



837 Companion Guide

Refers to the Implementation Guides based on the HIPAA Transaction ASC X12N.

Standards for Electronic Data Interchange X12N/005010x222 Health Care Claim:

Professional (837P) and ASC X12N/005010x223 Health Care Claim: Institutional (837I)

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Overview

The Companion Guide provides Centene trading partners with guidelines for submitting the ASC X12N/005010x222 Health Care Claim: Professional (837P) and ASC X12N/005010x223 Health Care Claim: Institutional (837I). The Centene Companion Guide documents any assumptions, conventions, or data issues that may be specific to Centene business processes when implementing the HIPAA ASC X12N 5010A Technical Reports Type 3 (TR3). As such, this Companion Guide is unique to Centene and its affiliates.

This document does NOT replace the HIPAA ASC X12N 5010A Technical Reports Type 3 (TR3) for electronic transactions, nor does it attempt to amend any of the rules therein or impose any mandates on any trading partners of Centene. This document provides information on Centene- specific code handling and situation handling that is within the parameters of the HIPAA administrative Simplification rules. Readers of this Companion Guide should be acquainted with the HIPAA Technical Reports Type 3, their structure and content. Information contained within the HIPAA TR3s has not been repeated here although the TR3s have been referenced when necessary. The HIPAA ASC X12N 5010A Technical Reports Type 3 (TR3) can be purchased at <http://store.x12.org>.

The Companion Guide provides supplemental information to the Trading Partner Agreement (TPA) that exists between Centene and its trading partners. Refer to the TPA for guidelines pertaining to Centene legal conditions surrounding the implementations of EDI transactions and code sets. Refer to the Companion Guide for information on Centene business rules or technical requirements regarding the implementation of HIPAA compliant EDI transactions and code sets.

Nothing contained in this guide is intended to amend, revoke, contradict, or otherwise alter the terms and conditions of the Trading Partner Agreement. **If there is an inconsistency with the terms of this guide and the terms of the Trading Partner Agreement, the terms of the Trading Partner Agreement shall govern.**

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Rules of Exchange

The Rules of Exchange section details the responsibilities of trading partners in submitting or receiving electronic transactions with Centene.

Transmission Confirmation

Transmission confirmation may be received through one of two possible transactions: the ASC X12C/005010X231 Implementation Acknowledgment For Health Care Insurance (TA1, 999). A TA1

Acknowledgement is used at the ISA level of the transmission envelope structure, to confirm a positive transmission or indicate an error at the ISA level of the transmission. The 999 Acknowledgement may be used to verify a successful transmission or to indicate various types of errors.

Transmission Confirmation cont.

Confirmations of transmissions, in the form of TA1 or 999 transactions, should be received within 24 hours of batch submissions, and usually sooner. Senders of transmissions should check for confirmations within this time frame.

Batch Matching

Senders of batch transmissions should note that transactions are unbundled during processing, and rebundled so that the original bundle is not replicated. Trace numbers or patient account numbers should be used for batch matching or batch balancing.

TA1 Interchange Acknowledgement

The TA1 Interchange Acknowledgement provides senders a positive or negative confirmation of the transmission of the ISA/IEA Interchange Control.

999 Functional Acknowledgement

The 999 Functional Acknowledgement reports on all Implementation Guide edits from the Functional Group and transaction Sets.

277CA Health Care Claim Acknowledgement

The X12N005010X214 Health Care Claim Acknowledgment (277CA) provides a more detailed explanation of the transaction set. Centene also provides the Pre-Adjudication rejection reason of the claim within the STC12 segment of the 2220D loop. ***NOTE: The STC03 – Action Code will only be a “U” if the claim failed on HIPAA validation errors, NOT Pre-Adjudication errors.***

Duplicate Batch Check

To ensure that duplicate transmissions have not been sent, Centene checks five values within the ISA for redundancy:

- ISA06, ISA08, ISA09, ISA10, ISA13

Collectively, these numbers should be unique for each transmission. A duplicate ISA/IEA receives a TA1 response of “025” (Duplicate Interchange Control Number).

Duplicate Batch Check cont.

To ensure that Transaction Sets (ST/SE) have not been duplicated within a transmission, Centene checks the ST02 value (Transaction Set Control Number), which should be a unique ST02 within the Functional Group transmitted.

