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HEALTH PARTNERS

Companion Guide
Benefit Enrollment and Maintenance 834

Release Commercial

X12N 834 (Version 5010)

X12N 834 (Version 5010)Healthcare Services Review –
Benefit Enrollment and Maintenance Implementation Guide

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1. Introduction

1.1 Intended Audience

This companion guide is intended for the business and technical areas responsible for the testing and setup of electronic enrollment submissions to Allways Health Partners. In addition, this information should be communicated to, and coordinated with, the sponsor's enrollment department in order to ensure that the required enrollment information is submitted.

1.2 Purpose of the Companion Guide

This document has been prepared as a Allways Health Partners specific companion guide to the 834 transaction sets. It supplements but does not contradict any requirements in the 834 version 5010 Implementation Guide.

The primary purpose of the document is to assist the user with the submission of a valid 834 enrollment transaction and is not intended to be an enrollment guideline.

1.3 How to obtain copies of the Implementation Guides

Implementation Guides for all HIPAA transactions are available electronically at www.wpc-edi.com/HIPAA.

2. General Information

2.1 Confidentiality, Privacy and Security

Maintaining the confidentiality of personal health information has been, and continues to be, one of ALLWAYS HEALTH PARTNERS's guiding principles. ALLWAYS HEALTH PARTNERS has a strict Confidentiality Policy with regard to safeguarding patient, employee, and health plan information. All staff are required to be familiar with, and comply with ALLWAYS HEALTH PARTNERS's policy on the Confidentiality of Member Personal and Clinical Information to ensure that all member information is treated in a confidential and respectful manner. The policy permits use or disclosure of members' medical or personal information only as necessary to conduct required business and perform care management, approved research, quality assurance and measurement activities when authorized to do so by a member or as required by law.

In order to comply with our own internal policies and the provisions of the Health Insurance Portability and Accountability Act, 1996 (HIPAA), ALLWAYS HEALTH PARTNERS has outlined specific requirements applicable to the electronic exchange of protected health information (PHI) including provisions for:

- Maintaining Confidentiality of Protected Information
- Confidentiality Safeguards
- Security Standards
- Return or Destruction of Protected Information
- Compliance with State and Federal regulatory and statutory requirements
- Required disclosure
- Use of Business Associates
- Implementing trading partner agreements prior to receiving electronic files

2.2 Security Statement

ALLWAYS HEALTH PARTNERS has implemented a best practice approach to protecting the integrity and availability of protected health information. ALLWAYS HEALTH PARTNERS is evaluating its current standards for the exchange of protected health information, electronic storage and/or transmission over telecommunications system/networks based on current HIPAA security regulations to determine whether updates or changes to establish protocols will be needed.

3. Contacts

3.1 Privacy Contact

For privacy questions please contact:

> Privacy Officer
> Allways Health Partners
> 399 Revolution Drive
> Somerville, MA. 02145
> 1-800-462-5449 (Toll-free)

3.2 Transaction Contact:

The ALLWAYS HEALTH PARTNERS E-commerce department is the contact for all transaction-related questions. For user set up and to establish testing, please contact:

> E-commerce
> Allways Health Partners
> 399 Revolution Drive
> Somerville, MA. 02145
> 1-857-282-3004
> E Mail: Ecomm@AllwaysHealth.org

3.3 Member Services

For benefit or coverage-related questions, please contact the Member Enrollment Department:

> Member Enrollment
> Allways Health Partners
> 399 Revolution Drive
> Somerville, MA. 02145
> 1-800- 462-5449 (Toll-free).

4. Establishing Connectivity with ALLWAYS HEALTH PARTNERS

4.1 Initiating EDI setup

ALLWAYS HEALTH PARTNERS offers a variety of options to send 834 Enrollment Transactions. The preferred option is from trading partners who can send transactions to our secure server utilizing either an HTTPS protocol or secured FTP protocol. ALLWAYS HEALTH PARTNERS can also use VPN connections with sponsors who can support this.

