

834

834 Benefit Enrollment and Maintenance

This Companion Guide consolidates information from both the 834 User Guide and 834 Companion Document into a single document.

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Additional questions? Contact E-Solutions

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A: 834 User Guide

I. Getting Started

Anthem is a strong proponent of EDI transactions as they significantly increase administrative savings, reduce operating costs, and gain efficiency in processing time and improve data quality. In order to begin exchanging transactions with Anthem, trading partners must manage their own unique set of requirements, operational needs, and systems capabilities.

References: from www.anthem.com/edi, select state, review Companion Guide

- Section A - EDI User Guide: **834 User Guide**
- Section A – Communication Protocol: [for HTTPS only] **EDI HTTPS File Upload**
- Section B - Transaction Specific Companion Documents: **834 Benefit Enrollment and Maintenance (includes 834 User Guide)**

Hours of Gateway Operation: Under normal operating conditions, files are processed 24/7

II. Implementation

As a trading partner of Anthem, it is necessary to take the following 5 steps into consideration:

1. Read, become familiar with, sign and submit the Trading Partner Agreement (TPA)
 - The HIPAA administrative simplification regulations include requirements in these legal contracts between covered entities and their business associates. They define the terms and conditions of HIPAA compliance under which trading partners are permitted to exchange transactions with Anthem.
2. Decide upon one of the two methods for generating and submitting your HIPAA compliant data files:
 - Method 1: For the direct submission using a vendor or self-developed software product approach, the trading partner is the employer group or agent. The employer group's internal programming staff or systems vendor modifies the computer system to meet the format and quality requirements of the ASC X12N HIPAA Technical Report Type 3 (TR3) and Anthem. It is the responsibility of the trading partner to operate and/or configure the computer, modem, communications software, internet, all telecommunications and all transactions submitted to Anthem.
 - Method 2: For the submission by a third party clearinghouse approach, the clearinghouse is the trading partner. Services are paid by the employer group for the EDI preparation, submission, and/ or management. The business relationship between the trading partner and employer group is held strictly between the two parties. Typically, the clearinghouse will help employer groups configure the necessary computer equipment or software. The clearinghouse must undergo testing, approval, and production procedures before submitting EDI transactions to Anthem.

3. Forward the 834 Companion Guide to your internal programming staff, systems vendor or third party clearinghouse.
 - Select your data transmission method: SFTP, SFTP w/PGP or HTTPS File Upload.
 - Consult with your technical staff to assess your existing hardware.
4. Understand the process that occurs when submitting files and receiving acknowledgments/reports (See Part B: Section 5 - Acknowledgments and Reports for examples and details).
5. As confirmation for the completion of your set up, receive the following:
 - [for SFTP, SFTP w/PGP] secure email from our Gateway administrators (EGW_Support): includes your trading partner sender ID (xx12345e), Gateway login ID and password with SFTP External Client Instructions
 - "Welcome letter" from your assigned E-Solutions representative: includes details to assist you through the EDI transaction submission process

III. Testing Process

All trading partners are required to successfully complete the testing process. As part of the testing preparation, Anthem offers a [free on-line testing tool](#) for the validation of HIPAA compliance standards.

Testing Preparation

- Use filenames without space(s) or special characters !@#\$\$%^&*()+= in the filename.
- Submit a test file containing the same type of scenarios you may have previously submitted electronically in the non-HIPAA compliant format or via paper for purposes of comparison.
- Populate "T" in the Interchange Control Header (ISA15 Usage Indicator) to indicate file as TEST.
- Include approximately 25-100 test scenarios per transaction per interchange.
- Transmit a representative sampling of the scenarios that you normally submit.
- Prepare to receive, retrieve and review acknowledgments/reports in response to your file submissions.

Approval for Production Status

You will be allowed to submit files in production based on the following criteria:

- Met telecommunications connectivity and logon/security parameters.
- Exercised report retrieval and interpretation.
- Pass 100% syntactical compliance - editing includes ISA Interchange identification (correct length of ISA, legal separators/terminators, valid receiver/sender IDs), GS/GE Functional Group Identification (control numbers, version, envelope counts), and ST/SE Transaction Set Identification (valid data types, separators/terminators, transaction and segment IDs, envelope totals).
- Pass 95% data content compliance - editing includes variables based on TR3, code sets, looping structures, situational edits, TR3 balancing rules, other TR3 specific edits and requirements, member ID, business rules, and trading partner specific edits

Submitting Production Files

- Populate "P" in the Interchange Control Header (ISA15 Usage Indicator) to indicate file as PRODUCTION. Discontinue populating "T" in the ISA15 (Usage Indicator).

