

**834 Benefit Enrollment & Maintenance**

Companion Document

*Version 2.0 Effective 01/30/2018*

*Instructions related to implementation of ASC X12 005010X220A1*

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# *Intended Use of this Companion Guide*

The Regence group companion guide is built with the intention of assisting our trading partners in creating and submitting ANSI X12 5010 834 files that are HIPAA complaint. This companion guide provides guidelines and clarifications of the HIPAA requirements for the 5010 834 transaction as they apply to requirements of the Regence processing system. The details 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 Washington Publishing Company.

# *Document Revision List*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Rev. No.** | **Revision Date** | **Revision Description** | **Page No.** | **Action taken** |
| 1 | 01/30/2018 | File Methods | 4 | Updated file methods preference |
| 2 | 01/30/2018 | Subgroup/Class Effective dates | 5 | Added DTP\*356/348 to drive effective date |
| 3 | 01/30/2018 | Payroll/Employer ID | 5 | Added description and placement in file |
| 4 | 01/30/2018 | HICN | 5 | Removed HICN requirements |
| 5 | 01/30/2018 | Punctuation | 6 | Updated acceptable punctuation |
| 6 | 01/30/2018 | Maintenance Code | 6 | Removed requirement |
| 7 | 01/30/2018 | Change Only Files | 6 | Removed guidelines for Change Only files and created their own document |
| 8 | 01/30/2018 | Titles (i.e. Mr, Mrs, etc) | 11 | Removed verbiage as Titles are not loaded |
| 9 | 01/30/2018 | Communication numbers | 11 | Updated verbiage |
| 10 | 01/30/2018 | Dependent Address | 11 | Added verbiage |
| 11 | 01/30/2018 | Marital Status | 12 | Updated to reflect this is optional |
| 12 | 01/30/2018 | Maintenance Type Codes | 12 | Updated verbiage |
| 13 | 01/30/2018 | Insurance Line Codes | 12 | Removed VIS, DCP and MOD |
| 14 | 01/30/2018 | COB | 13 | Updated verbiage |

# *X12 and HIPAA Compliance Checking and Business Edits*

EDI Interchanges are submitted to Benefitfocus, as a partner of Regence, for processing pass through compliance edits. Once the files process through Benefitfocus, a File Summary report will be provided to the submitter to review. The report contains the data changes that passed through on the file, discrepancies that did not pass through, and other items for review.

**Uppercase Letters, Special Characters and Delimiters**:

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

Inbound Delimiters

|  |  |  |
| --- | --- | --- |
| Data Element Separator | \* | Asterisk |
| Sub-Element Separator | : | Colon |
| Segment Terminator | ~ | Tilde |
| Repetition Separator | ^ | Caret |

Suggested delimiters for the transaction are assigned as part of the trading partner setup and should not be changed without notification

To avoid syntax errors, hyphens, parentheses, asterisks, colons and spaces are not recommended to be used within the transaction data.

## File Communication:

A secure FTP site will be created for trading partners to submit their files to Benefitfocus. File summary reports produced by Benefitfocus will be posted to the secure FTP for trading partners to review changes, discrepancies, and all other file data.

For further detail on secure file communication or questions regarding this companion guide, please contact your Technical Account Manager at Benefitfocus.

**All sections of this guide relate to both audit and change files unless the header of the section specifically states it pertains to a certain type of 834 file.**

# *Terms used in this Guide*

**Subscriber:** Subscriber is the Employee requesting Health Care Coverage

**Member:** Subscriber, Spouse and Dependents

**Spouse:** Wife or Husband

**Dependent:** Child or Children eligible to be covered on the Subscriber’s Health Care Policy

**Trading Partner:**  The Insured Group, Sponsor or Third Party Administrator

**Changes 834 File:**  An 834 file containing only records with changes.

**Full 834 File:**  An 834 full file containing all employee and dependent records regardless if there is a change or not.

# *New Trading Partners*

A new Trading Partner Agreement must be submitted to Regence for each new Trading Partner and for each new Group the Trading Partner will be submitting. A one to two month testing period can be expected for a new Trading Partner. Please note that data accuracy and regular test files are vital to ensuring the one to two month testing period, otherwise, testing could follow a longer timeline. This is to ensure we receive the data correctly; the data meets ANSI requirements, as well as Regence system specific requirements.

# *834 Transaction File Methods/Types*

A Trading partner can submit different types of 834 transaction files to change, verify or replace enrollment data in our system.

