Truli for Health

HIPAA Transaction Standard Companion Guide

For Availity®[1] Health Information Network Users

Refers to the Technical Report Type Three (TR3) on X12 ASC 278 Version 005010 X217

278 – Health Care Services Review — Request for Review and Response

Companion Guide Version Number: 6.3

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Disclosure Statement

The Truli for Health HIPAA Transaction Standard Companion Guide for EDI Transactions Technical Reports, Type three (3) (TR3) provides guidelines for submitting electronic batch transactions. Because the HIPAA ASC X12-TR3s require transmitters and receivers to make certain determinations /elections (e.g., whether, or to what extent, situational data elements apply) this Companion Guide documents those determinations, elections, assumptions or data issues that are permitted to be specific to Truli for Health business processes when implementing the HIPAA ASC X12 5010 TR3s.

This Companion Guide does not replace or cover all segments specified in the HIPAA ASC X12 TR3s. It does not attempt to amend any of the requirements of the TR3s or impose any additional obligations on trading partners of Truli for Health that are not permitted to be imposed by the HIPAA Standards for Electronic Transactions. This Companion Guide provides information on Truli for Health specific codes relevant to Truli for Health business processes, rules and situations that are within the parameters of HIPAA. Readers of this Companion Guide should be acquainted with the HIPAA ASC X12 TR3s, their structure and content.

This Companion Guide provides supplemental information that exists between Truli for Health and its trading partners. Trading partners should refer to their trading partner agreement for guidelines pertaining to Availity LLC, legal conditions surrounding the implementation of the EDI transactions and code sets. However, trading partners should refer to this Companion Guide for information on Truli for Health business rules or technical requirements regarding the implementation of HIPAA-compliant EDI transactions and code sets.

Nothing contained in this Companion Guide is intended to amend, revoke, contradict or otherwise alter the terms and conditions of your applicable trading partner agreement. If there is an inconsistency between the terms of this Companion Guide and the terms of your applicable trading partner agreement, the terms of the trading partner agreement will govern. If there is an inconsistency between the terms of this Companion Guide and any terms of the TR3, the relevant TR3 will govern with respect to HIPAA edits and this Companion Guide will govern with respect to business edits.

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Version Change Log

Date	Description	Page
05/14/2020	Initial document creation	NA
02/16/2021	Format Changes	Multiple
01/23/2023	Added section 1.4 Additional information as a result of CMS audit feedback	6-7
06/16/2023	Section 1.4 verbiage modification - (version 1.2)	6-7
06/16/2023	Section 7 verbiage modification to Req #s B10, B22, B32 - (version 1.2)	18, 20 & 21
10/4/2023	Section 4 Connectivity/Communications verbiage modification	8-9
11/2/2023	Various verbiage modification for the sake of clarification	
04/29/2024	Removed "Inquiry verbiage". This guide is for create only. Various verbiage modification for the sake of clarification.	
04-29-2024	Added "FL – Units" to requirement #28 2000F HSD01	19
10-22-2024	1.1 Added "This guide does not cover Health Care Services Review – Inquiry and Response (278)."	6
10-22-2024	Updated Companion Guide Version Number to 6.2 (Provider Companion Documents | Florida Blue)	1
10-24-2024	Removed 2010EA - Patient Event Provider Name Entity Identifier Code NM101 and NM102 because there is nothing Florida Blue specific about these.	
11/26/2024	Update to Section 1.4 Scheduled Downtime & Holiday Schedule	6-7
12/05/2025	Update to Section 6 Enveloping Information – Request for Review and Response E19 added verbiage 'or 005010X215 (response)'	13
12/19/2025	Update to Section 1.4 Scheduled Downtime & Holiday Schedule	6-7

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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) require that the health care industry in the United States comply with the Electronic Data Interchange (EDI) standards as established by the Secretary of Health and Human Services. The ASC X12 278 guides 005010X217 Request for Review and Response) the established standards. The Technical Reports Type three (3) (TR3s) Guides for the 278 Request for Review and Response transaction specifies in detail the required formats. It contains requirements for the use of specific segments and specific data elements within segments and was written for all health care providers and other submitters. It is critical that your software vendor or IT staff review this document carefully and follow its requirements to send HIPAA-compliant files to Truli for Health via your vendor.

1.1 Scope

This 278 Companion Guide was created for Truli for Health trading partners to supplement the ANSI 278 TR3. It describes the data content, business rules, and characteristics of the 278 transaction. This guide does not cover Health Care Services Review – Inquiry and Response (278).

