



835 Implementation
ERA Receiver Implementation Guide
User Guide for: ERA (4010A1 835)

Revision History

Date	Version	Description	Author
2/24/2006	1.0	Receiver (Provider) Implementation Guide for ERA 835	Scott Codon
3/2/2009	1.0	Re branded to Capario and updated URLs as needed	Scott Codon

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1 Introduction

This Implementation guide is a working tool for clients and trading partners to be used during your implementation with Capario for receiving 835 Electronic Remittance Advice (ERA). An ERA receiver is a client who will receive the ERA data from Capario Healthcare Solutions and process it locally on their practice management or other billing system. An ERA submitter is a Payer or Trading Partner who sends ERA transactions to Capario Healthcare solutions for distribution to our clients. If you are an ERA submitter, then please refer to the Capario Submitter Implementation Guide for ERAs.

Prior to ERA receiver implementation please verify that:

- All contracts, ERA addendums, trading partner agreements, and other documentation is completed and entered into Capario's customer relations management system. Contact your Account Manager or Capario's Sales Department for verification.
- Your billing or practice management system used to receive the ERA data supports one of the approved ERA formats. Please consult with your software supplier or vendor to verify system capabilities.

Your contact during the implementation process is your receiver implementation analyst. If you do not have an implementation analyst and/or want to receive ERAs from Capario please contact your Account Manager or Capario's Provider sales at (800) 586-6870 or providersales@Capario.com.

This Guide:

- Provides supplemental information to the ANSI 4010A1 835 ERA implementation guide and includes Capario Implementation steps.
- Is intended for users who have:
 - A complete understanding of, and experience with, the ANSI X12N Implementation Guides.
 - A familiarity with ERA processing.

2 Capario Implementation Steps

You will complete these steps while working with a member of our implementation team to implement your first ERA Payer. Once this first Payer is implemented additional Payers can be added by completing necessary enrollment documents.

- **Step 1)** Review this Guide so you are familiar with our Implementation process.
- **Step 2) Enrollment:** Client will complete the necessary enrollment documentation for the selected ERA payer. Instructions are provided for each payer ERA enrollment. During this step our Enrollment department is your contact for assistance and/or answering questions.
 - Appropriate documents will be forwarded to the payer to begin ERA submission
 - Enrollment will be verified in the Capario CRM system
- **Step 3) Pre-Implementation:** New contracts, addendums to existing contracts, or trading partner agreements are processed and finalized. Client information is recorded in the Capario Client Relations Management (CRM) software and an implementation analyst is assigned.
- **Step 4) Discovery:** Introductory call from implementation analyst to the client contact. This is a fact finding and information exchange call. Typical tasks include:
 - Providing enrollment information, companion guides, and mapping documents
 - Exchanging communication specifications
 - Gathering additional information needed for this implementation.
- **Step 5) Production Monitoring:** Initial production files will be monitored by the client and the implementation analyst.
 - Client will report if download of ERA transactions and reports were successful
 - Client will communicate on status of ERA transaction posting
 - Implementation analyst will make sure that the client can properly interpret the human readable remittance advices and associated ERA check / EFT listing
 - Client will report any format questions or posting issues.
- **Step 6) Turnover:** End phase of the ERA receiver implementation process.
 - Implementation analyst will contact the client and notified them that they have passed the implementation process.
 - Client instructed to contact Customer Care for any ERA issue such as transaction reposting, error resolution, etc.

3 ERA Format (835) - General Information

Capario supports the ANSI X12N 4010A1 835 for ERAs. In addition to the formatting guidelines in the next section, here are some key points for file submission.

3.1 Physical and Logical File Specifications

Character Sets	Character sets will be the basic or extended ASCII as outlined in the ANSI implementation guide.
File Media	All ERA files are distributed electronically. Capario does not distribute ERA transactions or reports on data cartridges, diskettes, or other magnetic media.
ERA Transaction and Report Batching	Clients have option to batch by: <ul style="list-style-type: none"> • Client Id • Group
File Extensions	The four file extensions used in ERAs are: <ul style="list-style-type: none"> • ARA: ERA transactions in appropriate EDI format • PRA: Human-readable remittance advice in text format • TRN: Remittance advice check/EFT listing in text format • HTML: Human-readable remittance advice in html format
File Names (all clients except BBS users)	The ERA file format for transactions and reports vary based on ERA batch type and communication method. This is the format for all communications methods other than BBS users Format: 999999999.G99999999_XXXXX_CCYYMMDD_111111.ZZZ Where: 999999999 = Client ID G99999999 = Group id (batch type group) or client id (batch type client id) XXXXX = Capario payer ID CCYYMMDD = Processing date 11111 = Sequence number ZZZ = Appropriate file extension

