

Trading Partner 276/277 Onboarding Playbook

1. Background

Cotiviti provides a private cloud connectivity solution enabling CAQH CORE-compliant exchange of HIPAA X12 transactions with focus on 276/277 claim status. This playbook guides trading partners through onboarding, connectivity setup, testing, and production migration.

2. Roles & Responsibilities

Health Plan: Provides Sender/Receiver IDs, oversees onboarding approval. Trading Partner: Completes onboarding form, configures systems, performs testing. Cotiviti: Configures routing, validates connectivity, supports testing and deployment.

3. Onboarding Checklist (RACI)

Checklist includes identifying IDs, submitting onboarding forms, configuring routing, connectivity setup, test submissions, and production readiness approvals.

4. Data & Readiness

Health plans may provide reference data to Cotiviti for optimized response generation. Test and production data should be maintained separately.

5. Trading Partner Onboarding Form

Trading partners must complete the onboarding form including connection details, Sender ID, IP addresses, credentials, and testing requirements.

6. Connectivity Guidelines

Trading partners must provide public IP ranges for whitelisting, configure outbound routing, and validate connectivity using provided FQDN URLs in both test and production.

7. Message Packaging & Examples

SOAP and MIME formats are supported by Cotiviti for 276/277 processing based on partner capabilities and requirements.

8. Testing & Certification

Trading partners perform functional testing, resolve validation errors, conduct compliance checks, and receive production authorization after successful testing.

9. Support & Contacts

IEHP Contact: EDIclaims@iehp.org. Cotiviti support information is provided during onboarding. Adhere to SLA requirements for issue triage.