1.2 Overview

The Technical Report Type three (3) Guide (TR3) for the ANSI 278 Health Care Services Review transactions specifies in detail the required formats. It contains requirements for the use of specific segments and specific data elements within segments and was written for all health care providers and other submitters. It is critical that your software vendor or IT staff review this document carefully and follow its requirements to send HIPAA-compliant files to Truli for Health via your vendor.

1.3 References

- TR3 Guides for the ASC X12 278 guides 005010X217 Request for Review and Response and all other HIPAA standard transactions are available electronically at wpc-edi.com
- For more information, including an online demonstration, please visit essentials.availity.com or call 800-282-4548.
- CAQH CORE Operating Rules Phase II https://www.caqh.org/core/operating-rules..

1.4 Florida Blue Scheduled Downtime

Florida Blue production systems are available 24 hours per day, 7 days per week except for scheduled monthly maintenance. On Sunday's from 9PM-6AM every week, Florida Blue IT Teams conduct a scheduled outage on IT systems and services. UNIX patching occurs once a month as well as Florida Blue Enterprise Release. Please see scheduled downtimes below.

2026 UNIX patching schedule and Release schedule

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AIX-LUNIX MONTHLY PATCHING OVERVIEW	2026 JAN	2026 FEB	2026 MAR	2026 APR	2026 MAY	2026 JUN	2026 JULY	2026 AUG	2026 SEPT	2026 OCT	2026 NOV	2026 DEC
Production Environment Patching (1 day, Sunday *Maintenance* window)	01/25	02/15	03/22	04/26	05/17	06/28	07/26	08/23	09/20	10/11	11/15	12/13

2026 Enterprise Release Schedule:

Release Month	Feb 7	Mar 28 FEP Only	April 17	May16	June 27 FEP	Aug 15	Sep 18	Oct 10 FEP ONLY	Oct 17	Nov 21	Dec 19	Jan 1,2027 FEP ONLY
Production Milestone	Sat-Sun Imp	Sat-Sun Imp	Fri-Sat Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Fri-Sat Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Sat-Sun Imp	Fri-Sat Imp
Implemen-tation	02/7-02/8	03/28-03/29	04/17-04/18	05/16-05/17	06/27-06/28	08/15-08/16	09/18-09/19	10/10-10/11	10/17-10/18	11/21-11/22	12/19-12/20	01/01-01/02

Any additional planned maintenance or unscheduled outages will be posted on the Status page as well as on News and Announcements at essentials.availity.com.

Holiday Schedule

Our company observes the following holidays for 2026:

1. New Year's Day - Thursday, January 1
2. Martin Luther King Jr. Day - Monday, January 19
3. Memorial Day - Monday, May 25
4. Juneteenth - Friday, June 19
5. Independence Day - Friday, July 3
6. Labor Day - Monday, September 7
7. Thanksgiving Holiday - Thursday, November 26 & Friday, November 27
8. Christmas Holiday - Thursday, December 24 & Friday, December 25

If a holiday falls on a day when our company doesn't operate, we will observe that holiday on the closest business day. For example, if a holiday falls on a Sunday, the following Monday will be observed as a holiday.

2 GETTING STARTED

2.1 Working with Truli for Health

Availity optimizes information exchange between multiple health care stakeholders through a single, secure network. The Availity Health Information Network encompasses administrative, financial, and clinical services, supporting both real-time and batch EDI via the web and through business to business

[1]Availity, LLC, is a multi-payer joint venture company. For more information or to register, visit essentials.availity.com.

Truli for Health is a trade name of BeHealthy Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association.

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(B2B) integration. For more information, including an online demonstration, please visit essentials.availity.com or call 800-282-4548.

2.2 Trading Partner Registration

In order to register, you will need:

- Basic information about your practice, including your Federal Tax ID and National Provider Identifier.
- Someone with the legal authority (typically an owner or senior partner) to sign agreements for your organization.
- An office manager or other employee who can oversee the Availity implementation and maintain user id's and access.

2.3 Certification and Testing Overview

All trading partners and clearing houses should be certified via Availity. It is recommended that the trading partner obtain HIPAA Certification from an approved testing and certification third party vendor prior to testing.

3 TESTING WITH TRULI FOR HEALTH AND AVAILITY

Truli for Health recommends that trading partners contact Truli for Health to obtain a testing schedule and or notify Truli for Health of potential testing opportunities prior to implementing any foreseen transaction impacts to the business flow of both Truli for Health and/or the trading partner.