IMPORTANT! *Once in production, you assume responsibility of all acknowledgment and response reports (TA1, 999, and 864) as they will no longer be monitored by E-Solutions.*

B: 834

834 Benefit Enrollment and Maintenance

This companion document is for informational purposes only to describe certain aspects and expectations regarding the transaction and is not a complete guide. The details contained in this document are supplemental and should be used in conjunction with the ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 (TR3) as published by the Washington Publishing Company.

Section 1 – 834 Benefit Enrollment and Maintenance: Basic Instructions

Section 2 – 834 Benefit Enrollment and Maintenance: Business Case Scenarios

Section 3 – 834 Benefit Enrollment and Maintenance: Enveloping

Section 4 – 834 Benefit Enrollment and Maintenance: Charts for Situational Rules

Section 5 – 834 Benefit Enrollment and Maintenance: Reports and Acknowledgments

Section 1 - Basic Instructions

1 X12 and HIPAA Compliance Checking, and Business Edits

EDI interchanges submitted to Anthem for processing pass through compliance edits. 5010 acknowledgments and reports for accepted/rejected files will be placed in the submitter's trading partner mailbox for pickup.

- TA1 Interchange Acknowledgment (IA). Anthem returns TA1 X12 and proprietary reports to the submitter of inbound 834 files containing envelope errors in the ISA and GS segments.
- Level 1. Anthem returns a 999 IA to the submitter for every inbound transaction received. Each transaction passes through edits to ensure that it is X12 compliant. If the X12 syntax or any other aspect of the 834 is not X12 compliant, the 999 will also report the Level 1 errors in AK segments and indicate that the entire transaction set has been rejected.
- Level 2. In addition to HIPAA TR3 edits, Anthem applies business edits to ensure that the necessary information is populated and complete for efficient processing. When encountering HIPAA compliance, code set or business errors, Anthem returns an 864 Level 2 Status Report to the submitter indicating the entire transaction set has been rejected.

2 Dates

- File Effective Date – Effective date of actual file used if member level effective date is not present in Loop 2000.
- Effective Date – Member level effective date. The file effective date will be utilized unless otherwise stated in Loop 2000-Member Level Detail, Member Level Dates.
- Override Date – Member level date denoted in Loop 2000, DTP03 with values '303', '356', and '357'.

3 Dependents

Subscribers and dependents are sent as separate occurrences of Loop 2000. The initial enrollment for the subscriber must be sent before sending the initial enrollment for any of the subscriber's dependents.

4 Transfer of Coverage

Transfer of coverage, often referred to as plan changes, can occur on two levels: 1) Firm Division and 2) Health Benefit Plan. Anthem recognizes specific plan change transactions that will automatically cancel the old plan and establish the new plan and new effective date.

5 Transaction Control Totals (QTY)

In order to ensure that all data in the file is received, Anthem requires enrollment files be populated with the Header QTY segment. This allows for accurate comparison and balancing of the file.

6 Social Security Number

Unless requested, do not send the social security number referenced in following segments of the TR3 – Loops 2000 REF Subscriber Identifier; 2100A NM108 Member Name; 2100B NM108 Incorrect Member Name; 2100D NM108 Member Employer; 2100F NM108 Custodial Parent, 2100G NM108 Responsible Person; 2310 NM108 Provider Name; and 2320 REF01 Additional Coordination of Benefits Identifiers.

7 Uppercase Letters, Special Characters, and Delimiters

As specified in the TR3, the basic character set includes uppercase letters, digits, space, and other special characters.

- All HIPAA deemed values (segments, qualifiers) must be submitted in UPPERCASE letters only.
- To avoid syntax errors, hyphens, parentheses and spaces are not recommended to be used in values for identifiers.

Examples: Recommended: Tax ID 987654321 Phone 8001235010

- Anthem encourages trading partners to not use the following special characters as part of the value: asterisk (*), less than/greater than signs (<, >), colon (:), and slash (/). This minimizes the risk for a special character to be recognized as a delimiter.

Example: Phone number '800-123-5010'. Although a hyphen (-) is a valid special character, it adversely affects the processing since the membership system is unable to process correctly.

