
10. IEHP 5010 837P PROFESSIONAL IEHP DUALCHOICE ENCOUNTER COMPANION GUIDE

IEHP DualChoice Encounter Companion Guide (CG) Transaction Information

Effective January 01, 202~~4~~³

IEHP Instructions related to Implementation Guides (IG) based on

ASC X12 Version 005010X222A2
Health Care Claim: Professional (837)

Companion Guide Version Number: 1.0

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Introduction

The Purpose of the Companion Guide:

This document provides a definitive statement of what Submitters must be able to support in their ANSI ASC X12N 837P 005010x222A1 encounter files. This document does not outline the technical interface environment, including connectivity requirements and protocols.

This document does not outline the technical interface environment, including connectivity requirements and protocols.

This document provides specific Loops, Segments and Data Elements that are outlined in the 837P transactions exchanged with IEHP and which are specific to IEHP.

| | |
|------------------------------------|--|
| Loop ID | The Implementation Guide's identifier for a data loop within a transaction; the data loop consists of specific segments as identified in the HIPAA ANSI standard. |
| Segment ID | The Implementation Guide's identifier for a data segment. |
| Element ID | The Implementation Guide's identifier for a data element within a segment. |
| Element Name | A data element name as shown in the Implementation Guide. When the industry name differs from the Data Element Dictionary name, the more descriptive industry name is used. |
| Element Definition / Length | How the data element is defined in the Implementation Guide. For ISA and IEA Segments only, fields are of fixed lengths and are present whether or not they are populated. For this reason, field lengths are provided in this column after element definitions. |
| Valid Values | The valid values from the Implementation Guide that are used by IEHP. |
| Definition/Format | Definitions of valid values used by IEHP and additional information about IEHP data element requirements. |

Intended Use

The Transaction Instruction component of this companion guide must be used in conjunction with an associated ASC X12 TR3. The instructions in this companion guide are not intended to be stand-alone requirements documents. This companion guide conforms to all the requirements

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of any associated ASC X12 TR3's and is in conformance with ASC X12's Fair Use and Copyright statements.

Implementation Guides (IG) / TR3 available for purchase from Washington Publishing Company <http://www.wpc-edi.com>

File Size Limitations

[Per each](#) ISA/ IEA transaction set, [s it](#) should not exceed 5,000 encounters.

Contact Information

For further questions regarding encounters submissions, please email EncounterData@iehp.org

IEHP Response Reports

TA1, 999, 277CA, EVR.RPT and EVR.XML reports will be sent so the Trading Partner can receive conformation that IEHP has received their 837 File submission.

IEHP Encounter Validation Response (EVR)

The response files will provide the following level of detail outlined below.

Three (3) Stage values are:

Stage 1 - File Level (999 Acknowledgement Transaction Sets)

- Record Count
- Rejected
- Accepted

Stage 2 - Encounter Level

- Duplicate
- Member Not Eligible
- Accepted for IEHP Validation
- Total Record Processed

Stage 3 – Validity Summary

- Invalid
- Valid
- Total Record Validated
- Validity

Rejection Details

- Record (IEHP assigned tracking number)

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- Claim ID
- No. (Service Line Number)
- Loop
- Element name
- Error Severity
- Message (Error Description)

End to End Testing Prerequisite

Phase 1 (Inbound IEHP Validation)

- Each test file must contain Twenty-five (25) encounters
- Each test files must pass Structural validation must be 100% valid (999 Report)
- Validity must be 95% or higher (277CA/EVR Report)
- 999 and EVR report will be provided to the Submitter.
- Each Submitter must submit three (3) rounds of test files prior to moving to Phase Two (2).

Phase 2 (Outbound Regulatory Validation)

- Outbound test files containing no more than six (6) encounters deemed valid by IEHP will be forwarded on to their respective Regulatory Agency (i.e. DHCS and CMS).
- Regulatory response reports outlining the final encounter status will be provided to the submitter via IEHP.
- Upon completion of the three (3) successfully rounds of testing, meaning 95% of the outbound test data has been accepted by the Regulatory Agency, the submitter will then be promoted to production.

IEHP adhere to Regulatory Bodies Duplicate Logic

To ensure encounters submitted are not duplicates of encounters previously submitted, IEHP will perform header and detail level duplicate checking. If the header and/or detail level duplicate, checking determines that the file is a duplicate, the file will reject, and an error report will be returned to the submitters.

Duplicated Encounters

Once the encounter is processed in IEHP (STEMS) it is stored in an internal repository. If a new encounter is submitted that matches specific values on another stored encounter, the encounter will reject as a duplicate encounter. The encounter will be returned to the submitter with an error message identifying it as a duplicate encounter.

