

276 Claim Status Request



Michigan Department of Community Health

Instructions - CHAMPS Business-to-Business Testing

ASC X12N 276 v5010 CLAIM STATUS REQUEST Transactions

Introduction

The 276 Claim Status Request is an optional query that Trading Partners may use to obtain status regarding previously submitted claims. It is the trigger portion of the paired query/response, 276/277 transaction set. Upon receipt of a 276 Claim Status Request, The Michigan Department of Community Health will return the 277 response transaction to the Trading Partner.

The Michigan Department of Community Health currently requires electronic submission of Health Care 276 Claim Status Request transactions using the ASC X12N 276 - Version 4010 format. On January 1, 2012 the health care industry is required to implement the ASC X12N 276 - Version 5010 format for electronic 276 Claim Status Request transactions.

This document explains the testing requirements for Trading Partners using the 276 Claim Status Request transaction, version **005010X212**.

Resources

You will need to reference the ASC X12N 276 v5010 Technical Report Type 3 (TR3; formerly known as the Implementation Guide) to create v5010 276 transactions. MDCH does not provide the TR3 documents, which are available for purchase from Washington Publishing Company, at: <http://www.wpc-ed.com/>.

Other reference material related to the MDCH Claim Status Request submission process is found at the website: www.michigan.gov/5010ICD10. This MDCH webpage contains important process information and should be reviewed prior to submitting electronic Claim Status Request transactions. Some of the information found on the webpage includes:

- 5010 Frequently Asked Questions – This document provides information on Michigan’s v5010 implementation.
- HIPAA 5010 and ICD-10 Preparedness – A presentation by MDCH and Blue Cross Blue Shield of Michigan, on plans for test and deployment of these mandated changes.
- HIPAA 5010 276/277 Inquiry Response Companion Guide – This document provides essential details regarding MDCH data requirements for the 276 transaction format. The companion guide provides data clarification for the MDCH Claim Status Request process and must be used in conjunction with the corresponding ANSI X12N Technical Reports.
- MDCH Stage 2 Snapshot Date - The “Snapshot Date” (as-of date) of the data in the Stage 2 - CHAMPS B2B Testing environment. It provides the most recent refresh, or snapshot, date for Trading Partners’ reference when preparing test transactions.

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- MDCH Electronic Submission Manual - March 18, 2011 – This reference manual provides information on access and use of the Data Exchange Gateway (DEG) for exchange of electronic files with MDCH.

CHAMPS Business to Business (B2B) Testing

MDCH employs a two-stage testing process. Trading Partners must complete this testing prior to December 21, 2011 to insure electronic data exchange within the Michigan Medicaid Business community will operate successfully following the January 1, 2012 implementation of the v5010 standards. Stage 1 - Integrity Testing must be completed by Trading Partners before proceeding to Stage 2 - CHAMPS B2B Testing. MDCH is not in a position to support problem diagnosis for transactions that do not pass Stage 1 - Integrity Testing.

Michigan's 276 v5010 implementation requires more data content than previously: it is important that you correctly populate all fields to ensure transactions pass validation using the v5010 format.

- **Stage 1 - Integrity Testing** is required for all Trading Partners who choose to electronically submit 276 Claim Status Requests, and will be performed using the EDIFECs Ramp Manager automated testing website. Ramp Manager is available at no cost to MDCH's Trading Partners. This tool provides an easy-to-use environment to test 276 v5010 Claim Status Requests for HIPAA syntax and format compliance, and for MDCH syntax compliance. Ramp Manager does not verify data such as NPI or beneficiary ID, which will be verified during Stage 2 CHAMPS B2B Testing. It is recommended you use valid information in Stage 1 test files, in anticipation of Stage 2 testing, which will verify such information.
- **Stage 2 – CHAMPS B2B Testing** consists of submitting test transaction file(s) to MDCH for processing through the MDCH CHAMPS B2B Test System. B2B testing confirms the ability of your system to interact with the MDCH CHAMPS electronic submission process, and validates the processing of your 276 Claim Status Request transaction files. Trading Partners are asked to submit up to a maximum of 50 individual Claim Status Requests per test, using a representative sample of the types of requests submitted on a regular basis. Send test files containing active Medicaid beneficiaries; do not enter "fake" Medicaid ID numbers.

The following provides additional information regarding the two stages of testing activity.

Stage 1 – Integrity Testing Process (April-December 2011)

Stage 1 - Integrity Testing uses the Ramp Manager website to confirm the syntax and format of transactions to be submitted for testing in the MDCH CHAMPS B2B Test System. Please note that Stage 1 testing will not produce and return a 277 transaction: 277 responses are part of Stage 2 testing.

