

278 Health Care Service Review and Response

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Chapter 6:

278 Health Care Services Request for Review and Response

Overview

The information in this chapter clarifies BCBSNC business and processing rules that are relevant to the implementation of the 278 Transaction. The chapter consists of three sections:

- a general section with material applicable to the processing of health care service requests and business edits performed by BCBSNC
- tables outlining specific data format or content issues within the transactions; these tables also describe BCBSNC handling of specific data types
- a sample scenario of a 278 Transaction that is illustrated as both a data string and mapped transaction.



Important Notice:

BCBSNC does not require referral reviews and uses the 278 Health Care Services Review for admission certification only.

Blue Card Inquiries (Blue Exchange)

In order to manage authorization requests for out-of-state Blue Card holders, BCBSNC accesses Blue Exchange, a data management system shared with Blue Cross and Blue Shield plans around the country. This system facilitates the routing of 278 inquiries to the appropriate Blue Cross and Blue Shield Associate and the return of the 278 Response to the original submitter. The level of detail received in the 278 Response may vary depending on which Blue Cross and Blue Shield is accessed.

Health Care Services Review Processing

Reviews are handled in batch mode only. Multiple 2000F Loops are treated as separate Requests for Review and are replied with separate 278 Responses.

Frequency of Data Exchange

BCBSNC does not handle real time processing of the 278 Review. Senders can expect to receive an initial 278 Response with BHT06 = 19 (further updates to follow) and HCR01 = A4 (pending) within 24 hours of submitting the original 278 Review for local and out-of-state Blue Card holders. A final response will be returned once the request has been reviewed.

Acknowledgements

The TA1 Interchange Acknowledgement and the 999 Functional Group Acknowledgement are used to acknowledge receipt of the 278 Review transaction. The TA1 Acknowledgement responds at the

Interchange level of the transmission. The 999 Acknowledgement responds at the Functional Group level of the transmission. The *Introduction to the Companion Guide*, available online at www.bcbsnc.com/providers/edi/hipaainfo.cfm contains more information on the use of the TA1 and 999 Transactions.

See the [Error Reporting](#) section of this chapter for more information about the use of TA1, and 999 Acknowledgements to report errors and the 278 Review for error reporting of BCBSNC business rule requirements. Note that errors in data necessary for BCBSNC to process a 278 Review may result in the failure of the review’s processing. The 278 Response identifies those requests that were unsuccessful.

Data Retention

Data from inquiries that are rejected with a TA1 or 999 Transaction are retained for 90 days from the date of receipt.

Batch Handling

The 278 HIPAA Implementation Guide does not have a restriction on the number of patient reviews allowed within a batch.



Important Notice:

BCBSNC does not batch-match responses with inquiries. Submitters should provide a Service Trace Number (2000F TRN02) so that they can associate submitted inquiries to their respective responses.

Error Reporting

The following table indicates the various error responses one may receive to a 278 Transaction.

| Transmission Structure Level of Error | Type of Error | Transaction Returned |
|--|--|------------------------------------|
| ISA/IEA Interchange Control | <ul style="list-style-type: none"> Invalid Message Invalid Batch ID Inactive Message Improper Batch Structure | TA1 |
| <ul style="list-style-type: none"> GS/GE (Functional Group) ST/SE (Transaction Set) Detail Segments | HIPAA Implementation Guide Violations | 999 |
| Detail Segments | <ul style="list-style-type: none"> BCBSNC Business Edits (see 278 Response - Data Element Table for details) Security Validation Messages | 278 Transaction (see AAA segments) |

Table 1: Error Reporting for Authorization Requests

The TA1 and 999 transactions are used to indicate Technical Report Type 3 (TR3) errors. If a transmission is rejected at the Interchange Control (ISA/IEA) level, the batch returns a TA1 Interchange Acknowledgement transaction that identifies the Implementation Guide error contained in the transmission. If a transaction is rejected at the Functional Group (GS/GE) or Transaction Set (ST/SE) level, the batch returns a 999 Functional Acknowledgement that identifies the Implementation Guide errors contained in the transmission. However, if the GS/GE level (Functional Group) of the transaction is corrupted such that a 999 cannot be created, a TA1 with a 05 value of “024” (Invalid Interchange Content) is returned. Note that this circumstance is the only situation where a TA1 is used to respond to a portion of the transmission other than the ISA/IEA.