4 CONNECTIVITY/COMMUNICATIONS WITH TRULI FOR HEALTH AND AVAILITY

For support of connectivity/communications, please visit essentials.availity.com or call 800-282-4548.

5 CONTACT INFORMATION

5.1 EDI Customer Service

For EDI customer service related to Truli for Health, please visit essentials.availity.com or call 800-282-4548.

5.2 EDI Technical Assistance

For support of EDI transactions through Availity, please visit essentials.availity.com or call 800-282-4548.

[1]Availity, LLC, is a multi-payer joint venture company. For more information or to register, visit essentials.availity.com.

Truli for Health is a trade name of BeHealthy Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association.

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5.3 Provider Service Number

For provider services, please contact Truli for Health at 823-238-8144. For faster service, please have your Availity transaction ID available.

5.4 Applicable websites/email

- essentials.availity.com
- truliforhealth.com

6 CONTROL SEGMENTS/ENVELOPES

ANSI 278 – Health Care Services Review – Request for Review and Response:

The purpose of this section is to delineate specific data requirements where multiple valid values are presented within the ASC X12 278 guide 005010X217.

Common Definitions:

- **Interchange control header (ISA06) Interchange Sender ID (Mailbox ID)** – is individually assigned to each trading partner.
- **Interchange control header (ISA08) Interchange Receiver ID** - If submitting directly to Truli for Health use, 592015694 (+ six (6) spaces). If submitting through Availity, use 030240928 (+ six (6) spaces). Reference the Availity EDI guide at essentials.availity.com.
- **Interchange control header (ISA15) Usage Indicator** – defines whether the transaction is a test (T) or production (P).
- **Functional Group Header (GS02) Application Sender's code** – is individually assigned to each trading partner.

Global Information

Req #	Loop ID – Segment Description and Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G1	All Transactions			Truli for Health requires a Trading Partner Agreement to be on file with Availity indicating all electronic transactions the trading partner intends to send or receive.

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Req #	Loop ID – Segment Description and Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G2	All Segments			Only loops, segments, and data elements valid for the ASC X12 278 guide 005010X217 will be used for processing. ASC X12 278 guide 005010X217.
G3	Acknowledgments – Truli for Health acknowledgements are created to communicate the status of transactions. It is imperative that they be retrieved on a daily basis. One file could result in multiple acknowledgements. ANSI X12: -TA1 – Interchange Acknowledgement -999 – Functional Acknowledgement			TA1 is available immediately after depositing file 999 is available immediately after depositing file
G4	Negative Values			Submission of any negative values in the 278 transaction will not be processed or forwarded.
G5	Date fields			All dates submitted on an incoming 278 must be a valid calendar date in the appropriate format ASC X12 278 guide 005010X217. Failure to do so may cause processing delays or rejection.
G9	All Transactions			Health Care Services Review – Request for Review (278) submitted with multiple patient events will be split into separate transactions and returned one at a time.

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Req #	Loop ID – Segment Description and Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G10	All Transactions			Truli for Health requires that you do not submit any special characters in any text fields.
G11	All Transactions 2000C 2000D 2000F Additional Patient Information Paperwork	PWK		Although 278 allows for the submission of additional data in this segment, Truli for Health will not utilize the information in processing at this time.
G12	All Transactions	HI		Do not transmit the decimal point for ICD codes. The decimal point is implied.

Enveloping Information – Request for Review and Response

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	*Appendix B (B.4)*	All transactions utilize delimiters from the following list: >,*,~,^,|,{ and : . Submitting delimiters not supported within this list may cause an interchange (transmission) to be rejected
E2	Interchange Control Structure	ISA	*Appendix B (B.2)*	Must submit Request for Review data using the basic character set as defined in Appendix B of the ASC X12 278 guide 005010X217. In addition to the basic character set, you may choose to submit lower case characters and the special character (@) from the extended character set. Any other characters submitted from the extended character set may cause the interchange (transmission) to be rejected by the Plan.

