Hewlett Packard Enterprise

Health Care Connectivity Guide

Standard Companion Guide

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Version 2.0

Disclosure Statement

The Kansas Department of Health and Environment (KDHE) is committed to maintaining the integrity and security of health care data in accordance with all applicable laws and regulations

Disclosure of Medicaid beneficiary eligibility data is restricted under the provisions of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The provider Medicaid beneficiary eligibility transaction is to be used for conducting Medicaid business only.

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Companion guides may contain two types of data, instructions for electronic communications with the publishing entity (Communications/Connectivity Instructions) and supplemental information for creating transactions for the publishing entity while ensuring compliance with the associated ASC X12 Implementation Guide. Either the Communications/Connectivity component or the Transaction Instructions component must be included in every companion guide. The components may be published as separate documents or as a single document.

The Communications/Connectivity component is included in the companion guide when the publishing entity wants to convey the information needed to commence and maintain communications exchange.

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 Kansas Medicaid 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.

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1. Introduction

Section 1104 of the Patient Protection and Affordable Care Act (ACA) establishes new requirements for administrative transactions that will improve the utility of the existing HIPAA transactions and reduce administrative costs.

Section 1104 of the ACA requires the Secretary of the Department of Health and Human Services (HHS) to adopt and regularly update standards, implementation specifications, and operating rules for the electronic exchange and use of health information for the purposes of financial and administrative transactions.

In compliance with this requirement, HHS designated CAQH CORE to be the authoring entity for the required rules. The CAQH CORE Operating Rules defined a Connectivity/Security Rule, which is a safe harbor that required the use of the HTTP/S transport protocol over the public internet. Since the CORE Phase 1 Connectivity Rule is a safe harbor, CORE-certified entities are required to support the adopted CORE Phase 1 connectivity method at a minimum.

1.1 References

CAQH CORE operating rules:

www.caqh.org/ORMandate_index.php

Phase II Core 270: Connectivity Rule version 2.2.0:

www.caqh.org/pdf/CLEAN5010/270-v5010.pdf

1.2 Scope

The instructions in this companion guide are not intended to stand alone as a sole resource.

The information contained in this companion guide applies to the Kansas Medical Assistance Program (KMAP). KMAP will accept and process a HIPAA-compliant transaction; however, a compliant transaction that does not contain KMAP-specific information, though processed, may be denied. For example, a compliant Health Care Eligibility and Benefit Inquiry (270) created with an invalid KMAP member identification (ID) number will be processed by KMAP but will be denied. For questions regarding appropriate billing procedures, as well as policy and billing information, providers can contact the KMAP Customer Service department at 1-800-933-6593, option 8.

1.3 Compliance Version

KMAP is compliant with Phase II CORE 270: Connectivity Rule version 2.2.0 March 2011.

2. Getting Started

This section contains payer-specific business rules and limitations for the safe harbor connectivity. Users of the safe harbor connectivity must obtain a trading partner ID and complete all the necessary production testing.

2.1 Trading Partner Registration

Any entity wishing to become a KMAP trading partner for EDI transactions must first complete the [EDI application](#) found on the KMAP website. Once the application is processed, testing instructions will be sent to the potential submitter. After testing is successfully completed, the trading partner will be given the necessary permissions to submit batches to the KMAP production environment for processing.

3. Connection Details

3.1 KMAP Supported Transactions

KMAP supports batch and real-time HIPAA X12 transactions of the safe harbor connectivity.

The following transaction types are available as batch transactions:

1. Health Care Eligibility and Benefit Inquiry and Response (270/271)
2. Health Care Claim Status Request and Response (276/277)
3. Health Care Services Review – Request for Review and Response (278)
4. Payroll Deducted and Other Group Premium Payment for Insurance Products (820)
5. Benefit Enrollment and Maintenance (834)
6. Health care Claim Payment Advice (835)
7. Health Care Claim Professional (837P)
8. Health Care Claim Institutional (837I)
9. Health Care Claim Dental (837D)

The following transaction types are available as real-time transactions:

1. Health Care Eligibility and Benefit Inquiry and Response (270/271)
2. Health Care Claim Status Request and Response (276/277)
3. Health Care Services Review – Request for Review and Response (278)

3.2 Control Segments and Metadata Elements Definitions

The KMAP ASC X12 interchange rules and limitations will be unchanged from the web portal submission methods for all transactions supported over the safe harbor connectivity. Refer to the specific transaction's companion guide for details about functional group formatting.