Follow these steps to perform Stage 1 - Integrity Testing:

1. Before you can begin Integrity Testing using the Ramp Manager automated testing tool, you must first receive an email invitation from the MDCH State of Michigan Testing Community Administrator, which will provide you a Username, a Password, and a link to the website.
2. If you have not received an invitation email to join the Ramp Manager Test community, and are a previous electronic submitter of CHAMPS transactions, please contact the MDCH B2B Test Team at: MDCH-B2B-Testing@michigan.gov to obtain a Username and Password.
3. Please reference the MDCH Ramp Manager Testing Partner Startup Guide during your first logon to the Ramp Manager website: access the website; logon using your assigned Username and Password; confirm your Profile; change your Password; read the Reference Materials; add co-worker Contacts; open your assigned test Programs; and perform the listed Tasks to test your transaction files.

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Note: Test files should contain a representative sample of the transactions you routinely send to MDCH; for additional details please refer to Stage 2 - CHAMPS B2B Testing Process.

4. Record your step-by-step progress within Ramp Manager. On occasion, you may be sent an email questionnaire regarding various parts of the test process.
5. Continue testing with Ramp Manager, using a variety of Claim Status Requests, until you verify that your system generates HIPAA-compliant 276 v5010 Claim Status Requests.
6. Request an MDCH review in the last Stage 1 Task. This certification by MDCH must be received before sending a 276 Claim Status Request file to MDCH for Stage 2 - CHAMPS B2B Testing.

Stage 2 – CHAMPS B2B Testing Process (July-December 2011)

Stage 2 - CHAMPS B2B Testing is performed after completion of Stage 1 - Integrity Testing, and consists of submitting test files to MDCH for processing through the MDCH CHAMPS B2B Test System.

Note: Stage 2 - CHAMPS B2B Testing requires: a) the submitter is an approved MDCH electronic submitter; and b) test transactions are submitted electronically via the MDCH Data Exchange Gateway (DEG). Refer to the *Resources* section of this document for information regarding electronic submission.

Follow these steps to perform Stage 2 - CHAMPS B2B Testing:

1. Create plan-applicable test 276 Claim Status Request transaction file(s). The test 276 Claim Status Request file(s) must adhere to the following:
 - o Each file must contain less than 50 Claim Status Requests, conform to the specifications in the Companion Guide and TR3; and reference actual, valid identifiers (e.g.: Provider NPI, Subscriber ID, or Payer's Claim Number).
 - o The Interchange Envelope (ISA segment) must specify **D00111** (left-justified, followed by 9 spaces, to fill the required 15-character length) in the ISA08 data element.
 - o The Interchange Envelope (ISA segment) must specify **T** in the ISA15 data element.
 - o The Functional Group (GS segment) must specify **D00111** in the GS03 data element.
 - o The Functional Group (GS segment) must contain **005010X212** in the GS08 data element.
 - o The Stage 2 - CHAMPS B2B Testing environment will be loaded with a copy of production CHAMPS data as-of a "snapshot date", of April 6, 2011. Submit test files for claims that were submitted as of the snapshot date; 276 Claim Status Requests for production claims submitted after the snapshot date will likely not find those claims or return status results in the Stage 2 – CHAMPS B2B Testing environment.

Note regarding the "snapshot date": The test environment will occasionally be refreshed with CHAMPS Production data from a more-recent "as-of" date. Please look for announcements of the refresh and current snapshot date in the MDCH Stage 2 Snapshot Date document on the MDCH website, at: www.michigan.gov/5010ICD10 (see *Resources* section of this document); and also on the Ramp Manager Welcome to State of Michigan community screen, in the Notes section.

2. MDCH electronic submitters can submit their CHAMPS B2B 276 Claim Status Request test transaction file(s) via the Data Exchange Gateway (DEG) using one of the following:
 - o File Transfer Protocol (FTP) using the PUT command:

PUT {your drive\directory\filename} **4952T@DCHEDI**

- OR -

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- MDCH Internet Connection (DEG web portal) url: <https://dxgweb.state.mi.us/cgi-bin/messageway/mwi.cgi>

After logging in: 1) click on the Upload link; 2) enter **DCHEDI** as the Mailbox; 3) enter **4952T** as the Application ID; 4) select the applicable transfer mode (usually, 'Text'); 5) browse to select the CHAMPS B2B Claim Status Request test file; and, 6) click on the Upload button to submit the selected file.

For either submission technique above, use an Application ID of **4952T** for test Claim Status Requests in the v5010 format. The MDCH Electronic Submissions Manual provides additional information regarding the file submission process (refer to the *Resources* section of this document).

3. You must then send a B2B test notification e-mail that includes a contact name and telephone number, and the type of test file(s) submitted. Please use a subject line of "276 Claim Status Request - Test for DCH00XX" (where: "DCH00XX" = your MDCH-assigned electronic submitter ID ("DEG ID")).

