New Mexico Health Care Authority
Medical Assistance Division
Conduent State Healthcare, LLC

CONDUENT

HEALTH CARE AUTHORITY

Health Care Claim Acknowledgment - Companion Guide

New Mexico Health Care Authority
MMISR Financial Services Project

Version 1.1

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Disclosure Statement

This companion guide has been created for use in conjunction with the ASC (*Accredited Standards Committee)* X12 TR3s. It should not be considered a replacement for the implementation guide but rather used as an additional source of information. The companion guide contains data clarifications derived from specific business rules that apply exclusively to claims processing for the New Mexico Medicaid program. The guide also includes useful information about sending and receiving data to and from Conduent Electronic Data Interchange (EDI) Solutions, Inc.

Submitters are therefore encouraged to check the New Mexico Health Care Authority (HCA)Medical Assistance Division (MAD) website periodically for updates to the companion guides at the following website: https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/.

Preface

This companion guide to the *v5010 ASC X12N Implementation Guides - Technical Report Type 3 (TR3)* and associated errata adopted under HIPAA, clarifies, and specifies the data content when exchanging electronically with the New Mexico Medicaid program. Transmissions based on this companion guide, used in tandem with the *v5010 ASC X12N Implementation Guides (TR3*), are compliant with both ASC X12N syntax and those guides. This companion guide is intended to convey information that is within the framework of the *v5010 ASC X12N Implementation Guides (TR3)* adopted for use under HIPAA. The companion guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the *v5010 ASC X12N Implementation Guides (TR3)*.

Disclaimer

For accurate and precise New Mexico Medicaid eligibility, and other New Mexico Medicaid specific information the reader or user of this guide is directed to:

- New Mexico Health Insurance Portability and Accountability Act (HIPAA) Helpdesk via email at: HIPAA.DeskNM@hca.nm.gov or telephone 800-299-7304.
- Provider Relations Call Center at: 800-299-7304.
- New Mexico Health Care Authority (HCA) Medical Assistance Division (MAD) at: https://www.hca.nm.gov.This guide attempts to provide the best information available at the time of publication, however, that information may not be the most current or accurate at the time the guide is being utilized by the reader or user.

1. Introduction

Conduent EDI Solutions, Inc., a leader in healthcare technology, provides Electronic Data Interchange (EDI) clearing house services to providers enrolled with various insurance companies and in contracted healthcare plans. This document outlines the procedures necessary for engaging EDI with Conduent EDI and provides specific data clarifications where applicable. Our electronic transactions acquisition services provide an array of tools that allow you to:

- Easily submit all your transactions to one source.
- Submit transactions twenty-four hours a day, seven days a week.
- Receive confirmation of receipt of each file transferred.
- Receive remittance notification from health care plans on a regular basis.

As an EDI Gateway Service, we provide connectivity to various healthcare plans and states where Conduent is the fiscal agent, third-party administrator, or contracted clearinghouse. Healthcare plans that participate with Conduent EDI Solutions, Inc. are referred to as payers. Transactions are accepted electronically into our data center and are processed through the Conduent State Healthcare Clearinghouse (SHCH).

The Conduent SHCH provides connectivity for the flow of medical information and data between medical providers, facilities, vendors, claim payment agencies, and other clearinghouses and the Front-end Online Transaction Processor (OLTP). Beyond the receipt and delivery of this data, Conduent SHCH provides translation to and from ANSI ASC X12N standard formats.

1.1. Scope

This Companion Guide is intended to be used by Trading Partners for the retrieval of the X12N 835 transaction from Conduent EDI Solutions. This guide is to be used in conjunction with the *ANSI ASC X12N 5010 National Implementation Guide*. The companion guide contains data clarifications derived from specific business rules that apply exclusively to claims processing for NM Medicaid. This companion guide is subject to change.

1.2. Overview

This document provides the following information for NM Medicaid Trading Partners:

- X12N 835 Health Care Claim Payment/Advice Status Notification Process
- Data Retrieval Methods
- Payer Specific Data
- 835 transaction set

1.3. References

This Companion Guide is intended for New Mexico Medicaid Trading Partner use in conjunction with the ANSI ASC X12N Standards for Electronic Data Interchange Technical Report Type 3 (TR3) Health Care Claim Payment/Advice (835).These are available at: https://x12.org/products/technical-reports.