- Delimiters are an integral part of the data that is transmitted between you and Anthem. They are characters used to separate two data elements (or sub-elements) or to terminate a segment (refer to TR3, Appendix B). The following delimiters for the transaction are assigned as part of the trading partner set up.
 - o Data Element Separator, Asterisk (*)
 - o Repetition Separator (ISA11), Caret (^)
 - o Sub-Element Separator, Colon (:)
 - o Segment Terminator, Tilde (~)

8 Address Information

In Loop 2000, Member Level Detail, data elements INS03 and INS04 identify a member's enrollment status. If the enrollment involves a changes of addition (INS03 populated with '001' or '021'), a reason must be given for qualification. Otherwise, the file will be rejected.

Example: Member adding newborn to her insurance policy. In Loop 2000, INS03 is populated with value '021' (addition) followed by INS04 with value '020' (birth)

9 Updates

- An update is either an "add", "terminate" or "change" request. The transaction only contains information about the changed members. Within the full file process, transactions are generated as a result of a membership inventory cross reference between the incoming file (full file) and current membership for the firm. For example, a member appearing on the incoming full file but not currently active will generate an "add" transaction.
- For full files, data element BGN08 must be submitted with action code '2' (Change), '4' (Verify), or 'RX' (Replace). Per 5010, action code '4' strictly indicates the file is for verification only. To ensure that a full file is uploaded to the membership system, begin using action code 'RX' instead.

Section 2 – Business Case Scenarios

Common business case scenarios have been identified in the following table:

Business Case Scenarios	
Loop	Data Element [Value]
834 Translation: SEGMENT, Data Element Separator (*), Value/[Value], Segment Terminator (~)	
New Enrollments (Subscriber and Dependent records)	
2000	INS01[Y] + INS02[18] + INS03[021] + INS04[28]
	INS*Y*18*021*28~
Add Dependents	
2000	INS01[N] + INS02[relationship code] + INS03[021] + INS04[no 28]
	INS*N*[relationship code]*021~
Terminate Contract	
2000	INS01[Y] + INS02[18] + INS03[024]
	INS*Y*18*024~
Terminate Dependents	
2000	INS01[N] + INS02[relationship code] + INS03[024]
	INS*N*[relationship code]*024~
Address Change	
2000	INS01[Y] + INS02[18] + INS03[001] + INS04[43]
2100A	N301 + N401 + N402 + N403
	NEW ADDRESS
	INS*Y*18*001*43~
	N3*[street name]*[city]*[state]*[zip]~
Name Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[25]
2100A	NM101[74] + NM102[1] + NM103 + NM104 + NM105
	NEW NAME
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105
	OLD NAME
	INS*Y*[relationship code]*001*25~
	NM1*74*1*[last name/org]*[first name]*[middle name]~
	NM1*70*1*[last name/org]*[first name]*[middle name]~
Primary Care Physician (PCP) Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[15]
2310	LX01
2310	PLA01[2] + PLA02[1P] + PLA03 + PLA05
	INS*Y*[relationship code]*001*15~
	LX*[number]
	PLA*2*1P*[date CCYYMMDD]**[reason code]~ NOTE: According to the 834 TR3, data element PLA04 is not used. Account for PLA04 by using the asterisk (*) as the data element separator.

Business Case Scenarios		
Loop	Data Element [Value]	
834 Translation: SEGMENT, Data Element Separator (*), Value/[Value], Segment Terminator (~)		
Date of Birth (DOB) or Gender Change		
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[25]	
2100A	NM101[IL] + NM102[1] + NM103 + NM104 + NM105	MEMBER NAME
2100A	DMG01[D8] + DMG02 + DMG03	NEW DOB & GENDER
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105	MEMBER NAME
2100B	DMG01[D8] + DMG02 + DMG03	OLD DOB & GENDER
	INS*Y*[relationship code]*001*25~ NM1*1L*1*[last name/org]*[first name]*[middle name]~ DMG*D8*[date of birth CCYYMMDD]*[M,F OR U]~ NM1*70*1*[last name/org]*[first name]*[middle name]~ DMG*D8*[date of birth CCYYMMDD]*[M,F OR U]~	
Handicap Indicator Change		
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[21] + INS10	
	INS*Y*[relationship code]*001*21*****[handicap status]~	
Student Indicator Change		
2000	INS01[N] + INS02[child dependent code] + INS03[001] + INS04[33] + INS09	
	INS*N*[child dependent code]*001*33*****[student status]~	
Disability Indicator Change		
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[21]	
2200	DSB01	
2000	DTP01[360 OR 361] + DTP02[D8] + DTP03	
	INS*Y*[relationship code]*001*21~ DSB*[1, 2, 3 OR 4]~ DTP*[360 OR 361]*D8*[disability eligibility date CCYYMMDD]~	
Firm Division / Product Change		
2000	INS01[Y] + INS02[18] + INS03[001] + INS04[22 OR XT]	
2300	REF01[1L] + REF02	NEW FIRM DIVISION
2300	HD01[001] + HD04	NEW HEALTH BENEFIT PLAN (HBP)
	INS*Y*18*001*[22 OR XT]~ REF*1L*[group policy]~ HD*001***[plan coverage description]~	
Reinstatement		
2000	INS01[Y] + INS02[18] + INS03[025]	
	INS*Y*18*025~	
Add / Terminate Product		
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[29]	
2300	HD01[021]	ADD PRODUCT
2300	HD01[023]	TERMINATE PRODUCT
	INS*Y*[relationship code]*001*29~ HD*021~ HD*023~	