1. **Audit 834 File Replacement (maintenance) *– Regence preference***

Regence prefers Full Replacement (maintenance) files. Replacement files contain INS03 = Audit (030). A Full Replacement file lists all active member’s data as of that date, which is compared to data in our system and updates are performed in our system as needed. The processing schedule will be determined during implementation. Replacement files must be sent with BGN08 = RX in the Header.

1. **Full Changes 834 File**

If submitter is not able to send in a Full Replacement file, Regence accepts Full Changes 834 files. Change files contain INS03 = Add (021), Reinstate (025), Terminate (024) and Change (001) requests. Full Changes 834 files list all current membership whether or not involved in change. The file records are compared and the Regence system is updated as needed. If no changes are found the record is bypassed. The processing schedule will be determined during implementation. Change files must be sent with a BGN08 = 2 in the Header.

1. **Changes 834 File**

If submitter is not able to send in a Full file, on an exception basis Regence may accept a Changes Only file. Change files contain INS03 = Add (021), Reinstate (025), Terminate (024) and Change (001) requests. Change 834 files list only change records which are compared and the Regence system is updated as needed. If no changes are found the record is bypassed. The processing schedule will be determined during implementation. Change files must be sent with a BGN08 = 2 in the Header.

# *Regence Group Number, Class, Subgroup, HIC number and Plan ID Requirement*

Regence requires Class, Subgroup and Plan IDs submitted for each Subscriber, requesting health coverage.

Group Number:

Regence’s system requires a Group number (Loop 2000, REF02) for each member. Group number is identified with REF01 (Loop 2000) =’1L’. This is a Regence provided numeric code.

Class:

Regence's system requires an Class Reference Identifier (Loop 2000, REF02) for each Subscriber class is identified with REF01 (Loop 2000) =’17’ **submitted only at Subscriber level**.

This is a Regence provided 4 digit numeric code.

When the Class is changed, the DTP01 (Loop 2000) 356(Eligibility Begin) and/or DTP01 (Loop 2300) 348 (Benefit Begin) date(s) must be updated to reflect the Subscriber’s new Class Effective Date. Do not send Class Identifiers for Dependents.

Subgroup:

Regence's system requires a Subgroup Reference Identifier (Loop 2000, REF 02) for each Subscriber Subgroup is identified with REF01 (Loop 2000) =‘ZZ’ **submitted only at Subscriber level**. This is a Regence provided 4 digit numeric code.

When the Subgroup is changed, the DTP01 (Loop 2000) 356(Eligibility Begin) and/or DTP01 (Loop 2300) 348 (Benefit Begin) date(s) must be updated to reflect the Subscriber’s new Subgroup Effective Date. Do not send Subgroup Identifiers for Dependents.

Payroll/Employer Assigned Value:

Regence's system allows a Payroll/Employer Assigned value to be sent on each Subscriber. The Payroll/Employer Assigned value is identified with REF01 (Loop 2000) =‘23’ **submitted only at Subscriber level**. This is can be an alpha/number code up to 10 characters as assignd by the Employer. This is an optional value that is not used as an identifier.

Plan ID:

Regence's system requires a Plan ID in the Plan Coverage Description (HD04) and Benefit Begin Date (DTP01 348) for each Subscriber and Dependent in the 2300 HD Loop.

# *Subscriber Number*

For the Subscriber, the SSN needs to be sent in both the Subscriber ID segment (Loop 2000, REF02 identified with REF01=’0F’) and the SSN segment (Loop 2100A, NM109). For Spouse or Dependents, the Subscriber’s SSN must be sent in the Subscriber ID segment (Loop 2000, REF02 identified with REF01=’0F’) and the Spouse or Dependents own SSN in the SSN segment (Loop 2100A, NM109).

# *General Information*

* We recommend use of the Standard Delimiters –

**\*** (asterisk) for Data Element Separator

**:** (colon) for Component Element Separator

**~** (tilde) for Segment Delimiter

* We accept Wrapped files with no new line characters at the end of each segment.
* **We accept the 5010 Errata version of the 834 (version ID 005010X220A1)**
* Unlimited numbers of Members are allowed per ST - SE Transaction Set. All family members (Subscriber and spouse and/or Dependents) must be in the same transaction.
* The schedule for transmissions will be determined in discussions between the affiliated Regence Plan, the external Trading Partner and Benefitfocus.
* The Subscriber must be listed first on all 834 Transactions. Spouse or Dependent(s) records must follow the Subscriber’s information.
* The Date of Hire (Loop 2000, DTP 336) is essential in calculation of Probationary Periods. If a Date of Hire is not present, the Probationary Period is calculated from the Effective Date.