Note: ISA08 & GS03 could also be the Single Payer ID

New Trading Partners

New trading partners should access <https://sites.edifecs.com/index.jsp?centene>, register for access, and perform the steps in the Centene trading partner program. The EDI Support Desk (EDIBA@Centene.com) will contact you with additional steps necessary upon completing your registration.

Claims Processing

Acknowledgements

Senders receive four types of acknowledgement transactions: the TA1 transaction to acknowledge the Interchange Control Envelope (ISA/IEA) of a transaction, the 999 transaction to acknowledge the Functional Group (GS/GE) and Transaction Set (ST/SE), the 277CA transaction to acknowledge health care claims, and the Centene Audit Report. At the claim level of a transaction, the only acknowledgement of receipt is the return of the Claim Audit Report and/or a 277CA.

Coordination of Benefits (COB) Processing

To ensure the proper processing of claims requiring coordination of benefits, Centene recommends that providers validate the patient's Membership Number and supplementary or primary carrier information for every claim.

Code Sets

Only standard codes, valid at the time of the date(s) of service, should be used.

Corrections and Reversals

The 837 defines what values submitters must use to signal payers that the Inbound 837 contains a reversal or correction to a claim that has previously been submitted for processing. For both Professional and Institutional 837 claims, 2300 CLM05-3 (Claim Frequency Code) must contain a value for the National UB Data Element Specification Type List Type of Bill Position 3.

Data Format/Content

Centene accepts all compliant data elements on the 837 Professional Claim. The following points outline consistent data format and content issues that should be followed for submission.

Dates

The following statements apply to any dates within an 837 transaction:

- All dates should be formatted according to Year 2000 compliance, CCYYMMDD, except for ISA segments where the date format is YYMMDD.

- The only values acceptable for “CC” (century) within birthdates are 18, 19, or 20.
- Dates that include hours should use the following format: CCYYMMDDHHMM.
- Use Military format, or numbers from 0 to 23, to indicate hours. For example, an admission date of 201006262115 defines the date and time of June 26, 2010 at 9:15 PM.
- No spaces or character delimiters should be used in presenting dates or times.
- Dates that are logically invalid (e.g. 20011301) are rejected.
- Dates must be valid within the context of the transaction. For example, a patient’s birth date cannot be after the patient’s service date.

Decimals

All percentages should be presented in decimal format. For example, a 12.5% value should be presented as .125.

Dollar amounts should be presented with decimals to indicate portions of a dollar; however, no more than two positions should follow the decimal point. Dollar amounts containing more than two positions after the decimal point are rejected.

Monetary and Unit Amount Values

Centene accepts all compliant data elements on the 837 Professional Claim; however, monetary or unit amount values that are in negative numbers are rejected.

Delimiters

Delimiters are characters used to separate data elements within a data string. Delimiters suggested for use by Centene are specified in the Interchange Header segment (the ISA level) of a transmission; these include the tilde (~) for segment separation, the asterisk (*) for element separation, and the colon (:) for component separation.

Phone Numbers

Phone numbers should be presented as contiguous number strings, without dashes or parenthesis markers. For example, the phone number (336) 555-1212 should be presented as 3365551212. Area codes should always be included. Centene requires the phone number to be AAABBBCCCC where AAA is the Area code, BBB is the telephone number prefix, and CCCC is the telephone number.

Additional Items

- Centene will not accept more than 97 service lines per UB-04 claim.
- Centene will not accept more than 50 service lines per CMS 1500 claim.
- Centene will only accept single digit diagnosis pointers in the SV107 of the 837P.
- The Value Added Network Trace Number (2300-REF02) is limited to 30 characters.

Identification Codes and Numbers

General Identifiers

Federal Tax Identifiers

Any Federal Tax Identifier (Employer ID or Social Security Number) used in a transmission should omit dashes or hyphens. Centene sends and receives only numeric values for all tax identifiers.

Sender Identifier

The Sender Identifier is presented at the Interchange Control (ISA06) of a transmission. Centene expects to see the sender's Federal Tax Identifier (ISA05, qualifier 30) for this value. In special circumstances, Centene will accept a "Mutually Defined" (ZZ) value. Senders wishing to submit a ZZ value must confirm this identifier with Centene EDI.

