

P.O. Box 91110  
Sioux Falls, SD 57109  
(605) 328-6800 • 1-800 752-5863  
Fax: (605) 328-6812  
sanfordhealthplan.com

**SANFORD**  
HEALTH PLAN

# **Sanford Health Plan**

## **Electronic Remittance Advice 835 Transaction Companion Guide Trading Partner Information**

**Instructions related to Transactions based on ASC X12  
Implementation Guides, version 005010**

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## Preface

Companion Guides (CG) may contain two types of data, instructions for electronic communications with the publishing entity (Trading Partner Information) and supplemental information for creating transactions for the publishing entity while ensuring compliance with the associated ASC X12 Implementation Guide (IG) (Transaction Instructions). Either the Trading Partner Information component or the Transaction Instruction component must be included in every CG. The components may be published as separate documents or as a single document.

The Trading Partner Information component is included in the CG when the publishing entity wants to convey the information needed to commence and maintain communication exchange.

The Transaction Instruction component is included in the CG when the publishing entity wants to clarify the IG instructions for submission of specific electronic transactions. The Transaction Instruction component content is limited by ASCX12's copyrights and Fair Use statement.

## Trading Partner Information (TP)

### 1 TP Introduction

#### 1.1 Purpose

This document is intended to provide information from the author of this guide to trading partners to give them the information they need to exchange EDI data with the author. This includes information about registration, testing, support, and specific information about control record setup.

#### 1.2 Scope

The Provider EDI Companion Guide addresses how Providers, or their business associates, conduct Professional Claim, Institutional Claim, Claim acknowledgment, Claim Payment Advice, Claim Status, Eligibility, and Services Review HIPAA standard electronic transactions with Sanford Health Plan Health Services. This guide also applies to the above referenced transactions that are being transmitted to Sanford Health Plan Health Services by a clearinghouse.

An Electronic Data Interchange (EDI) Trading Partner is defined as any Sanford Health Plan Health Services customer (Provider, Billing Service, Software Vendor, Employer Group, Financial Institution, etc.) that transmits to, or receives electronic data from, Sanford Health Plan.

Sanford Health Plan EDI transaction system supports transactions adopted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as additional supporting transactions as described in this guide. Sanford Health Plan Health Services EDI Operations supports transactions for multiple payers; each transaction.

### 1.3 Overview

This Companion Guide includes information needed to commence and maintain communication exchange with Sanford Health Plan Health Services. This information is organized in the sections listed below.

- **Getting Started:** This section includes information related to system operating hours, provider data services, and audit procedures. It also contains a list of valid characters in text data. Information concerning Trading Partner registration and the Trading Partner testing process is also included in this section.
- **Testing with the Payer:** This section includes detailed transaction testing information as well as other relevant information needed to complete transaction testing with Sanford Health Plan
- **Connectivity with the Payer/Communications:** This section includes information on Sanford Health Plan Health Services' transmission procedures as well as communication and security protocols.
- **Contact Information:** This section includes telephone and email addresses for Sanford Health Plan EDI support. Additional Information This section includes other information useful to the reader.

## 1.4 References

Trading Partners must use the ASC X12 National Implementation Guides adopted under the HIPAA Administrative Simplification Electronic Transaction rule and Sanford Health Plan Health Services' EDI Companion guidelines for development of the EDI transactions.

These documents may be requested from the Sanford Health Plan Provider Relations department.:

Trading Partners must use the most current national standard code lists applicable to the EDI transactions. The code lists may be accessed at the Washington Publishing Company website:  
<http://www.wpc-edi.com>

The applicable code lists and their respective X12 transactions are as follows:

- Claim Adjustment Reason Codes and Remittance Advice Remark Codes (ASC X12/005010X221A1 Health Care Claim Payment/Advice (835))
- Claim Status Category Codes and Claim Status Codes (ASC X12/005010X212 Health Care Claim Status Request and Response (276/277) and 005010X214 Health Care Claim Acknowledgment (277CA))
- Provider Taxonomy Codes (ASC X12/005010X222A1 Health Care Claim: Professional (837P) and ASC X12/005010X223A2 Health Care Claim: Institutional (837I))
- Health Care Services Decision Reason Codes (ASC X12/005010X217 (278))

## 1.5 Additional Information

There is no additional information at this time.