* It is extremely important that the Coverage Level Code (Loop 2300, HD05) reflect the true Level of Coverage for the Subscriber and their family members (if any). Do not default to “FAM – Family” Coverage Level if the Subscriber’s coverage does not include the Subscriber, Spouse and at least one Dependent (child). See page 12 for the accepted Coverage Level Codes. **HD05 should be** **submitted only at Subscriber level**.
* Regence prefers all data in Upper Case if possible.
* Please do not send Periods, Commas, Percent Signs, or Parenthesis in any data field. Apostrophes and Hyphens may be sent in the member Name field when part of a legal name. The “@” is mandatory for an email address.
* For End Dates, Regence system uses ‘Through Dates’, not ‘To Dates’. For example, a Termination Date of 03-31-2011 would extend coverage through that date with coverage ending at midnight on 03-31-2011.

# *834 Transaction File – Specific Loop/Segment/Data Element Information*

**Regence accepts all ASC X12N/005010X220A1 Implementation Guide Compliant Loops and Segments. Below is a partial list of Segments/Data Elements with Regence specific requirements information**.

## Names (All Name Fields):

Middle Names – Regence system only stores the First Letter of the Middle Name (NM105). Full Middle Names can be submitted, but only the First Letter will be loaded.

If a person goes by their Middle Name instead of their First Name, enter the First Letter of the First Name, followed by space, followed by Middle Name, in the First Name segment (NM104), do not include any periods.

Suffix should be sent in the Name Suffix (NM107). Example: JR, SR

## Communication Numbers:

The 834 Transaction File allows the Trading Partner to send all communication types (i.e. Home Phone, Cell Phone, Fax and Email address) for each Subscriber.

## Addresses:

Regence follows USPS Postal Standards. Use appropriate Postal Abbreviations (i.e. Street = ST, Avenue = AVE, etc.) and do not include Punctuation in the Address information. If sending the Zip Code plus 4 digits, do not include a hyphen (Example: 835050101). **Dependent addresses should only be sent if the address is different from the Subscriber’s address.**

## Country Codes:

Our system will accept the two letter Country Code located in the ISO 3166. ISO 3166 is a three-part standard published by the International Organization for Standardization (ISO), and defines codes for the names of Countries, Dependent Territories, and Special areas of geographical interest, and their principal subdivisions.

If no Country is sent, our system will default to USA. Canada should be submitted as CA and Mexico as MX.

## Country Subdivision Codes:

Our system will accept the country subdivision codes from Part 2 of ISO 3166, if the address is not in the United States of America, including its territories, or Canada, and the country in N404 has administrative subdivisions such as but not limited to states, provinces, cantons, etc.

To send Canadian addresses:

2100A-Loop

N401 is populated with the Canadian City

N402 is populated with the Canadian Province code (BC for British Columbia)

N403 is populated with the Canadian Postal code (alpha & numeric, 6 bytes)

N404 is populated with the Canadian Country code (CA)

If the Foreign address is not Canadian:

2100A-Loop

N401 is populated with the City

N402 is populated with the 2-byte Country code (AU for Australia, for example)

N403 is populated with the International Postal Zone code for the Country defined by N404

N404 is populated with the 2-byte Country code (AU for Australia)

N407 is populated with the Country subdivision code (AU-NSW for New South Wales, Australia)

## Gender:

Our system requires that a Male (M) or Female (F) Gender code be entered for all Subscribers and Dependents (2100A DMG03). If a Gender of Unknown (U) is submitted on the 834 Transaction File the Subscriber and/or Member will be rejected for manual review.

## Marital Status:

Regence can accept Marital status submitted on Subscriber only.

## Member Languages:

The 834 Transaction File allows for the use of either the NISO Z39.53 Language Codes (LUI01 = LD) or the ISO 639 (LUI01=LE) with the appropriate Identification Code (LIU02) in the 2100A Member Language segments. If a Trading Partner is not able to utilize either of these lists of Language Codes then a Language Description (Name of the Language) (LUI03) may be entered in lieu of the Language Code. If Language is entered as a description it will be a manual update.

