



## Processing Schedule for Electronic Claims

Our e-transaction services make it quick and easy for providers to do business with us. When submitting 837 Institutional and Professional Claim files for electronic processing, please keep the following timeframes in mind:

- Claims submitted after 10 a.m. will be processed on the next business day. For example, claims received after 10 a.m. on Friday will be processed on Monday.
- Harvard Pilgrim sends 999 acknowledgement reports immediately after pickup of the 837-claim file.
- We will send 277CA reports no later than 72 business hours from the time of 837 pickup.

On certain holidays and Harvard Pilgrim maintenance weekends, there will be one additional business day delay in 277CA reports (see chart below). As this schedule may change periodically, please check back for updates.

2021 Claim Response Delays: Holidays and Application Release Schedule	
Files received on the dates listed in the Outage column will result in a one business day delay in responses.	
Event	Outage begins
Memorial Day	Monday, May 31
Labor Day	Monday, Sept. 6
Thanksgiving	Thursday, Nov. 25
Christmas Day	Friday, Dec. 24
New Year's Day	Friday, Dec. 31

### Routine Maintenance Schedule

Harvard Pilgrim has routine downtime scheduled to support maintenance and enhancement development for 270/271 eligibility inquiry, 276/277 claim status inquiry, and 278 referral and authorization requests. Non-routine downtime will be communicated to trading partners by e-mail at least one week in advance. Urgent and emergency unscheduled downtime will be communicated to trading partners by e-mail within one hour following determination that emergency downtime is needed.

Routine maintenance occurs weekly (see chart below). If you submit a transaction during the maintenance period, you will receive a message notifying you that the system is not available or unable to respond. You may resubmit your transaction once the system is available again.

Trading partners submitting patient referral/authorization transactions through NEHEN Express or NEHENet should be aware of the routine maintenance downtime for the eligibility transaction, as this may result in a delayed transaction response.

EDI Transaction Schedule							
270/271 Eligibility; 276/277 Claims Status; 278 Referral Authorization							
Day	Monday	Tuesday	Wed.	Thursday	Friday	Saturday	Sunday
Available 24 hours <sup>1</sup>	√	√	√		√	√	√
Available 12 a.m. – 7 p.m. (unavailable 7 p.m. to midnight)				√			
<sup>1</sup> Exception: urgent/emergency service							
<sup>2</sup> As services are unavailable every Thursday evening from 7 p.m. to midnight, we recommend that you do not submit transactions during that time.							