4.2 Trading Partner Setup

Potential Trading Partners (Businesses) wishing to submit electronic enrollment transactions to ALLWAYS HEALTH PARTNERS should contact the ALLWAYS HEALTH PARTNERS E-Commerce Department via e-mail or telephone 1-617-772-5550 to initiate a setup request. Please refer to Appendix A for a User Agreement, Appendix B for the ALLWAYS HEALTH PARTNERS Privacy and Security Agreement and Appendix C for the Trading Partner Agreement request form. You can also download printable versions from www.ALLWAYSHEALTH.org.

A Trading Partner Agreement form (Appendix C) is required to initiate a trading partner set up. A person who is authorized to approve the trading partner set up must sign the authorization. The signed form will initiate a Trading Partner Agreement with ALLWAYS HEALTH PARTNERS, giving authorization for ALLWAYS HEALTH PARTNERS to accept enrollment transactions on behalf of the business. Once a valid Trading Partner Agreement is in place, testing can begin. If any of the information on the Authorization Form changes, a new form must be completed and submitted to ALLWAYS HEALTH PARTNERS's E-Commerce Department.

ALLWAYS HEALTH PARTNERS's E-Commerce Department will return an EDI authorization to the trading partner with all the necessary information to submit electronic transactions. The information will include:

- An assigned default user ID and password and a mailbox (folder) for file drop off and retrieval
- Submitter (ISA06) and the Submitter Application ID (GS02) – Trading Partner ID

ALLWAYS HEALTH PARTNERS will accept transmissions only from authorized Trading Partners who have signed an ALLWAYS HEALTH PARTNERS Trading Partner Agreement. Files for sponsors who submit without a Trading Partner Agreement in place will be rejected. The ALLWAYS HEALTH PARTNERS E-Commerce Coordinator will then contact you to establish a valid Trading Partner Agreement.

Submitters should include in their file pickup process a script that deletes the file from the server. (An archive copy of all files is stored and backed up daily by ALLWAYS HEALTH PARTNERS. Eliminating the file from the server will improve overall performance.)

4.3 Testing

ALLWAYS HEALTH PARTNERS requires submitters to test enrollment transactions prior to submitting them to production. Once in production, ALLWAYS HEALTH PARTNERS reserves the right to require re-testing if it is determined that the submitter is receiving/generating an unacceptable volume of errors or types of errors.

The following outlines the testing process:

- Prior to testing, the E-Commerce Department will provide the submitter with a test plan specific to his/her organization.
- Test cycles will be scheduled with the submitter during regular business hours – Monday through Friday, 8:30 a.m. to 5:00 p.m., EST.
- The submitter will be notified when and how many test files can be sent to ALLWAYS HEALTH PARTNERS.
- The transactions submitted for testing should be a general representation of the types of transactions that are normally submitted and must contain a reasonable variety of additions, changes, and deletions.
- In general, turnaround time for test files is 48 hours, but is dependent on the testing process and the quality of the data.
- Once the tests are completed, the E-Commerce Department will notify the submitter and review the results with the submitter. Submitters will be instructed to move files to production upon successful testing sign off.
- The submitter's mailbox name will change when the trading partner's test files have been deemed ready for production by ALLWAYS HEALTH PARTNERS.

4.4 Production

The E-Commerce Department will review the following schedules with the submitter:

- File Drop off
- Response Retrieval
- Monitoring period

ALLWAYS HEALTH PARTNERS will monitor closely the first few production runs to ensure successful submission.

ALLWAYS HEALTH PARTNERS RESERVES THE RIGHT TO REQUIRE RE-TESTING IF IT IS DETERMINED THAT A SUBMITTER IS RECEIVING/GENERATING AN UNACCEPTABLE VOLUME OF ERRORS OR TYPES OF ERRORS.

5 ALLWAYS HEALTH PARTNERS Specific Conditional Data Requirements and Edits

5.1 Business Edits and Helpful Tips

- Do not use dashes or spaces when entering the recipient id or social security number.

- Place your Account Name (Sponsor Name) in loop 1000A, segment N102. Place your Account Number (Transaction Set Policy Number) in the Header Level, REF02. Trading Partners should submit either the 5 or 6 digit account number that they have been given by Allways Health Partners's marketing department.

