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# Wellmark

## HIPAA-AS Transaction Standard Companion Guide

Refers to the Implementation Guides  
Based on ASC X12 version 5010  
CORE v5010 Master Companion  
Guide  
Real Time 27x Transactions

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## **Disclosure Statement**

This document is for use by electronic submitters doing business with Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., and Wellmark Blue Cross and Blue Shield of South Dakota, herein referred to as **Wellmark**.

The format of this document is based on the national template designed by participants of the Council for Affordable Quality Healthcare (CAQH) and the Workgroup for Electronic Data Interchange (WEDI) and is used here with their permissions.

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## **Preface**

This Companion Guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with Wellmark. Transmissions based on this Companion Guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guide is not intended to convey information that is in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

**Editor's Note:**

This *Companion Guide* is a work in progress. Information found here may change over time. Wellmark reserves the rights to make changes to this *Companion Guide* at any time without notices.

The Change Summary in the Appendix identifies those changes and gives the data and reason for the change. Changes will appear in blue ink in the text on the web and are accompanied by a yellow note in the margin.

The information that appears in the Wellmark Companion Guide is based on current data as is known at the time of its publication. Wellmark will manage this document through updates on the Web at [www.wellmark.com](http://www.wellmark.com). Please check the Change Summary for each document often. Changes to the information that may affect your transmissions are not the responsibility of Wellmark or any of its subsidiaries.

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# 1 Introduction

## Scope

Wellmark places high priority on making it easy for you to do business with us. Electronic submission is one way we can do this. Electronic transactions facilitate the transfer of information from your organization to ours in a standard data format. This *Wellmark Companion Guide* provides information about the American National Standards Institute (ANSI) 270/271 Eligibility and 276/277 Claim Status transaction, Version 5010. This transaction is the accepted standard of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The *Wellmark Companion Guide* is to be used alongside the *HIPAA Technical Report Type 3 (TR3)*, which provides comprehensive information needed to create an ANSI compliant transaction. The *Wellmark Companion Guide* does not change the specifications of the *HIPAA TR3*; rather, it is intended to clarify the areas where the technical report document provides options or choices to be made. The *HIPAA TR3* can be downloaded from the internet address; <http://www.wpc-edi.com/>

The purpose of HIPAA-AS is to standardize transactions as much as possible. However, transactions may have some data elements that are treated differently by different payers. There may be some instances where the submitter is required to transmit data to us that we do require to conduct business. In these instances, we may store the data sent to us, but we may not use the data for our business purposes.

## Overview

This guide explains how to send HIPAA-AS compliant transactions to Wellmark.

*Getting Started with Wellmark* explains what you need to prepare your environment before transactions can be sent to Wellmark.

*Testing with Wellmark* explains the overview process for sending test transactions such as an eligibility or claim status request. Testing electronic transactions will ensure your success in sending transactions to Wellmark. Testing may be required before submission of production transactions.

*Connectivity with Wellmark and Communications* gives directions on how to set up your computer and communications system to allow the physical movement of transactions between your organization and Wellmark.

*Control Segment and Envelopes* describes what actually goes into a transaction. This information will be the same for every transaction you send or receive from Wellmark.

*Wellmark Specific Business Rules and Limitations* is where to look for Wellmark's business requirements.

*Acknowledgements and/or Reports* explains what kind of reports are returned for each transmission.

*Trading Partner Agreements* contain general information about Wellmark's trading partner agreement.

## References

To obtain a copy of the ASC X12 Standards Version 5010, contact Washington Publishing Company at 301-949-9740 or at <http://www.wpc-edi.com>.

Another site you may reference is:

[www.wedi.org](http://www.wedi.org) – Workgroup for Electronic Interchange.

**Additional Information**

Wellmark has a long history of conducting business with electronic submitters who have realized the advantages of submitting information electronically. Those advantages include:

- Faster delivery and receipt of data

- More efficient delivery and receipt of data

- More accurate data based on system edits for correct data formats and required information

## 2 Getting Started

### Working with Wellmark

This chapter describes how to interact with Wellmark for processing HIPAA-AS compliant transactions. Wellmark receives eligibility or claim status electronic transactions through either the real time web service (RTE) or batch files through DXC clearinghouse – Business Exchange Services (BES)

Before you conduct business with us, your organization must first be recognized by Wellmark via a National Provider Identifier (NPI) for healthcare providers or a group number for employer groups. If your organization acts as both an employer group and a provider, you must use the appropriate number for the business being conducted.

### Submitter Registration Process

A Submitter is any covered entity s defined by HIPAA-AS wishing to do business with Wellmark electronically. A submitter may be acting on the part of a group of covered entities, such as a service bureau or clearinghouse, or may be submitting inquiries or data for a covered employer group. When you register, you are acting as a “submitter”.

