



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

Revision History

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1 Introduction

This Implementation guide is a working tool to be used during your submitter implementation with Capario for 835 Electronic Remittance Advice (ERA). This guide is primarily for Payers and Trading Partners submitting ERA transactions to Capario for distribution to our clients. If you are receiving ERAs please refer to the Capario ERA receiver implementation guide.

Your contact during the implementation process is your payer implementation project manager. If you do not have a project manager and/or want to submit ERAs to Capario please call our payer implementation department at (800) 882-0802.

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.

- **Step 1)** Review this Guide so you are familiar with our Implementation process.
- **Step 2) Pre-Implementation:** New contracts, addendums to existing contracts, or trading partner agreements are processed and finalized. Payer information is recorded in the Capario Client Relations Management (CRM) software and a payer implementation project manager is assigned.
- **Step 3) Discovery:** Introductory call from Capario project manager to the Payer or Trading Partner contact. This is a fact finding and information exchange call. Typical tasks include:
 - Providing enrollment and companion guides
 - Exchanging communication specifications
 - Gathering additional information needed for this implementation.
 - Providing information for test file creation by Capario Project manager, if needed.
- **Step 4) Enrollment:** Enrollment procedures are established for test and production based on Payers/Partners system requirements. Providers are selected for test or pilot status. Enrollment procedures include:
 - Set up enrollment to test ERA transactions received from the Submitter
 - Verify providers are enrolled otherwise ERA transactions will be rejected
- **Step 5) Test Setup:**
 - Test requirements and testing frequency is determined.
 - Submitter is setup in Capario's ERA test system. Test setup reflects production setup
 - Communication method finalized and tested, if needed.

- **Step 6) File Analysis:** Submitter provides a test file. During this phase:
 - Test file is inspected to confirm it matches documented Capario and ERA submitter file specifications
 - Discrepancies are reported back to submitter for verification and correction

- **Step 7) HIPAA Analysis:** Additional file analysis performed to determine HIPAA compliance and any HIPAA compliance issues are discussed with the submitter. HIPAA compliance analysis based on the severity, level and frequency of the error. Once HIPAA errors are resolved then system testing begins. Capario complies with the WEDI SNIP white paper for the seven (7) compliance levels which are:
 - Level 1- EDI Syntax
 - Level 2- HIPAA Syntax
 - Level 3- Balancing (service line, claim, transaction)
 - Level 4- Situational
 - Level 5- External Code List
 - Level 6- Business Lines
 - Level 7- Partner Specific

- **Step 8) System Testing:** The ERA transaction file is run through the ERA test system. Additional receiver level testing may occur if Payer requires pilot level testing.

- **Step 9) Production:** Once testing is successful the customer will move to production. In this phase:
 - Setup information entered into ERA production system
 - Arrangements made at Capario to receive first production files
 - Production enrollment information posted and available to clients
 - Broadcast sent to Capario clients stating that this Payer is in Production for ERA transactions.

- **Step 10) Production Monitoring:** For the next 2 to 4 weeks the Capario project manager monitors all production files. Any operational or data content issues are discussed and resolved with the submitter. If submitter requested 997 acknowledgements then receipt of 997 is confirmed. Any negative acknowledgements are reviewed.

- **Step 11) Turnover:** End phase of the implementation process. At this point:
 - **Operations Team:** Responsible for file processing and validation issues. Operations Team also monitors files and oversees production processing on a constant basis.
 - **Customer Care:** First point of contact for any ERA receiver concerns.

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 should be the basic or extended ASCII as outlined in the ANSI implementation guide.
File Media	Capario <i>does not</i> accept data cartridges, diskettes or magnetic tape submission of ERA transactions. All ERA transactions with Capario are electronic.
Inbound File Name Convention	Capario can support various file naming conventions but we strongly suggest using a file name that includes the Payer ID and a reference to ERA or 835. For example: <ul style="list-style-type: none"> ○ BS00120060212.ERA ○ BS00120060212.835
File Compression/Encryption	<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
Data Blocking	Capario supports: <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.
Multiple Interchange Files in One Physical File	Capario supports multiple interchange files within one physical file. Capario prefers one interchange per physical file.
Multiple Groups Within an ANSI Interchange	Capario allows multiple groups within an interchange if the groups contain ERA transactions only.

3.2 *Data Standardization*

In order to provide consistent outbound ERA transactions from all submitters, 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*

Various delimiters may be supported provided the characters selected are contained in the standard or extended character sets. Capario prefers these delimiters:

- 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 ANSI 4010A1 835 Specifications section for elements that may be gap-filled.

3.6 *997 Acknowledgement*

997 acknowledgements may be returned to submitter upon request.

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.

In some cases certain Capario guidelines may conflict with the ERA submitter's (Payer/Trading Partner) guidelines. Capario has great flexibility in processing files from ERA submitters so please discuss any material differences with your Capario project manager.

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- mutually defined
ISA06	R	Sender ID- mutually defined
ISA07	R	Receiver ID Qualifier- mutually defined
ISA08	R	Receiver ID- mutually defined
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- Capario prefers same value as ISA06
GS03	R	Receiver Code- Capario prefers same value as ISA08

4.3 835 Header- Foreign Currency Segment

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

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).