## Maintenance Type Codes:

* Audit 834 files for maintenance (or Full Replacement files) will be processed to update our system based on compare process. INS03 = 030
* Full Change 834 files must contain the appropriate Maintenance Type Codes (2000 Loop INS03 and 2300 Loop HD01) to trigger Change, Add, Termination or Reinstatement Events.
  + Change = 001
  + Addition = 021
  + Cancellation or Termination = 024
  + Reinstatement = 025
  + Corrections = 026 (2300 loop HD01only).
  + Delete = 002 would be treated as a Termination. (2300 Loop HD01 only).

## Insurance Line Codes:

The Insurance Line Code (Loop 2300 = HD03) is a ‘Required’ segment on the 834 Transaction File. Information received in the Insurance Line Code segment (Loop 2300 = HD03) will be mapped to one of our four types of Coverage Plans. Vision coverage is considered a Medical Plan whether it is a standalone Plan or included in the Medical Coverage.

* Medical: HLT – Health  
   POS – Point of Service
* Dental: DEN – Dental
* EAP: AK – Mental Health
* Prescriptions/Pharmacy: PDG – Prescription Drug

## Coverage Level Codes:

The Coverage Level Code (HD05) **must be sent on the Subscriber record only** and must accurately reflect the Level of Coverage for each Plan

* If the Subscriber, Spouse and a Dependent elect Medical coverage, the Coverage Level Codes must be “FAM”. If it is sent as ‘ESP’, the Dependent information will be loaded to our system, but will have no Eligibility.
* If a Subscriber and Spouse currently exist in our system and the Coverage Level is ‘ESP’ for Employee and Spouse, when a Dependent is added to the policy, an 834Transaction must be sent on the Subscriber to update the Coverage Level Code to “FAM”. If a Subscriber currently has a “Family” Coverage Level Code in our system and the Termination of Spouse or Dependent(s) will change the Coverage Level, a Change must be sent on the Subscriber to update the Coverage Level Code to the new value.
* If a Subscriber currently has a “Family” Coverage Level Code in our system and the Termination of Dependent(s) will not change the Coverage Level, it is not necessary to send an update to the Coverage Level Code.

**Accepted HD05 Codes:**

|  |  |
| --- | --- |
| **CODE** | **DEFINITION** |
| ECH | Employee and Child(ren) |
| EMP | Employee Only |
| ESP | Employee and Spouse/or Domestic Partner |
| FAM | Family (Employee, Spouse/DP, and at least one child) |
|  |  |

## Identification Cards (ID Cards):

The ID Card Request segment (Loop 2300, IDC03) will not be processed by our Auto Load process. ID Cards are produced automatically by our system for the following events:

* Subscriber Enrollment
* Member Enrollment
* Subscriber Reinstatement
* Member Reinstatement
* Subscriber Name change
* Subscriber Title change (Sr, Jr, etc)
* Member Name change
* Member Title change (Sr, Jr, etc)

For each of the above scenarios: One ID card will generate for a Subscriber only policy. Two cards will generate if one or more Dependents are covered.

## Coordination of Benefits (COB):

Regence accepts COB information to be sent in electronically on all New Adds. For existing members, adding or changing COB information submit the COB segment as a Change. (Refer to ANSI 834 examples upon request)

## HSA Banking Integrated Preference Indicator:

For each subscriber choosing a Regence HSA Banking Integrated health plan for the first time, a Preference Indicator may be sent in the HD 2300 loop of the subscriber record.

**Banking Preference values:**

**‘Y’** = Open the HSA bank account and send claims   
**‘E’** = Open the HSA bank account but do not send claims information  
**‘N’** = Do not open an HSA bank account, do not send claims

The HD03 should be HSA, HD04 would be the Banking Preference and the HD05 should be EMP. Regence will provide examples of this coding as needed upon request.

## Open Enrollment:

The Group, Trading Partner, Benefitfocus and Regence must coordinate and communicate closely during the open enrollment and renewal period each year. If Plan ID (HD04) changes are needed due to benefit changes at renewal, the sender will need to update the ANSI834 file to reflect new Plan ID values and Loop 2300 DTP348 dates for new Benefit Begin dates. Regence will need to have their membership files updated to reflect the new Plan ID values before an open enrollment file can be processed. Regence requests that open enrollment files are submitted to our test system each year to test the file prior to loading to Production. A schedule for submitting the file to test and to production will be agreed upon prior to the groups’ renewal.

**When a group has Plan ID and Benefit Begin date changes at renewal, it is very important that the submitter does not send terminations and add events to update Regence’s system**. When **the Regence system is updated** with the renewal information, we will add the new Plan ID to all active membership on the group. The Open Enrollment file should only make true changes, such as additions, terminations or changes. If the Open Enrollment file is a full change file, the submitter must update the Plan ID values and DTP348 Benefit Begin dates for all members on the file, regardless of whether the member has an Open Enrollment change.