Important Notice:

For Technical Report 3 (TR3) violations, BCBSNC returns the TA1 or 999 Acknowledgement Transactions ONLY. Trading partners who are unable to accept a 999 or TA1 transaction are not provided with alternative TR3 error reporting mechanisms.

The 278 AAA Segments are used to identify security validation requirement issues and to indicate BCBSNC business edits. Submitters that provide insufficient or invalid information within the 278 Review are sent a 278 Response with AAA segments identifying the error.

Subscriber or Dependent Identification

BCBSNC uses only the following HIPAA Search Option (HSO) data elements within the 278 Transaction to validate the patient’s eligibility:

| Data Element for Patient Matching | Implementation Guide Location (278 Review) (Subscriber or Dependent Loop) |
|--|---|
| First Name | 2010C NM104 or 2010D NM104 |
| Last Name | 2010C NM103 or 2010D NM103 |
| Date of Birth | 2010C DMG02 or 2010D DMG02 |
| Gender | 2010C DMG03 or 2010D DMG03 |
| Identification Code (BCBSNC Identification Number* as it appears on the membership card for the patient.) | 2010C NM109 (see Important Notice below) |

Table 3: Matching Criteria to Identify Patients

Due to HIPAA Privacy regulations, a return of information is possible only on an exact match for the subscriber or dependent. If the data elements presented in the inquiry do not match our system data, the 278-11Transaction informs the submitter in the appropriate AAA03 segment with a value of 67 (“Patient Not Found”). See the Important Notice below for information on whether to use the Subscriber or Dependent loop when submitting a 278-13.



Important Notice:

The **BCBSNC** member’s identification number (“Identification Code”) is unique to the member and should be entered in the Subscriber loop (2010C NM109) **even if the patient is a dependent**. Note that the identification code used must be that of the patient, as presented on the BCBSNC membership card. The Blue Cross Blue Shield identification code may include an alpha prefix and/or a numeric suffix, and may be up to 14 characters in length.

Patients with FEP coverage may not have unique identifiers. When submitting Reviews for members without unique identifiers use either the subscriber or dependent loop, as appropriate.

Because responses are returned for exact matches only, submitters should be careful to transmit the correct BCBSNC Identification Number for the 2010C NM109 value.

Automated 278 Responses

If a 278-13 Review is received, **BCBSNC** can process the request and provide an automated response on the 278-11; however, the following optional values need to be included in the review in order to receive an automated response:

- **Patient Diagnosis Code** (code/s can be sent in any of the following locations - Loop 2000E- HI Segments, HI01-2, HI02-2, HI03-2, HI04-2, HI05-2, HI06-2, HI07-2, HI08-2, HI09-2, HI10-2, HI11-2, HI12-2)
- **Facility Code Value** in Loop 2000E, UM04-1
- **Service Type Code** in Loop 2000E, UM03
- **Level of Service Code** in Loop 2000E, UM06
- **Event Date** in Loop 2000E - DTP segment (or next)
- **Service Date** in Loop 2000F - DTP Segment
- **Service Provider Name** in Loop 2010F - NM109 Segment
- **Service Level Procedure Code** in Loop 2000F - SV202-2, SV202-8

Note: the 278-11 automated response will be returned with “A1” in the HCR01 segment.

278 –13 Review: Data Element Table

This Element Table presents a matrix of those elements listed in the HIPAA Technical Report Type 3 (TR3) that require Companion Guide annotation. The matrix identifies the element in question according to its loop, segment, and element identifiers within the HIPAA TR3. Adjacent to the element’s identifier is the BCBSNC business rule specific to that data element or segment.