### Requesting Electronic Enrollment

To transmit electronic interchanges with Wellmark you will need to register your NPI with Wellmark. If you are going to submit real time or batch eligibility or claims status transactions only to Wellmark you must request a submitter number to conduct electronic transactions. To obtain a submitter number you can download the required forms from the Wellmark website, [www.wellmark.com](http://www.wellmark.com) or you can contact EC Solutions and they will email or fax a registration packet to you. If you are using a clearinghouse, the clearinghouse will supply registration information.

### Complete the Appropriate Registration Forms

When you receive the registration packet, you must complete at least the first two forms below. The third form must be completed if you are going to submit batch to BES, through another clearinghouse or third party.

*Electronic Transaction Registration Form.* The submitter will need to determine if they need a new submitter number or if they can use an existing one.

*Signature and Audit Agreement.*

*Provider Authorization for Electronic Transactions via Third-Party.* Use this form if the submitter is going through a clearinghouse or other third-party.

Fill out and send at least the first two forms to:

EC Solutions  
PO Box 9232 Mail Station 4C103  
Des Moines, Iowa 50306-9232

Or

Email: [ecsolutionsregistration@dx.com](mailto:ecsolutionsregistration@dx.com)

OR

Fax to: 800-691-1038

### **EC Solutions Verifies your Registration**

Once EC Solutions receives your registration packet, the forms will be processed and you will be set up to submit electronically.

EC Solutions will contact you either by phone or email to let you know your electronic registration is complete. In the email, EC Solutions will let you know your submitter identification number and password for both model office and production.

### **Third Party Certification and Testing**

In this portion of the *Companion Guide*, we will discuss the differences between third party certification and third party testing.

#### **Certification**

Certification is a service that allows you to send a test transaction file to a third party for review for HIPAA compliance. If the test file passes the edits of that third party, that third party will issue you a certificate that verifies that at that point in time you have successfully generated HIPAA-AS compliant transactions. This certificate implies that other transactions you may send to other parties will also pass applicable edits.

Wellmark does not require anyone sending HIPAA-AS transactions to be certified by a third party. However, we strongly recommend third party certification. The process of becoming certified will assist you in determining whether your system is producing compliant transactions.

#### **Third Party Testing**

In lieu of certification, you can contract with a third party to test your transactions. Third party testing allows you to assess how your transactions meet the X12 and HIPAA-AS Implementation Guides standards prior to conducting testing with each of your trading partners.

There are several organizations that offer this service. Two organizations providing this service are: Claredi – [www.claredi.com](http://www.claredi.com)  
Edifecs – [www.hipaadesk.com](http://www.hipaadesk.com)

#### **Wellmark's Maintenance Schedule**

Wellmark has scheduled down time every Sunday for routine maintenance. Wellmark's scheduled down time starts at 12:00 a.m. and will end by 1:00 p.m.

Unscheduled down times for emergency maintenance can sometimes occur. When this occurs, Wellmark will send out an email notification to the contact's name listed on your account. The email will let you know Wellmark's system is down and the estimated time we expect our system to be back up. Below is an example of what the email will look like:

Wellmark is experiencing issues with processing the following transactions:

<b>Transaction Type</b>	<b>Current Status</b>	<b>Date/Time Down</b>	<b>Anticipated Date/Time Up</b>
270/276/278-13	Real-Time Processing is Unavailable due to unplanned outage	05/01/2012 16:25 Central Time	05/01/2012 18:25 Central Time

You will receive a production alert only when the situation involves an outage.  
If the outage extends beyond the anticipated resolution time indicated above, you will receive another message from Wellmark.

For more information, please contact:  
Wellmark EC Solutions  
800-407-0267  
[ECsolutionsDSM@dxc.com](mailto:ECsolutionsDSM@dxc.com)

### **3 Testing with Wellmark**

To ensure an accurate start-up of the electronic process, it is recommended that testing occur between your organization and Wellmark. Testing will reduce the possibility of interruptions in your business processes. If you are already submitting HIPAA compliant transactions to other entities you may be able to forgo testing bearing in mind that processing requirements may vary from payer to payer. However, if you are not currently submitting HIPAA compliant transactions, testing should be considered mandatory.

Wellmark will test with your organization to ensure the format of your file is correct for submissions to Wellmark. The same test files may be used for ANSI format and business content testing.

#### **Items You Need TO KNOW Before Starting ANSI Testing**

Know your ID and password that Wellmark has assigned you for the SOAP or MIME message. Know the submitter ID EC Solutions has assigned you to use in the ISA06 Interchange Sender ID and the GS02 Application Sender's Code. If you don't know one or both of these IDs, please contact EC Solutions.

