



FEATURING HSHS NETWORK

Underwritten by Medical Associates Health Plans
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Medical Associates Health Plans and Health Choices

835 HIPAA Transaction Companion Guide

HIPAA V5010X221A1

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The payer ID for Electronic Remittance Advice transactions is MAHC1. Below are the plans either owned or administered by MAHP/HC/Live360. These plans will be referred as MAHP/HC/Live360 in the document hereinafter.

- Medical Associates Health Plan
- Medical Associates Health Plan Community Health Plan
- Medical Associates Health Plan Medicare Plan
- Health Choices
- Live360 Health Plan

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 electronically with MAHP/HC/Live360. 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.

EDITOR'S NOTE:

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1. INTRODUCTION

This is the Companion Guide to the HIPAA V5010X212 Technical Reference Guide adopted under HIPAA; clarifies and specifies the data content when exchanging claim status data electronically with MAHP/HC/Live360. 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.

SCOPE

This Companion Guide is intended for Trading Partners trading ASC/X12N 835 5010 transactions with MAHP/HC/Live360. The purpose of the Communications/Connectivity Guide is to convey the information needed to commence and maintain communication exchange with MAHP/HC/Live360 clearinghouse (Change Healthcare), for the purpose of receiving X12N 835 5010 Electronic Remittance and EFT. This guide is intended to supplement information from the ASC X12 Technical Reports Type 3 (TR3s).

OVERVIEW

This guide is composed of the following sections:

- Section 1 Introduction: scope, overview, references and additional information.
- Section 2 Getting Started: How to interact with the clearinghouse implementation team, how to register as a trading partner and complete payer enrollment, and an overview of testing and certification.
- Section 3 Testing: Details about the testing and certifying process.
- Section 4 Connectivity with Change Healthcare/Communications: process flows, transmission administrative procedures, communication protocols, security protocols, and passwords.
- Section 5 Contact Information: how to get help.
- Section 6 Control Segments/Envelopes: ISA/ISE, GS/GE, and ST/SE values specific to MAHP/HC/Live360.
- Section 7 Payer Specific Business Rules and Limitations: Describes MAHP/HC/Live360 business rules.
- Section 8 Acknowledgements and Reports: Information about MAHP/HC/Live360 use of acknowledgements and reports.
- Section 9 Trading Partner Agreements: Instructions regarding agreements that must be made between trading partners.
- Section 10 Transaction Specific Information: general supplemental instructions for each of the HIPAA-adopted transaction types.

REFERENCES

ASC X12 Technical Reports Type 3 (TR3s)

ASC X12 publishes implementation guides, known as Technical Reports Type 3 (TR3s), which define the data contents and compliance requirements for the health care implementation of the ASC X12N/005010 transaction sets. Following are the TR3s referenced in this guide: **ASC X12N/005010X221A1 Health Care Remittance (835)** herein after 005010X221A1 TR3s. Compliance with the requirements set forth in the TR3s is required. These guides can be purchased from the ASC X12 store at [ASC X12 Store - Store](#) or from Washington Publishing Company [Washington Publishing Company](#). The TR3s are copyrighted.

ADDITIONAL INFORMATION

For more detailed information, refer to Change Healthcare Enrollment Services at:
<https://support.changehealthcare.com/customer-resources/enrollment-services>

2. GETTING STARTED

WORKING WITH MAHP/HC/Live360

MAHP/HC/Live360 currently uses Change Healthcare as the exclusive clearinghouse for managing 835 connections. This guide includes the instructions needed to get connected and start receiving standard 835 transactions from Change Healthcare.

TRADING PARTNER REGISTRATION

Before receiving an 835, registration as a Trading Partner with Change Healthcare is required. To register, use the ERA EPayment Request Forms to initiate Change Healthcare setup.

This form can be found at

<https://support.changehealthcare.com/customer-resources/enrollment-services/medical-hospital-era-enrollment-forms>

Providers have the option to elect to receive payment via EFT- direct funds transfer.