Payer Identifier

Single Payer IDs are used for all Health Plans. Please verify directly with the Health Plan and/or Clearinghouse the Payer ID that should be used or contact the EDI Support Desk at 800 225 2573 X6075525 or EDIBA@centene.com.

| <i>Plan</i> | <i>Receiver ID</i> | <i>Payer ID</i> |
|--------------------------|---------------------------------------|---|
| <i>All</i> | <i>ISA08/GS03</i> <i>837P/837I</i> | <i>NMN109 when</i> <i>NM101 = PR</i> |
| Medical | 68069 | 68069 |
| Behavioral Health/CBH | 68068 | 68068 |
| Centurion | 42140 | 42140 |

Provider Identifiers

National Provider Identifiers (NPI)

HIPAA regulation mandates that providers use their NPI for electronic claims submission. The NPI is used at the record level of HIPAA transactions; for 837 claims, it is placed in the 2010AA loop. See the 837 Professional Data Element table for specific instructions about where to place the NPI within the 837 Professional file. The table also clarifies what other elements must be submitted when the NPI is used.

Billing provider

The Billing Provider Primary Identifier should be the group/organization ID of the billing entity, filed only at 2010AA. This will be a Type 2 (Group) NPI unless the Billing provider is a sole proprietor and processes all claims and remittances with a Type 1 (Individual) NPI.

Rendering Provider

When providers perform services for a subscriber/patient, the service will need to be reported in the Rendering Provider Loop (2310B or 2420A) You should only use 2420A when it is different than Loop 2310B/NM1*82.

Referring Provider

Centene has no specific requirements for Referring Provider information.

Atypical Provider

Atypical providers are not always assigned an NPI number, however, if an Atypical provider has been assigned an NPI, then they need to follow the same requirements as a medical provider. An Atypical provider which provides non-medical services is not required to have an NPI number (i.e. carpenters, transportation, etc). Existing Atypical providers need only send the Provider Tax ID in the REF segment of the billing provider loop. **NOTE: If an NPI is billed in any part of the claim, it will not follow the Atypical Provider Logic.**

Subscriber Identifiers

Submitters must use the entire identification code as it appears on the **subscriber's card** in the 2010BA element.

Claim Identifiers

Centene issues a claim identification number upon receipt of any submitted claim. The ASC X12 Technical Reports (Type 3) may refer to this number as the Internal Control Number (ICN), Document Control Number (DCN), or the Claim Control Number (CCN). It is provided to senders in the Claim Audit Report and in the CLP segment of an 835 transaction. Centene returns the submitter's Patient Account Number (2300, CLM01) on the Claims Audit Report and the 835 Claim Payment/Advice (CLP01).

Connectivity Media for Batch Transactions

Secure File Transfer

Centene encourages trading partners to consider a secure File Transfer Protocol (FTP) transmission option. Centene offers two options for connectivity via FTP.

- Method A – the trading partner will push transactions to the Centene FTP server and Centene will push outbound transactions to the Centene FTP server.
- Method B – The Trading partner will push transactions to the Centene FTP server and Centene will push outbound transactions to the trading partner's FTP server.

Encryption

Centene offers the following methods of encryption SSH/SFTP, FTPS (Auth TLS), FTP w/PGP, HTTPS (Note this method only applies with connecting to Centene's Secure FTP. Centene does not support retrieve files automatically via HTTPS from an external source at this time.) If PGP or SSH keys are used they will be shared with the trading partner. These are not required for those connecting via SFTP or HTTPS.

Direct Submission

Centene also offers posting an 837 batch file directly on the Provider Portal website for processing.

Edits and Reports

Incoming claims are reviewed first for HIPAA compliance and then for Centene business rules requirements. The business rules that define these requirements are identified in the 837 Professional Data Element Table below, and are also available as a comprehensive list in the 837 Professional Claims – Centene Business Edits Table. HIPAA TR3 implementation guide errors may be returned on either the TA1 or 999 while Centene business edit errors are returned on the Centene Claims Audit Report.