Table 1: Reference Materials

ANSI ASC 5010 Implementation Guides	X12.org
EDI Online	https://edionline.portal.conduent.com/EDIOnline/redirect.action
HCA FAQ's	https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/
NM Helpdesk	HIPAA.DeskNM@hca.nm.gov
NM MOVEit	https://pbmazuremoveit.services.conduent.com
Trading Partner Agreement Form	https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/

2. X12N 835 Process

2.1. X12N 835 Health Care Claim Payment/Advice Status Notification Process

After claim adjudication, an X12N 835 file will be delivered to the Conduent EDI Mailbox System for the provider or clearinghouse to retrieve. The X12N 835 transaction files are generated weekly after the NM Medicaid payment cycle has completed.

2.2. 835 Transactions Contents

The X 12N 835 file contains claims information for fee-for-service claims only. The universe of claims reported includes:

- Paid claims
- Denied claims
- Adjusted claims
- Coordination of benefit claims
- Pharmacy claims
- Financial transactions

The X12N 835 standard transaction does NOT include information on:

- Rejected claims (these are reported on the 999 or 277CA transactions)
- Suspended claims (these claims have not yet been fully adjudicated)
- Managed care capitations and financial transactions (these are reported on the 820 transaction)
- History-only adjustments (these do not affect the provider's payment)

Please see the *ANSI ASC X12N 835 TR3 Implementation Guide* for details on the ANSI ASC X12N 835.

2.3. Files Receive

The X12N 835 is not designed to handle the bundling of remittances for numerous payments made to multiple providers into one remittance for a company. Clearinghouses or companies which receive 835s for multiple billing providers will receive one X12N 835 transaction file for each billing provider they serve.

The following is an example for the naming convention of X12N 835 files:

NM_120405_77048_O_20675_nnnnnnnnnn_835_ttttt_835.001

NM = New Mexico Medicaid

120405 = File date in YYMMDD format

77048 = NM Conduent EDI Gateway Payer ID

O = Constant letter 'O' for Outbound

20675 = Conduent ED Gateway File Tracking Number

nnnnnnnnnn = 10-byte NPI ID

835= X12N Transaction Type

ttttt = 6-byte Trading Partner ID

835 = X 12N Transaction Type

001 = File Sequence Number

2.4. 835 Transaction Availability

The X12N 835 files are available for trading partners to retrieve by Monday morning for claims adjudicated in the prior week. (Claims adjudication and payment processes occur on Friday night.)

If no claims for a provider were adjudicated in the prior week, an 835 will not be generated.

Any provider who elects to receive the ANSI ASC X12N 835 will receive their paper remittance advice in parallel with the X12N 835 for a period of 30 days. After the 30-day period, the paper remittance advice will be discontinued.

The Conduent EDI Gateway allows New Mexico providers and trading partners to electronically receive the X12N 835 Health Care Claim Payment/Advice (Remittance Advice).

3. Testing with the Payer

Trading Partners will test with the Conduent EDI Gateway to ensure that they can successfully access their X12N 835 transactions. In order to execute a test, the trading partner needs to contact the Conduent HIPAA Helpdesk to enroll as a trading partner if they are new to the Conduent EDI Gateway. The Conduent HIPAA Helpdesk will enroll the trading partner and set them up to receive the test 835s. Any entity or trading partner who is not currently enrolled with Conduent EDI Gateway and wants to receive the X12N 835 transaction must complete an EDI enrollment package. This package provides Conduent EDI Gateway the information necessary to assign a Logon Name, Logon ID, and Trading Partner ID, which are required to access 835. You must also specify in the package that you want to receive an X12N 835 transaction. You may obtain an enrollment package by contacting the Conduent HIPAA Helpdesk at 1-800-299-7304 or by email at HIPAA.DeskNM@hca.nm.gov.

Entities and trading partners who are already enrolled with the Conduent EDI Gateway must request that 835s be delivered and provide their Trading Partner and Billing Provider Medicaid IDs. This will ensure the proper routing of the 835s. To request 835s, please contact the Conduent HIPAA Helpdesk.

3.1. Conduent EDI Trading Partner Testing Procedures

Trading Partners will test with the Conduent EDI Gateway to ensure that they can successfully access their X12N 835 transactions.

