



a Point32Health company

# HIPAA Transaction Standard Companion Guide

---

**Refers to the Implementation Guides Based on ASC X12 version 005010**

**Instructions Related to 837 Health Care Institutional & Professional Claims Transactions Based on ASC X12 Implementation Guides, Version 005010**

## Disclosure Statement

The information in this document is subject to change. Changes will be posted via the Tufts Health Plan website located at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

This template is Copyright © 2010 by The Workgroup for Electronic Data Interchange (WEDI) and the Data Interchange Standards Association (DISA), on behalf of the Accredited Standards Committee (ASC) X12. All rights reserved. It may be freely redistributed in its entirety provided that this copyright notice is not removed. It may not be sold for profit or used in commercial documents without the written permission of the copyright holder. This document is provided “as is” without any express or implied warranty. Note that the copyright on the underlying ASC X12 Standards is held by DISA on behalf of ASC X12.

## Preface

Tufts Health Plan® is accepting X12N 837 Institutional (837I) & X12N 837 Professional (837P) Health Care Claims, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The X12N 837I and 837P versions of the 5010 Standards for Electronic Data Interchange Technical Report Type 3 and Errata (also referred to as Implementation Guides) for the Health Care Institutional and Professional Claims has been established as the standard for Health Care claims transaction compliance.

This document has been prepared to serve as a Tufts Health Plan’s specific companion guide to the 837I and 837P Transaction Sets. This document supplements but does not contradict any requirements in the 837 I&P Technical Report, Type 3. The primary focus of the document is to clarify specific segments and data elements that should be submitted to Tufts Health Plan on the 837 Institutional & Professional Claim Transactions. This document will be subject to revisions as new versions of the 837 Institutional & Professional Health Care Claim Transaction Set Technical Reports are released.

This document has been designed to aid both the technical and business areas. It contains Tufts Health Plan’s specifications for the transactions as well as contact information and key points.

# Contents

<b>Disclosure Statement</b> .....	<b>1</b>
<b>Preface</b> .....	<b>1</b>
<b>Contents</b> .....	<b>2</b>
<b>INTRODUCTION</b> .....	<b>3</b>
SCOPE .....	3
OVERVIEW .....	3
REFERENCES .....	3
<b>GETTING STARTED</b> .....	<b>3</b>
WORKING WITH TUFTS HEALTH PLAN .....	3
TRADING PARTNER REGISTRATION.....	3
<b>TESTING WITH THE PAYER</b> .....	<b>3</b>
<b>CONNECTIVITY WITH THE PAYER/COMMUNICATIONS</b> .....	<b>4</b>
TRANSMISSION ADMINISTRATIVE PROCEDURES .....	4
Direct Submitters .....	4
NEHEN Providers.....	4
RE-TRANSMISSION PROCEDURE .....	4
COMMUNICATION PROTOCOL SPECIFICATIONS .....	4
PASSWORDS .....	5
MAINTENANCE SCHEDULE .....	6
RULES OF BEHAVIOR .....	6
<b>CONTACT INFORMATION</b> .....	<b>6</b>
<b>CONTROL SEGMENTS/ENVELOPES</b> .....	<b>6</b>
Envelope Identifiers .....	6
Setup for 837 INBOUND Transactions .....	6
ISA-IEA .....	6
ISA – Interchange Control Header Segment .....	7
IEA – Interchange Control Trailer Segment.....	7
GS-GE – Functional Group Header Segment .....	8
Group Trailer .....	8
<b>PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS</b> .....	<b>8</b>
Business Scenarios .....	8
Category 1: General Instructions .....	8
Frequently Asked Questions General Claim Questions.....	9
Tufts Health Plan Product Type Questions .....	10
Direct 837 Claims Questions .....	10
Electronic Funds Transfer.....	10
<b>ACKNOWLEDGEMENTS AND/OR REPORTS</b> .....	<b>10</b>
Acknowledgements.....	10
Present On Admission (POA) Indicators Provider Types Affected.....	11
Reporting Options and Definitions .....	11
<b>TRADING PARTNER AGREEMENTS</b> .....	<b>11</b>
TRADING PARTNERS .....	11
<b>TRANSACTION SPECIFIC INFORMATION</b> .....	<b>12</b>
005010X223A2 Health Care Claim: Institutional.....	12
005010X222A1 Health Care Claim: Professional .....	14
<b>APPENDICES</b> .....	<b>16</b>
A – EDI Set Up Form .....	16
B – Transaction Examples .....	17
837 Institutional Claim Sample:.....	17
837 Professional Claim Sample:.....	17
C – Change Summary .....	18

## INTRODUCTION

In order to submit a valid transaction, please refer to the National Electronic Data Interchange Transaction Set Technical Report & Errata for the Health Care Claim: Institutional ASC X12N 837 (005010X223, 005010X223A1 & 005010X223A2) and The Health Care Claim: Professional ASC X12N 837 (005010X222 & 005010X222A1).

The Technical Reports can be ordered from the Washington Publishing Company's website at [www.wpc-edi.com](http://www.wpc-edi.com). For questions relating to the Tufts Health Plan's 837 Institutional Claim Transaction, and the 837 Professional Claim Transaction, or testing, please contact the EDI Operations Department at 888-880-8699 ext. 54042 or email your questions to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org).

Tufts Health Plan's billing guidelines are not included in this document. Please refer to our website at [www.tuftshealthplan.com](http://www.tuftshealthplan.com) for these guidelines or contact Provider Services at 888-884-2404. For Tufts Health Public Plans, contact THPP Provider Service's at 888-257-1985.

Please note, Tufts Health Plan is not responsible for any software utilized by the submitter for the creation of an ASC X12N 837I or ASC X12N 837P transactions.

## SCOPE

The Transaction Instruction component of this companion guide must be used in conjunction with an associated ASC X12 Implementation Guide. The instructions in this companion guide are not intended to be stand-alone requirements documents. This companion guide conforms to all the requirements of any associated ASC X12 Implementation Guides and is in conformance with ASC X12's Fair Use and Copyright statements.