CAQH CORE Operating Rule 270 specifies the data elements which should be present in the CORE envelope. The following are payer-specific requirements for the envelope metadata elements.

Element	Value
Sender ID	Trading partner ID as supplied by KMAP.
Receiver ID	'00005' – KMAP trading partner ID.
User Name	User name from the KMAP website.
Password	Password from the KMAP website.
Payload ID	Unique identifier for a submission. Must be unique for any batch or real-time transaction.
Payload Type	A standard payload type defined in Section 4 of this guide.

3.3 Rules of Behavior

Partners transacting with KMAP will agree to the following rules of behavior:

• All EDI transactions will follow the HIPAA format as established by CAQH governance.

• No partner will attempt to access patient eligibility, benefits, or claims information unless they have a legitimate business reason for that information.

3.3.1 Passwords and Other Access Control Measures
• The user will choose passwords at least eight characters in length with a combination of letters (upper- and lower-case), numbers, and special characters.

• The user will protect passwords and access numbers from disclosure. The user will not record passwords or access control numbers on paper or in electronic form and store them on or with workstations or laptop computers. To prevent others from obtaining any password via "shoulder surfing," the user will shield his or her keyboard from view as the password is entered.

• The user will promptly change a password whenever the compromise of that password is known or suspected.

• The user will not attempt to bypass access control measures.

3.3.2 Data Protection
• The user will protect sensitive information from disclosure to unauthorized persons or groups.

• All information received will be treated as protected health information (PHI) and fall under all requirements associated with privacy.

3.4 Maximum File Limitations

Real-time EDI transactions are limited to a single concurrent transaction per user and no more than 60 transactions per minute for a trading partner.

Batch transactions should contain no more than 5,000 transactions per file. Trading partners should submit no more than 50,000 requests per day.

3.5 Authentication/Authorization Policies

Currently the majority of trading partners who transact with KMAP for EDI messages do so through a secure [website](#). All trading partners are assigned a user name and password upon creation. For assistance with questions regarding a user name or password, contact KMAP Customer Service at 1-800-933-6593, option 8.

3.6 System Availability

The claims adjudication system and supporting transactions are monitored 24 hours a day, 7 days a week for the entire calendar year including holidays. We strive for 99.5% uptime with the exception of the following scheduled maintenance windows.

3.6.1 Scheduled Downtime
Weekly - We maintain a short after hours downtime weekly for minor enhancements. These are scheduled for Fridays between 1:00 a.m. and 5 a.m.

3.6.2 Unscheduled Downtime

Any unscheduled or emergency downtimes that affect the ability to reply to an EDI transaction will be communicated to the necessary parties as soon as possible.

4. Batch Submission and Retrieval

The CAQH CORE rules describe a specific set of web services that can be used over the safe harbor connection. The BatchSubmitTransaction operation will allow trading partners to submit a single batch file through safe harbor for processing. KMAP will respond with a message indicating whether the submission was accepted or encountered an error using the same operation.

The following URLs are for submission of batch transaction requests using SOAP/MTOM or MIME.

Test

https://www.kmap-state-ks.us/Services/CORETest/Batch.cor

Production

https://www.kmap-state-ks.us/Services/CORE/Batch.cor

Note: The response from MMIS to a BatchSubmitTransaction request is not an ASC X12 acknowledgement transaction, such as 999 or TA1. Acknowledgement transactions can be retrieved by the trading partner using the BatchSubmitAckRetreivalTransaction operation described below.

The following payload types are supported for submission of batch transactions.

