL*****XX*1166606569~
HL*3*2*22*0~
TRN*1*327636*9d20314938~
NM1*IL*1*LAST*FIRST****MI*UUE12345678U5~
DMG*D8*17560903*F~
DTP*291*D8*20310318~
EQ*30~
SE*13*8307~
GE*1*8307~
IEA*1*000108307~
```

A typical ANSI X12 271 may look similar to the data listed below:

```
ISA*00*      *00*      *ZZ* OA-RTE0      *ZZ* OA-A270      *110318*1056*^*00501*000108307*0*P*^~
GS*HB*940360524*OFFICEALLYRT*20121203*1131300*58486*X*005010X279A1~
ST*271*584863044*005010X279A1~
BHT*0022*11*6B2BA26FF7DF482D8A1D291334ED96*20121203*1131300~
HL*1**20*1~
NM1*PR*2*BLUE SHIELD SOMEWHERE*****24*940360524~
PER*IC*CUSTOMER SERVICE*TE*8006762583~
HL*2*1*21*1~
NM1*1P*2*SOME COMMUNITY HOSPITAL*****XX*1166606569~
```

```
HL*3*2*22*1~
NM1*IL*1*LAST*FIRST****MI*UUE12345678U5~
HL*4*3*23*0~
TRN*2*6B2BA26FF7DF482D8A1D291334ED96*9OFFICALLY~
NM1*03*1*LAST*DEPENDANT~
REF*6P*000PH0001~
N3*801 WILDWOOD DR~
N4*LEMOORE*CA*93245~
DMG*D8*19770915*F~
DTP*291*D8*20121203~
DTP*356*D8*20070701~
DTP*357*D8*99991231~
EB*1**30*HM*CALPERS ACCESS+ HMO(SM)~
EB*P~
MSG*UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS NOT A GUARANTEE OF PAYMENT. BENEFITS ARE
SUBJECT TO ALL CONTRACT LIMITS AND THE MEMBERS STATUS ON THE DATE OF SERVICE. ACCUMULATED AMOUNTS
SUCH AS DEDUCTIBLE MAY CHANGE AS ADDITIONAL CLAIMS ARE PROCESSED.~
EB*U~
MSG*FOR MORE INFORMATION REGARDING THESE BENEFITS, PLEASE CONTACT BLUE SHIELD OF CALIFORNIA.~
EB*G*IND*30***23*1500*****Y~
MSG*CALPERS HMO NETWORK PROVIDER~
EB*G*FAM*30***23*3000*****Y~
MSG*CALPERS HMO NETWORK PROVIDER~
EB*C*IND*47***23*0*****Y~
MSG*HOSPITAL CARE, INPATIENT  EXCLUDES MATERNITY , INPATIENT    THIS APPLIES TO ALL SUBSEQUENT
OCCURRENCES OF THIS SERVICE TYPE CODE UNTIL A NEW DESCRIPTION IS PROVIDED.~
MSG*BLUE SHIELD COVERS ACUTE INPATIENT SERVICES PROVIDED BY A HOSPITAL.  SERVICES INCLUDE GENERAL
NURSING CARE, SEMI PRIVATE ROOM AND BOARD, AND INTENSIVE CARE. SERVICES MUST BE MEDICALLY
NECESSARY.~
EB*B*IND*47***7*0****Y*Y~
MSG*CALPERS HMO NETWORK PROVIDER~
MSG*PLEASE CONTACT THE PHONE NUMBER LISTED ON THE MEMBER S CARD FOR AUTHORIZATION REQUESTS.~
EB*C*IND*47***23*0*****Y~
MSG*CALPERS HMO NETWORK PROVIDER~
EB*B*IND*47***7*0****Y*Y~
MSG*CALPERS HMO NETWORK PROVIDER~
MSG*PLEASE CONTACT THE PHONE NUMBER LISTED ON THE MEMBER S CARD FOR AUTHORIZATION REQUESTS.~
SE*66*584863044~
GE*1*58486~
IEA*1*584863044~
```

A typical ANSI X12 999 from in our Eligibility Verification Services will look like the data below:

```
ISA*00*    *00*    *ZZ*270       *ZZ*RT00198C    *120920*1646*^*00501*100845520*0*P*:~
GS*FA*270*RT00198C*20120920*1646*400845520*X*005010X231A1~
ST*999*845520*005010X231A1~
AK1*HS*400845520*005010X279A1~
AK2*270*845520~
IK3*NM1*8**8~
IK4*2**1~
IK5*R~
AK9*R*1*1~
SE*8*845520~
GE*1*400845520~
```

IEA*1*100845520~

AAA ERROR MESSAGES

There are some AAA's that cause more confusion then others, so we will discuss a few of the issues that cause them here.