## OVERVIEW

The Health Insurance Portability and Accountability Act–Administration Simplification (HIPAA-AS) requires Tufts Health Plan and all other covered entities to comply with the electronic data interchange standards for health care as established by the Secretary of Health and Human Services.

This guide is designed to help those responsible for testing and setting up electronic claim submission transactions. Specifically, it documents and clarifies when situational data elements and segments must be used for reporting and identifies codes and data elements that do not apply to Tufts Health Plan. This guide supplements (but does not contradict) requirements in the ASC X12N 837 (version 005010X223 and 005010X223A1/A2) or the ASC X12N 837 (005010X222 & 005010X222A1) implementation.

This information should be given to the provider's business area to ensure that healthcare claim status responses are interpreted correctly.

## REFERENCES

The ASC X12N 837 (version 005010X222A1 and 005010X223A2) Implementation Guide for HealthCare Claim Transaction has been established as the standard for claim submission transactions and is available at [www.wpc-edi.com](http://www.wpc-edi.com). Tufts Health Plan website containing documentation on transactions for providers is located at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

Tufts Health Plan's website containing documentation on e-transactions for providers is located at [www.tuftshealthplan.com/providers](http://www.tuftshealthplan.com/providers).

## GETTING STARTED

### WORKING WITH TUFTS HEALTH PLAN

This section describes how to interact with Tufts Health Plan's EDI Department. For questions relating to the Tufts Health Plan 837 Health Care Transactions or testing, contact the EDI Operations Department at 888-880-8699 ext. 54042 or e-mail your questions to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org)

### TRADING PARTNER REGISTRATION

This section describes how to register as a trading partner with Tufts Health Plan.

- By contacting the EDI Operations group, the Trading partner will be sent a File Exchange Request Form to fill out and return to EDI Operations.
- The trading partner will then be set up in Tufts HP testing environment and the information is sent back to the trading partner so they may begin testing.

## TESTING WITH THE PAYER

- EDI Operations will work with the new submitter to setup a username and password. After establishing a username and password, the submitter can begin sending claim transactions to the test environment.
- During the testing process, EDI Operations examines submitted test transactions for required elements. EDI Operations also ensures that the submitter gets a response during the testing mode. Submitters are encouraged to review their 999s and 277CA reports for errors.

- EDI Operations notifies the submitter upon the successful completion of testing.
- When the submitter is ready to send an 837 transaction to the production mailbox, they are notified by EDI Operations, and given a GO LIVE date to move to the production environment.
- The submitter's username remains the same when moving from test to production.
- Tufts Health Plan recommends each test file includes no more than 100 claims.

## CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

### TRANSMISSION ADMINISTRATIVE PROCEDURES

#### Direct Submitters

- Providers interested in submitting electronic claim transactions should contact EDI Operations at Tufts Health Plan via email or telephone to request setup. Please refer to the [Contact Information](#) section for contact details. A direct submitter EDI setup form can be found in [Appendix A - EDI Set-up Form](#) section.
- EDI Operations will coordinate the appropriate process to set up the electronic data interchange. This includes completing enveloping requirements as indicated in the [Communications/Connection](#) section.
- Upon setup completion, EDI Operations notifies the submitter and reviews the testing procedures. After this review, test claim files can be sent to Tufts Health Plan.
- Upon successful testing between Tufts Health Plan and the new submitter, the submitter migrates to a production status.

#### NEHEN Providers

- Providers interested in submitting electronic claim transactions via the NEHEN eGateway should contact Trizetto. Trizetto functions as the clearinghouse for all NEHEN transactions that are sent to Tufts Health Plan. To become a NEHEN member contact Trizetto at 1-800-969-3666 or e-mail [NEHEN@maehc.org](mailto:NEHEN@maehc.org).

### RE-TRANSMISSION PROCEDURE

- Tufts Health Plan currently supports re-transmission of transactions once any errors have been corrected.
- Please refer to your 999 and 277CA acknowledgement reports for details.

### COMMUNICATION PROTOCOL SPECIFICATIONS

This section describes Tufts Health Plan's communication protocol(s).

The following is a list of technical standards and versions for the HTTP MIME Multipart envelope and eligibility payload:

- HTTP Version 1.1
- SOAP Version 1.2
- TLS v1.2
- Health Care Institutional & Professional Claims Transactions – Version 005010X223A2-005010X222A1
- **CAQH MIME** – Tufts Health Plan supports the use of HTTP MIME Multipart existing envelope standards and has implemented the HTTP MIME Multipart envelope standards as identified in CAQH CORE Phase IV Connectivity standards. Please refer to [www.caqh.org/sites/default/files/470\\_Connectivity\\_Rule\\_0\\_0.pdf](http://www.caqh.org/sites/default/files/470_Connectivity_Rule_0_0.pdf).

The following is a list of technical standards and versions for the HTTP MIME Multipart envelope and eligibility payload:

- HTTP Version 1.1
- TLS v1.2
- MIME Version 1.0
- Health Care Institutional & Professional Claims Transactions – Version 005010X223A2-005010X222A1
- **CAQH SOAP** – Tufts Health Plan supports the use of HTTP SOAP + WSDL envelope standards as identified in CAQH CORE Phase IV Connectivity standards. Please refer to [www.caqh.org/sites/default/files/470\\_Connectivity\\_Rule\\_0\\_0.pdf](http://www.caqh.org/sites/default/files/470_Connectivity_Rule_0_0.pdf).

Tufts Health Plan provides certificates to use in place of a user ID and password for SOAP upon completion of enrollment process.

