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

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Any questions?

Contact EDI Solutions Desk
1 (800) 227-3983
edi-ca@anthem.com
www.anthem.com/edi, LiveChat

Section 1 - Basic Instructions

1.1   X12 and HIPAA Compliance Checking, and Business Edits

EDI interchanges submitted to Anthem Blue Cross (ABC) 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. ABC returns TA1 X12 and proprietary reports to the submitter of inbound 834 files containing envelope errors in the ISA and GS segments.

- Level 1. ABC returns a 999 Interchange Acknowledgment 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.

  NOTE! If the four following segments and data elements are missing, the transaction will be delayed.
  1. Header, Transaction Set Policy Number (REF)
  2. Header, File Effective Date (DTP)
  3. Loop 2100A, Identification Code (NM109)
  4. Loop 2300, Health Coverage (HD) (except when requesting ID cards)

- Level 2. In addition to HIPAA TR3 edits, ABC 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, ABC returns an 864 Level 2 Status Report to the submitter indicating the entire transaction set has been rejected.

1.2   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'.

1.3   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.

1.4   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. ABC recognizes specific plan change transactions that will automatically cancel the old plan and establish the new plan and new effective date.

1.5 Uppercase Letters, Special Characters, and Delimiters

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

Inbound Delimiters		
	Suggested Value	
Data Element Separator	*	Asterisk
Sub-Element Separator	:	Colon
Segment Terminator	~	Tilde
Repetition Separator	^	Caret

- All HIPAA deemed values (segments, qualifiers) must be submitted in UPPERCASE letters only.

- Suggested delimiters for the transaction are assigned as part of the trading partner set up. EDI Representative will discuss options with trading partners, if applicable.

- To avoid syntax errors, hyphens, parentheses and spaces are not recommended to be used in values for identifiers.

  Examples: Tax ID 987654321   SSN 123456789   Phone 8001235010

- ABC 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: Provider submits a Social Security Number '123-45-6789'. Although a hyphen (-) is a valid special character, it adversely affects processing since the membership system is unable to process correctly.

1.6 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 that the file is for verification only. To ensure that a full file is uploaded to the membership system, begin using action code 'RX' instead.

1.7 Transaction Control Totals (QTY)

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

1.8 Address Information

In Loop 2000, Member Level Detail, data elements INS03 and INS04 identify a member's enrollment status. If the enrollment involves a change 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).

Section 2 - Business Case Scenarios

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

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]~**

PLA01[2] + PLA02[1P] + PLA03 + PLA05
INS*Y*[relationship code]*001*15~
LX*[number]
PLA*2*1P*[date CCYYMMDD]*|*[reason code]~

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*IL*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~**

Section 3 - Enveloping

EDI envelopes control and track communications between you and ABC. 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 Blue Cross (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		EDI assigned				
ISA04	refer to TR3		Left-justified followed by				
ISA05	ZZ		no zeroes or spaces				
ISA06	SENDER ID						
	EDI assigned	GS03	BCCAWGS		*Confirm with Business Analyst on which value to submit in GS03. (ISA08=GS03)*		
	Left-justified		BCCANAT				
	followed by spaces		BCCASTAR				
			GWDENTAL				
ISA07	ZZ		GWDENTALSTAR				
ISA08	BCCAWGS	GS04	refer to TR3				
	BCCANAT	GS05	refer to TR3				
	BCCASTAR	GS06	refer to TR3				
	GWDENTAL	GS07	X				
	GWDENTALSTAR	GS08	005010X220A1				
ISA09	refer to TR3						
ISA10	refer to TR3						
ISA11	^ (5E)						
ISA12	00501						
ISA13	refer to TR3						
ISA14	refer to TR3		*NOTE. Critical Batching and Editing Information*				
ISA15	refer to TR3		*Transactions must be batched in separate functional group by GS03.*				
ISA16	refer to TR3		*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.*				
ISA16	refer to TR3						

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Section 4 - Charts for Situational Rules