| Transaction: 278 Health Care Services Review | | | | | |
|--|--------------|---------------------------------------|------------|----------------------------------|--|
| Loop ID | Segment Type | Segment Designator | Element ID | Data Element | BCBSNC Business Rules |
| 2010B | NM1 | Requester Name (p. 76-78) | | | |
| | | | 03 | Last Name or Organizational Name | Last names of requestors that may be part of larger provider groups should be specific enough to distinguish themselves from the larger group. |
| | | | 08 | Identification Code Qualifier | Value should be XX for NPI |
| | | | 09 | Identification Code | Value should be the provider's NPI |
| 2010B | N3 | Requestor Address (p. 81) | | | |
| | | | | Entire Segment | These elements are required for BCBSNC processing and for processing for Blue Exchange. |
| | N4 | Requestor City/State/Zip Code (p. 82) | | | |
| | | | 01 & 02 | City and State Name | These elements are required for BCBSNC processing and for processing for Blue Exchange. |
| | PER | Requester Contact Information (p. 85) | | | |
| | | | 02 | Name | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 03 | Communication Number Qualifier | This element is required for BCBSNC processing and for processing for Blue Exchange. |

| Transaction: 278 Health Care Services Review | | | | | |
|--|--------------|--|------------|-----------------------------------|--|
| Loop ID | Segment Type | Segment Designator | Element ID | Data Element | BCBSNC Business Rules |
| | | | 04 | Communication Number | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| 2010C | NM1 | Subscriber Name (p. 93) | | | |
| | | | 09 | Identification Code | See " Important Notice " under the Subscriber and Dependent Identification section of this Guide. |
| 2010C | DMG | Subscriber Demographic Information (p. 99-100) | | | |
| | | | 01 | Date Time Period format qualifier | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 02 | Date Time Period | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 03 | Gender Code | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| 2010D | DMG | Dependent Demographic Information | | | |
| | | | 01 | Date Time Period format qualifier | If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 02 | Date Time Period | If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 03 | Gender Code | If the Dependent Loop is present, this element is required for BCBSNC processing and for processing for Blue Exchange. |
| 2000F | TRN | Service Trace Number (p. 237) | | | |
| | | | 01 | Trace Type Code | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 02 | Reference Identification | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 03 | Originating Company Identifier | This element is required for BCBSNC processing and for processing for Blue Exchange. Use a "1" in the first position followed by the requestor's EIN number. |
| 2000E | TRN | Patient Event Tracking Number (p. 119) | | | |
| | | | 03 | Originating Company Identifier | Use a "1" in the first position followed by the requestor's EIN number. |
| | HI | Patient Diagnosis (p.137) | | | |
| | | | 0x-1 | Code List Qualifier Code | BCBSNC processes all applicable diagnosis. |
| | | | 01 – 12 | Health Care Code Information | BCBSNC will process all 12 of the possible iterations. |

| Transaction: 278 Health Care Services Review | | | | | |
|--|--------------|---|------------|-------------------------|--|
| Loop ID | Segment Type | Segment Designator | Element ID | Data Element | BCBSNC Business Rules |
| 2000E | UM | Health Care Services Review Information (p.120-126) | | | |
| | | | 01 | Request Category Code | This element is required for BCBSNC processing and for processing for Blue Exchange. Submitter should send AR for Inpatient admissions and services. Submitters should send HS for non-inpatient services. |
| | | | 02 | Certification Type Code | BCBSNC will not process authorization requests when UM02 = 1 or UM02 = 2. |
| | | | 03 | Service Type Code | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 04-1 | Facility Code Value | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 04-2 | Facility Code Qualifier | This element is required for BCBSNC processing and for processing for Blue Exchange. |
| | | | 06 | Level of Service Code | Identification of the Notification Request as either "Urgent" or "Emergency" does not accelerate processing. |

278 – 11 Response: Data Element Table

This Element Table presents a matrix of those elements listed in the HIPAA TR3 that require Companion Guide annotation. The matrix identifies the element in question according to its loop, segment, and element identifiers within the HIPAA Implementation Guide. Adjacent to the element’s identifiers is the BCBSNC business rule specific to that data element or segment.

| Transaction: 278 Health Care Services Response | | | | | |
|--|--------------|--|------------|--------------------------|---|
| Loop ID | Segment Type | Segment Designator | Element ID | Data Element | BCBSNC Business Rules |
| 2000F | TRN | Service Trace Number (p. 466) | | | |
| | | | 02 | Reference Identification | BCBSNC does not assign internal Trace Numbers. Submitters original Trace Number will be returned in this segment. |
| | UM | Health Care Services Review Information (p. 325) | | | BCBSNC will return separate 2000F loops for each admission, service and procedure submitted. |

278 Review Sample

The following 278 Review and Response Samples illustrate a business scenario by providing both the data string as it would be transmitted and a data File Map that labels the various elements according to the loops and segments that would be used for the transmission.