Message specifications for SOAP Batch Transactions		
<b>Batch Submit Transaction</b>	Envelope Element	Specification
	PayloadType	X12_837_Request_005010X223 A2 X12_837_Request_005010X222 A1
	ProcessingMode	Batch
	PayloadID	Unique UUID
	PayloadLength	Required
	Checksum	Checksum for MIME Attached Payload
	Payload	cid of base64 encoded MIME Attachment
	SenderID	ISA06 value as assigned by THP
	ReceiverID	170558746
	CORERuleVersion	4.0.0
	Certificate Version	X.509
<b>Batch Submit AckRetrieval Transaction</b>	Envelope Element	Specification
	PayloadType	X12_999_RetrievalRequest_005010X231A1
	ProcessingMode	Batch
	PayloadID	Unique UUID of Inbound 837
	SenderID	ISA06 value = 170558746
	ReceiverID	ISA08 value as assigned by THP
	CORERuleVersion	4.0.0
Certificate Version	X.509	
<b>Batch Results Retrieval Transaction</b>	Envelope Element	Specification
	PayloadType	X12_277CA_Request_005010X214
	ProcessingMode	Batch
	PayloadID	Unique UUID of Inbound 837
	SenderID	ISA06 value = 170558746
	ReceiverID	ISA08 value as assigned by THP
	CORERuleVersion	4.0.0
Certificate Version	X.509	
<b>Batch Results AckSubmit Transaction (Optional)</b>	Envelope Element	Specification
	PayloadType	X12_999_SubmissionRequest_005010X231A1
	ProcessingMode	Batch
	PayloadID	Unique UUID of Inbound 837
	SenderID	ISA06 value as assigned by THP
	ReceiverID	170558746
	CORERuleVersion	4.0.0
Certificate Version	X.509	

**Note:** Changes to CAQH that occur after the writing of this document will override this document.

## PASSWORDS

Password assignment and resets are done by the EDI Operations group (see [Contact Information](#) below).

## MAINTENANCE SCHEDULE

The systems used for 837 transactions have a standard maintenance schedule of Sunday 8 p.m. to 12 a.m. EST. The systems are unavailable during this time. Email notifications will be sent notifying submitters of unscheduled system outages.

## RULES OF BEHAVIOR

Rules of Behavior for programs that connect to this site:

- Unauthorized use of certificates is not permitted.
- Must not deliberately submit batch files that contain viruses.

## CONTACT INFORMATION

The following sections provide contact information for any questions regarding HIPAA, 837 transactions, EDI, documentation, or training.

**For General Claims Submission Questions** – Go to the [Electronic Services](#) section of Tufts Health Plan's [Public Provider website](#).

**For 837 Transaction Questions** – The following table provides specific contact information by department and responsibility.

For Questions Regarding...	Contact	Phone	Email
EDI Claims Submission (i.e., file submissions, claim rejections)	Tufts Health Plan EDI Operations	888-880-8699 Ext. 54042	<a href="mailto:EDI_Operations@point32health.org">EDI_Operations@point32health.org</a>
HMO, POS, or PPO Claim Information (i.e., claim denials, payment policies)	Tufts Health Plan Provider Services	888-884-2404 Fax: 617-972-9452	
Tufts Health Plan Medicare Preferred Claim Information (i.e., claim denials, payment policies)	Tufts Health Plan Medicare Preferred Customer Relations	800-279-9022 Fax: 617-972-9487	
NPI registration and credentialing	Tufts Health Plan Provider Information Tufts Health Public Plan – Provider Data Request	888-880-8699 Ext. 43153	For Tufts Health Public <a href="#">Provider Information Dept@point32health.org</a>
Tufts Health Public Plans Claim Information (i.e., Claims denials, payment policies)	Tufts Health Public Plans	Provider Services 888-257-1985	

**Applicable websites/e-mail** – This section contains detailed information about useful web sites and email addresses.

- [www.wpc-edi.com](http://www.wpc-edi.com) for corrected examples [www.tuftshealthplan.com/providers](http://www.tuftshealthplan.com/providers)
- New England Healthcare Exchange Network (NEHEN) – [www.nehen.org](http://www.nehen.org)

## CONTROL SEGMENTS/ENVELOPES

### Envelope Identifiers

- Tufts Health Plan supplies each submitting provider with the Submitter and Sender Identifiers for the envelope elements as a part of the setup process. The Interchange Receiver and Application Receiver IDs depend upon which e-Channel is used.
  - **For NEHEN submitters**  
The Interchange Receiver ID (ISA08) is **170558746** and Application Receiver ID (GS03) is **NEHEN002**
  - **For non-NEHEN e-Channels**  
The Interchange Receiver ID (ISA08) is **170558746** and the Application Receiver ID (GS03) is **170558746**

### Setup for 837 INBOUND Transactions

#### ISA-IEA

This section describes Tufts Health Plan's use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

## ISA – Interchange Control Header Segment

Segment Name	Seg. ID	Req/ Opt	# of Char	Value	Remarks
Authorization Information Qualifier	ISA01	R	2	00	00 - No Authorization Information Present
Authorization Information	ISA02	R	10	<spaces>*	No Authorization Information Present
Security Information Qualifier	ISA03	R	2	00	00 - No Security Information Present
Security Information/Password	ISA04	R	10	<spaces>*	No Security Information Present
Interchange ID Qualifier/Qualifier for Trading Partner ID	ISA05	R	2	ZZ	Sender Qualifier - Mutually Agreed
Interchange Sender ID/ Trading Partner ID	ISA06	R	15	<SENDER ID>*	Sender's Identification Number
Interchange ID Qualifier/Qualifier for Tufts Health Plan ID	ISA07	R	2	01	Dun & Bradstreet Number is being used
Interchange Receiver ID/ Tufts Health Plan ID	ISA08	R	15	170558746	Tufts DUNS number: 170558746
Interchange Date	ISA09	R	6	<YYMMDD>	Date of the interchange in YYMMDD format
Interchange Time	ISA10	R	4	<HHMM>	Time of the interchange in HHMM format
Repetition Separator	ISA11	R	1	^ (is a typical separator received)	Type is not applicable; the repetition separator is a delimiter and not a data element; this field provides the delimiter used to separate repeated occurrences of a simple data element or a composite data structure; this value must be different than the data element separator, component element separator, and the segment terminator.
Interchange Control Version Number	ISA12	R	5	00501	Version number
Interchange Control Number/ Last Control Number	ISA13	R	9	<Auto-generated>	Assigned by the interchange sender, must be associated with IEA02 segment
Acknowledgement Request	ISA14	R	1	0	0 - No Acknowledgement Requested
Usage Indicator	ISA15	R	1	<T or P>	T-test data; P-production data
Separator	ISA16	R	1	<Any>	ASCII Value. Component element separator.