Additional examples in 834 file format shown below and on following pages:

Example 1. Enrolling a subscriber effective 10/01/2010.

```
INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20101001~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*IND~
DTP*348*D8*20101001~
```

Example 2. Enrolling a family effective 10/01/2010.

```
INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*FAM~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent3****34*777777777~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19930913*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*01*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
```

Example 3. Term a spouse effective 12/31/2010, change status from family to subscriber and dependents

```
INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*ECH~
DTP*348*D8*20060101~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060101~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060101~
INS*N*01*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20051001~
DTP*349*D8*20101231
```

Example 4. Add dependent to a subscriber and spouse contract effective 06/25/2006. Previously, subscriber and spouse were effective 01/01/2006.

```
INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*FAM~
DTP*348*D8*20060625~
INS*N*01*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060601~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060625~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*20060625*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060625~
```



Example 5. Term family effective 12/31/2006. Family has been effective since 01/01/2006.

```
INS*Y*18*024**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*024**HLT*HEALTH 1~FAM~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*19*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*19*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*01*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
```

Example 6. For family contract, add medical coverage effective 01/01/2005 and dental coverage effective 02/01/2005.

```
INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1~FAM~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*01*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
```

Section 3 - Enveloping

EDI envelopes control and track communications between you and Anthem. One envelope may contain many transaction sets grouped into the following:

- Interchange Control Header (ISA)
- Functional Group Header (GS)
- Functional Group Trailer (GE)
- Interchange Control Trailer (IEA)

834 Benefit Enrollment and Maintenance–Envelope Specific to Anthem (TR3, Appendix C)

ISA—Interchange Control Header		GS—Functional Group Header		GE—Functional Group Trailer		IEA—Interchange Control Trailer	
ISA01	00	GS01	BE	GE01	refer to TR3	IEA01	refer to TR3
ISA02	refer to TR3	GS02	SENDER ID	GE02	refer to TR3	IEA02	refer to TR3
ISA03	00	Confirm with Business Analyst on which value to submit in GS03. (ISA08=GS03)					
ISA04	refer to TR3						
ISA05	ZZ						
ISA06	SENDER ID						
EDI assigned							
Left-justified followed by spaces							
		GS03		BCCAWGS BCCANAT BCCASTAR GWDENTAL GWDENTALSTAR			
ISA07	ZZ						
ISA08	BCCAWGS						
	BCCANAT						
	BCCASTAR						
	GWDENTAL						
	GWDENTALSTAR						
ISA09	refer to TR3	GS04	refer to TR3				
ISA10	refer to TR3	GS05	refer to TR3				
ISA11	^ (5E)	GS06	refer to TR3				
ISA12	00501	GS07	X				
ISA13	refer to TR3	GS08	005010X220A1				
ISA14	refer to TR3	NOTE. Critical Batching and Editing Information *Transactions must be batched in separate functional group by GS03. *Unique group control number (GS06) MUST NOT be duplicated within 365 days by Trading Partner ID (GS02); files containing duplicate or previously received group control numbers will be rejected.					
ISA15	refer to TR3						
ISA16	refer to TR3						

NOTE. Critical Batching and Editing Information

*Transactions must be batched in separate functional group by GS03.

*Unique group control number (GS06) MUST NOT be duplicated within 365 days by Trading Partner ID (GS02); files containing duplicate or previously received group control numbers will be rejected.

Section 4 - Charts for Situational Rules

Listed below are loops, segments, and data elements required for proper processing by Anthem per the situational rules in the 834 TR3.