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Currently, the following values are the minimum set of items used for matching an encounter in the IEHP STEMS

- Client Identification Number (CIN) – 2010BA NM109
- Date(s) of Service – 2400 DTP*472 DTP03 (can be a range)
- Rendering Provider – can be sourced from a variety of places. Please refer to the (TR3) Implementation Guide.
- Payer Paid Amount – 2320 AMT02
- Procedure Code(s) – 2400 SV101-2
- Procedure Modifier(s) – 2400 SV101-3,4,5,6
- Drug Code – 2410 LIN03 - Drug code is used when present.

Conditional usage of Drug Code - When a submitted encounter is compared to previously submitted encounters and all other key fields match but one of the encounters has a drug code and the other does not – this situation is still identified as a duplicate. If all other key fields match and the drug codes are different, the situation is not a duplicate.

Additional Modifiers for Overriding Duplicate Logic:

Additional modifiers are available for overriding duplicate edits. Note that these modifiers are only reported with CPT® and/or HCPCS Level II codes, therefore they cannot be used on the hospital encounter for the delivery and subsequent hospital stay.

| <u>Modifier</u> | <u>Definition</u> |
|-----------------|--|
| <u>59</u> | <u>When it is necessary to indicate that a procedure or service was distinct or independent from other non-E/M services performed on the same day. (Used primarily with codes 36818 thru 36819 and 76816).</u> |
| <u>76</u> | <u>When the same provider must repeat a procedure or service subsequent to the original procedure/service.</u> |
| <u>77</u> | <u>When another provider must repeat a procedure or service subsequent to the original procedure/service.</u> |

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Correcting Denied and Rejected Encounter Submissions

Submitted encounters can be either rejected, accepted or denied by IEHP. When IEHP rejects or denies an encounter the reasons for the rejection and/or denial will be reported on either the 999, 277CA, EVR.RPT or EVR.XML file.

Denied and rejected encounters that have been corrected by the submitter can subsequently be resubmitted to IEHP as an “Original” (Frequency Code = ‘1’) encounter. When resubmitting corrected encounter(s) a new inbound (837I/837P) encounter file should be used.

When a submitter needs to correct and resubmit a denied encounter, the original Patient Control Number (2300_CLM01) must be used in order to bypass the IEHP duplicate check.

Denied Correction Example #1: Inbound Original Denied > Original Denied Corrected and Resubmitted

| File Name | Inbound CLM01 | Inbound REF*F8 | Inbound CLM05 | Inbound Status |
|---------------------|---------------|----------------|---------------|--------------------------|
| ABC0120m001 .enc | 12345 | NA | 1 | Denied – Invalid DX Code |
| ABC0120m002 .enc | 12345 | NA | 1 | Accepted – Valid DX Code |

Replacement and Void Encounters Submissions

Only encounters accepted by IEHP are eligible for Void or Replacement. The usage of both actions is dependent on the remediation needs of the Submitter. Denied or rejected encounters should be corrected and resubmitted using the “Correction Submission” method outline above.

When a submitter needs to replace or void an encounter, the following data must be provided:

IEHP Inbound Replacement Encounter Requirements

- 2300_CLM01 = Unique Patient Control Number
- 2300_CLM05-3 = 7
- 2300_REF*F8 = Original submitter assigned Patient Control Number (2300_CLM01)
- Usage: Replacing an encounter previously accepted or Denied by IEHP with a updated encounter.

Replacement Example #1: Accepted Inbound Original > Original Accepted Replaced

| Encounter Name | Inbound CLM01 | | Inbound CLM05 | Inbound Status |
|----------------|---------------|--|---------------|----------------|
|----------------|---------------|--|---------------|----------------|

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| | | Inbound REF*F8 | | |
|------------------|-------|----------------|---|----------|
| A1 - Original | 48294 | | 1 | Accepted |
| A7 - Replacement | 10384 | 48294 | 7 | Accepted |

Replacement Example #2: Accepted Inbound Original > Accepted Original Replacement Denied

Note: The 2300_REF*F8 segment must point to a previously accepted or denied

| Encounter Name | Inbound CLM01 | Inbound REF*F8 | Inbound CLM05 | Inbound Status |
|------------------|---------------|----------------|---------------|---------------------------------|
| A1 - Original | 12345 | | 1 | Accepted |
| A7 - Replacement | 98765 | | 7 | Denied – REF*F8 Segment Missing |

IEHP Inbound Void Encounter Requirements

- 2300_CLM01 = Unique Patient Control Number
- 2300_CLM05-3 = 8
- 2300_REF*F8 = Original submitter assigned Patient Control Number (2300_CLM01)
- Usage: Deleting an encounter previously Accepted or Denied by IEHP.