## IEA – Interchange Control Trailer Segment

This segment defines the end of an interchange of zero or more functional groups and interchange-related control segments. The Input Data column below contains text entered in *[bracketed italics]* indicates special input data dependent on sender, time, date, etc.

Elements	Size	Name	Input Data	Remarks
IEA01	1/5	Number of Included Functional Groups	<i>[Submitter-specific ID number]</i>	A count of the number of functional groups included in an interchange.
IEA02	9	Interchange Control Number	<i>[Submitter-specific ID number]</i>	A control number assigned by the interchange sender.

## GS-GE – Functional Group Header Segment

This section describes Tufts Health Plan’s use of the functional group control segments. It includes a description of expected application sender and receiver codes. Also included in this section is a description concerning how Tufts Health Plan expects functional groups to be sent and how Tufts Health Plan will send functional groups.

These discussions will describe how similar transaction sets will be packaged and Tufts Health Plan’s use of functional group control numbers.

Segment Name	Seg. ID	Req/Opt	# of Char	Value	Remarks
Functional Identifier Code	GS01	R	2	HC	Health Care Claim.
Application Sender’s Code	GS02	R	2/15	[Tufts Health Plan Submitter ID]	Code identifying party sending transmission
Application Receiver’s Code	GS03	R	2/15	170558746	Code identifying party receiving transmission. Uses Tufts Health Plan DUNS number 170558746.
Date	GS04	R	8	<CCYYMMDD>	Functional Group creation date in CCYYMMDD format
Time	GS05	R	4/8	<HHMM>	Functional Group creation time in HHMM format. Time expressed in 24-hour clock. For example, 3:23 p.m. is entered as 1523.
Group Control Number	GS06	R	1/9	<#>	Assigned and maintained by the sender, must be associated with GE02 segment GS06
Responsible Agency Code	GS07	R	1/2	X	Accredited Standards Committee X12
Version/Release/Industry Identifier Code	GS08	R	1/12	005010X223A2 or 005010X222A1	Health Care Claim for Institutional Health Care Claim for Professional

## Group Trailer

Segment Name	Seg. ID	Re/Opt	# of Char	Value	Remarks
Number of Transaction Sets Included	GE01	R	1/6	1	Total number of transactional sets included in the functional group or interchange
Group Control Number	GE02	R	1/9	<#>	Assigned number originated and maintained by the sender

## PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

### Business Scenarios

Please refer to the business scenarios presented in the Implementation Guides or visit [wpc-edi.com](http://wpc-edi.com) for additional or corrected examples.

### Category 1: General Instructions

- All NPIs on claims submitted to Tufts Health Plan must be registered with the Provider Information Department prior to transmission. Please call 888-880-8699 ext. 43153 to verify or register the NPIs of your organization with Tufts Health Plan.
- For Tufts Health Public Plan claims, contact Provider Data Services at [Provider\\_Information\\_Dept@point32health.org](mailto:Provider_Information_Dept@point32health.org)
- Tufts Health Plan will require a valid NPI when NM109 is used in any provider loop and will not accept Provider Secondary Identification as the primary identifier of that provider.
- New submitters must go through the appropriate set-up/authorization process to transmit electronic claims with Tufts Health Plan. Please refer to the [Communications/Connectivity](#) Component of this document for details.
- Tufts Health Plan will accept 837 Institutional and 837 Professional Claim Transactions for all business products. This includes Commercial, Senior Products and Tufts Health Public Plans, however the 837 Institutional and 837 Professional claim files must be sent separately. They cannot be sent on the same file.
- As stated in the technical reports, a maximum of 5000 CLM segments will be accepted by Tufts Health Plan. For Tufts Health Public Plans – The maximum medical claims accepted in a file is 5000 and maximum hospital claims is 500.



- Tufts Health Plan is adhering to structural specifications for required and situational fields as stated in the technical reports. If the incoming 837I or 837P has a single ST/SE and the structure does not comply, the entire file will fail in the validation process. If the incoming 837I or 837P has multiple ST/SEs, only the failed ST/SEs in the file will fail in the validation process. The submitter receives a 999 acknowledgement for notification of the ST/SEs that failed.
- Tufts Health Plan will capture payee information from the Billing Provider Name loop (Loop 2010AA).
- The Pay-To Address Name loop (Loop 2010AB) in 5010 has been changed to enter a separate billing provider address where payments should be sent. Please note that Tufts Health Plan will continue making payments to the address on record in our backend system database instead of the addresses submitted in loop 2010AB.
- Tufts Health Plan cannot currently support billing for atypical provider type submissions.
- For Frequency Types 5, 7, and 8, (Element CLM05-3), Tufts Health Plan's original claim number (Original Reference Number – Element REF02) must be submitted as stated in the technical report. We also strongly recommend sending the Original Reference Number with Frequency Types 2, 3, and 4.
- When contacting Tufts Health Plan with questions for claims with Frequency Types 2, 3, 4, 5, 7, and 8, (Element CLM05-3), please use the original claim number even though a new claim number for that submission may be assigned.
- The Tufts Health Plan implementation of Coordination of Benefits (COB) Information utilizes claim header information in the COB Header Other Subscriber Information (Loop 2320), Other Subscriber Name (Loop 2330A), and Other Payer Name (Loop 2330B) as well as line level information in the Line Adjudication Information Details (Loop 2430) within the 837 transactions. We strongly recommend closely reviewing these loops in the technical reports before submitting COB information. Many data segments have been changed or deleted.
- Although the HIPAA Transaction Set technical report allows the repeating of Billing Provider Name loop (2010AA Loop) for each claim, the size of transmission files can be reduced by up to 20% by using only one repeat of Billing Provider Name loop followed by all subscriber and claim information for that Provider. Transmission files can be further reduced by grouping the claims of each subscriber together.
- Tufts Health Plan only accepts ICD-10 Codes.
- For compliance purposes, Tufts Health Plan will only accept qualifier MJ for minutes when billing an esthesia procedure codes. UN is a valid qualifier for procedures other than anesthesia.
- Due to system limitations, Tufts Health Plan is unable to accept claims submitted electronically where charges total one million dollars or more.
- Each Tufts Health Plan member is uniquely identified by his or her member ID. All members should be considered as subscribers, and providers should submit member ID in Element NM109 of Loop 2010BA. Tufts Health Plan will not accept any data in the Patient Loop (2000C) and will REJECT accordingly.