- To execute a test, the trading partner needs to contact the Conduent HIPAA Helpdesk to enroll as a trading partner if they are new to the Conduent EDI Gateway.
- Conduent HIPAA Helpdesk will enroll the trading partner and set them up to receive the test 835s. If the trading partner is already enrolled with Conduent EDI Gateway, they only need to contact the Conduent HIPAA Helpdesk to have their trading partner ID set up to receive 835s.
- The trading partner will then be able to submit a test batch of claims through their normal submission process.
- The NM MMIS will process the claims which will result in X12N 835 being delivered to the proper EDI landing zone for retrieval.
- Once the trading partner has verified the X12N 835, they will notify the Conduent HIPAA Helpdesk to complete the set-up process for production.
- To help with testing, the Conduent HIPAA Helpdesk is available to all New Mexico Medicaid clients and providers Monday through Friday from 8:00 a.m. to 5:00 p.m. MT at 1-800-299-7304 or by email at HIPAA.DeskNM@hca.nm.gov

3.2. Tracking Transmission/Production Problems

Please have the following information available when calling the NM HIPAA Helpdesk Support Unit regarding transmission and production issues.

- **Trading Partner ID**: Your Trading Partner ID is our key to accessing your trading partner's information. Please have this number available each time you contact the Conduent EDI Support Unit.
- **Logon Name and Logon User ID**: These allow asynchronous Trading Partners access to the host system for claims submission. The Conduent EDI Support Unit uses this information to reference your submitted data.
- **Submitter ID**: Use your Conduent EDI Solutions submitter ID number in conjunction with your software application to transmit files to Conduent EDI Solutions.

4. Connectivity with the Payer(s)/Communications

This section describes the process of submitting HIPAA X12N 835 Institutional transactions, along with various submission methods, security requirements, and exception handling procedures.