Reporting

The following table indicates which transaction or report to review for problem data found within the 837 Professional Claim Transaction.

| Transaction Structure Level | Type of Error or Problem | Transaction or Report Returned |
|--|---|--|
| ISA/IEA Interchange Control | | TA1 |
| GS/GE Functional Group ST/SE Segment Detail Segments | HIPAA Implementation Guide violations | 999 Centene Claims Audit Report (a proprietary confirmation and error report) |
| Detail Segments | Centene Business Edits (see audit report rejection reason codes and explanation.) | Centene Claims Audit Report (a proprietary confirmation and error report) |
| Detail Segments | HIPAA Implementation Guide violations and Centene Business Edits. | 277CA |

277CA/Audit Report Rejection Codes

| Error Code | Rejection Reason |
|------------|---|
| 01 | Invalid Mbr DOB |
| 02 | Invalid Mbr |
| 03 | Attending NPI Not Enrolled with State |
| 04 | Referring OR Ordering NPI Not Enrolled with State |
| 06 | Invalid Provider |
| 07 | Invalid Mbr DOB & Provider |
| 08 | Invalid Mbr & Provider |
| 09 | Mbr not valid at DOS |
| 10 | Invalid Mbr DOB; Mbr not valid at DOS |
| 12 | Provider not valid at DOS |
| 13 | Invalid Mbr DOB; Prv not valid at DOS |
| 14 | Invalid Mbr; Prv not valid at DOS |
| 15 | Mbr not valid at DOS; Invalid Prv |

| Error Code | Rejection Reason |
|------------|---|
| 16 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Prv |
| 17 | Invalid Diag Code |
| 18 | Invalid Mbr DOB; Invalid Diag |
| 19 | Invalid Mbr; Invalid Diag |
| 21 | Mbr not valid at DOS; Prv not valid at DOS |
| 22 | Invalid Mbr DOB; Mbr not valid at DOS; Prv not valid at DOS |
| 23 | Invalid Prv; Invalid Diagnosis Code |
| 24 | Invalid Mbr DOB; Invalid Prv; Invalid Diag Code |
| 25 | Invalid Mbr; Invalid Prv; Invalid Diag Code |
| 26 | Mbr not valid at DOS; Invalid Diag Code |
| 27 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Diag Code |
| 28 | Attending Provider NPI Missing or Invalid |
| 29 | Provider not valid at DOS; Invalid Diag Code |
| 30 | Invalid Mbr DOB; Prv not valid at DOS; Invalid Diag |
| 31 | Invalid Mbr; Prv not valid at DOS; Invalid Diag |
| 32 | Mbr not valid at DOS; Prv not valid; Invalid Diag |
| 33 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Prv; Invalid Diag |
| 34 | Invalid Proc |
| 35 | Invalid Mbr DOB; Invalid Proc |
| 36 | Invalid Mbr; Invalid Proc |
| 37 | Invalid Future Service Date |
| 38 | Mbr not valid at DOS; Prv not valid at DOS; Invalid Diag |
| 39 | Invalid Mbr DOB; Mbr not valid at DOS; Prv not valid at DOS; Invalid Diag |

| Error Code | Rejection Reason |
|------------|--|
| 40 | Invalid Prv; Invalid Proc |
| 41 | Invalid Mbr DOB, Invalid Prv; Invalid Proc |
| 42 | Invalid Mbr; Invalid Prv; Invalid Proc |
| 43 | Mbr not valid at DOS; Invalid Proc |
| 44 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Proc |
| 45 | Invalid or Missing Provider Type |
| 46 | Prv not valid at DOS; Invalid Proc |
| 48 | Invalid Mbr; Prv not valid at DOS; Invalid Proc |
| 49 | Mbr not valid at DOS; Invalid Prv; Invalid Proc |
| 51 | Invalid Diag; Invalid Proc |
| 52 | Invalid Mbr DOB; Invalid Diag; Invalid Proc |
| 53 | Invalid Mbr; Invalid Diag; Invalid Proc |
| 55 | Mbr not valid at DOS; Prv not valid at DOS; Invalid Proc |
| 57 | Invalid Prv; Invalid Diag; Invalid Proc |
| 58 | Invalid Mbr DOB; Invalid Prv; Invalid Diag; Invalid Proc |
| 59 | Invalid Mbr; Invalid Prv; Invalid Diag; Invalid Proc |
| 60 | Mbr not valid at DOS; Invalid Diag; Invalid Proc |
| 61 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Diag; Invalid Proc |
| 63 | Prv not valid at DOS; Invalid Diag; Invalid Proc |
| 64 | Invalid Mbr DOB; Prv not valid at DOS; Invalid Diag; Invalid Proc |
| 65 | Invalid Mbr; Prv not valid at DOS; Invalid Diag; Invalid Proc |
| 66 | Mbr not valid at DOS; Invalid Prv; Invalid Diag; Invalid Proc |
| 67 | Invalid Mbr DOB; Mbr not valid at DOS; Invalid Prv; Invalid Diag; Invalid Proc |