## Frequently Asked Questions – General Claim Questions

### Q. Who do I contact for setup issues?

A. Contact EDI Operations [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org) for all setup issues.

### Q. Is there an EDI setup form?

A. Yes, you can find the EDI setup form on the Tufts Health Plan Web site ([www.tuftshealthplan.com](http://www.tuftshealthplan.com)) or in this guide. (See [Appendix A - EDI Set-up Form.](#))

### Q. What is Tufts Health Plan's Payer ID#?

A. Contact EDI Operations by sending email to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org) to obtain Tufts Health Plan Payer ID number. It is important to make sure your NPI is on file at Tufts Health Plan and that you are set up to submit claims via a clearinghouse.

### Q. Is my NPI on file at Tufts Health Plan?

A. To determine if your NPI is on file, contact Provider Services. For Tufts Health Public Plan claims, contact Provider Data Services [Provider\\_Information\\_Dept@point32health.org](mailto:Provider_Information_Dept@point32health.org).

### Q. Is there an NPI registration form?

A. Yes, you can find the NPI registration form on the Tufts Health Plan Web site. It is located at: [http://www.tuftshealthplan.com/providers/pdf/Request\\_for\\_Out\\_of\\_Plan\\_Legacy\\_ID\\_Number\\_Form.pdf](http://www.tuftshealthplan.com/providers/pdf/Request_for_Out_of_Plan_Legacy_ID_Number_Form.pdf)

### Q. What should I do if I change Clearinghouses?

A. If you change your clearinghouse, please inform EDI Operations by sending email to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org).

### Q. Can I send claims to Tufts Health Plan over the Internet?

A. Yes, low volume providers can register with our trading partner to enter claims via a web application by contacting Ability Network, at [abilitynetwork.com](http://abilitynetwork.com) or by calling 888-558-0569.

### Q. How do I add or delete payees?

A. Contact EDI Operations by sending an email to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org) to add or delete payees.

**Q. Can I send paper claims?**

A. Yes. However, Tufts Health Plan strongly recommends electronic claims submission; when sending paper claims, you must clearly print paper claims on original CMS 1500 or UB04 RED forms.

**Q. Will Tufts Health Plan accept a P.O. Box or Lock Box in Loop 2010AA?**

A. No, P.O. Boxes or Lock Boxes are not allowed in loop 2010AA per the Implementation Guides and claims that contain them will be rejected. As specified in the Implementation Guides, P.O. Box or Lock Box information can be sent in loop 2010AB, Pay-To Address Name, if necessary. However, Tufts Health Plan uses the address of record that we have on file.

**Q. Will Tufts Health Plan accept a 5-digit zip code in loop 2010AA?**

A. No, per the Implementation Guides, only 9-digit zip codes can be accepted. If the claim contains a 5-digit zip code, the claim will be rejected.

**Tufts Health Plan Product Type Questions**

**Q. Can I send all Tufts Health Plan product types in one electronic file?**

A. Yes, all products can be submitted in one file. However, the 837 Institutional and 837 Professional claim files must be sent separately. They cannot be sent on the same file.

**Q. To submit CareLink claims, do I have to do a separate setup with Tufts Health Plan if I already have one with CIGNA?**

A. Yes, contact EDI Operations by email at [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org). Although you may be credentialed and set up with CIGNA, you must also be credentialed and setup with Tufts Health Plan to submit CareLink claims

**Q. Can I send CareLink claims electronically?**

A. Yes, CareLink claims can be submitted with all other Tufts Health Plan claims.

**Q. Can I submit Uniformed Services Family Health Plan (USFHP) claims electronically to Tufts Health Plan?**

A. Yes, USFHP claims can be submitted to Tufts Health Plan with all other Tufts Health Plan claims. By referring to the back of the member's ID card, you can tell that the member is covered by USFHP, administered by Tufts Health Plan. The back of the ID card will include the following statement: "Administrative services for the Uniformed Services Family Health Plan from Brighton Marine are provided by Tufts Health Plan, Inc. US Family Health Plan is a designated provider of the TRICARE Prime Uniform Benefit."

**Direct 837 Claims Questions**

**Q. Is testing required to send 837 claims to Tufts Health Plan?**

A. Yes. Please refer to the [Testing with the Payer](#) section in this Companion Guide for testing process details.

**Q. For how long are 277CA Acknowledgement reports available?**

A. The 277CA Acknowledgement reports are retained in your mailbox for one week.

**Electronic Funds Transfer**

**Q. Does Tufts Health Plan offer electronic funds transfer (EFT)?**

A. Tufts Health Plan offers EFT through our partnership with PaySpan Health. Go to the PaySpan Health website at [www.payspanhealth.com](http://www.payspanhealth.com). A step-by-step registration guide is available online.

- If you need additional assistance or have questions concerning EFT, please contact PaySpan. Send an email to [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com) or call the Provider Support Team at 877-331-7154, option 1. Provider Support Specialists are available to assist Monday through Friday from 8 a.m. to 8 p.m. Eastern Time.
- Tufts Health Public Plan offers EFT's through Change Healthcare. For more information, contact Change Healthcare at 866-506-2830.

**ACKNOWLEDGEMENTS AND/OR REPORTS**

**Acknowledgements**

- Tufts Health Plan will send an acknowledgement for each 837 transaction sent with the **277CA Health Care Claim Acknowledgment** (see *277CA Companion Guide*).
- Tufts Health Plan will return the **999 IMPLEMENTATION ACKNOWLEDGMENT FOR HEALTH CARE INSURANCE** as per the Technical Report, Type3. The standard format is below.