#### **Task You Will Need TO DO Before Starting ANSI Testing**

Create an ANSI test file that includes at least 25 live transactions. Use production data, do not use dummy data. Also, the test file should include sample transactions that accurately reflect your business needs. Wellmark will attempt to process the transactions in our test system to most accurately reflect production outcomes.

For assistance analyzing your **ANSI test results**, please contact EC Solutions.

## 4 Connectivity and Communication with Wellmark

### Process Flows

The transactions will go through each of the following steps and reports may be produced within each step indicating if all or part of the transaction data was accepted or rejected. Please watch for these reports so if needed you can correct and retransmit in a timely manner.

### Step One-Security and File Format Verification

Wellmark will check the transaction file to ensure:

- It is the correct format
- That the user ID and password in the SOAP or MIME message are valid (security check)
- That the sender and receiver are valid (security check)

If there are problems with the format (not a valid ANSI format), or a security issues is found, a .999 Functional Acknowledgement is created and sent back to the sender.

To understand the .999 report, please refer to the Electronic Claims Report Manual. This manual can be located on the Wellmark.com website, under

[www.Wellmark.com/Provider/ClaimandPayment/ElectronicTransactionHIPAAGuides.aspx](http://www.Wellmark.com/Provider/ClaimandPayment/ElectronicTransactionHIPAAGuides.aspx)

### Step Two – HIPAA Compliance

If the transaction passes the security and format check, than Wellmark will edit the transaction to ensure all required data is present and that the file structure is correct as specified by the *Implementation Guide*. This process creates a 271 response that is returned to the sender.

### Transmission Administrative Procedures

Wellmark's Real Time Web Service is available to receive transmissions 7 days a week, 24 hours a day.

### Re-Transmission Procedures

The EC Solutions' Assistance Center can assist you with your electronic transmission to Wellmark. When you receive a .999 Functional Acknowledgement (file rejection), you will need to correct the error or errors in the file and re-transmit the entire file.

If you receive notice of Wellmark specific transaction issues, please work with EC Solutions or your Wellmark representative to identify the best course of action of resolve and resubmit this data.

### Communication Protocol Specifications

After completing an Electronic Transactions Registration form, you will be provided with the URL for the Wellmark Real Time Web Service.

**Passwords**

The Wellmark Web Security Department will provide a confidential ID and password you will use in your SOAP or MIME message to gain access to Wellmark's real time web service. Your password will remain the same unless you ask Wellmark to change it.

This is your password and should not be shared. If you have reason to believe your security has been compromised, contact Wellmark.

## **5 Contact Information**

### **EDI Customer and Technical Services**

The EC Solutions Assistance Center is available to assist you with our electronic transaction submissions and technical questions. The EC Solutions Assistance Center is available Monday through Friday from 7:00 a.m. to 5:30 p.m.

You may contact EC Solutions by calling **1-800-407-0267**, by sending a fax to **1-800-691-1038** or by sending an email to [ECsolutionsDSM@DXC.com](mailto:ECsolutionsDSM@DXC.com) (Please do not send PHI in your email unless you are using the secure email system).

### **Provider Service Number**

For questions concerning billing, benefits or enrollment, or employer groups should contact their designated Network Engagement Contact. You may email us by using the Contact Us feature in the Group Corner of Wellmark.com or call the Provider Service Center at **1-800-362-2218**.

### **Communication and Resources**

Information about forms, training and information on everyday tasks can be found by clicking Provider then Communication and Resources on the Wellmark.com site.

## 6 Control Segments and Envelopes

### ISA-IEA

The ISA segment is the Interchange Header Segment. This segment identifies the sender and receiver for each transaction. This segment also identifies the delimiters used throughout the file. The IEA segment is the Interchange Control Trailer. This segment identifies the end of an interchange of zero or more functional groups and interchange-related segments and is the last segment within the transaction set.

Please use these values when building the ISA segment for transactions submitted to Wellmark:

ISA01 – “00”

ISA02 – Fill with 10 spaces

ISA03 – “00”

ISA04 – Fill with 10 spaces

ISA05 – “ZZ”

ISA06 – Use your 9-digit Submitter ID assigned by EC Solutions

ISA07 – “ZZ”

ISA08 – 88848

For all other ISA and IEA elements, please refer to the HIPAA-AS *Implementation Guides* for specific instructions.

### GS-GE

The GS segment indicates the beginning of a functional group and provider control information. The GE segment indicates the end of a functional group and provides control information.

Please use these values when building the GS segment for transactions submitted to Wellmark.

GS02 – Use your 9-digit Submitter ID assigned by EC Solutions. This will match the value entered in ISA06

GS03 – Use the payer ID 88848. This will match the value entered in ISA08.

For all other GS and GE elements, please refer to the HIPAA-AS *Implementation Guide* for specific instructions.