278 Business Scenario

Dr. Marcus Helby, a cardiologist, has requested a review for a surgical procedure for Barney Rubble. Reviews for subsequent procedures, to be performed during the same hospitalization, are filed in a separate 278 Review.

278 Request - Data String Example

This data string example represents a 278 Request filed by Dr. Marcus Helby for his patient's bypass surgery.

```
ST*278*0032*005010X217~
BHT*0007*13*0001*20100101*000000~
HL*1**20*1~
NM1*X3*2*BLUE CROSS BLUE SHIELD NC*****46*560894904~
HL*2*1*21*1~
NM1*1P*1*HELBY*MARCUS****XX*1111122222~
N3*200 GETWELL AVENUE~
N4*JEFFERSON*NC*28640~
PER*IC**TE*9194567890~
HL*3*2*22*1~
NM1*IL*1*RUBBLE*BARNEY****MI*YPPW1234567890~
DMG*D8*19460401*M~
HL*4*3*23*1~
NM1*QC*1*RUBBLE*BARNEY~
DMG*D8*19460401*M~
HL*5*4*EV*1~
UM*AR*I*4*21:B***2*3*M~
DTP*435*D8*20100101~
DTP*096*D8*20100101~
HI*BF:41090:D8:20050125~
HSD*DY*4~
CL1*3*1~
NM1*FA*2*FLINTSTONE UNIVERSITY HOSPITAL*****XX*1001234567~
N3*THELMA LANE~
N4*DURHAM*NC*27705~
HL*6*5*SS*0~
TRN*1*TS32-2*90004N7891~
DTP*472*RD8*20100101-20100101~
SV2**HC:33510~
NM1*1T*1*HELBY*MARCUS****XX*1111122222~
SE*31*0032~
GE*1*36~
```

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IEA*1*18542555~

278 Request File Map

| Loop ID | | Segments | Elements | | | | | | | | | | | | | | | | | |
|---------|-------|---|----------|--------------------|-------|----------------------------------|------------|--------|-------|-------|-------|-------------|--|--|--|--|--|--|--|--|
| 1 | | Transaction Set Header | ST | ST01 | ST02 | | | | | | | | | | | | | | | |
| | | | | 278 | 0032 | 005010X217 | | | | | | | | | | | | | | |
| 1 | | Beginning of Hierarchical Transaction | BHT | BHT01 | BHT02 | BHT03 | BHT04 | BHT05 | | | | | | | | | | | | |
| | | | | 0007 | 13 | 00019 | 20100101 | 000000 | | | | | | | | | | | | |
| 1 | 2000A | Utilization Management Organization Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | | | | | | | | |
| | | | | 1 | | 20 | 1 | | | | | | | | | | | | | |
| 1 | | Utilization Management Organization Name | NM1 | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | | | | | | | | |
| | | | | X3 | 2 | Blue Cross and Blue Shield of NC | | | | | 46 | 560894904 | | | | | | | | |
| 1 | 2000B | Requester Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | | | | | | | | |
| | | | | 2 | 1 | 21 | 1 | | | | | | | | | | | | | |
| 1 | 2010B | Requester Name | NM1 | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | | | | | | | | |
| | | | | 1P | 1 | HELBY | MARCUS | * | * | | XX | 1111122222 | | | | | | | | |
| 1 | 2010B | Requester Address | N3 | N301 | | | | | | | | | | | | | | | | |
| | | | | 200 Getwell Avenue | | | | | | | | | | | | | | | | |
| 1 | 2010B | Requester City | N4 | N401 | N402 | N403 | | | | | | | | | | | | | | |
| | | | | Jefferson | NC | 28640 | | | | | | | | | | | | | | |
| 1 | 2010B | Requester Contact Information | PER | PER01 | PER02 | PER03 | PER04 | | | | | | | | | | | | | |
| | | | | IC | | TE | 9194567890 | | | | | | | | | | | | | |
| 1 | 2000C | Subscriber Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | | | | | | | | |
| | | | | 3 | 2 | 22 | 1 | | | | | | | | | | | | | |
| 1 | | Subscriber Name | NM1 | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | | | | | | | | |
| | | | | IL | 1 | Rubble | Barney | | | | MI | 1234567890~ | | | | | | | | |