<b>ST</b>	Transaction Set Header
<b>AK1</b>	Functional Group Response Header <b>LOOP ID - 2000 - AK2 TRANSACTION SET RESPONSE HEADER</b>
<b>AK2</b>	Transaction Set Response Header <b>LOOP ID - 2100 - AK2/IK3 ERROR IDENTIFICATION</b>
<b>IK3</b>	Error Identification
<b>CTX</b>	Segment Context
<b>CTX</b>	Business Unit Identifier <b>LOOP ID - 2110 - AK2/IK3/IK4 IMPLEMENTATION DATA ELEMENT NOTE</b>
<b>IK4</b>	Implementation Data Element Note
<b>CTX</b>	Element Context
<b>IK5</b>	Transaction Set Response Trailer
<b>AK9</b>	Functional Group Response Trailer
<b>SE</b>	Transaction Set Trailer

### Present On Admission (POA) Indicators Provider Types Affected

- Hospitals who submit claims to fiscal intermediaries (FI) or Medicare Part A/B Administrative Contractors (A/B MACs) for Medicare beneficiary inpatient services.
- Tufts Health Plan recommends that your billing staff is aware of this requirement, and that your physicians and other practitioners and coders are collaborating to ensure complete and accurate documentation, code assignment and reporting of diagnoses and procedures.

### Reporting Options and Definitions

<b>N</b>	(No) Not present at the time of inpatient admission
<b>U</b>	(Unknown) Documentation is insufficient to determine if condition is present at time of inpatient admission
<b>W</b>	Not Applicable
<b>Y</b>	(Yes) Present at the time of inpatient admission

The POA data element on your electronic claims has been moved from the K3 segment (version 4010A1) to the HI - PRINCIPAL DIAGNOSIS and HI - OTHER DIAGNOSIS INFORMATION segments.

**Note:** The value of "1" has been removed in 5010.

**Example:** Below is an example of acceptable coding on an electronic claim:

HI\*BF:4821::::::N\*HI\*BF:25000::::::Y

## TRADING PARTNER AGREEMENTS

### TRADING PARTNERS

An EDI Trading Partner is defined as any Tufts HP customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from Tufts Health Plan.

Tufts Health Plan utilizes the File Exchange Request Form to establish the Trading Partners agreement/set-up forms to process electronic transactions.

## TRANSACTION SPECIFIC INFORMATION

This section describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of a table. The tables contain a row for each segment that Tufts Health Plan has something additional, over and above, the information in the IGs. That information can:

- Limit the repeat of loops, or segments
- Limit the length of a simple data element
- Specify a sub-set of the IGs internal code listings
- Clarify the use of loops, segments, composite and simple data elements
- Any other information tied directly to a loop, segment, composite or simple data element pertinent to trading electronically with Tufts Health Plan

In addition to the row for each segment, one or more additional rows are used to describe Tufts Health Plan's usage for composite and simple data elements and for any other information.

The following table specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

These tables contain one or more rows for each segment for which a supplemental instruction is needed.

<b>Legend:</b>	<b>BOLDED</b> and <b>SHADED</b> rows represent "loops" or "segments" in the X12N implementation guides.
	NON-SHADED rows represent "data elements" in the X12N implementation guides.

### 005010X223A2 Health Care Claim: Institutional

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
	<b>1000A</b>	<b>NM1</b>	<b>Information Source Name</b>			
72	1000A	NM109	Submitter Identification Code		2/80	The existing trading partners will continue using the six-digit submitter code. Tufts Health Plan will work with new trading partners prior to implementation to determine the six-digit submitter code. (Exceptions to the six-digit IDs may apply)
94	<b>2010AB</b>	<b>NM1</b>	<b>Pay-To Address Name</b>		<b>N/A</b>	<b>This loop has been changed to indicate a separate address for payments to the Billing Provider. Please note that Tufts Health Plan will continue making payments to the address in our backend system database instead of the address submitted in 2010AB.</b>
109	<b>2000B</b>	<b>SBR</b>	<b>Subscriber Hierarchical Level</b>			
109	2000B	SBR01	Payer Responsibility Sequence Number Code		1/1	This data element is NOT a payer counter. It is a code that indicates the order of responsibility for payment.
112	<b>2010BA</b>	<b>NM1</b>	<b>Subscriber Name</b>		<b>N/A</b>	

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
135	2010CA	NM1	Patient Name		N/A	As stated in the Payer Specific Business Rules and Limitations Section: Each Tufts Health Plan member is uniquely identified by his or her member ID. All members should be considered as subscribers, and providers should submit member ID in Element NM109 of Loop 2010BA. Tufts Health Plan will not accept any data in the Patient Loop (2000C) and will REJECT accordingly.
166	2300	REF	Payer Claim Control Number			
166	2300	REF02	Reference Identification		1/50	For frequency types 5, 7, and 8, Original Reference Number (Claim Number) must be submitted as stated in the technical report. Tufts Health Plan also strongly recommends sending the Original Reference Number with frequency types 2, 3, and 4.
271	2300	HI01-2	Occurrence Code		1/30	If a claim is accident or employment related, Tufts Health Plan requires the appropriate occurrence code. We will only process one iteration of HI01.
272	2300	HI01-4	Date Time Period		1/35	If a claim is accident or employment related, Tufts Health Plan requires the appropriate occurrence date. We will only process one iteration of HI01
341	2310E	NM1	Service Facility Location Name		N/A	Tufts Health Plan <b>REQUIRES</b> that <b>Service Facility Information</b> always matches <b>Billing Provider Information</b> given that the payee should always equal the provider on institutional claims.
354	2320		Other Subscriber Information		N/A	
354	2320	SBR	Other Subscriber Information		N/A	Required by Tufts Health Plan to understand the payer responsibility sequence.
354	2320	AMT	COB Payor Amount Paid		N/A	Tufts Health Plan requires the total amount paid at the claim level
377	2330A	NM1	Other Subscriber Name		N/A	Tufts Health Plan requires this segment for COB claims.
384	2330B	NM1	Other Payer Name		N/A	Tufts Health Plan requires this segment for COB claims.
389	2330B	DTP	Claim Check or Remittance Date		1/35	For COB Claims, this must be provided in loop 2330B or 2430.
476	2430	SVD	Line Adjudication Information		N/A	