### ST-SE

The ST segment indicates the start of a transaction set and assigns a control number. The SE segment indicates the end of a transaction set and provides the count of transmitted segments.

For all ST and SE elements please refer to the HIPAA-AS *Implementation Guide* for specific instructions.

## **7 Wellmark Specific Business Rules and Limitations**

This purpose of HIPAA-AS is to standardize transactions as much as possible. However, each transaction has data elements that are treated differently by each payer. Wellmark has worked to keep these to a minimum.

There may be some instances where the submitter is required to transmit data to Wellmark which Wellmark does not require to conduct business. In these instances, we may store the data sent to us, but we may not use the data for our business purposes.

Wellmark has created billing guides to explain how to bill for specific services. These guides may be found on the Wellmark.com website,  
<https://www.wellmark.com/Provider/CommunicationAndResources/ProviderGuides.aspx>

## **8 Acknowledgements and/or Reports**

When a real time transaction is transmitted to Wellmark, the file is evaluated for formatting errors. If an entire file errors due to formatting issues, a File Rejection Report (999) is created and the entire transmission of the file will need to be resubmitted. When the file is correct, Wellmark continues to evaluate each transaction within the file. Wellmark will create a response transaction and send back to the sender.

### **Reports Inventory**

The following reports will be returned via the Wellmark Real Time Web Service:

- .999 – Total file rejection report
- 271 – Eligibility Response
- 277 – Claim Status Response

## **9 Trading Partner Agreements**

A Trading Partner Agreement is required for real time 27x transactions. For information regarding registering to submit real time electronic transactions, contact EC Solutions.

## 10 Transaction Specific Information

### Test and Production URLs for SOAP

Once your organization and Wellmark have completed the Trading Partner Agreement, Wellmark will provide your organization with a user ID and password. Once you receive the ID and password you may begin testing. The test and production regions are as follows:

Test:

<https://services-prep.wellmark.com/WellmarkEDIServiceExternal/WellmarkEDIOperations.svc>

Production:

<https://services.wellmark.com/WellmarkEDIServiceExternal/WellmarkEDIOperations.svc>

### Message Credential Specifications

This service offering requires submitters to adhere to the CAQH Core Connectivity Rule. Submitters must configure their client applications to conduct message level communication using appropriate Transport with Message Credential specifications.

The following are examples of a valid test Real Time Transaction Request and Response with properly formatted SOAP envelopes:

#### CAQH compliant SOAP request

```
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:a="http://www.w3.org/2005/08/addressing"
xmlns:u="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-utility-1.0.xsd">
  <s:Header>
    <a:Action s:mustUnderstand="1">ProcessCAQHSOAP</a:Action>
    <a:MessageID>urn:uuid:0e86a802-5a71-4334-a2bc-
9b8d0fbd2a5c</a:MessageID>
    <a:ReplyTo>
      <a:Address>http://www.w3.org/2005/08/addressing/anonymous</a:Address>
    </a:ReplyTo>
    <a:To
s:mustUnderstand="1">https://services.wellmark.com/WellmarkEDIServiceEx
ternal/WellmarkEDIOperations.svc</a:To>
    <o:Security s:mustUnderstand="1" xmlns:o="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd">
      <o:UsernameToken u:Id="uuid-f559ec81-3512-4f5e-a4fb-e74acb28cc39-
5">
        <o:Username>Vendor Account</o:Username>
        <o:Password o:Type="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-username-token-profile-
1.0#PasswordText">Vendor Password</o:Password>
      </o:UsernameToken>
    </o:Security>
  </s:Header>
  <s:Body xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
    <COREEnvelopeRealTimeRequest
xmlns="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
      <PayloadType xmlns="">X12_270_Request_005010X279A1</PayloadType>
```

```

    <ProcessingMode xmlns="">RealTime</ProcessingMode>
    <PayloadID xmlns="">a23118b6-76ea-43c1-89f9-
48c3a6e87a6c</PayloadID>
    <TimeStamp xmlns="">9/26/2012 1:54:25 PM</TimeStamp>
    <SenderID xmlns="">ExternalEDITester</SenderID>
    <ReceiverID xmlns="">WellmarkEDI</ReceiverID>
    <CORERuleVersion xmlns="">2.2.0</CORERuleVersion>
    <Payload xmlns="">ISA*00*          *00*          *ZZ*Vendor ID
*ZZ*88848          *110325*1911*{*00501*774780189*0*T*::~GS*HS*Vendor
ID*88848*20110325*1911019*774780189*X*005010X279A1~ST*270*.....~GE
*1*774780189~IEA*1*774780189~</Payload>
    </COREEnvelopeRealTimeRequest>
  </s:Body>
</s:Envelope>