Void Example #1: Accepted Inbound Original > Accepted Inbound Void

| Encounter Name | Inbound CLM01 | Inbound REF*F8 | Inbound CLM05 | Inbound Status |
|----------------|---------------|----------------|---------------|----------------|
| A1 - Original | 34758 | | 1 | Accepted |
| A8 - Void | 27493 | 34758 | 8 | Accepted |

Void Example #2: Accepted Inbound Original > Original Accepted Void Denied.

Note: The 2300_REF*F8 segment must be present and point to a previously accepted record.

| Encounter Name | Inbound CLM01 | Inbound REF*F8 | Inbound CLM05 | Inbound Status |
|----------------|---------------|----------------|---------------|---------------------------------|
| A1 - Original | 12345 | | 1 | Accepted |
| A8 - Void | 98765 | 56821 | 8 | Denied – REF*F8 CLM01 Not Found |

Implementation

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The below instructions are expected to be used in addition to the Technical Report Type 3 (TR3) Implementatation Guide (IG). The table does not represent all of the fields necessary for a successful transaction. The following loops and segments are elements that IEHP would like you to pay special attention to when creating this electronic transaction.

ISA Segment - Interchange Control Header

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-------------------------------------|--------|----------------------------|
| R | ISA01 | Authorization Information Qualifier | 00 | No Authorization Sent |
| R | ISA02 | Authorization Information | | Space Fill |
| R | ISA03 | Security Information Qualifier | 00 | No Security Information |
| R | ISA04 | Security Information | | Space Fill |
| R | ISA05 | Interchange ID Qualifier | ZZ | Mutually Defined |
| R | ISA06 | Interchange Sender ID | | Assigned by IEHP |
| R | ISA07 | Code Identifying Receiver | ZZ | Mutually Defined |
| R | ISA08 | Interchange Receiver ID | 00303 | IEHP Receiver ID |
| R | ISA11 | Repetition Separator | ^ | Carat Repetition Separator |
| R | ISA12 | Interchange Control Version Number | 00501 | ASC X12 Standard Approved |
| R | ISA14 | Acknowledgment Requested | 0 | TA1 not provided |
| R | ISA15 | Interchange Usage Indicator | P T | P = Production T = Test |

GS Segment - Functional Group Header

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-----------------------------|-------|------------------------|
| R | GS01 | Functional Identifier Code | HC | Health Care Claim |
| R | GS02 | Application Sender's Code | | Assigned by IEHP |
| R | GS03 | Application Receiver's Code | 00303 | Value must match ISA08 |

Table 1-Header

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ST -837- Header Segment

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|------------------------------|------|------------------------------|
| R | ST01 | Transaction Code of document | | |
| R | ST02 | Transaction Control Number | | Must match the value in SE02 |

BHT – Beginning of Hierarchical Transaction

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|------------------------------|------|----------------|
| R | BHT02 | Transaction Set Purpose Code | 00 | 00 = Original |
| R | BHT06 | Transaction Type Code | RP | RP = Reporting |

1000A -PER- Submitter EDI Contact Information

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------|------|----------------------------------|
| S | PER02 | Free Form Name | | Submitter Contact Name |
| R | PER03 | Communication Number Qualifier | TE | TE = Telephone |
| R | PER04 | Communication Number | | Phone number including area code |
| S | PER05 | Communication Number Qualifier | EM | EM = Email Address |

Loop 1000B -NM1- Receiver Name

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------|---------------------------|-----------------------------|
| R | NM103 | Name Last or Organization Name | Inland Empire Health Plan | “IEHP” is also acceptable |
| R | NM109 | Identification Code | 00303 | Should match ISA08 and GS03 |

Table 2-Billing Provider Detail

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Loop 2000A – PRV- Billing Provider Hierarchical Level – Required by IEHP

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|---------------------------------|------|------------------------|
| R | PRV03 | Billing Provider Specialty Info | | Provider Taxonomy Code |

Loop 2010AA N3- Billing Provider Address

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|------------------------------------|------|--|
| R | N301 | Address Information | | Billing Provider Address Must be Physical Address |
| S | N302 | Address Information Second Line | | Billing Provider Address Must be Physical Address |

Loop 2010AA -N4- Billing Provider City, State, Zip Code

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-------------|---|---|
| S | N403 | Postal Code | Billing Provider Zone or Zip Code | The full nine (9) digits of the ZIP Code are required. If the last four (4) digits of the ZIP code are not available, populate a default value of “9998”. |