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
477	2430	SVD02	Monetary Amount		1/18	Tufts Health Plan requires the amount paid by the payer in 2330B for this line.
481	2430	CAS01	Claim Adjustment Group Code	CO – Contractual Obligations	1/2	Used to validate total amount billed in SV1 segment. If Other Payer amount paid plus member responsibility does not equal the amount billed, then a CO with 45, 96 or 97 and an amount must be provided.
481	2430	CAS01	Claim Adjustment Group Code	PR – Patient Responsibility	1/2	Used to validate total amount billed in SV1 segment (if applicable). If PR is provided, then a corresponding amount must be provided.
486	2430	DTP	Claim Check or Remittance Date		1/35	For COB Claims, this must be provided in loop 2330B or 2430.

### 005010X222A1 Health Care Claim: Professional

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
75	1000A	NM1	Submitter Name			
75	1000A	NM109	Submitter Identifier		2/80	The existing trading partners will continue using the six-digit submitter code. Tufts Health Plan will work with new trading partners prior to implementation to determine the six-digit submitter code. (Exceptions to the six-digit IDs may apply.)
83	2000A	PRV	Billing Provider Specialty Information		N/A	<b>Tufts Health Plan recommends providers include the appropriate taxonomy code for the services rendered.</b>
83	2000A	PRV01	Provider Code	BI	1/3	Code identifying the type of provider
83	2000A	PRV02	Code qualifying the Reference Identification	PXC	2/3	Health Care Provider Taxonomy Code
83	2000A	PRV03	Reference Identification		1/50	Provider Taxonomy Code
101	2010AB		Pay-To Address Name		N/A	<b>This loop has been changed to indicate a separate address for payment to the Billing Provider. Please note that Tufts Health Plan will continue making payments to the address in our backend system database instead of the address submitted in 2010AB.</b>
116	2000B	SBR	Subscriber Hierarchical Level			
116	2000B	SBR01	Payer Responsibility Sequence Number Code		1/1	This data element is NOT a payer counter. It is a code that indicates the order of responsibility for payment.


Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
121	2010BA	NM1	Subscriber Name		N/A	
123	2010BA	NM109	Identification Code		2/80	Each Tufts Health Plan member is uniquely identified by his or her member ID. Thus, we require treating all members as subscribers, and submitting member ID in NM109 of loop 2010BA.
147	2010CA	NM1	Patient Name		N/A	<b>As stated in the Payer Specific Business Rules and Limitations section: Each Tufts Health Plan member is uniquely identified by his or her member ID. All members should be considered as subscribers, and providers should be submitting member ID in Element NM109 of Loop 2010BA. Thus, Tufts Health Plan will not accept any data in the Patient Loop (2000C) and will REJECT accordingly.</b>
196	2300	REF	Payer Claim Control Number		N/A	
196	2300	REF02	Reference Identification		1/50	For frequency types 5, 7, and 8, Original Reference Number (Claim Number) must be submitted as stated in the technical report. Tufts Health Plan also strongly recommends sending Original Reference Number with frequency types 2, 3, and 4.
265	2310B	PRV	Rendering Provider Specialty Information			<b>Tufts Health Plan recommends providers include the appropriate taxonomy code for the services rendered.</b>
265	2310B	PRV01	Provider Code	PE	1/3	Code identifying the type of provider
265	2310B	PRV02	Code qualifying the Reference Identification	PXC	2/3	Health Care Provider Taxonomy Code
265	2310B	PRV03	Reference Identification		1/50	Provider Taxonomy Code
320	2330B	NM1	Other Payer Name		N/A	<b>Tufts Health Plan requires this segment for COB claims.</b>
325	2330B	DTP	Claim Check or Remittance Date		1/35	For COB Claims, this must be provided in loop 2330B or 2430
480	2430	SVD	Line Adjudication Information		N/A	
481	2430	SVD02	Monetary Amount		1/18	Tufts Health Plan requires the amount paid by the payer in 2330B for this line.
485	2430	CAS01	Claim Adjustment Group Code	CO – Contractual Obligation	1/2	Used to validate total amount billed in SV1 segment. If Other Payer amount paid plus member responsibility does not equal the amount billed, then a CO with either a 45, 96 or 97 and an amount must be provided.

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
485	2430	CAS01	Claim Adjustment Group Code	PR – Patient Responsibility	1/2	Used to validate total amount billed in SV1 segment (if applicable). If PR is provided, then a corresponding amount must be provided.
490	2430	DTP	Claim Check or Remittance Date		1/35	For COB Claims, this must be provided in loop 2330B or 2430

## APPENDICES

### A – EDI Set Up Form

This form is also available on the Tufts Health Plan Public Provider website at <https://tuftshealthplan.com/documents/providers/forms/edi-set-up-form>



**TUFTS**  
Health Plan

a Point32Health company

## EDI Set-Up Form

Completed forms can be sent to [EDI\\_Operations@point32health.org](mailto:EDI_Operations@point32health.org) or faxed to 617-972-1011. EDI Operations will contact you after this information is verified to initiate electronic transactions. Please contact EDI Operations at 888-880-8699 ext. 54042 if you have any questions regarding this form.