4.1. Process Flows

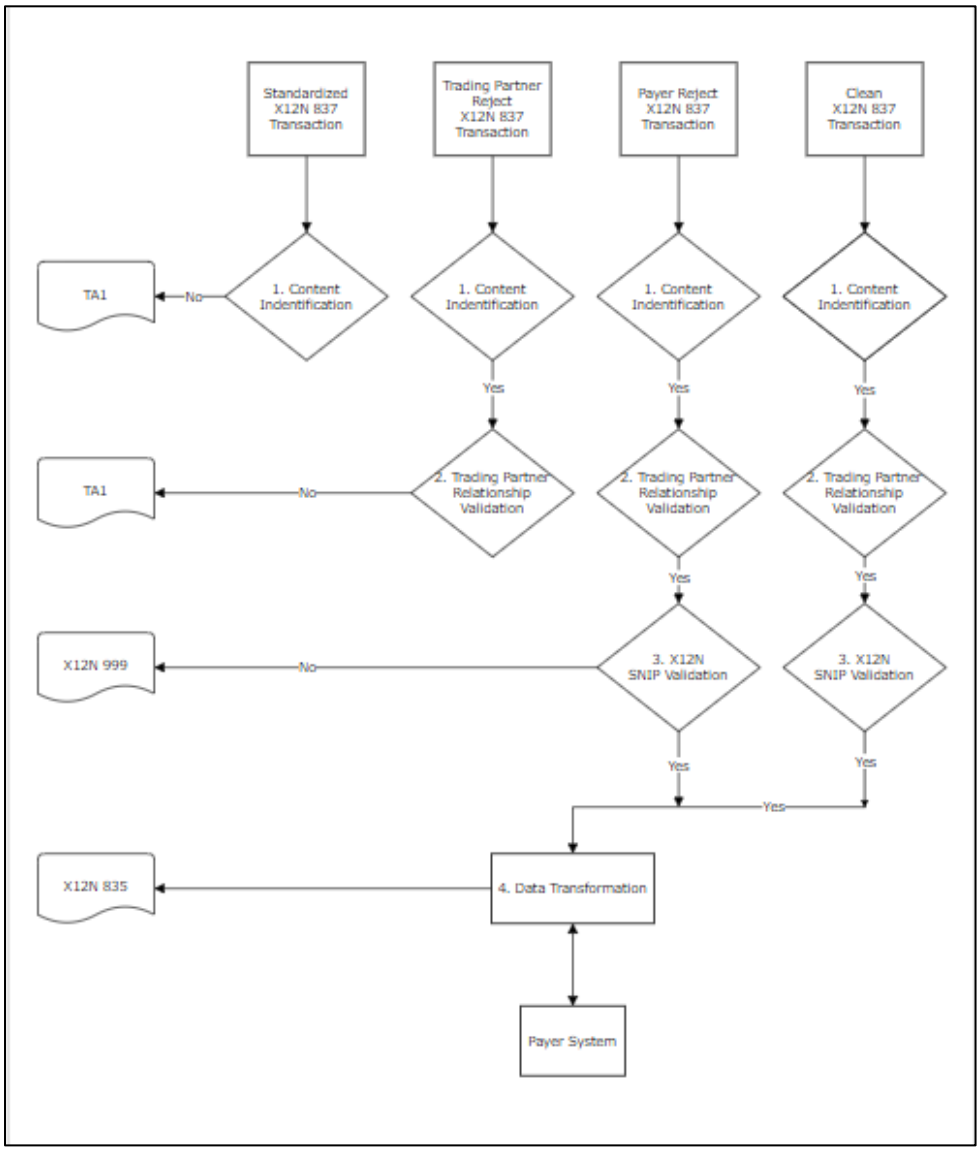


Figure 1: Editing and Validation Flow Diagram

LEGEND:

1. **Content Identification**: The process starts with four types of X12N 837 transactions. Each type goes through a "Content Identification" check. If the content does not pass the identification check, a TA1 Report is generated, and the process stops for that transaction.

• Standardized X12N 837 Transaction • Trading Partner Reject X12N 837 Transaction	• Payer Reject X12N 837 Transaction • Clean X12N 837 Transaction

2. **Trading Partner Relationship Validation:** The trading partner information is validated. If the trading partner information is invalid, a TA1 (Interchange Acknowledgement) will be returned to the submitter. If the trading partner relationship is valid, the data will pass for X12N syntax validation.
3. **X12N SNIP 1&2 Validation:** A determination will be made as to whether the data is ANSI ASC X12N. A X12 N 999 (Implementation Acknowledgement) will be returned to the submitter. The X12 N 999 contains ACCEPT information. If the file contained syntactical errors, the segment(s) and element(s) where the error(s) occurred will be reported. If the data passes X12N SNIP 1 and 2 validations, it is then sent to the adjudication system.

4.2. Transmission Administrative Procedures

This section describes the available transmission modes to Conduent EDI Solutions. Providers will have an option to select an appropriate transmission mode.

4.3. Re-Transmission Procedures

The provider's X12N 835 is available within 3 days of receiving EFT payment. If the provider cannot locate the associated X12N 835, then the provider will refer to the Late/Missing EFT and ERA Transactions Resolution Procedures. A copy of the EFT and ERA Transactions Resolution Procedures can be found on the New Mexico Human Services Department Medical Assistance Division website.

https://www.hca.nm.gov/providers/hippa-standard-companion-guides/

4.4. Communication Protocol Specifications

We offer the following transmission methods for Trading Partners:

- EDI Online
- EDI DMZ/Transfer (SFTP)

Transaction transmission is available twenty-four hours a day, seven days a week. This availability is subject to scheduled and unscheduled maintenance downtime. It is an operational policy to schedule preventative maintenance periods on weekends whenever possible.

4.4.1. EDI Online

Conduent EDI Online tool provides healthcare providers with the ability to conduct business electronically with Conduent EDI.

EDI Online capability allows users to receive the 835 file from the HIPAA BBS distribution mailbox for the submitter.

Access to the site for New Mexico Medicaid Trading Partners is administered through the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hca.nm.gov). If you need further information about EDI Online, please contact the New Mexico HIPAA Helpdesk.

4.4.2. EDI MOVEit DMZ/Transfer

MOVEit DMZ/Transfer is appropriate for submitters of large transaction files. MOVEit DMZ/Transfer is a software product that transports data via secure FTP across the Internet.

Secure FTP is an appropriate alternative for large volume Trading Partners (i.e., files more than 10MB each). For retrieving files via Secure FTP, access to the Conduent Grab-It site (powered by MOVEit DMZ/Transfer) is available free of charge to Trading Partners. It should be noted that the Conduent Grab-It site is completely separate from New Mexico Medicaid. Trading partners may use the separate secured Web site for retrieval of files, or any secured FTP product that is compatible with MOVEit DMZ/Transfer.

Secure FTP setup will usually occur during Trading Partner Enrollment. If the Trading Partner wishes to create a Secure FTP account, or requires additional support (i.e., account becomes locked or experiences connectivity issues), the Trading Partner should contact the Conduent New Mexico HIPAA Helpdesk at 1-800-299-7304 or HIPAA.DeskNM@hca.nm.gov.