If a member chooses not to enroll with Regence for the new plan year, submit his/her coverage with a termination date on the file one time. If a member is continuing coverage submit his/her new plan year information only. The submitter must update the Plan ID values and DTP348 Benefit Begin dates for all members on the file, regardless of whether the member has an Open Enrollment change.

## Header Information:

Regence requires trading partners to submit the Regence provided receiver ID ‘930238155’ in ISA08 identified with ISA07=’30’.

Regence header coding Guidelines used to differentiate between 834 files:

* Audit 834 file for Full Replacement:

BGN08 = RX

INS03 and HD01 = 030 (Audit)

INS04 = XN

* Full Change 834 file:   
   BGN08 = 2  
   INS03 and HD01 = 001 (Change), 021 (Add), 024 (Terminate), or 025 (Reinstate)  
   INS04 = value other than XN.(Note: Code 25 must be a 70/74 Transaction)
* Please ensure that the appropriate Usage Indicator (ISA15) is applied in the header. Using the incorrect indicator will result in a HIPAA compliancy error and the file will not be processed.  
   Test file must = T   
   Production files must = P.

## Example of Header:

***Full Change 834 files:***

**If a Third Party Vendor or TPA is submitting the file:**

ISA\*00\* \*00\* \*30\*123456789 \*30\*930238155 \*070129\*1355\*^\*00501\*000242771\*0\*T\*:~

GS\*BE\*123456789\*930238155\*20110501\*13555900\*111222333\*X\*005010X220A1~

ST\*834\*242771\*005010X220A1~

BGN\*00\*0001\*20110501\*13555900\*\*\*\*2~

N1\*P5\*EMPLOYER NAME GOES HERE\*FI\*567890123~

N1\*IN\*REGENCE GROUP\*FI\*930238155~

N1\*TV\*TPA NAME GOES HERE\*FI\*123456789~

**If an Employer is submitting 834 file directly:**

ISA\*00\* \*00\* \*30\*567890123 \*30\*930238155 \*070129\*1355\*^\*00501\*000242771\*0\*T\*:~

GS\*BE\*567890123\*930238155\*20110501\*13555900\*111222333\*X\*005010X220A1~

ST\*834\*242771\*005010X220A1~

BGN\*00\*0001\*20110501\*13555900\*\*\*\*2~

N1\*P5\*EMPLOYER NAME GOES HERE\*FI\*567890123~

N1\*IN\*REGENCE GROUP\*FI\*930238155~

N1\*TV\*EMPLOYER NAME GOES HERE\*FI\*567890123~

***Audit 834 Maintenance files:***

**If a Third Party Vendor or TPA is submitting the file:**

ISA\*00\* \*00\* \*30\*123456789 \*30\*930238155 \*070129\*1355\*^\*00501\*000242771\*0\*T\*:~

GS\*BE\*123456789\*930238155\*20110501\*13555900\*111222333\*X\*005010X220A1~

ST\*834\*242771\*005010X220A1~

BGN\*00\*0001\*20110501\*13555900\*\*\*\*RX~

N1\*P5\*EMPLOYER NAME GOES HERE\*FI\*567890123~

N1\*IN\*REGENCE GROUP\*FI\*930238155~

N1\*TV\*TPA NAME GOES HERE\*FI\*123456789~

**If an Employer is submitting 834 file directly:**

ISA\*00\* \*00\* \*30\*567890123 \*30\*930238155 \*070129\*1355\*^\*00501\*000242771\*0\*T\*:~

GS\*BE\*567890123\*930238155\*20110501\*13555900\*111222333\*X\*005010X220A1~

ST\*834\*242771\*005010X220A1~

BGN\*00\*0001\*20110501\*13555900\*\*\*\*RX~

N1\*P5\*EMPLOYER NAME GOES HERE\*FI\*567890123~

N1\*IN\*REGENCE GROUP\*FI\*930238155~

N1\*TV\*EMPLOYER NAME GOES HERE\*FI\*567890123~

KEY:

The Group (Sponsor) Tax ID Number 5678910123:

TPA Submitter of the file Tax ID Number: 123456789

Regence is the Receiver and Payer: 930238155

*For detail examples of various scenarios mentioned in this companion guide, please refer to the “****REGENCE ANSI 834 EXAMPLES FOR CPSS****” document which will be provided upon request.*