**Practice, Account and Transaction Information**

**Type of practice:**  Solo  Group  Billing service  Hospital/Facility

**Type of account:**  New  Existing (*indicate changes below*)

**Transaction type:**  837 Institutional claim  837 Professional claim

**Information on Solo, Group, Billing Service Client(s), Hospital/Facility**

Name:

Address:

City:  State:  ZIP:

Office contact:  Practice tax ID:

Phone:  Fax:

Email:

**Practice Management System/Computer Vendor:**

Vendor contact name:

Phone:

**Payment Information (if different from above)**

Name of payee:  National Provider ID:

Address:

City:  State:  ZIP:

Payee tax ID:

**Provider Information**

Name of Provider	National Provider ID
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Rev. 08/2024



## B – Transaction Examples

### 837 Institutional Claim Sample:

ISA\*00\* \*00\* \*ZZ\*Sender ID \*01\*170558746 \*170424\*0814\*^\*00501\*006110829\*1\*P\*: GS\*HC\* Sender ID\*170558746\*20170424\*0814\*6110829\*X\*005010X223A2  
ST\*837\*0001\*005010X223A2  
BHT\*0019\*00\*6110829N1\*20170424\*081458\*CH  
NM1\*41\*2\*ABC SYSTEMS INC\*\*\*\*\*46\* Sender ID  
PER\*IC\*CLAIMS CLEARINGHOUSE\*EM\*ABC [Company@abcc.com](mailto:Company@abcc.com) NM1\*40\*2\*TUFTS HEALTH PLAN\*\*\*\*\*46\*170558746  
HL\*1\*\*20\*1 PRV\*BI\*PXC\*282N00000X  
NM1\*85\*2\*MEDICAL CENTER\*\*\*\*\*XX\*1234567890 N3\*3801 SPRING STREET  
N4\*RACINE\*WI\*534051667 REF\*EI\*123456789  
PER\*IC\*PATIENT ACCOUNTS\*TE\*8885551212 NM1\*87\*2  
N3\*PO BOX 860004  
N4\*MINNEAPOLIS\*MN\*554866000  
HL\*2\*1\*22\*0 SBR\*P\*18\*\*TUFTS\*\*\*\*\*CI  
NM1\*IL\*1\*DOE\*JANE\*\*\*\*\*MI\*12345678901 N3\*3400 10 AVE  
N4\*RACINE\*WI\*53402 DMG\*D8\*19880227\*F  
NM1\*PR\*2\*TUFTS HEALTH PLAN\*\*\*\*\*PI\*04298 CLM\*4000175989900\*1109.2\*\*\*13:A:1\*\*A\*Y\*Y DTP\*434\*RD8\*20170418-20170418  
CL1\*1\*1\*01  
REF\*D9\*6110829N1 REF\*EA\*E2675423 HI\*ABK:S8391XA HI\*APR:M25561 HI\*ABN:V484XXA HI\*BH:11:D8:20170418  
NM1\*71\*1\*PANDEY\*MAMTA\*MALIK\*\*\*XX\*1316913296 PRV\*AT\*PXC\*207P00000X  
NM1\*72\*1\*PANDEY\*MAMTA\*MALIK\*\*\*XX\*1316913296 LX\*1  
SV2\*0250\*\*1.2\*UN\*1 DTP\*472\*D8\*20170418 REF\*6R\*34289381 LX\*2  
SV2\*0320\*HC:73564:RT\*343\*UN\*1 DTP\*472\*D8\*20170418  
REF\*6R\*34289382 LX\*3  
SV2\*0450\*HC:99283\*765\*UN\*1 DTP\*472\*D8\*20170418  
REF\*6R\*34289383 SE\*47\*0001  
GE\*1\*6110829 IEA\*1\*006110829

### 837 Professional Claim Sample:

ISA\*00\* \*00\* \*ZZ\*SENDERID \*01\*170558746 \*170424\*0253\*^\*00501\*006110824\*1\*P\*: GS\*HC\* SENDERID\*170558746\*20170424\*0253\*6110824\*X\*005010X222A1  
ST\*837\*0001\*005010X222A1  
BHT\*0019\*00\*6110824N1\*20170424\*025343\*CH NM1\*41\*2\*NEBO SYSTEMS INC\*\*\*\*\*46\* SENDERID  
PER\*IC\*CLAIMS CLEARINGHOUSE\*EM\* ABC [Company@abcc.com](mailto:Company@abcc.com) NM1\*40\*2\*TUFTS HEALTH PLAN\*\*\*\*\*46\*170558746  
HL\*1\*\*20\*1  
NM1\*85\*2\* ABC HEALTH VENTURE\*\*\*\*\*XX\*1234567896 N3\*3471 EAGLE WAY  
N4\*CHICAGO\*IL\*606781034 REF\*EI\*123456789  
HL\*2\*1\*22\*0 SBR\*P\*18\*4886800\*\*\*\*\*CI  
NM1\*IL\*1\*DOE\*JANE\*\*\*\*\*MI\*98765432101 N3\*542 S KATHLEEN DR  
N4\*ROMEOVILLE\*IL\*60446 DMG\*D8\*20040827\*F  
NM1\*PR\*2\*TUFTS HEALTH PLAN\*\*\*\*\*PI\*04298 CLM\*3222217160\*369\*\*\*21:B:1\*Y\*A\*Y\*Y DTP\*431\*D8\*20170407  
DTP\*435\*D8\*20170407 DTP\*096\*D8\*20170409 REF\*D9\*6110824N1 REF\*EA\*GE12447281  
HI\*ABK:T383X2A\*ABF:F322\*ABF:T1491 NM1\*DN\*1\*CHAKILUM\*SHYAMSUNDER\*\*\*\*\*XX\*1295706521  
NM1\*82\*1\*CHAKILUM\*SHYAMSUNDER\*\*\*\*\*XX\*1295706521 PRV\*PE\*PXC\*2084P0800X  
NM1\*77\*2\*EDWARD HOSPITAL IP\*\*\*\*\*XX\*1013969013 N3\*801 S WASHINGTON ST  
N4\*NAPERVILLE\*IL\*605407430  
LX\*1  
SV1\*HC:99253\*369\*UN\*1\*\*\*1:2:3 DTP\*472\*D8\*20170408  
REF\*6R\*454902631  
SE\*35\*0001 GE\*1\*6110824 IEA\*1\*006110824

## C – Change Summary

This section describes the differences between the current Companion Guide and previous guide(s).

Revision	Revision date	Comments
1	02/2011	Version 5010
2	07/2013	Version 5010A – Added text about EFT and
3	12/2016	Added Tufts Health Public Plans – Specific Terms and Contact
4	09/22/2017	Documented in CORE® Companion Guide Format