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem GA
P.31	ST Transaction Set Header	ST03 Implementation Convention Ref	005010X220A1	005010X220A1 - Benefit Enrollment and Maintenance
P.32	BGN Beginning Segment	BGN08 Action Code	2 4 RX	2 - Change (Update) 4 - Verify FILE IS NOT UPLOADED RX - Replace FILE IS UPLOADED
P.36	REF	Transaction Set Policy Number - Refer to TR3		
P.37	DTP	File Effective Date - Refer to TR3		
P.38	QTY	Transaction Set Control Totals - Refer to TR3		
Loop ID 1000A—Sponsor Name				
P.39	N1	Sponsor Name - Refer to TR3		
Loop ID 1000B—Payer				
P.41	N1 Payer	N101 Entity ID Code	IN	IN - Insurer
		N102 Name	BCBSGA	BCBSGA – Anthem BlueCross BlueShield
		N103 ID Code Qualifier	FI	FI - Federal Taxpayer's Identification Number
		N104 ID Code	580469845	Represents the Tax ID for Georgia.
Loop ID 1000C—TPA/Broker Name				
P.43	N1	TPA/Broker Name - Refer to TR3		
Loop ID 1100C—TPA/Broker Account Information				
P.45	ACT	TPA/Broker Account Information - Refer to TR3		
Loop ID 2000—Member Level Detail				
P.47	INS	Member Level Detail - Refer to TR3		
P.55	REF	Subscriber Identifier - Refer to TR3		
P.56	REF	Member Policy Number - Refer to TR3		
P.57	REF	Member Supplemental Identifier - Refer to TR3		
P.59	DTP	Member Level Dates - Refer to TR3		
Loop ID 2100A—Member Name				
P.62	NM1 NM108	Member Name - Refer to TR3 Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.65	PER	Member Communications Numbers - Refer to TR3		
P.68	N3 Member Residence Street Address	N301 Address Information	(Subscriber Address Line)	Do not submit address segments for Dependents, if same as member's.
P.69	N4	Member City, State, ZIP Code - Refer to TR3		
P.71	DMG	Member Demographics - Refer to TR3		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem GA
Loop ID 2100A—Member Name (cont'd)				
P.76	EC	Employment Class - Refer to TR3		
P.79	ICM	Member Income - Refer to TR3		
P.81	AMT	Member Policy Amounts - Refer to TR3		
P.82	HLH	Member Health Information - Refer to TR3		
P.84	LUI	Member Language - Refer to TR3		
Loop ID 2100B—Incorrect Member Name				
P.86	NM1	Incorrect Member Name - Refer to TR3		
	NM108	Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.89	DMG	Incorrect Member Demographics - Refer to TR3		
Loop ID 2100C—Member Mailing Address				
P.92	NM1	Member Mailing Address - Refer to TR3		
P.94	N3	Member Mail Street Address - Refer to TR3		
P.95	N4	Member Mail City, State, ZIP Code - Refer to TR3		
Loop ID 2100D—Member Employer				
P.97	NM1	Member Employer - Refer to TR3		
	NM108	Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.100	PER	Member Employer Communications Numbers - Refer to TR3		
P.103	N3	Member Employer Street Address - Refer to TR3		
P.104	N4	Member Employer City, State, ZIP Code - Refer to TR3		
Loop ID 2100E—Member School				
P.106	NM1	Member School - Refer to TR3		
P.108	PER	Member School Communications Numbers - Refer to TR3		
P.111	N3	Member School Street Address - Refer to TR3		
P.112	N4	Member School City, State, ZIP Code - Refer to TR3		
Loop ID 2100F—Custodial Parent				
P.114	NM1	Custodial Parent - Refer to TR3		
	NM108	Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.117	PER	Custodial Parent Communications Numbers - Refer to TR3		
P.120	N3	Custodial Parent Street Address - Refer to TR3		
P.121	N4	Custodial Parent City, State, ZIP Code - Refer to TR3		
Loop ID 2100G—Responsible Person				
P.123	NM1	Responsible Person - Refer to TR3		
	NM108	Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.126	PER	Responsible Person Communications Numbers - Refer to TR3		
P.129	N3	Responsible Person Street Address - Refer to TR3		
P.130	N4	Responsible Person City, State, ZIP Code - Refer to TR3		
Loop ID 2100H—Drop Off Location				
P.132	NM1	Drop Off Location - Refer to TR3		
P.134	N3	Drop Off Location Street Address - Refer to TR3		
P.135	N4	Drop Off Location City, State, ZIP Code - Refer to TR3		
Loop ID 2200—Disability Information				
P.137	DSB	Disability Information - Refer to TR3		
P.139	DTP	Disability Eligibility Dates - Refer to TR3		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem GA
Loop ID 2300—Health Coverage				
P.140	HD Health Coverage	HD03 Insurance Line Code	HLT - Indemnity and Lumenos; PPO - Preferred Provider Organization; POS - Point of Service; HMO - Health Maintenance Organization; EPO - Exclusive Provider Organization; DEN - Dental Products; VIS - Vision Products; PDG - Prescription Drug; MOD - Mail Order Drug; HE - Life	
		HD04 Plan Coverage Description	(Type of Coverage Description)	4 digit Product ID describes exact type of coverage being provided. - Loop 2300 repeated for each type of coverage (ex. 2 loops - 1 for medical and 1 for dental). - ID available from your account manager.
P.143	DTP	Health Coverage Dates - Refer to TR3		
P.145	AMT	Health Coverage Policy - Refer to TR3		
P.146	REF Health Coverage Policy Number	Provide REF segment only if not present in Loop 2000		
		REF01 Ref ID Qualifier	1L	1L - Group or Policy Number
		REF02 Reference Identification	(Insured Group or Policy No.)	10 digit no. representing the insured's group, including sub-group. - no. available from your Account Manager.
P.148	REF Prior Coverage Months	REF01 Ref ID Qualifier	QQ	QQ - Unit Number
		REF02 Reference Identification	(Subscriber Supplemental Identifier)	- If no pre-existing wait, enter '12', otherwise enter the number of prior months served. - Must be applied individually to each primary and dependent record. - Pre-existing wait does not apply to HMO groups.
P.150	IDC	Identification Card - Refer to TR3		
Loop ID 2310—Provider Information				
P.152	LX	Provider Information - Refer to TR3		
P.153	NM1 NM108	Provider Name - Refer to TR3 Unless requested, DO NOT send SSN (34 – Social Security Number)		
P.156	N3	Provider Address - Refer to TR3		
P.157	N4	Provider City, State, ZIP Code - Refer to TR3		
P.159	PER	Provider Communications Numbers - Refer to TR3		
P.162	PLA	Provider Change Reason - Refer to TR3		
Loop ID 2320—Coordination of Benefits				
P.164	COB	Coordination of Benefits - Refer to TR3		
P.166	REF REF01	Additional Coordination of Benefits - Refer to TR3 Unless requested, DO NOT send SSN (SY – Social Security Number)		
P.168	DTP	Coordination of Benefits Eligibility Dates - Refer to TR3		
Loop ID 2330—Coordination of Benefits Related Entity				
P.169	NM1	Coordination of Benefits Related Entity - Refer to TR3		
P.171	N3	Coordination of Benefits Related Entity Address - Refer to TR3		
P.172	N4	Coordination of Benefits Other Insurance Company City, State, ZIP Code - Refer to TR3		
P.174	PER	Administrative Communications Contact - Refer to TR3		
P.176	LS	Additional Reporting Categories - Refer to TR3		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem GA
Loop ID 2710—Member Reporting Categories				
P.177	LX	Member Reporting Categories - Refer to TR3		
Loop ID 2750—Reporting Category				
P.178	N1	Reporting Category - Refer to TR3		
P.179	REF	Reporting Category Reference - Refer to TR3		
P.181	DTP	Reporting Category Date - Refer to TR3		
P.183	LE	Additional Reporting Categories Loop Termination - Refer to TR3		
P.184	SE	Transaction Set Trailer - Refer to TR3		