EDI sends the 835 files to the submitter's DMZ/Transfer folder. This method of access requires the submitter to use a pre-assigned logon User ID and password to gain access to their files.

4.5. Passwords

Trading partners are assigned a **Logon Name** and **Logon User ID** during the enrollment process with NM Medicaid. Login User IDs (passwords) can be up to 50 characters.

5. Contact Information

Access to the site for New Mexico Medicaid Trading Partners is administered through the New Mexico NM HIPAA Helpdesk (HIPAA.DeskNM@hca.nm.gov).

5.1. EDI Customer Service/Technical Assistance

The NM HIPAA Helpdesk is the provider's contact point. The NM HIPAA Helpdesk is available to all New Mexico Providers Monday through Friday from 8:00 a.m. to 5:00 p.m. MT at 1-800-299-7304 or by email at HIPAA.DeskNM@hca.nm.gov The NM HIPAA Helpdesk:

- Provides information on available services.
- Enrolls users for electronic submission.
- Verifies receipt of electronic transmissions.
- Provides technical assistance to users who are experiencing transmission difficulties.

6. Control Segments/Envelopes

This section contains data clarifications. The clarifications include:

- Identifiers to use when a national standard has not been adopted (and)
- Parameters in the implementation guide provide options.

Many of the data elements included in the companion guides are business requirements and are not standardization-required elements. The inclusion of a business-required data field, as defined by this companion guide, may aid in the delivery of a positive response.

6.1. ISA-IEA

Conduent EDI Solutions will read the Interchange Control Segments to validate the Interchange Envelope of each ASC X12 file received for processing. If the Interchange Envelope is invalid, the trading partner will receive a TA1 Interchange Acknowledgement. In the event a TA1 is generated, the TA1 will be delivered to the Trading Partner Mailbox. Table 2 ISA-IEA table provides the sender and receiver codes, authorization, and delimiter information.

Table 2: ISA-IEA Segment

Loop	Segment	Data Element	Description
Header	ISA	01	Authorization Qualifier: 0 Authorization Qualifier: 00 (No Auth Info Present). Populated by EDI 0 (No Auth Info Present). Populated by EDI.
Header	ISA	03	Security Qualifier: 00 (No Security Info Present). Populated by EDI
Header	ISA	05	Interchange ID Qualifier: ZZ (Mutually defined). Populated by EDI
Header	ISA	06	Interchange Sender ID: 100000. Populated by EDI.
Header	ISA	07	Interchange ID Qualifier: ZZ. Populated by EDI
Header	ISA	08	Interchange Receiver ID: Trading partner ID associated with the billing provider. Populated by EDI
Header	ISA	11	Repetition Separator '^'
Header	ISA	14	Acknowledgement indicator: 0 (Not requested)
Header	ISA	15	Use one of the following values: T= Test data P= Production data

Loop	Segment	Data Element	Description
Header	ISA	16	Component Element Separator '~'

6.2. GS-GE

Conduent EDI Solutions permits Trading Partners to submit single or multiple functional groups within an X12 file. If the X12 file contains multiple functional groups, Conduent EDI will split a file containing multiple functional groups into several files for processing. As a result, the Trading Partner will receive multiple X12C 999 Implementation Acknowledgments.

Table 3: GS-GE Segment

Loop	Segment	Data Element	Description
Functional Group Header	GS	02	Sender code: 77048
Functional Group Header	GS	03	Application Receiver's Code: (Trading Partner ID)
Functional Group Header	GS	04	Functional Group Creation Date expressed in CCYYMMDD format.

6.3. ST-SE

Conduent EDI Solutions will require a unique Transaction Set Control Number in the ST02. The ST02 value should match the SE02 value. Should a file contain multiple ST to SE Transaction Sets, each transaction set control number may not be duplicated within the same interchange (ISA to IEA).

Table 4: ST-SE Segment

Loop	Segment	Data Element	Comments
Transaction Set Header	ST	02	Refer to the X12 TR3 Guide
Transaction Set Trailer	SE	02	Refer to the X12 TR3 Guide

7. Payer-Specific Business Rules and Limitations

To promote efficient, accurate electronic transaction processing, please note:

- Each user is assigned a Conduent EDI Solutions Trading Partner ID: 6-digits long.
- Logon Name (System generated): 9-12 characters long.
- Logon User ID (password): System generated - can be up to 50 characters long.
- Conduent EDI Solutions Submitter ID: 5-digits long.
- All dates are in the CCYYMMDD format.
- All date/times are in the CCYYMMDDHHMM format.
- The same phone number will be used for transmitting tests and production.
- New Mexico Medicaid Provider ID: 8-digits long.
- The Receiver ID for New Mexico is 100000 and the Payer ID for New Mexico is 77048.
- The Trading Partner Agreement determines where reports and responses will be delivered.