To sign up for EFT, use the EPayment Request Forms found at

<https://support.changehealthcare.com/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms>

Complete the Provider Setup Form and send to:

Batchenrollment@changehealthcare.com

Or fax to: 615-885-3713

CERTIFICATION AND TESTING OVERVIEW

The interface with Change Healthcare will involve utilization of Change Healthcare's proprietary software suite. Trading Partners who have not used it before may need to go through a testing phase with Change Healthcare.

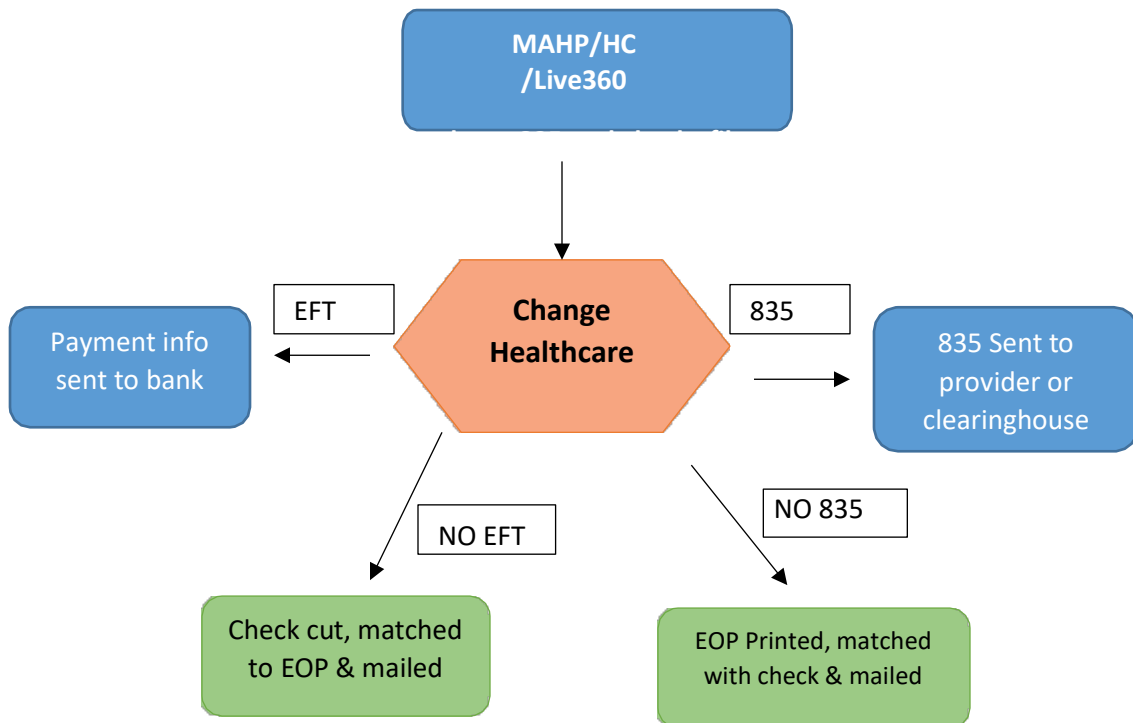
3. TESTING WITH THE PAYER

MAHP/HC/Live360 does not offer testing for ERA 835 transactions. After provider enrollment with Payer ID MAHC1, providers will establish file transfer protocol with Change Healthcare. If a provider experiences any issues with the electronic remittance, please contact Change Healthcare via On 24/7.

4. CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOW

The process flow for 835 transactions will involve three entities – MAHP/HC/Live360, Change Healthcare and the provider or provider’s clearinghouse. Change Healthcare will serve as an intermediary between the receiver and MAHP/HC/Live360, exchanging the electronic remittance advices and electronic payments through their secure connections with both entities.



TRANSMISSION ADMINISTRATIVE PROCEDURES

For more detailed information, refer to Change Healthcare Quick Reference Guide at:
<https://support.changehealthcare.com/customer-resources/enrollment-services>

RE-TRANSMISSION PROCEDURE

If a previously delivered ERA needs to be re-downloaded, the provider can use the Change Healthcare self-service “ERA Re-queue” tool located on Change Healthcare’s support site On 24/7.