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E3	**Interchange Control Header Authorization Information Qualifier**	ISA01	*Appendix C (C.4)*	Truli for Health requires 00 in this field.
E4	**Interchange Control Header Authorization Information**	ISA02	*Appendix C (C.4)*	Truli for Health requires 10 spaces in this field.
E5	**Interchange Control Header Security Information Qualifier**	ISA03	*Appendix C (C.4)*	Truli for Health requires 00 in this field.
E6	**Interchange Control Header Security Information**	ISA04	*Appendix C (C.4)*	Truli for Health requires 10 spaces in this field.
E7	**Interchange Control Header Interchange ID Qualifier**	ISA05	*Appendix C (C.4)*	Request: Truli for Health requires 01 in this field. Response: Truli for Health requires ZZ in this field.
E8	**Interchange Control Header Interchange Sender ID**	ISA06	*Appendix C (C.4)*	Request: Truli for Health requires the submission of your individually assigned Truli for Health Sender Code in this field. Response: Truli for Health requires the submission of the 592015694 FL Blue tax ID.
E9	**Interchange Control Header Interchange ID Qualifier**	ISA07	*Appendix C (C.5)*	Request: Truli for Health requires ZZ in this field. Response: Truli for Health requires 01 in this field.
E10	**Interchange Control Header Interchange Receiver ID**	ISA08	*Appendix C (C.5)*	Request: Truli for Health requires the submission of 592015694. Response: Truli for Health requires the submission of your individually assigned Truli for Health Sender Code in this field.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E11	**Interchange Control Header Repetition Separator**	ISA11	*Appendix C (C.5)*	All transactions utilize { as repetition separator. Submitting delimiters other than this may cause an interchange (transmission) to be rejected.
E12	**Interchange Control Header Acknowledgement Requested**	ISA14	*Appendix C (C.6)*	The TA1 will not be provided without a code value of 1 in this field.
E13	**Interchange Control Header Interchange Usage Indicator**	ISA15	*Appendix C (C.6)*	Truli for Health requires P in this field to indicate the data enclosed in this transaction is a production file.
E14	**Interchange Control Header Component Element Separator**	ISA16	*Appendix C (C.6)*	: Delimiter Truli for Health requires the use of the above delimiter to separate component data elements within a composite data structure.
E15	**Interchange Control Header Functional Group Header/Functional Group Trailer**	GS - GE ISA - IEA	*Appendix C (C.7)*	Truli for Health will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS segment as long as they are all the same transaction type.
E16	**Functional Group Header Functional Identifier Code**	GS01	*Appendix C (C.7)*	HI – Request for Review FB requires submission of the above value in this field.
E17	**Functional Group Header Application Sender's Code**	GS02	*Appendix C (C.7)*	Truli for Health requires the submission of the Truli for Health assigned Sender Code in this field.
E18	**Functional Group Header Application Receiver's Code**	GS03	*Appendix C (C.7)*	Request: Truli for Health requires the submission of 592015694. Response: Truli for Health requires the submission of your individually assigned Truli for Health Sender Code in this field.

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Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E19	**Implementation Convention Reference**	ST03	*66*	Must contain 005010X217 (request) or 005010X215 (response)
E20	999 Functional Acknowledgement	AK103		For Request only: Truli for Health will return the value submitted in GS08 from the functional group to which this 999 transaction set is responding

7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Business Requirements

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B1	**BHT - Beginning of Hierarchical Transaction Transaction Set Purpose Code**	BHT02	p.67, p.304	Request: 13 Response: 11 -- Truli for Health will not support 01 (Cancellation) 36 (Authority to Deduct – Reply) These values will be eliminated on the web portal and rejected (as not supported by B2B.)
B2	**2010A - Utilization Management Organization (UMO) Name Entity Identification Code**	NM101	p.71, p.310	X3 (Utilization Management Organization)

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B3	2010A - Utilization Management Organization (UMO) Name Organization Name	NM103	p.72, p.311	Truli for Health
B4	2010A - Utilization Management Organization (UMO) Name Identification Code Qualifier	NM108	p.73, p.311	PI (Payer Identification)
B5	2010A - Utilization Management Organization (UMO) Name Identification Code	NM109	p.73, p.312	TRULI
B6	2010B - Requester Name Identification Code Qualifier	NM108	p.77, p.321	XX (National Provider Identifier)
B7	2010B - Requester Name Requester Identifier	NM109	p.78, p.321	NPI Number
B8	2010B - Requester Supplemental Identification-Qualifier	REF01	p.79, p.323	Truli for Health requires the N5 qualifier in REF01 when REF02 is the Payer Assigned Provider ID (Provider's Florida Blue number). Truli for Health requires the ZH qualifier in REF01 when REF02 is the Sender Code Note: This requirement applies to all loops for REF01. (p.213 2010E patient event provider, p.281 2010F service provider - if this field is populated)
B9	2010B - Requester Supplemental Identification-Identifier	REF02	p.80, p.324	Truli for Health requires the Payer Assigned Provider ID (Provider's Florida Blue number).in REF02 when REF01 is N5. Truli for Health requires the Availity Sender Code in REF02 when REF01 is ZH