| Error Code | Rejection Reason |
|------------|---|
| 72 | Mbr not valid at DOS; Prv not valid at DOS; Invalid Diag; Invalid Proc |
| 73 | Invalid Mbr DOB; Mbr not valid at DOS; Prv not valid at DOS; Invalid Diag; Invalid Proc |
| 74 | Services performed prior to Contract Effective Date |
| 75 | Invalid units of service |
| 76 | Original Claim Number Required |
| 77 | Invalid Claim Type |
| 81 | Invalid units of service, Invalid Prv |
| 83 | Invalid units of service, Invalid Prv, Invalid Mbr |
| 89 | Invalid Mbr DOB; Mbr not valid at DOS; Prv not valid at DOS; Invalid Diag |
| 91 | Invalid Missing Taxonomy or NPI/Invalid Prov |
| 92 | Invalid Referring/Ordering NPI |
| 93 | Invalid Admission Type |
| 95 | Operating/Purchasing provider information invalid or missing |
| 96 | GA OPR NPI Registration-State |
| A2 | Diagnosis Pointer Invalid |
| A3 | Service Lines- Greater than 97 Service lines submitted- Invalid |
| A7 | Invalid or Missing Ambulance Point of Pick Up Zip Code |
| AX | Invalid/missing/duplicate occurrence code |
| B1 | Rendering and Billing NPI are not tied on State File- IN rejection |
| B2 | Not enrolled with MHS IN and/or State with rendering NPI/TIN on DOS. Enroll with MHS and Resubmit claim |
| B3 | Rendering or Billing NPI/TIN on DOS Not Enrolled With State |
| B5 | Missing/incomplete/invalid CLIA certification number |
| BN | Date of Service prior to Eff date, Provider submitted to incorrect Submitter |

| Error Code | Rejection Reason |
|------------|--|
| BR | For DOS post 6/30/20 use Meridian Payer ID 13189 |
| BT | Please submit to: Aetna Payer ID:68024 for all DOS on or after 12/1/2020 |
| BU | Please split your claim according to the cut-over date and resubmit for adjudication. |
| BV | The dates of service billed is being forwarded to our affiliated payer for adjudication. |
| BW | Claim under review |
| BX | DOS before 1/1/2021, please submit to Payer Id:52563 |
| BY | DOS after 12/31/2020, please submit to Payer Id: 76498 |
| BZ | DOS after 12/31/2020, please submit to Payer Id: 76498 |
| C4 | Invalid COBA Member |
| C7 | NPI Registration- State GA OPR |
| C9 | Invalid/Missing Attending NPI |
| CA | Dates of service cannot span two calendar months, please resubmit |
| CE | Invalid Billing Provider NPI |
| CF | Invalid Billing Provider Taxonomy Code |
| CG | Invalid Billing Provider Zip |
| CH | Rendering NPI/TIN on DOS not enrolled with state |
| CI | NPI IS REQUIRED FOR THIS PAYER |
| CJ | ACK/REJECT Info Entitys Medicaid Provider Id |
| D2/D3/D4 | BILLING/RENDERING/ATTENDING PROVIDER NOT REGISTERED PROMISE PROVIDER |
| HP/H1/H2 | ICD9 after end date/ICD10 sent before Eff Date/Mixed ICD versions |
| M6 | Provider Not Valid/Found on State File |
| NE | Missing or Invalid Provider NPI at any Level. |
| R1 | Rendering provider information invalid or missing |

| Error Code | Rejection Reason |
|------------|--|
| R2 | Payer ID Number Invalid for DOS |
| RE | The claim submitted was black and white or handwritten |
| W2 | Claim looping, member not found |
| ZZ | Claim not processed |