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

TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
				834 Benefit Enrollment and Maintenance
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	**QTY02** Quantity	*(Record Totals)*	In absence of trailer record, submit record totals for Anthem Blue Cross to capture compare/balancing of transaction.
Loop ID 1000A—Sponsor Name				
P.39	**N1**	*Sponsor Name - Refer to TR3*		
Loop ID 1000B—Payer				
P.41	**N1** Payer	**N102** Name	*WELLPOINT COMPANY*	WELLPOINT COMPANY - Anthem Blue Cross Benefit Enrollment
		N104 ID Code	*953760001*	Represents the Tax ID of Anthem Blue Cross.
Loop ID 1000C—TPA/Broker Name				
P.43	**N1** TPA/Broker Name	**N104** ID Code	*(TPA or Broker ID Code)*	Use '01' to accompany '94' qualifier in N103.
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	*File will be rejected when INS03 (values '001' and '021') is not accompanied by a value populated in INS04*		
		INS04 Maintenance Reason Code	If enrollment is a change or addition (INS03=001, 021), maintenance reason code must be populated.	
P.55	**REF** Subscriber Identifier	**REF02** Reference Identification	*(Subscriber Identifier)*	Represents Social Security Number for each Subscriber.
P.56	**REF** Member Policy Number	**REF02** Reference Identification	*(Insured Group or Policy Number)*	▪ Enter the Member Policy No. assigned by ABC to efficiently process through systems. ▪ Contact Sales Rep for related questions.
P.57	**REF**	*Member Supplemental Identifier - Refer to TR3*		
P.59	**DTP** Member Level Dates	**DTP01** Date/Time Qualifier	*356*	Must be submitted with all initial enrollments to identify when eligibility could begin. For the actual begin date, refer to Loop 2300 DTP Health Coverage Dates segment.
Loop ID 2100A—Member Name				
P.62	**NM1** Member Name	**NM105** Name Middle	*(Subscriber Middle Name)*	If whole Middle name is passed, only 1st position will be mapped and it must be an alpha character.
		NM109 Identification Code	*(Subscriber Identifier)*	Valid Social Security Number for each subscriber record needed to process the transaction successfully.

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TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
Loop ID 2100A—Member Name (cont'd)				
P.65	**PER** Member Communications Numbers	PER04 Communic. No.	*(Communic. Number)*	Format - <AAA><BBBCCCC> 3 digit area code and 7 digit phone number
P.68	**N3** Member Residence Street Address	N301 Address Information	*(Subscriber Address Line)*	Address for enrolling subscriber, for a dependent when the subscriber's address differs from the dependent's, or for a change in member's address.
P.71	**DMG** Member Demographics	DMG03 Gender Code	If U is passed, the record will error and be reported back as discrepancy.	
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*		
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*		
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 - Refer to TR3				
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, Stat, ZIP Code - Refer to TR3*		
Loop ID 2100F—Custodial Parent				
P.114	**NM1**	*Custodial Parent - Refer to TR3*		
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*		
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*		

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TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
Loop ID 2200—Disability Information				
P.137 **DSB**	*Disability Information - Refer to TR3*			
P.139 **DTP**	*Disability Eligibility Dates - Refer to TR3*			
Loop ID 2300—Health Coverage				
Segment needed for each member and dependent record to process the transaction successfully.				
P.140 **HD**	*Health Coverage - Refer to TR3*			
P.143 **DTP** Health Coverage Dates	**DTP01** Date/Time Qualifier	*348* *349*	348 - Benefit Begin; 349 - Benefit End <u>Change file processing</u> requires both a '348' and '349' when submitting a cancel/term.
		DTP03 Date Time Period	*(Coverage Period)*	<u>Full file processing</u> requires a '348' as a default value with a valid date in the DTP03.
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 - Refer to TR3*			
P.150 **IDC**	*Identification Card - Refer to TR3*			
Loop ID 2310—Provider Information				
P.152 **LX**	*Provider Information - Refer to TR3*			
P.153 **NM1**	*Provider Name - Refer to TR3*			
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**	*Additional Coordination of Benefits - Refer to TR3*			
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*			
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*			

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