Section 5 – Reports and Acknowledgments

This section describes the types of file responses Anthem may return for trading partners to properly track and manage their file submissions to the Enterprise EDI Gateway.

Outbound File Naming Conventions

Listed below is a table of responses that may or may not be generated and delivered to trading partners.

Outbound File Naming Convention		
Report Designation / Description	Format	Example
N/A	Email Notification from Enterprise EDI Gateway (EEG)	<i>Generated if inbound file fails processing. Refer to Reject Report.</i> Email from Unix @anthem.com
N/A	Email Notification from Enterprise EDI Clearinghouse (EECH)	<i>Generated if inbound file fails processing. Refer to TA1, 999, 864 Reports</i> Email from eech_alerts@anthem.com
N/A	Reject Report	<i>File Reject Report occurs if inbound file fails processing.</i> RJ {File Type Identifier} MMDDhhmmssnnn {RunID} RJ0103063503001
TA1	TA1 X12	<i>Interchange rejection of inbound file.</i> IA{Transaction code} MMDDhhmmssnnn {RunID}.### IAHC0121163833001001001.834
999	Interchange Acknowledgment	<i>Acknowledges acceptance or rejection of inbound file.</i> FA {File Type Identifier} MMDDhhmmssnnn {RunID}.### FA0218180603001001022445.834
864	Reports and acknowledgments sent within the 864 have the same naming convention. Note: BMG02 and MIT02 provide the name of the specific report or acknowledgment.	
	Text Message Transaction (TA1) TA1 Report	<i>Interchange rejection of inbound file.</i> TA1 MMDDhhmmssnnn {RunID}.### TA1021818060001311111110.864
	Text Message Transaction (L2) Level 2 Status Report	<i>Itemized listing of submitted data from accepted file with Pass/Fail status and rejection detail.</i> TX {File Type Identifier} MMDDhhmmssnnn {RunID}.### TX0218180603001987654321.834
Alert	Alert Message: EDI Broadcast	NoticeMMDDYY Multiple Notices per day NoticeMMDDYY.2 digit sequence Notice120114 Notice120114.01