## 2 Getting Started

### 2.1 Working Together

#### **System Operating Hours**

Sanford Health Plan is available to handle EDI transactions 24 hours a day seven days a week, except during scheduled system maintenance periods.

We strongly suggest that Sanford Health Plan EDI Trading Partners transmit any test data during the hours that Sanford Health Plan EDI Operations support is available.

#### **Provider Information Management**

To obtain the status of a provider's application for participation with any Sanford Health Plan provider network, please contact Provider Relations at (800) 601-5086. Also, use this number to update provider data currently on file with Sanford Health Plan . Note that this number only serves Sanford Health Plan networks; provider data for other payers mentioned in this guide for EDI transactions must be communicated as established by those other payers.

#### **Audit Procedures**

The Trading Partner ensures that input documents and medical records are available for every automated claim for audit purposes. Sanford Health Plan may require access to the records at any time.

The Trading Partner's automated claim input documents must be kept on file for a period of seven years after date of service for auditing purposes. Microfilm/microfiche copies of Trading Partner documents are acceptable. The Trading Partner, not his billing agent, is held accountable for accurate records.

The audit consists of verifying a sample of automated claim input against medical records. Retention of records may also be checked. Compliance to reporting requirements is sample checked to ensure proper coding technique is employed. Signature on file records may also be verified.

In accordance with the Trading Partner Agreement, Sanford Health Plan Health Services may request, and the Trading Partner is obligated to provide, access to the records at any time.

Valid Characters in Text Data (AN, string data element type)

For data elements that are type AN, "string", Sanford Health Plan Health Services can accept characters from the basic and extended character sets with the following exceptions:

Character	Name	Hex value
!	Exclamation point	(21)
>	Greater than	(3E)
^	Caret	(5E)
	Pipe	(7C)
~	Tilde	(7E)

These five characters are used by Sanford Health Plan for delimiters on outgoing transactions and control characters for internal processing and therefore would cause problems if encountered in the transaction data.

As described in the X12 standards organization's Application Control Structure document (X12.6), a string data element is a sequence of characters from the basic or extended character sets and contains at least one non-space character. The significant characters shall be left justified. Leading spaces, when they occur, are presumed to be significant characters. In the actual data stream trailing spaces should be suppressed. The representation for this data element type is AN.

**Confidentiality**

Sanford Health Plan and its Trading Partners will comply with the privacy standards for all EDI transactions as outlined in the Sanford Health Plan EDI Trading Partner Agreement.

**Authorized Release of Information**

When contacting EDI Operations concerning any EDI transactions, you will be asked to confirm your Trading Partner information.

## 2.2 Trading Partner Registration

An EDI Trading Partner is any entity (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits electronic data to or receives electronic data from another entity.

While Sanford Health Plan EDI Operations will accept HIPAA compliant transactions from any covered entity, HIPAA security requirements dictate that proper procedure be established in order to secure access to data. As a result, Sanford Health Plan has a process in place to establish an Electronic Trading Partner relationship. That process has two aspects:

- A Trading Partner Agreement must be submitted which establishes the legal relationship and requirements. This is separate from a participating provider agreement.
- Once the agreement is received, the Trading Partner will be sent a logon ID and password combination for use when accessing Sanford Health Plan sFTP system for submission or retrieval of transactions. This ID is also used within EDI Interchanges as the ID of the Trading Partner. Maintenance of the ID and password by the Trading Partner is detailed in the security section of this document.

### Authorization Process

New Trading Partners wishing to submit EDI transactions must submit an EDI Transaction Application to Sanford Health Plan EDI Operations.

The EDI Transaction Application process includes review and acceptance of the appropriate EDI Trading Partner Agreement. Submission of the EDI Transaction Application indicates compliance with specifications set forth by Sanford Health Plan for the submission of EDI transactions. This form must be completed by an authorized representative of the organization.

Sanford Health Plan may terminate this Agreement, without notice, if participant's account is inactive for a period of six (6) consecutive months.

Complete and accurate reporting of information will insure that your authorization forms are processed in a timely manner. If you need assistance in completing the EDI Transaction Application contact your company's technical support area, your software vendor, or EDI Operations.