8. Trading Partner Agreements

Conduent EDI Solutions requires trading partner enrollment, which includes a trading partner agreement, for testing and submission of X12N 835 transactions through our processing gateway. Your trading partner agreement also determines where reports and responses will be delivered.

The NM Medicaid trading partner agreement form is available at https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#EDI

Trading Partners

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

9. Transaction-Specific Information (Version 5010)

This section contains data clarifications. The clarifications include:

- Identifiers to use when a national standard has not been adopted.
- Parameters in the implementation guide provide options.

Many of the data elements included in the companion guides are business requirements and are not necessarily required per the ANSI ASC standard. Inclusion of a “Business-Required” data field, as defined by this companion guide, may aid in the delivery of a positive response.

9.1. Data Clarifications

This companion guide for the ANSI ASC Consolidated 835 Healthcare Claim Payment/Advice transaction has been created for use in conjunction with the combined consolidated guide. It should not be considered a replacement for the consolidated guide but rather used as an additional source of information.

9.2. 835 transactions

Table 5: 835 Transactions

Loop	Segment	Data Element	Comments
Header	BPR	01	New Mexico is sending I if the warrant amount is greater than 0. H if the warrant amount is equal to zero.
Header	BPR	04	‘CHK’ should be used for paper check and ‘ACH’ used for electronic funds transfer, if a warrant amount is greater than zero, ‘NON’ if a warrant amount is equal to zero.
Header	TRN	03	Payer Identifier: 1856000560
1000A	N1	02	Payer Name: NM Medicaid
1000A	N3	01	Payer Address: P.O. Box 27478
1000A	N4	01	Payer City: ALBUQUERQUE
1000A	N4	02	Payer State: NM
1000A	N4	03	Payer Zip Code: 871257478
1000A	PER	04	Payer Business Contact Number: 8002997304
1000A	PER	02	Payer Technical Contact Name: NM HIPAA HELP DESK
1000A	PER	04	Payer Technical Communication Number:

Loop	Segment	Data Element	Comments
			8002997304
1000A	PER	06	Payer Technical Contact:HIPAA.DeskNM@hca.nm.gov
2000	TS3	02	Facility Type Code: This field will default to a value of 11 if the facility type code is not known or if more than one facility type code is found on the claims.
2100	CLP	02	New Mexico will return only the following Claim Status codes: 1-Claim has been Paid 2-Claim contains payment by a single third party. 3-Claim contains more than one-third party payer. 4-Claim has been Denied 22-Claim has been voided or reserved
2100	CLP	06	New Mexico will return only the following Claim Filing Indicator Codes: For Medicare Part A claims, this code will contain MA. For Medicare Part B and UB-Part B Crossovers, this code will contain MB. For all other claim types, this field will contain MC.
2100	NM	109	Patient ID: Client Medicaid ID. If the patient ID on the claim is not valid, the value of 'NOT VALID' will be returned.
2110	CAS	02	CAS – Service Adjustment Only non-zero CAS amounts with payer ID of NMMAD will be returned. NM shows this field with CAS02 = 45 and the amount in CAS03 is the following calculation: Submitted Charge minus Amount Paid.
Summary	PLB	01	Reference ID: Pay-To-Provider NPI or Pay- To Provider ID.

10. Appendices

10.1. Implementation Checklist

Conduent does not offer an Implementation Checklist for our Trading Partner EDI services with New Mexico Medicaid. The New Mexico HIPAA Helpdesk assists new Trading Partners with enrollment and testing, but a formal implementation checklist is not necessary EDI offers a high-level onboarding checklist on request.

10.2. Business Scenarios

Please contact the NM HIPAA Helpdesk to discuss your specific business needs.

10.3. Transmission Examples

N/A.

10.4. Frequently Asked Questions

NM HCA FAQs are available here: https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/.

Also, your Conduent EDI Business Analyst(s) have EDI and X12 expertise to field all related inquiries. Please direct your questions to NM HIPAA Helpdesk.