```

### CAQH compliant SOAP response

```

<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:a="http://www.w3.org/2005/08/addressing"
xmlns:u="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-utility-1.0.xsd">
  <s:Header>
    <a:Action s:mustUnderstand="1">ProcessCAQHSOAPResponse</a:Action>
    <a:MessageID>urn:uuid:a56b99db-ebad-4607-b1d5-
720dcf1b86e7</a:MessageID>
    <a:RelatesTo>urn:uuid:0e86a802-5a71-4334-a2bc-
9b8d0fbd2a5c</a:RelatesTo>
    <o:Security s:mustUnderstand="1" xmlns:o="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd">
      <u:Timestamp u:Id="_0">
        <u:Created>2012-09-26T13:54:38.417Z</u:Created>
        <u:Expires>2012-09-26T13:59:38.417Z</u:Expires>
      </u:Timestamp>
    </o:Security>
  </s:Header>
  <s:Body>
    <ns0:COREEnvelopeRealTimeResponse
xmlns:ns0="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
      <PayloadType>X12_271_Response_005010X279A1</PayloadType>
      <ProcessingMode>RealTime</ProcessingMode>
      <PayloadID>a23118b6-76ea-43c1-89f9-48c3a6e87a6c</PayloadID>
      <TimeStamp>2012-09-26T08:54:37</TimeStamp>
      <SenderID>WellmarkEDI</SenderID>
      <ReceiverID>ExternalEDITester</ReceiverID>
      <CORERuleVersion>2.2.0</CORERuleVersion>
      <Payload>ISA*00*          *00*          *ZZ*88848
*ZZ*Vendor ID
*120926*0854*{*00501*000000029*0*T*^^~GS*HB*88848*Vendor
ID*20120926*085409*29*X*005010X279A1~ST*271*.....~SE*186*0029~GE*1*29~I
EA*1*000000029~</Payload>
      <ErrorCode>Success</ErrorCode>
      <ErrorMessage>Envelope was processed successfully.</ErrorMessage>
    </ns0:COREEnvelopeRealTimeResponse>
  </s:Body>
</s:Envelope>

```

**Valid values:**

Request PayloadType

X12\_270\_Request\_005010X279A1

X12\_276\_Request\_005010X212

Response PayloadType

X12\_271\_Response\_005010X279A1

X12\_277\_Response\_005010X212

X12\_999\_Response\_005010X231A1

X12\_TA1\_Response\_005010X231A1

ProcessingMode

RealTime

CORERuleVersion

2.2.0

**Errors**

<b>ErrorCode</b>	<b>ErrorMessage</b>
ISA06 Illegal	Illegal value provided for ISA06.
PayloadTypeMismatch	The value of the PayloadType does not match the value indicated in the Transaction Set Identifier Code.

**WSDL:**



BizTalkServiceInstance.wSDL

## Test and Production URLs for MIME

Once your organization and Wellmark have completed the Trading Partner Agreement, Wellmark will provide your organization with a user ID and password. Once you receive the ID and password you may begin testing. The test and production regions are as follows:

Test: <https://services-prep.wellmark.com/WellmarkEDIMimeServiceExternal/HttpMime.ashx>

Production: <https://services.wellmark.com/WellmarkEDIMimeServiceExternal/HttpMime.ashx>

## Message Credential Specifications

This service offering requires submitters to adhere to the CAQH Core Connectivity Rule. Submitters must configure their client applications to conduct message level communication using appropriate Transport with Message Credential specifications.

The following are examples of a valid test Real Time Transaction Request and Response with properly formatted MIME envelopes

### CAQH compliant MIME request

```
POST https://services-prep.wellmark.com/WellmarkEDIMimeServiceExternal/HttpMime.ashx
HTTP/1.1
```

```
Host: serviceprep.wellmark.com
```

```
Content-Length: 1311
```

```
Content-Type: multipart/form-data; boundary=XbCY
```

```
--XbCY
```

```
Content-Disposition: form-data; name="PayloadType"
```

```
X12_270_Request_005010X279A1
```

```
--XbCY
```

```
Content-Disposition: form-data; name="ProcessingMode"
```

```
RealTime
```

```
--XbCY
```

```
Content-Disposition: form-data; name="PayloadID"
```

```
e51d4fae-7dec-11d0-a765-00a0c91e6da6
```

```
--XbCY
```

```
Content-Disposition: form-data; name="TimeStamp"
```

```
2007-08-30T10:20:34Z
```

```
--XbCY
```

```
Content-Disposition: form-data; name="UserName"
```

```
VendorAccount
```

```
--XbCY
```

```
Content-Disposition: form-data; name="Password"
```

```
VendorPassword
```

```
--XbCY
```

```
Content-Disposition: form-data; name="SenderID"
```

```
Vendor ID
```

```
--XbCY
```

```
Content-Disposition: form-data; name="ReceiverID"
```