The B2B test notification e-mail must be sent to the following CHAMPS B2B Test Team contacts:

To: MDCH-B2B-Testing@michigan.gov and AutomatedBilling@michigan.gov

4. When the test 276 Claim Status Request transaction file is translated, a 999 Functional Acknowledgement transaction will be posted to the submitter's DEG mailbox. Submitters should check their DEG mailbox for this acknowledgment. The generation of the 999 Functional Acknowledgement transaction should occur daily, assuming there are no severe structural issues with the 276 file. Your review of the 999 Functional Acknowledgement is imperative as this file notifies you whether or not the test 276 Claim Status Request transaction file was accepted.

Note: The CHAMPS B2B test team is available to provide testing assistance; however, it is each submitter's responsibility to understand, correct, and resubmit their test 276 Claim Status Request transaction file.

- A TA1 Interchange Acknowledgement will be posted to the submitter's DEG mailbox if the submitted file had a value of **1** in the ISA14 segment of the Interchange Envelope. Submitters should check their DEG mailbox for this acknowledgment
 - If the file is successfully validated, it will be loaded into the CHAMPS Test environment (refer to step 5). A 999 Functional Acknowledgement transaction will be posted to the submitter's DEG mailbox; and the test file will be loaded into the MDCH CHAMPS B2B Test System.
 - Please note: if significant errors occur, your Stage 1 - Integrity Testing (Ramp Manager) test history will be reviewed: if incomplete, you will be asked to complete Stage 1 - Integrity Testing before further Stage 2 – CHAMPS B2B Testing proceeds.
5. Once the test file has been accepted, the 276 Claim Status Request transactions will be loaded into the CHAMPS Test environment and the 4953T Claim Status Response (277) file(s) will be created and returned to the submitter's mailbox.

The Claim Status Response, file name 4953T, can be retrieved from the submitter's DEG mailbox via one of the following:

- File Transfer Protocol (FTP) using the GET command:
GET<space>**4953T**<space>{your drive/filename}

- OR -

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- MDCH Internet Connection (DEG web portal) url: <https://dxgweb.state.mi.us/cgi-bin/messageway/mwi.cgi>

After logging on, click on the Available Msgs link; locate the response file and click on the applicable download icon (you may download the file as: zip file; binary file; or text file).

The MDCH Electronic Submissions Manual provides additional information regarding the file retrieval process (refer to the *Resources* section of this document).

Again, it is imperative that this file be reviewed by the Trading Partner in order to know whether or not submitted test Claim Status Requests processed correctly; failure to review this file places risk on the Trading Partner's ability to receive correct 277 Claim Status Responses.

6. If you have a question, please send an email to: MDCH-B2B-Testing@michigan.gov .

Trading Partner Certification Criteria

Following are the criteria a Trading Partner must meet in order to be certified for transmission of production 276 v5010 Claim Status Request transactions.

Stage 1 – Integrity Testing

Each Trading Partner must send a representative sample of at least 20 unique Claim Status Requests that demonstrate the following:

1. Ability to pass initial validation, with no validation rejections reported by Ramp Manager (analogous to receiving a “clean” 999 Functional Acknowledgement transaction). This will address inclusion of mandatory data fields and structural elements.

Stage 2 – CHAMPS B2B Testing

Each Trading Partner must send a representative sample of at least 20 unique Claim Status Requests that demonstrate the following:

1. Ability to pass initial validation tests as demonstrated by receipt of a “clean” 999 Functional Acknowledgement transaction.
2. Ability to submit 276 claim status request transactions that successfully generate 277 batch response transactions in return.

The objective in requesting unique Claim Status Request transactions is to obtain sample transactions generated from Trading Partners' systems, rather than a single transaction duplicated multiple times to create a larger transaction set. For Claim Status Requests, this could be transactions for different beneficiaries, providers, TCNs (claim numbers), dates of service, etc.

Completion of Testing for HIPAA 276 v5010 Claim Status Requests

Following successful conclusion of your Stage 2 – CHAMPS B2B Testing, logon to Ramp Manager, access the test Program, and complete the Certification Request Task. MDCH will review your test history, and notify you if further testing is needed. If your test results are approved, you will be advised to submit Claim Status Request transactions using the new 276 v5010 format beginning January 1, 2012.

Claim Status Request transactions in the 276 v5010 format will be accepted starting on January 1, 2012. Prior to January 1, 2012, Claim Status Requests will only be accepted in the current v4010 format.

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Note for future reference: Production Claim Status Request files transmitted beginning January 1, 2012 will need to be changed to use a Production File Application ID of **4952** and a **P** in the ISA15 segment of the Interchange Envelope.

If you have a question, please send an email to:

MDCH-B2B-Testing@michigan.gov .