<p>File Names (BBS users)</p>	<p>This is the format for BBS communications only.</p> <p>Format: AAA.ZZZ</p> <p>Where: AAA = Client's three character ID, assigned by Capario ZZZ = Appropriate file extension</p> <p>Special Note: The BBS communications method has a delivery limitation. Capario can only provide one (1) file for ERA transactions and for each report type.</p> <p>As a result multiple ERA transactions (ARA) and report types (PRA and TRN) are concatenated and renamed. For example:</p> <p>BBS user is set to receive the following files: 9999999.G7654321_MR015_20060101_123456.ARA 9999999.G7654322_MR015_20060101_123455.PRA 9999999.G7654321_MR015_20060101_123456.TRN</p> <p>9999999.G1234567_MR020_20060101_654321.ARA 9999999.G1234567_MR020_20060101_654321.PRA 9999999.G1234567_MR020_20060101_654321.TRN</p> <p>Capario will concatenate and rename:</p> <ul style="list-style-type: none"> • All ARA files: Concatenated and renamed to AAA.ARA • All PRA files: Concatenated and renamed AAA.PRA • All TRN files: Concatenated and renamed AAA.TRN <p>Note regarding HTML Remittance Advice: Human-readable remittance advice in HTML (.htm) format is not recommended for BBS users due to the concatenation process during distribution.</p>
<p>File Compression/ Encryption</p>	<ul style="list-style-type: none"> • PGP Encryption using public keys is supported • Most common file compression routines may be used, if needed for file transfer
<p>Data Blocking for ERA Transaction files</p>	<p>Capario supports:</p> <ul style="list-style-type: none"> • Normal data blocking: One continuous string of data within the physical file • Other data blocking: Including 80 byte wrap and segment delimited.
<p>Multiple Interchange Files in One Physical File</p>	<p>Capario will only create one interchange file per physical file. This does not apply to BBS users due to the concatenation process in outbound distribution</p>
<p>Multiple Groups Within an ANSI Interchange</p>	<p>For outbound ERA transactions Capario will only create one (1) group per interchange.</p>

Standard ERA Client Setup	<p>Standard ERA Client setup includes:</p> <ul style="list-style-type: none"> • ERA format - ANSI X12N 4010A1 835 • Human-readable remittance advice (text format - PRA) • Remittance check/EFT listing (text format - TRN) • Group ID batch type
ERA Reporting	<p>The following groups of ERA reports may be selected:</p> <ul style="list-style-type: none"> • Remittance check/EFT listing. TRN only • Human-readable remittance advice. HTML only • All reports. HTML, PRA, TRN • HTML and TRN reports • Human-readable remittance (PRA) and remittance check/EFT listing (TRN)

3.2 Data Standardization

In order to provide consistent outbound ERA transactions, certain data content is normalized.

3.2.1 Handling of Control Characters

- Tabs are converted to spaces
- Carriage returns are stripped
- Line feeds are stripped
- Null Characters are stripped
- EOF Character is stripped
- Other control characters are converted to spaces

3.2.2 Other Standardization steps:

- ANSI delimiters converted to Capario standard delimiters
- Non-standard characters replaced with a dash (-)
- ISO or Unicode converted to ASCII characters
- All lower case characters converted to upper case characters
- Extra leading or trailing spaces are stripped
- Leading zeros removed from numeric fields
- Trailing zeros in numeric fields removed to represent whole number

3.3 Duplicate Remittance Check

Capario checks ERA transactions as they process against a table that contains previously processed payment information. This information includes check numbers or EFT trace numbers, associated payer, and remittance date. If there is no match, then the payment information is added to the table and the ERA transaction continues to process. If a match occurs, then the transaction is rejected as a duplicate remittance.

Duplicate remittance checking provides additional benefits to ERA receivers and submitters because it prevents:

- Duplicate remittances from being sent to the receiver
- Inaccurate billing and transaction processing statistics

3.4 Delimiters

Capario uses the following delimiters in ANSI X12N 4010A1 format:

- Asterisk (*) - element separator
- Colon (:) - sub-element separator
- Tilde (~) - segment separator

3.5 Data Gap

Certain data elements are gap-filled in order to provide consistent outbound ERA transactions to receivers. Please refer to the Capario ERA Format (835) Guidelines section for elements that may be gap-filled.

4 Capario ERA Format (835) Guidelines

This section lists specific loops, segments, or elements within the 835 specifications that have Capario specific requirements or preferences. If a particular loop, segment, or element is not listed; then refer to the 835 implementation guide for that information.

The tables in the following section present Capario's requirements for the 835 format by header, loop, and element. The Usage column displayed in these tables describes the specifications for the elements contained therein.