Unable to Respond at Current Time

> This AAA or one similar comes from the document receiver and usually indicates some sort of issue with the document receiver. Frequently they are over loaded with incoming documents. If this AAA persists, it may be a good idea to contact Customer Support. Customer Support is available by phone at 360-975-7000, option 1.

Invalid/Missing Provider Identification

> This AAA or one similar to the message usually refers to providers whose NPI is not recognized. Most payers require that Service Providers have signed service agreement with them. When a document is sent to a payer and the payer does not find that NPI in its database of approved providers they may send an AAA response. Office Ally can provide assistance for Service Providers in registering their NPI but it is ultimately the responsibility of the Service Provider to have their NPI registered with the payer. In the event of a Service Provider wanting to check eligibility with Medicare the service provider will need to be registered on Office Ally's list of approved providers. This process will need to start with Customer Support which is available by phone at 360-975-7000, option 1.

Inappropriate Date

> Every Payer has different past and future cutoff dates for Eligibility Verification. A few payers only allow for the current date to be verified. Regardless of the date that is in document, if the date of service is in the future, the payer NEVER provides any eligibility verification other that what the Patient or Client has right now. There are no exceptions to this. When a user puts in a request for a date of service in the future, the only verification the payer provides is what the patient or clients eligibility is right now and if nothing changes between today and the date of service, then the eligibility will be what it is currently. No eligibility verification is a guarantee of Payment. Office Ally assumes no responsibility for any action taken by the users based on information provided in and Eligibility Verification. Eligibility periods typically end at the end of the month any eligibility request outside of the current eligibility period will report what the eligibility is currently.

Timeout

Every Eligibility request competes with every other request, regardless of where or how the request originate, sent to a payer at any given time. Some payers limit the number of open connections. As a result, if too many requests are sent to a payer and the payers system become overloaded the payer may respond with a Timeout Notification. This is not sent in the 271 AAA format but rather in a text string. Office Ally usually allots 60 seconds per AS2 transmission before we timeout the transaction. We also send the notification in a text string. Office Ally's certification requires that the average turnaround time for a transaction be less than 20 seconds. Office Ally's actual average turnaround time averages 4 second system wide.

Office Ally policy is to charge (in a charging situation) only for transactions that complete the cycle. If the payer sends a 271 response (regardless of content) then a charge can be assigned to that transaction.

FREQUENTLY ASKED QUESTIONS

How long does it take to get setup?

Depending on the service selected length of testing varies. Testing can start as soon as all relevant information has been exchanged and the Users parameters are implemented into the system.

What are the costs associated with these services?

The costs for these services are outlined in the **Real Time Eligibility Request 270/271 User Agreement**.

What is Office Ally's Sender and\or Receiver ID?

For Submitters, Office Ally's Receiver ID is 'OFFALLY' for its Eligibility Verification and Claim Status Verification services. This should be used in both the ISA and GS segments. Sender ID is assigned by Office Ally per Submitter.

For Payers, Office Ally's Receiver ID is 'OFFALLY' for its Eligibility Verification and Claim Status Verification services. This should be used in both the ISA and GS segments.

What is Office Ally doing to ensure the safety of our client and patients' data?

Office Ally's commitment to security is ongoing and extensive. Every organization that wishes to use our Certified Eligibility Services must meet Office Ally's security requirements.