88848  
--XbCY  
Content-Disposition: form-data; name="CORERuleVersion"

2.2.0  
--XbCY  
Content-Disposition: form-data; name="Payload"

ISA\*00\*       \*00\*       \*ZZ\* **Vendor ID**       \*ZZ\*88848       \*.....~IEA\*1\*774780189~  
--XbCY--

**CAQH compliant MIME response**

HTTP/1.1 200 OK  
Cache-Control: private  
Content-Type: multipart/form-data; boundary=-----a822e8d4db1e4d7098fce2764b896bd0;  
charset=utf-8  
X-AspNet-Version: 2.0.50727  
X-Powered-By: ASP.NET  
Date: Sat, 13 Oct 2012 21:38:38 GMT  
Content-Length: 10799

-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="PayloadType"

X12\_271\_Response\_005010X279A1  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="ProcessingMode"

RealTime  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="PayloadID"

e51d4fae-7dec-11d0-a765-00a0c91e6da6  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="TimeStamp"

2012-10-13T16:38:38Z  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="SenderId"

88848  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="ReceiverID"

**Vendor ID**  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="CoreRuleVersion"

2.2.0  
-----a822e8d4db1e4d7098fce2764b896bd0  
Content-Disposition: form-data; name="ErrorCode"

Success  
-----a822e8d4db1e4d7098fce2764b896bd0

Content-Disposition: form-data; name="ErrorMessage"

Envelope was processed successfully.

-----a822e8d4db1e4d7098fce2764b896bd0

Content-Disposition: form-data; name="Payload"

ISA\*00\*       \*00\*       \*ZZ\*88848       \*ZZ\*Vendor ID   \*.....~IEA\*1\*000000196~  
-----a822e8d4db1e4d7098fce2764b896bd0--

**Valid field values:**

Request PayloadType

X12\_270\_Request\_005010X279A1

X12\_276\_Request\_005010X212

Response PayloadType

X12\_271\_Response\_005010X279A1

X12\_277\_Response\_005010X212

X12\_999\_Response\_005010X231A1

X12\_TA1\_Response\_00501X231A1

CoreEnvelopeError

ProcessingMode

RealTime

ReceiverID (request)

88848

CORERuleVersion

2.2.0

**Errors**

<b>ErrorCode</b>	<b>ErrorMessage</b>
Success	Envelope was processed successfully.
Failure	Illegal value provided for ISA06.
Failure	Unable to respond at Current Time
Failure	The value of the PayloadType does not match the value indicated in the Transaction Set Identifier Code.
Failure	Password is empty, please correct and resubmit
Failure	Payload is empty, please correct and resubmit
Failure	PayloadID is empty, please correct and resubmit
Failure	PayloadType is empty, please correct and resubmit
Failure	ProcessingMode is empty, please correct and resubmit
Failure	ReceiverID is empty, please correct and resubmit

Failure	SenderId is empty, please correct and resubmit
Failure	TimeStamp is empty, please correct and resubmit
Failure	UserName is empty, please correct and resubmit
Failure	PayloadType is not either 5010_270 or 5010_276. Please correct and resubmit
Failure	Invalid processing mode. Please correct and resubmit
Failure	ReceiverID is not valid. Please correct and resubmit
Failure	CoreRuleVersion is wrong. We do not support any version other than 2.2.0. Please correct and resubmit.

Listed below are specific requirements that Wellmark requires in addition to the ASC X12N 270/271 (005010X279), health care Eligibility and Response and the 276/277 (005010X212 and Health Care Claim Status Request and Response

## Matrix for the 270 / 271 Inquiry and Response

### LEGEND

**SHADED** rows represent “segments”; **NON-SHADED** rows represent “data elements.”

“Loop – specific” comments are found in the first segment of the loop.

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
69	2100A	NM1	Information Source Name			
71		NM108	Identification Code Qualifier	PI	1/2	
71		NM109	Identification Code	88848	2/80	Wellmark Blue Cross and Blue Shield
92	2100C	NM	Subscriber Name			
93		NM103	Name Last or Organization Name		1/60	Be sure to use the policyholder’s name as it appears on the Wellmark ID card.
93		NM104	Name First		1/35	
95		NM108	Identification Code Qualifier	MI	1/2	
96		NM109	Identification Code		2/80	The policyholder identification on the member’s card, <i>including the prefix</i> , is required to determine which Blue Plan will respond to the inquiry.
107	2100C	DMG	Subscriber Demographic Information			
108		DMG01	Date Time Period Qualifier	D8	2/3	
108		DMG02	Date Time Period	CCYYMMDD	1/35	Use when the subscriber is the patient.
124	2110C	EQ	Subscriber Eligibility or Benefit Inquiry Information			
125		EQ01	Service Type Code	30	1/2	Wellmark does not support the remaining codes. However, the remaining EQ codes may be used in transactions for patients in other Blue Plan areas.
151	2100D	NM	Dependent Name			
152		NM103	Name Last or Organization Name		1/60	Used for the dependent’s name when the dependent is the patient.
152		NM104	Name First		1/35	Used for the dependent’s name when the dependent is the patient.