- Allways Health Partners requires Trading Partners to submit the HD05 segment in Loop 2300.

- Special characters, such as hyphens (Tellington-Jones) and apostrophes (O'Donnell) are acceptable for last names.

- Eligibility for dependent coverage, including adoptive children and newborns, has been extended to age 26. IRS dependents (dependents who are claimed on the subscriber's or spouse's federal tax return) are eligible for coverage up to age 26. Non-IRS dependents are eligible for coverage up to two years following loss of IRS dependent status. This two year eligibility period begins on January 1st of the calendar year in which the dependent's IRS status changed. On an annual basis, ALLWAYS HEALTH PARTNERS will validate the dependent's eligibility. The subscriber must complete the Application for Coverage of Dependents Age 19–26. If the form if not completed and returned to ALLWAYS HEALTH PARTNERS within 30 days of receipt of the form, the dependent's coverage will end on the 30th day.

- Handicapped dependents: Continuation of coverage for unmarried dependents over the age of 19 is considered when the child is physically or psychologically disabled and deemed to be incapable of self-supporting employment due to the disability. A "Request for Coverage Continuation for a Physically or Psychologically Handicapped Child" form must be completed by the employee and the child's attending physician or psychologist. The medical information is reviewed by ALLWAYS HEALTH PARTNERS and if approved, the child's coverage can be continued on either a temporary or permanent basis. Refer to Appendix E for a copy of the required form.

- Trading Partners that submit incomplete enrollments will be contacted by ALLWAYS HEALTH PARTNERS's Member Enrollment Department.

- All paper forms need to be submitted to :
     Member Enrollment
     Allways Health Partners
     399 Revolution Drive
     Somerville, MA. 02145
     1-800- 433-5556 (Toll-free).

6. Technical Requirements for Electronic Submission

6.1 File Naming Standards

ALLWAYS HEALTH PARTNERS determines the file naming conventions. Once a Trading Partner Agreement is established, ALLWAYS HEALTH PARTNERS will provide you with a unique file naming convention and a folder structure on its secure server to drop off enrollment files and retrieve 999 acknowledgement files.

6.2 File Submission Standards

ALLWAYS HEALTH PARTNERS is adhering to the structural specifications for required and situational fields as stated in the Implementation Guide.

TRANSACTIONS THAT ARE NOT STRUCTURALLY VALID WILL BE REJECTED.

- You must submit incoming 834 data using the character set as defined in the Implementation Guide.

- All dates that are submitted on an incoming 834 transaction should be valid calendar dates in the appropriate format based on the respective qualifier. Failure to submit a valid calendar date may result in rejection of the transaction or the applicable interchange (transmission).

- An ALLWAYS HEALTH PARTNERS-specific 834 Map can be found in Appendix F. It contains both ALLWAYS HEALTH PARTNERS requirements as well as those required by the Implementation Guide. Note: All segments and fields required for the 834 to be format and content compliant must be sent regardless of ALLWAYS HEALTH PARTNERS internal processing requirements. ALLWAYS HEALTH PARTNERS will require, per the

Implementation Guide, that these fields be submitted. If they are not used to process the enrollment, the content will not be validated. ALLWAYS HEALTH PARTNERS has intentionally left out of its map those Implementation Guide segments/loops not used in order to decrease the size of the map.

6.3 Attachments

Currently there is no standard for submitting attachments electronically. Send any attachments to:

> Member Enrollment
> Allways Health Partners
> 399 Revolution Drive
> Somerville, MA. 02145
> 1-800- 433-5556 (Toll-free).

6.4 File Acknowledgements/Remittance Reports

ALLWAYS HEALTH PARTNERS issues the following report to indicate the acceptance/rejection of enrollment files into the enrollment system.

999 File Acknowledgement Report

First Level File Acknowledgement Report:
- ALLWAYS HEALTH PARTNERS supports the Functional Acknowledgment Transaction Set (999) and uses it as an acknowledgement of the incoming 834 file. ALLWAYS HEALTH PARTNERS will send a 999-acknowledgement report for each transaction to either a designated directory on a FTP server or on a mailbox in a secured bulletin board.