Upon completion of the authorization process, a Logon ID and Password will be assigned to the Trading Partner. EDI Operations will authorize, in writing, the Trading Partner to submit production EDI transactions.

### **Where to Get Enrollment Forms to Request a Trading Partner ID**

To receive a Trading Partner ID, you must complete EDI Transaction Application and agree to the terms of Sanford Health Plan EDI Trading Partner Agreement. The EDI Transaction Applications and all other EDI request forms are available on request by calling Provider Relations at (800) 601-5086.

### **Receiving ASC X12/005010X221A1 Health Care Claim Payment/Advice (835) Transactions Generated from the Payment Cycle (Batch)**

If you are not currently receiving Health Care Claim Payment/Advice (835) remittance transactions generated from the payment cycle in a batch process and wish to, you will need to request ERA (835) by completing an 835 Registration form.

### **Adding a New Provider to an Existing Trading Partner**

Trading Partners currently using electronic claim submission who wish to add a new provider to their Trading Partner Number should contact Provider Relation at (800) 601-5086.

### **Deleting Providers from an Existing Trading Partner**

Providers wishing to be deleted from an existing Trading Partner should contact Provider Relation at (800) 601-5086.

### **Reporting Changes in Status**

Trading Partners changing any other Trading Partner information must inform contact Provider Relation at (800) 601-5086.

## 3 Testing and Access

### Live Files

Sanford Health Plan does not send test or sample 835 transactions in response to a test 837 submission. All 835 transactions are “live” (i.e., actual production data).

The decision to post 835 transactions to the payee’s test or production accounts receivable system is solely the responsibility of the recipient.

### Access

The EDI team will assign a user ID, password and mailbox (folder) for file drop-off and retrieval: The user ID allows access to the production environment. Sanford Health Plan does not set up 835 transactions in the payee’s test/development environment. When possible, an existing production user ID, password and mailbox will be used.

## 4 Connectivity / Communications

### 4.1 Communication Protocols

Secure FTP—Sanford Health Plan delivers the 835 file to the Sanford Health Plan secure FTP (File Transfer Protocol) server in a specified directory. The provider can retrieve the file using an assigned user ID and password.

### 4.2 Security Protocols

Maintaining the confidentiality of personal health information continues to be one of Sanford Health Plan’s guiding principles. Sanford Health Plan has a strict confidentiality policy for safeguarding patient, employee, and health plan information. All staff is required to be familiar with, and comply with, Sanford Health Plan’s policy on the confidentiality of member personal and clinical information to ensure that it 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, care management, approved research or quality assurance or measurement activities, or when authorized to do so by a member or as required by law.

## Contact information

### 4.3 EDI Technical Assistance

Phone: 605-328-7201

[SVHP\\_EDI@SanfordHealth.org](mailto:SVHP_EDI@SanfordHealth.org)

### 4.4 Provider Services

Phone: 800-601-5086

Email: [ppr@sanfordhealth.org](mailto:ppr@sanfordhealth.org)

### 4.1 Applicable websites

<http://www.sanfordhealthplan.org/>

## 5 Control Segments / Envelopes

### 5.1 ISA-IEA

The ISA segment is the first line that Sanford Health Plan sends in an EDI file.

Some elements within each ISA segment have a number of possible values.

Please use the following values for each ISA element:

<b>ISA01</b>	00
<b>ISA02</b>	10 spaces
<b>ISA03</b>	00
<b>ISA04</b>	10 spaces
<b>ISA05</b>	ZZ
<b>ISA06</b>	133052274
<b>ISA07</b>	ZZ
<b>ISA08</b>	Trading Partner ID established by Sanford Health Plan

## 5.2 GS-GE

Please use the following values for each GS element:

<b>GS01</b>	HP
<b>GS02</b>	133052274
<b>GS03</b>	00

# 6 Additional Trading Partner Information

This section contains additional reference information.

## 6.1 Trading Partner Agreement.

EDI Trading Partner Agreements ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement, between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transactions.

<http://sanfordhealthplan.org/forproviders/providerediresources/>

# 7 TP Change Summary

This section details the changes between this version and the previous version.

Version	Date	Section(s) changed	Change Summary
1.0	09/12/2013		Original
1.1	02/10/2015		Updated