- Every user must be a registered user of the Office Ally system, in addition, Office Ally may request additional information\enrollment prior to using the pass through system

- Office Ally at its discretion may require users to use a Certificate to access our services. Office Ally will provide the Certificate to the users in this case. Only the Certificate provided by Office Ally will be an acceptable method of authorization if a certificate is deemed necessary.
- Office Ally may require each user to establish unique User Names and Passwords for their accounts.
- Office Ally's services that require a URL in order to function correctly are protected by the use of certificates and\or passwords. Once properly registered and enrolled access will be granted to this URL. This URL will allow the user to send and receive ANSI X12 documents.
- Office Ally holds Certifications from EHNAC, CCHIT and CAQH-CORE among others. These certifications require Office Ally to maintain high security standards. Therefore, Office Ally requires each user of our services to utilize equally high security standards when communicating with Office Ally. Office Ally reserves the right to limit or curtail services to users that are unwilling or unable to meeting our security standards.
- All passwords assigned by Office Ally require a complexity that satisfies our certification requirements. The complexity requirements can include the structure of the password, the life cycle of the password and the originality of the password.
- All password requirements are in line with industry standard password requirements.

How do I contact Office Ally?

Customer Service can be reached at 360-975-7000 option 1. Normal business hours are Monday through Friday 8:00 AM to 5:00PM PST. In addition, After Hours Support is available 24 hours a day 7 day a week by calling the Customer Service number above.

GLOSSARY

Real Time - Real Time is defined as any communication between the user and Office Ally that utilizes the AS2 communication protocol in the online transfer and processing of business data in which the sender sends a request transmission and the response to the request transmission is returned immediately over the same connection. Typically this process is accomplished in a matter seconds with the entire turnaround averaging under 10 seconds.

Real Time Format - Real Time Format is a format for ANSI X12 documents. Primarily it is used to transport the data for one client or patient and can be returned almost immediately upon request. Real Time Format can also be returned in the Queued process when immediate responses are not required. The key is that it typically is limited to a single request and response.

Functional Acknowledgement - Functional acknowledgment is a term unique to the EDI world. It is a term assigned to any EDI document that reports on the status of another EDI document. Examples of functional Acknowledgements are ANSI EDI documents 997, 999, TA1, TA3 among others. The 997 and

999 EDI document can be used to indicate a failure of a specific transaction and is only sent in case of a failure or 997 and 99 documents can be a response to every transmission. The 997 or 999 documents can also be used as verification of receipt of an EDI document and reports whether the EDI was successful delivered. This type of Functional Acknowledgement only acknowledges receipt and not the quality of the document.

Transmission Failure - A transmission failure is an attempt to send or receive a document that fails to reach the documents intended recipient. This type of failure is very difficult to document. Office Ally attempts to define these failures as closely as possible to explain the cause. A text description is sent to the Sender and/or Receiver describing, in the most detail possible, what caused the failure.

Some transactions are reported are transmission failures when the issue is not transmission related but instead the user is trying to use data that fails the payer's fraud and validity checks. An example of a transaction that was reported as a transmission failure rather than a transaction failure involved the user using a date of service in the DTP segment of the 271 of '00010101'. In this case the user was stating the patient's appointment was '00010101'. The payer rejected the document at its firewall and gave no explanation other than 'FAILED'.

Transaction Failure - Transaction Failure is when the actual document itself has a flaw or the receiver of the document is unable to process the document. In the case of a flaw in the document, the receiver of the document responds with one of 3 type of ANSI X12 response. The responses can be a 999\997 an error document that can detail the flaw in the document. A TA1 document which can detail a flaw in the header of the transaction sent. A 271 with an AAA response is sent to the sender when some part of the document that was sent does not contain information that can be processed by the document receiver. An AAA can also detail issues that the receiver may be having that are unrelated to the document that was sent.

In all cases, a failure is reported to the sender whenever possible with as much detail as available. In the case of an AAA, if it does not originate at Office Ally and instead originates at the document receiver Office Ally has very little recourse. Although we use the term failure in this document, an AAA is not considered a failure but is considered a valid response. Unfortunately the response is not the response that was expected and usually indicated the data sent in the document may need adjustment.