164	2100D	DMG	Dependent Demographic Information			
165		DMG01	Date Time Period Qualifier	D8	2/3	
165		DMG02	Date Time Period for the policyholder's date of birth.	CCYYMMDD	1/35	Use when the dependent is the patient.
181	2110D	EQ	Dependent Eligibility or Benefit Inquiry Information			
182		EQ01	Service Type Code	30	1/2	Wellmark does not support the remaining codes. However, the remaining EQ codes may be used with transactions for patients in other Blue Plan areas.

## Matrix for the 276/277 Health Care Claim Status Request and Response

### LEGEND

**SHADED** rows represent “segments” ; **NON-SHADED** rows represent “data elements.”  
 “Loop – specific” comments are found in the first segment of the loop.

Page #	Loop ID	Segment	Segment Name	Codes	Length	Notes/Comments
41	2100A	NM1	Payer Name			
41		NM103	Last Name/Organization Name		1/60	Wellmark Blue Cross Blue Shield
42		NM108	Identification Code Qualifier	PI	2	
42		NM109	Identification Code	88848	2/80	Wellmark Blue Cross and Blue Shield Payer Identifier
45	2100B	NM1	Information Receiver Name			
46		NM108	Identification Code Qualifier	46	2	Electronic TIN
46		NM109	Identification Code (Information Receiver Identification Number)		2/80	Your electronic submitter number from EC Solutions
49	2100C	NM1	Provider Name			
51		NM108	Identification Code Qualifier	XX	1/2	
51		NM109	Identification Code (Provider Identifier)		2/80	National Provider Identifier (NPI) as assigned by NPPES
54	2000D	DMG	Subscriber Demographic Information			Segment information is required if the policy holder is the patient.
54		DMG01	Date Qualifier	D8	2/3	Use CCYYMMDD format.
55		DMG02	Subscriber Birth Date		1/35	Policyholder’s birth date.
55		DMG03	Subscriber Gender Code	F M	1	Policyholder’s gender.
56	2100D	NM1	Subscriber Name			
57		NM103	Name Last or Organization Name		1/60	Policyholder’s last name.
57		NM104	Name First		1/35	Policyholder’s first name.
57		NM108	Identification Code Qualifier	MI	1/2	
57		NM109	Identification Code		2/80	The policyholder’s identification number as shown on the member’s card including the prefix. In some cases, your request will be forwarded

						to another Blue Plan to supply the information for a response. The level of information you receive back may vary by Plan.
59	2200D	REF	Payer Claim Identification Number			May send this segment, if Claim Number (ICN) is known.
59		REF01	Reference Identification Qualifier	1K	2/3	The claim number used by the payer.
59		REF02	Reference Identification (Payer Claim Control Number)		1/50	For Wellmark claims, this would be the 14 number ICN (internal claim number).
66	2200D	AMT	Claim Submitter Trace Number			Required when the subscriber is the patient.
66		AMT01	Amount Qualifier Code	T3	1/3	Total claim charge amount.
66		AMT02	Monetary Amount		1/18	Wellmark does not accept a zero amount.
67	2200D	DTP	Claim Service Date			Used when the policyholder is the patient.
67		DTP01	Date Time Period Qualifier	472	3/3	Code to identify that the dates given express beginning and ending dates of service
67		DTP02	Date Time Period Format Qualifier	D8 RD8	2/3	Range of dates expressed in format CCYYMMDD or CCYYMMDD - CCYYMMDD.
68		DTP03	Date Time Period (Claim Service Period)		1/35	Wellmark supports up to a 31-day date span.
69	2210D	SVC	Service Line Information			Note: Wellmark does not support requests for claim status at the service line level.

## **Appendices**

### **Implementation Checklist**

Wellmark suggests submitters use the following information as a checklist of steps to become a Wellmark submitter:

- Read and review this guide
- Register for a Submitter ID
- Contact EC Solutions with any questions regarding testing
- Complete a Trading Partner Agreement
- Send at least one file of test transactions
- Begin submitting production transactions

### **Frequently Asked Questions**

For Frequently Asked Questions, visit the *Electronic Transactions* and *HIPAA-AS Guides* on the Wellmark website. The *Electronic Transactions* and *HIPAA Guides* can be found under the Provider link.

# Required Federal Accessibility and Nondiscrimination Notice



## Discrimination is against the law

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Wellmark does not exclude people or treat them differently because of their race, color, national origin, age, disability or sex.