As part of the 834 set up process, email addresses are captured to alert trading partners on the status of their submitted files, and if further action is required. When status is "Reject," trading partners must retrieve the detailed report(s) corresponding to the email notification. (see examples on next page)

Examples

- EEG email notification. If you are unable to decipher the reason for rejection using this notification, access a "RJ" reject report from your gateway mailbox.

```
...
Subject:    Gateway Inbound – xx12345e

*****NOTE: THIS IS AN AUTO-GENERATED EMAIL. PLEASE DO NOT RESPOND TO THIS EMAIL.

Account:    xx12345e - EMPLOYER GROUP
Client File: elig_jaaogu_2017021.txt.pgp
Gateway File: BD0201181933002
Date:       Wed Feb 1 18:19:34 EST 2017
File Type:   Inbound
Alert Type:  Mailbox Receipt
Status:      Reject
Message:     Invalid File Format - file not forwarded for processing
```

- EECH email notification. If you are unable to decipher the reason for rejection using this notification, access a 999, TA1 X12, TA1 864, and/or Level 2 864 reject report from your gateway mailbox.

```
From:       eech_alerts@anthem.com                               Sent:  Wed 01/18/2017 5:00 PM
To:
Cc:
Subject:    EECH Error Notification from vaathmr225

Hello from EECH

Error Notification Sent on:- Wednesday Jan 18 17:00:24 2017
=====

Error file details are as follows:-

TPNAME      : EMPLOYER GROUP
ISA Sender   : XX12345E
ISA Receiver : BCCAWGS
GS Sender    : XX12345E
GS Receiver  : BCCAWGS
ISA Date & Time : 170018 & 0309
GS Cntrl#    : 866654103
Version      : 005010X220A1
Group Name   : EMPLOYER GROUP
Filename     : 0070852201701180001_i_invalid.t_834_x220
Date         : Jan 18 16:46
Transaction Type : 834
Enrollment Count : 41
File Type    : X12
Direction    : INB
Stage        : INSTREAM
DirPath      : /ech/process/834/inbound/instream/rejects/archive/
Status       : FAIL

****End of Message****
```



A TA1 in response to an EDI file submission failing for standard enveloping errors; one TA1 is returned for each interchange (ISA/IEA) accepted. It is also important to note that the TA1 is not intended to be manually interpreted.

864 Text Message Transaction (TA1 Report)

The TA1 report is generated and sent to the submitter's mailbox when one of the following occurs:

- 1) Duplicate GS Control Number (unique file identifier)
- 2) Error based on the construction of the file (segment control error)
- 3) Gateway envelope error (ex. information out-of-sequence according to HIPAA guidelines)

Anthem Blue Cross and Blue Shield is the trade name of: Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightChoice® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company, Inc. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwriter or administrator for HMO and indemnity policies and underwrites the out of network benefits in the following states: Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, and Wyoming. In the U.S. and Puerto Rico: Blue Cross or Blue Shield Association, a registered trademark of Anthem Insurance Companies, Inc.

999 Interchange Acknowledgment (for Inbound Transactions)

A 999 Interchange Acknowledgment in response to an EDI file submission; one 999 is returned for each interchange (ISA/IEA) accepted. The following examples of a 999 were aligned with each segment beginning in the left margin so that you could conveniently read the transaction segments from top to bottom. Normally, EDI transmissions are a continuous stream of characters. However, we have unwrapped them (by segment) in each example of clarity.

It is also important to note that the 999 is not intended to be manually interpreted. These transactions are processed by the trading partners' transaction software. The examples clearly show that the information (results of Level 1 editing) is not returned in an easy-to-read, formatted report.