COMMUNICATION PROTOCOL SPECIFICATIONS

The provider or provider’s clearinghouse determines the method of communication with Change Healthcare during the Change Healthcare kick off call. Communication is typically the same as claims unless the provider or clearinghouse are upgrading.

Change Healthcare uses CORE internet Services (ITS-CORE). Please refer to the ITS CORE User’s guide found on Change Healthcare’s website.

PASSWORDS

As a secure connection between Change Healthcare and MAHP/HC/Live360 has already been established, any passwords to protect the security of the data would only need to be setup between the trading partner and Change Healthcare.

5. CONTACT INFORMATION

EDI CUSTOMER SERVICE AND PROVIDER SERVICE NUMBER

For customer service type inquiries in relation to the 835, please contact Change Health’s Provider Services at 866-742-4355.

EDI TECHNICAL ASSISTANCE

For EDI technical assistance, please contact Change Healthcare via On 24/7.

APPLICABLE WEBSITES/E-MAIL

For more about MAHP/HC/Live360, visit our websites at www.mahealthcare.com or www.preferredhealthchoices.com
<https://live360healthplan.com> click on the provider tab or e-mail us at <mailto:mahpedi@mahealthcare.com>

6. CONTROL SEGMENTS/ENVELOPES

ISA/IEA

The information in the Interchange Control Header represents the information necessary to identify trading partners.

The ISA/IEA segment elements all have a minimum and maximum set to the same value. This requires that all positions within this segment must be filled.

Errors within the ISA/IEA will result in a TA1 rejections status.

GS-GE

Use of the GS-GE Segments follows the ASC X12 Technical Reports Type 3 (TR3)

ST-SE

Use of the ST-SE Segments follows the ASC X12 Technical Reports Type 3 (TR3)

7. PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Providers will receive one consolidated payment for all claims paid per line of business.

Change Healthcare's rule – ERA processing occurs hourly each day of the week. Each evening, ERA files are distributed that were receiving within the previous 24-hour period. Once processing is completed, ERA files are available for pick up by the client.

8. ACKNOWLEDGEMENTS AND/OR REPORTS

It is the CORE Certified submitter's responsibility to produce a 999 within 2 hours of the batch transaction. If the submitter is not CORE certified, then a 999 is not required.

9. TRADING PARTNER AGREEMENTS

This section contains general information concerning Trading Partner Agreements (TPA).

TRADING PARTNERS

An EDI Trading Partner is defined as any MAHP/HC/Live360 customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to or receives electronic data from MAHP/HC/Live360.

Payers have EDI Trading Partner Agreements that accompany the standard implementation guide to ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transactions.

As MAHP/HC/Live360 only will be directly exchanging data with Change Healthcare, the existing Trading Partner Agreement between MAHP/HC/Live360 and Change Healthcare will cover these transmissions. It may be necessary for those originating these transactions to complete similar documents with Change Healthcare.

10. TRANSACTION SPECIFIC INFORMATION

MAHP/HC/Live360 does not have any requirements or additional data over what is required in the Technical Reports Type 3 (TR3) for the 835 remittance

To assist with association of the EFT payment with the 835 remittance, MAHP/HC/Live360 will send the EFT number in TRN02 – Reassociation Trace Number in the 835 remittance, this value will also be sent with the EFT payment to the bank.

If a provider elects EFT payment and not the 835 remittance, the paper Explanation of Payment (EOP) will be provided for a period of 30 days. After this period, the provider will have the ability to download the EOP from Change Healthcare’s provider portal or elect to receive the 835 remittance.

Change Log

| Date | Version | Change Description |
|------------|---------|--|
| 02/17/2016 | 1.0 | Published |
| 06/21/2016 | 2.0 | Updated Emdeon to Change Healthcare |
| 12/30/2021 | 3.0 | Updated Change Healthcare links, added Live360 |