## Wellmark provides:

- Free aids and services to people with disabilities so they may communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 800-524-9242.

If you believe that Wellmark has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Wellmark Civil Rights Coordinator, 1331 Grand Avenue, Station 5W189, Des Moines, IA 50309-2901, 515-376-4500, TTY 888-781-4262, Fax 515-376-9073, Email [CRC@Wellmark.com](mailto:CRC@Wellmark.com). You can file a grievance in person, by mail, fax or email. If you need help filing a grievance, the Wellmark Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone or fax at: U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F, HHH Building, Washington DC 20201, 800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意: 如果您说普通话, 我们可免费为您提供语言协助服务。请拨打 800-524-9242 或 (听障专线: 888-781-4262)。

CHÚ Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị. Xin hãy liên hệ 800-524-9242 hoặc (TTY: 888-781-4262).

NAPOMENA: Ako govorite hrvatski, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte 800-524-9242 ili (tekstualni telefon za osobu oštećena sluha: 888-781-4262).

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية، المجانية. اتصل بالرقم 800-524-9242 أو (خدمة الهاتف النصي: 888-781-4262).

ສິ່ງຄວນເອົາໃຈໃສ່, ພາສາລາວ ຖ້າທ່ານເວົ້າ: ພວກເຮົາມີບໍລິການຄວາມຊ່ວຍເຫຼືອດ້ານພາສາ ໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ ຫຼື 800-524-9242 ຕິດຕໍ່ທີ. (TTY: 888-781-4262.)

주의: 한국어 를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 800-524-9242번 또는 (TTY: 888-781-4262)번으로 연락해 주십시오.

ध्यान रखें: अगर आपकी भाषा हिन्दी है, तो आपके लिए भाषा सहायता सेवाएँ, नि:शुल्क उपलब्ध हैं। 800-524-9242 पर संपर्क करें या (TTY: 888-781-4262)।

ATTENTION: si vous parlez français, des services d'assistance dans votre langue sont à votre disposition gratuitement. Appelez le 800 524 9242 (ou la ligne ATS au 888 781 4262).

Geb Acht: Wann du Deutsch schwetze duscht, kannscht du Hilf in dei eegni Schprooch koschdefrei griege. Ruf 800-524-9242 oder (TTY: 888-781-4262) uff.

โปรดทราบ: หากคุณพูด ไทย เรายังมีบริการช่วยเหลือด้านภาษาสำหรับคุณโดยไม่คิดค่าใช้จ่าย ติดต่อ 800-524-9242 หรือ (TTY: 888-781-4262)

PAG-UKULAN NG PANSIN: Kung Tagalog ang wikang ginagamit mo, may makukuha kang mga serbisyong tulong sa wika na walang bayad. Makipag-ugnayan sa 800-524-9242 o (TTY: 888-781-4262).

တောိုးသုဂ်ညါ-နုးမုာ်ကတိာ်ကေညါကိဂ်.ကိဂ်တိာ်မတတိာ်ဖဲတိာ်မတတိာ်.လတတတိာ်လတတတိာ်.ဆိဂ်လတနီာ်လိာ်.ဆဲးကိးဆူ ၈၀၀-၅၂၄-၉၂၄ မုတမုာ် (TTY: ၈၈၈-၇၈၁-၄၂၆) တက့ာ်.

ВНИМАНИЕ! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Обращайтесь 800-524-9242 (телетайп: 888-781-4262).

सावधान: यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंका लागि नि:शुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध गराइन्छ। 800-524-9242 वा (TTY: 888-781-4262) मा सम्पर्क गर्नुहोस्।

ማሰሰቢያ: ከማርኛ የሚናገሩ ከሆነ: የቋንቋ አገዛ አገልግሎቶች: ከክፍያ ነፃ: ያገኛሉ:: በ 800-524-9242 ወይም (በTTY: 888-781-4262) ደውሎ ያነጋግሩ::

HEETINA To a wolwa Fulfulde laabi walliinde dow wolde, naa e njobdi, ene ngoodi ngam maada. Hebir 800-524-9242 malla (TTY: 888-781-4262).

FUULEFFANNA: Yo isin Oromiffaa, kan dubbattan taatan, tajaajiloonni gargaarsa afaanii, kaffaltii malee, isiniif ni jiru. 800-524-9242 yookin (TTY: 888-781-4262) quunnamaa.

УВАГА! Якщо ви розмовляєте українською мовою, для вас доступні безкоштовні послуги мовної підтримки. Зателефонуйте за номером 800-524-9242 або (телетайп: 888-781-4262).

Ge': Diné k'éhjí yáníłti'go níká bizaad bee áká' adoowoł, t'áá jiik'é, náhóló. Kojí' hólne' 800-524-9242 doodaii' (TTY: 888-781-4262)