| Loop ID | Segments | Elements | | | | | | | | | | | |
|---------|----------|--------------------------------|-----|-------------|----------|-------------------------------|----------|-------|-------|-------|-------|------------|--|
| 1 | 2010C | Subscriber Demographic | DMG | DMG01 | DMG02 | DMG03 | | | | | | | |
| | | | | D8 | 19490401 | M | | | | | | | |
| 1 | 2000D | Dependent Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | |
| | | | | 4 | 3 | 23 | 1 | | | | | | |
| 1 | 2010D | Dependent Name | NM1 | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | |
| | | | | QC | 1 | Rubble | Barney | | | | | | |
| | | Dependent Demographic | DMG | DMG01 | DMG02 | DM03 | | | | | | | |
| | | | | D8 | 19490401 | M | | | | | | | |
| | 2000E | Patient Event Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | |
| | | | | 5 | 4 | EV | 1 | | | | | | |
| | | Health Care Services Review | UM | UM01 | UM02 | UM03 | UM04 | UM05 | UM06 | UM07 | UM08 | UM09 | |
| | | | | AR | I | 4 | 21:B | | | 2 | 3 | M | |
| | | Admission Date | DTP | DTP01 | DTP02 | DTP03 | | | | | | | |
| | | | | 435 | D8 | 20100101 | | | | | | | |
| | | Discharge Date | DTP | DTP01 | DTP02 | DTP03 | | | | | | | |
| | | | | 096 | D8 | 20100105 | | | | | | | |
| | | Patient Diagnosis | HI | HI01-1 | HI01-2 | HI01-3 | HI01-4 | | | | | | |
| | | | | BF | 41090 | D8 | 20100101 | | | | | | |
| | | Health Care Services Delivery | HSD | HSD01 | HSD02 | | | | | | | | |
| | | | | DY | 4 | | | | | | | | |
| | | Institutional Claim Code | CL1 | CL101 | CL102 | | | | | | | | |
| | | | | 3 | 1 | | | | | | | | |
| | 2010EA | Patient Event Provider Name | NM1 | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | |
| | | | | FA | 2 | FLINSTONE UNIVERSITY HOSPITAL | | | | | XX | 1001234567 | |
| | | Patient Event Provider Address | N3 | N301 | | | | | | | | | |
| | | | | Thelma Lane | | | | | | | | | |

| Loop ID | Segments | | Elements | | | | | | | | | | |
|--------------|--|------------|--------------|--------------|-----------------------|---------------|--------------|--------------|--------------|--------------|--------------|--|--|
| | Patient Event Provider City, State, Zip | N4 | N401 | N402 | N403 | | | | | | | | |
| | | | Durham | NC | 27705 | | | | | | | | |
| 2000F | Service Level | HL | HL01 | HL02 | HL03 | HL04 | | | | | | | |
| | | | 6 | 5 | SS | 0 | | | | | | | |
| | Service Trace Number | TRN | TRN01 | TRN02 | TRN03 | | | | | | | | |
| | | | 1 | TS32-2 | 90004N7891 | | | | | | | | |
| | Service Date | DTP | DTP01 | DTP02 | DTP03 | | | | | | | | |
| | | | 472 | RD8 | 20100101- 20100105 | | | | | | | | |
| | Institutional Service Line | SV2 | SV201 | SV202-1 | SV202-2 | | | | | | | | |
| | | | | HC | 33510 | | | | | | | | |
| | Service Provider Name | NM | NM101 | NM102 | NM103 | NM104 | NM105 | NM106 | NM107 | NM108 | NM109 | | |
| | | | 1T | 1 | Helby | Marcus | | | | XX | 1111122222 | | |
| | | | HS | I | 2 | 21 | 8 | | | | | | |
| 1 | Transaction Set Trailer | SE | SE01 | SE02 | | | | | | | | | |
| | | | 31 | 0032 | | | | | | | | | |

Document Change Log

The following change log identifies changes that have been made in **Chapter 6: 278 Eligibility Inquiry and Response**.

| Chapter and Section | Change Description | Date of Change | Version |
|----------------------------------|--|----------------|---------|
| Security Validation Edit section | Removed entire section as these edits no longer apply. | Sept. 2013 | 1.1 |
| | | | |