Table 3 - Subscriber Detail

Loop 2000B -SBR- Subscriber Information

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|---|------|---------------|
| R | SBR01 | Payer Responsibility Sequence Number Code | S | S = Secondary |
| S | SBR02 | Individual Relationship Code | 18 | 18= Self |
| S | SBR03 | Group Number | | Must Be Blank |

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| Usage | Ref Des. | Name | Code | Note |
|-------|----------|------------------------------|-------------|--|
| S | SBR04 | Group Name | MED DSNP | MED= Medi-Cal DSNP= Medicare |
| S | SBR09 | Claim Filling Indicator Code | MB MC | MB = Medicare Part B MC = Medicaid (Medi-Cal) |

Loop 2010BA NM1- Subscriber Name

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-------------------------------|------|---|
| R | NM102 | Entity Type Qualifier | 1 | 1 = Person |
| S | NM108 | Identification Code Qualifier | MI | MI = Member ID Number |
| S | NM109 | Identification Code | | 14-digit IEHP ID or Member Beneficiary ID (MBI) |

Loop 2010BB NM1- Destination Payer Name

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-------------------------------|---------------------------|---------------------------|
| R | NM103 | Destination Payer Name | Inland Empire Health Plan | “IEHP” is also acceptable |
| R | NM108 | Identification Code Qualifier | PI | PI = Payer Identification |
| R | NM109 | Identification Code | 00303 | IEHP |

Table 4-Patient Detail

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Loop 2300 - CN1 - Contract Information

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------|----------------------|---|
| R | CN101 | Contract Type Code | 01 02 05 09 | 01 = Diagnosis Related Group – DRG (Expected if 2300_HI01-02 = DR) 02 = Per Diem 05 = Capitated 09 = Denied |
| R | CN02 | Contracted Amount | | Must match 2320_AMT02 when 2000B_SBR09 = MC |

Loop 2310B - Rendering Provider

NOTE #1: Required if the rendering provider is different than the billing provider.

NOTE #2: Rendering Provider Taxonomy Code should also be included.

Loop 2310E - Ambulance Pick-up Location

NOTE: This loop is Required When the Place of Service Code is either 41 or 42.

Loop 2310F - Ambulance Drop-Off Location

NOTE: This loop is Required When the Place of Service Code is either 41 or 42.

Loop 2320 SBR- Other Subscriber Information

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|---|-------------|----------------------------------|
| R | SBR01 | Payer Responsibility Sequence Number Code | P | Primary |
| R | SBR02 | Individual Relationship Code | 18 | Self |
| S | SBR03 | Group Number | | Must be blank |
| S | SBR04 | Group Name | MED DSNP | MED= Medi-Cal DSNP = Medicare |

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| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-----------------------------|----------|--|
| S | SBR09 | Claim Filing Indicator Code | MB MC | MB = Medicare Part B MC = Medicaid (Medi-Cal) |

Loop 2320 AMT- Coordination of Benefits

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-----------------------|------|---------------------|
| R | AMT01 | Amount Qualifier Code | D | D=Payor Paid Amount |
| R | AMT02 | Payer Paid Amount | | |

Loop 2330A -NM1- Other Subscribers Name

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|-------------------------------------|------|---|
| R | NM102 | Entity Type Qualifier | 1 | 1 = Person |
| R | NM108 | Other Identification Code Qualifier | MI | MI = Member ID Number |
| R | NM109 | Other Subscriber Primary ID | | 14-digit IEHP ID or Member Beneficiary ID (MBI) |

Loop 2330B NM1 Other Payer Name

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------|------|---|
| R | NM103 | Name Last or Organization Name | | Organization/Payer responsible for claim adjudication |
| R | NM108 | Identification Code Qualifier | PI | PI = Payor Identification |

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| Usage | Ref Des. | Name | Code | Note |
|-------|----------|---------------------|------|-----------------------|
| R | NM109 | Identification Code | | Must match 2430_SVD01 |

Loop 2430 -SVD- Service line Adjudication Information

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------------|------|---------------------------|
| R | SVD01 | Other Payer Primary Identifier | | Must match 2330B_NM109 |

Trailer Segments

SE – Transaction Set Trailer

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------|------|---------------------------------|
| R | SE01 | Number of Included Segments | | Transaction Segment Count |
| R | SE02 | Transaction Set Control Number | | Must match the value in ST02 |

GE Segment – Functional Group Trailer

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--|------|------|
| R | GE01 | Number of Transaction Sets Included | | |

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| Usage | Ref Des. | Name | Code | Note |
|-------|----------|----------------------|------|------------------------------|
| R | GE02 | Group Control Number | | Must match the value in GS06 |

IEA Segment - Interchange Control Trailer

| Usage | Ref Des. | Name | Code | Note |
|-------|----------|--------------------------------------|------|---|
| R | IEA01 | Number of Included Functional Groups | | A count of the number of functional groups included in an interchange |
| R | IEA02 | Interchange Control Number | | A control number assigned by the interchange sender |

Frequently Asked Questions

Q1: How do you correct an Original (Freq. 1) encounter rejected by IEHP?