Payload Type	Payload Description
X12_270_Request_005010X279A1	Batch Eligibility Inquiry Request
X12_276_Request_005010X212	Batch Claim Status Inquiry Request
X12_278_Request_005010X217E1	Batch Services Review Request
X12_837_Request_005010X222A1	Batch Health Care Claim: Professional
X12_837_Request_005010X223A1_2	Batch Health Care Claim: Institutional
X12_837_Request_005010X224A1_2	Batch Health Care Claim: Dental

Batch file results are retrieved using the BatchResultsRetrievalTransaction or GenericBatchRetrievalTransaction operations. Responses to requests can be retrieved by submitting the payload ID for the original submission or by supplying the payload ID identified in a file listing. The following response payload types are supported.

Payload Type	Payload Description
X12_005010_Request_Batch_Results_271	Batch Eligibility Inquiry Response
X12_005010_Request_Batch_Results_277	Batch Claim Status Inquiry Response
X12_278_Request_Batch_Results_005010X217E1	Batch Services Review Response
X12_999_RetrievalRequest_005010X231A1	Implementation Acknowledgment for Health Care Insurance
X12_277CA_Request_005010X214E1_2	Health Care Claim Acknowledgement
X12_835_Request_005010X221A1	Health Care Claim Payment/Advice
X12_834_RetrievalRequest_005010X220A1	Benefit Enrollment and Maintenance
X12_820_RetrievalRequest_005010X218A1	Premium Payment for Insurance Products
KMAP_REQUEST_FILE_LISTING	Available File Listing

4.1 File Listings for Multiple Batch Files

A list of available files will be returned when submitting a request for payload type KMAP_REQUEST_FILE_LISTING or a request to retrieve a specific payload type with more than one file available and the submitted payload ID does not match a previously submitted payload ID.

The file list will be returned with payload type KMAP_RESPONSE_FILE_LISTING and will contain a base-64 encoded UTF-8 XML document with the following data fields. A schema for the XML document can be found at https://www.kmap-state-ks.us/Documents/EDI/CORE/KMAPPendingResponses.xsd.

Field	Description
PAYLOADID	The corresponding payload ID to be submitted for retrieval.
PAYLOADTYPE	The payload type for the pending transaction.
CREATEDDATE	The date that the transaction was made available for retrieval.
DOWNLOADEDDATE	The date that the file was last downloaded if available.
FILENAME	The file name assigned to transaction.

5. Real-Time Submission

The CAQH CORE rules describe a specific set of web services that can be used over the safe harbor connection. The RealTimeTransaction operation allows trading partners to submit individual 270, 276, or 278 requests and receive the results immediately.

The following URLs are for submission of real-time transaction requests using SOAP or MIME.

Test

https://www.kmap-state-ks.us/Services/CORETest/RealTime.cor

Production

https://www.kmap-state-ks.us/Services/CORE/RealTime.cor

The following payload types are supported for real-time transactions.

Payload Type	Payload Description
X12_270_Request_005010X279A1	Eligibility Inquiry Request
X12_276_Request_005010X212	Claim Status Inquiry Request
X12_278_Request_005010X217E1	Services Review Request

A real-time transaction will receive a response with one of the following payload types.

Payload Type	Payload Description
X12_271_Response_005010X279A1	Eligibility Inquiry Response
X12_277_Response_005010X212	Claim Status Inquiry Response
X12_278_Response_005010X217E1_2	Services Review Response
X12_999_Response_005010X231A1	X12 Functional Acknowledgement containing errors.
CoreEnvelopeError	Error message indicating the request could not be completed.

6. Contact Information

EDI Helpdesk: 1-800-933-6593, option 4

Email: LOC-KSXIX-EDIKMAP@groups.ext.hpe.com

Note: The caller should have the applicable trading partner ID available before calling to minimize the amount of time needed to address any issues.

KMAP Customer Service is available for questions regarding the details of a member's benefits, claim status information, or other services. Customer Service is at 1-800-933-6593, option 8 (Monday – Friday 8:00 a.m. to 5:00 p.m. CST).

Note: The caller should have the applicable provider number available before calling to minimize the amount of time needed to address any issues.

7. Change Summary

Version number	Date modified	Modified by	Reason for change
1.0	11/16/2014	Scott Medling	Initial creation
2.0	11/02/2015	Wendy Long	HPE updates