Usage Code	Definition
R	<i>Required element</i>
N	<i>Element not used</i>
S	<i>Situational element; usage varies based on data content and business context.</i>

4.1 Interchange (ISA) Segment

ASC X12N Element	Usage Code	Notes
ISA02	N	Author Information
ISA04	N	Security Information
ISA05	R	Sender ID Qualifier- value "ZZ"
ISA06	R	Sender ID- Payer ID as sent by Payer
ISA07	R	Receiver ID Qualifier- value "ZZ"
ISA08	R	Receiver ID- Client ID
ISA14	N	Acknowledgement Indicator - Capario does not return a TA1
ISA15	R	Usage Indicator- Must be "P" for production processing

4.2 Group (GS) Segment

ASC X12N Element	Usage Code	Notes
GS02	R	Sender Code- Same value as ISA06
GS03	R	Receiver Code- Same value as ISA08

4.3 835 Header- Foreign Currency Segment

ASC X12N Element	Usage Code	Notes
	N	Foreign Currency Segment- Not Used

4.4 Payer Identification- Loop1000A

N1 Segment ASC X12N Element	Usage Code	Notes
N103	R	Payer Name. If not provided Capario will gap-fill with information on file
N3 Segment ASC X12N Element	Usage Code	Notes
N301	R	Payer Address. If not provided Capario will gap-fill with information on file
N4 Segment ASC X12N Element	Usage Code	Notes
N401	R	City Name. If not provided Capario will gap-fill with information on file
N402	R	State Code. If not provided Capario will gap-fill with information on file
N403	R	Zip Code. If not provided Capario will gap-fill with information on file

REF Segment ASC X12N Element	Usage Code	Notes
REF02	R	If segment does not exist, segment will be created with 2U qualifier in REF02
REF03	R	If segment does not exist, segment will be created with Capario Payer ID in REF03

4.5 Payee Identification- Loop 1000B

N1 Segment ASC X12N Element	Usage Code	Notes
N102	R	Payee Name: Required until National Provider ID is in effect. If not provided Capario will gap fill with "UNKNOWN"
N4 Segment ASC X12N Element	Usage Code	Notes
N401	R	Payee City: If N4 segment exists and no data provided Capario will gap fill with "UNKNOWN"
N402	R	Payee State Code: If N4 segment exists and no data provided Capario will gap fill with "UNKNOWN"
N403	R	Payee Zip Code: If N4 segment exists and no data provided Capario will gap fill with "UNKNOWN"

4.6 Claim Payment Information-Loop 2100

NM1 Segment ASC X12N Element	Usage Code	Notes
NM102	R	Entity Type Qualifier: If no data provided Capario will gap-fill with value of "1"
NM103	R	Patient Last Name: If no data provided Capario will gap-fill with value of "UNKNOWN"
NM104	R	Patient First Name:- If no data provided Capario will gap-fill with value of "UNKNOWN"

4.7 Service Payment Information - Loop 2110

The 835 implementation guide lists this loop as situational however Capario strongly encourages all ERA submitters to provide service payment information on all claims to maximize the benefit of ERA processing to ERA receivers.

REF Segment ASC X12N Element	Usage Code	Notes
REF01	S	If ERA submitter supports use of Loop 2110 then suggested value is "6R" for Provider Control Number
REF02	S	Line item control number sent from the claim.

5 ERA Production Workflow

The following is an outline of Capario's ERA workflow starting with the receipt of the inbound (submitter) ERA file and ends with distribution to the ERA receivers (Capario clients).

5.1 *Inbound File Processing*

- File retrieval
- Preprocessing for file decryption or decompression
- Copy of original file is archived
- File processing information is recorded for internal system balancing
- File forwarded to production front end processor

5.2 *Production Front End Processor*

- File renamed to Capario internal standards
- Copy of file archived
- File processing information is recorded for internal system balancing
- File placed in queue for production system processing

5.3 *ERA Processing System*

5.3.1 Data Standardization

- Data is normalized
- Gap-fill completed

5.3.2 Enrollment Check

- Provider transactions checked for enrollment
- Transactions rejected for providers not enrolled
- Rejections archived for reprocessing if enrollment is added/corrected

5.3.3 HIPAA and Duplicate Remittance Validation

- Full file or transaction HIPAA validation performed depending on payer setup
- Validation failures are archived for possible resolution and reprocessing
- Duplicate remittance checking

5.3.4 ERA Batching

- Transactions are batched by group provider or client
- Format conversion occur for receivers electing other formats (ANSI 3051, NSF 1.04, 2.0, or 2.01)
- ERA receiver reports generated (check listing - electronic human-readable remittances)

5.3.5 ERA Repository

- ERA transactions and associated processing information stored in repository for informational and research purposes
- Billing information is stored

5.3.6 Reporting

- File processing statistics, claim and remittance counts
- Enrollment verification and rejections
- Exception reporting
- 997 acknowledgement reporting
- File processing information recorded for internal system balancing

5.3.7 Archives

- All inbound ERA files
- All outbound files and provider ERA reports
- All rejected and exception transactions

5.4 *ERA Distribution System*

- Creates separate archive of outbound files
- Distributes ERA receiver files to outbound destinations
- Update delivery information in repository
- File distribution logged for internal system balancing

6 ANSI Standard

The American National Standards Institute (ANSI) has approved a set of electronic data interchange (EDI) standards known as the X12 standards (ANSI X12). Capario Inc. (Capario) supports the standards developed by the Insurance Subcommittee of X12 (X12N), which is an Accredited Standards Committee (ASC) under ANSI. These standards are known as the National EDI Transaction Set Implementation Guides (ANSI X12N Implementation Guides).