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A1: If the initial encounter is rejected by IEHP, then send corrected encounter as Original.

~~**Q2:** How do you submit additional service lines not captured in the original (Freq.1) encounter accepted by IEHP?~~

~~**A2:** Additional service line information identified as missing from the Original accepted encounter should be sent in a new encounter without the previously accepted service lines being included.~~

Q23: How do you submit corrections for encounters accepted by IEHP?

A23: If the Original encounter was accepted by IEHP and changes other than additional service lines (i.e. Provider NPI, DX Codes etc.) are needed, then first submit a Void (Freq.8), once the void has been accepted, submit the corrected encounter as an Original.

Q34: What is Encounter Data? Does it include any claims data submitted from providers to plans?

A34: Encounter Data comprises any claims data information showing the use of provider services by health plan enrollees that is used to develop cost profiles of a group of enrollees and then guide decisions about or provide justification for the adjustment of premiums.

Q45: What does “adjudicated” mean?

A45: Adjudicated is a term used to refer to the process of paying claims submitted or denying them after comparing claims to the benefit or coverage requirements.

Q56: Will revenue codes be a required field for encounter submissions?

A56: Yes, revenue codes will be a required field in the 5010 X12-837I format.

Q67: Are Submitters required to submit encounter data weekly or monthly?

A67: Currently, Submitters are required to submit encounter data monthly. However, IEHP strongly recommend that plans submit more frequently.

Q78: Will the National Provider Identification (NPI) number be required for claims submission?

A78: Yes, NPI will be required.

Q89: Where do I find information on file naming conventions, connectivity protocol, and file transfer procedures?

A89: Please refer to the EDI manual published at <https://ww3.iehp.org/en/providers/provider-manuals> for information regarding the above areas. For File Naming conventions see Section 6 Claims Processing Procedures and connectivity protocol see Section 2 Getting Started Secure File Transfer Protocol (SFTP).

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Q~~9~~10: What is IEHP's policy on Billing Provider Address and 9-Digit Zip Codes?

A~~9~~10: IEHP supports the instructions in the Technical Report Type 3 (TR3) implementation guides (IG) available for purchase from Washington Publishing Company <http://www.wpc-edi.com/> regarding Billing Provider Address and 9-digit zip codes. Therefore, the Billing Provider Address (2010AA, N3) is required and must be a physical address. PO Box and lock box addresses cannot be reported as a Billing Provider Address, but can continue to be reported in the pay-to address (2010AB, N3). The 5010 requires that all used N403 segments must contain a full 9-digit zip code. The best way to determine the 4-digit extension to your standard zip code is by contacting the US postal Service. <https://tools.usps.com/go/ZipLookupAction!input.action>. These instructions apply to all encounters for all healthcare Submitters.

Q~~10~~1: How should providers submit additional service lines not captured in the Original (Freq.1) encounter accepted by IEHP?

A~~10~~1: Additional service line information identified as missing from Original (2300_CLM05-3 = '1') accepted encounters should be submitted separately in a new encounter, or a Replacement (2300_CLM05-3 = '7') for the original encounter should be submitted with the addition of the new service lines.

Q~~11~~2: How should providers address encounters flagged as Denied by the regulatory agencies (i.e. DHCS and/or CMS) via the outbound Regulatory EVR?

A~~11~~2: Encounters flagged as Denied by the regulatory agencies (i.e. DHCS and/or CMS) via the outbound Regulatory EVR should be corrected by way of an inbound Replacement (2300_CLM05-3 = '7') and/or inbound void (2300_CLM05-3 = '8') for the original encounter accepted by IEHP.

Other Resources

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IEHP's website where the EDI manual and other resources are located.

<https://ww3.iehp.org/en/providers/provider-manuals>

Washington Publishing Company Implementation guides (TR3) can be purchased from this site.

<http://www.wpc-edi.com>

Workgroup for Electronic Data Interchange in Healthcare.

<http://www.wedi.org>

CMS website that contains additional information and resources related to 5010.

<https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/Versions5010andD0>

Contact Information

Encounter Data ~~Group Address~~ Production Support:

EncounterData@iehp.org