Accepted

```
ISA*00*                *00*                *ZZ*RECEIVER                *ZZ*XX12345E
*101211*1323*^*00501*0000000054*0*T*|~
GS*FA*RECEIVER*XX12345E*20101211*132228*540001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*6010233*005010X220A1~  Control Number links 999 back to inbound 834
AK2*834*0000000001~
IK5*A~  Transaction Set Response, Accepted (A)
AK9*A*1*1*1~
SE*6*0001~
GE*1*540001~
IEA*1*0000000054~
```

Rejected

```
ISA*00*                *00*                *ZZ*RECEIVER                *ZZ*XX12345E
*101211*1323*^*00501*0000000084*0*T*|~
GS*FA*RECEIVER*XX12345E*20101211*132234*840001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*9290505*005010X220A1~  Control Number links 999 back to inbound 834
AK2*834*0000000001~
IK5*R*4~  Transaction Set Response, Rejected (R)
AK9*R*1*1*0~
SE*6*0001~
GE*1*840001~
IEA*1*0000000084~
```

864 Text Message Transaction (Level 2 Status Report)

ISA*00*	*00*	*ZZ*RECEIVER	*ZZ*XX12345E	*101211*1322*^*00501*000000002*0*T*~
GS*TX*RECEIVER*XX12345E*20101211*132228*1*X*005010~				
ST*864*000000001*005010~ Text Message Transaction Identifier				
BMG*00*ENROLLMENT AND MAINTENANCE REPORT~				
MIT*312558*ENROLLMENT AND MAINTENANCE LEVEL 2 ERROR REPORT~				
MSG* ENTERPRISE CLEARINGHOUSE				
MSG* LEVEL 2 STATUS REPORT identifies the specific message/report				
MSG* SENDER ID #: XX12345E TRANSACTION: 005010X220A1				
MSG* SENDER NAME: 834IB_42726 TEST/PROD: T				
MSG* FILE NAME: BE1210163441 RECEIPT DATE: 090201 ISA CONTROL #: 006010233				
MSG* GS RECEIVER ID: RECEIVER REPORT RUNTIME: 14:30 GS CONTROL #: 6010233				
MSG*-----				
MSG* TRANSACTION SET CONTROL NUMBER: 0000000001				
MSG*-----				
MSG* ACTION/ MEMBER SUBSCRIBER MEMBER POLICY POLICY				
MSG* INSLINE NAME ID TYPE ID EFFECTIVE DATES				
MSG*-----				
MSG* 030 SHAW-DAVIDSON, HARLEY 001234567 N 111154321 20090224				
MSG* Error#: 42726 Loop: 2100A Segment: PER Line #: 44 Invalid Data: jack_son@hotmail.com				
MSG* Error: Mbr: The Communication # (PER06) must match the correct email pattern when the Communication #				
MSG* Qualifier (PER05) is equal to EM, electronic mail				
MSG* 030 SHAW-DAVIDSON, HARLEY 001234567 N 111154321 20090224				
MSG* Error#: 42731 Loop: 2100A Segment: N4 Line #: 44 Invalid Data:				
MSG* Error: Mbr: The State or Province Code (N402) is required when address is within the US or Canada.				
MSG* MEMBERS MEMBERS MEMBERS				
MSG* SUBMITTED W/OUT ERRORS WITH ERRORS				
MSG* Count Count Count				
MSG*-----				
MSG* 45 44 1				
MSG*-----				
MSG* TOTALS FOR GS CONTROL NUMBER: 312558 Group Control Numbers link report				
MSG* information back to inbound 834				
MSG* MEMBERS MEMBERS MEMBERS				
MSG* SUBMITTED W/OUT ERRORS WITH ERRORS				
MSG* Count Count Count				
MSG*-----				
MSG* 45 44 1				
MSG*-----				
MSG* PLEASE CONTACT YOUR LOCAL EDI HELPDESK AT				
MSG* XXX-XXX-XXXX				
MSG* WITH ANY QUESTIONS REGARDING THIS REPORT				
MSG*-----				
MSG* ---Message (MSG) segments contain actual--- END OF REPORT -----				
MSG* formatted report				
SE*55*000000001~				
GE*1*1~				
IEA*1*000000002~				

Release Notes		
Version	Page(s)	Description
3		Initial Inclusion of Employer-group User Guide (2 pages) Reference to sFTP: 'sFTP w/PGP' updated to 'sFTP, SFTP w/PGP' Updated formatting Updated hyperlinks
4		Basic Instructions – added 6 Social Security Number: unless requested, do not send SSN