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B10	2010B - Requester Name Zip Code	N403	p.83	Request only: Required- 5 digit zip code (first 5 digits) Optional- 4 digit zip Entire Contents of N403 Postal Code must be a valid zip code per code source 51: Zip Code
B11	2010B - Requester Provider Information Provider Code	PRV01	p.87, p.327	RF
B12	2010B - Requester Provider Information Reference Identification Qualifier	PRV02	p.88, p.328	PXC
B13	2010B - Requester Provider Information Provider Taxonomy Code	PRV03	p.88, p.328	Valid provider taxonomy code Standard taxonomy codes are published on the National Uniform Claim Committee website at nucc.org
B14	2010C - Subscriber Name Identification Code Qualifier	NM108	p.93, p.332	MI (Member Identification Number)
B15	2010C – Subscriber Name Subscriber Member Number	NM109	p.93, p.333	ID number **exactly** as it appears on the ID card without embedded spaces. This includes any out-of-state Blue Card IDs. **This includes any applicable prefix or suffix.**
B16	2010C - Subscriber Demographic Information Gender Code	DMG03	p.100, p.342	Truli for Health will support the following: F – Female M – Male

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B17	2000E - Patient Event Level Request Category Code	UM01	p.120, p.367	Truli for Health will support the following codes: AR (Admission Review/Inpatient) HS (Health Services Review/Outpatient) SC (Specialty Care Review/Referral) --- Truli for Health will not support IN (individual).
B18	2000E - Patient Event Level Certification Type Code	UM02	p.121, p.368	Truli for Health will only support the following codes: I – Initial 3 – Cancel 4 – Extension S – Revised Truli for Health will not support one 1, 2, N, R
B19	2000E – Patient Event Level Patient Diagnosis	HI	p.137-p.153, p.388-p.407	Diagnosis code
B20	2010EA - Patient Event Provider Name - Zip Code	N403	p.217, p.439	Required- 5 digit zip code (first 5 digits) Optional- 4 digit zip Entire Contents of N403 Postal Code must be a valid zip code per code source 51: Zip Code
B21	2010EA - Patient Event Provider Name Provider Code	PRV01	p.221, p.445	Provider Code (type of provider)
B22	2010EA - Patient Event Provider Name Reference Identification Qualifier	PRV02	p.222, p.446	PXC

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Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B23	**2010EA - Patient Event** **Provider Name** **Provider Taxonomy Code**	PRV03	p.222, p.446	Valid provider taxonomy code Standard taxonomy codes are published on the National Uniform Claim Committee website at <u>nucc.org</u>.
B24	**2000F - Professional Service** **Product or Service ID Qualifier**	SV101-1	247	Truli for Health supports HC or N4 in this field. Truli for Health requires associated procedure code in SV101-2.
B25	**2000F - Institutional Service Line** **Product or Service ID Qualifier**	SV202-1	253	Truli for Health supports HC or N4 in this field. Truli for Health requires associated procedure code in SV202-2.
B26	**2000F - Health Care Services Delivery** **Quantity Qualifier**	HSD01	267	Truli for Health will accept only the following code values: DY -- Days VS -- Visits FL -- Units Submission of any other value will result in a pended status.

8 ACKNOWLEDGEMENTS AND/OR REPORTS

The purpose of this section is to outline the Truli for Health processes for handling the initial processing of incoming files and electronic acknowledgment generation.

TA1 Interchange Acknowledgement Transaction

All X12 file submissions are pre-screened upon receipt to determine if the interchange control header (ISA) or interchange control trailer (IEA) segments are readable. If errors are found, a TA1 response transaction will be sent to notify the trading partner that the file could not be processed provided the file contains a code value of one (1) in the ISA14. No TA1 response transaction will be sent for error-free files.

Once Truli for Health determines that the file is readable, validation is performed on the ISA and IEA loop information. If these segments have a non-standard structure, the file will receive a full file reject and the TA1 response transaction will be sent to the trading partner, provided the file contains a code value of one (1) in the ISA14.

999 Functional Acknowledgement Transactions

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If the file submission passes the ISA/IEA pre-screening above, it is then checked for ASC X12 syntax and HIPAA compliance errors. When the compliance check is complete, a 999 will be sent to the trading partner informing them if the file has been accepted or rejected. If multiple transaction sets (ST-SE) are sent within a functional group (GS-GE), the entire functional group (GS-GE) will be rejected when an ASC X12 or HIPAA compliance error is found.

9 TRADING PARTNER AGREEMENTS

Please contact Availity for your Trading partner Agreement at 800-282-4548 or essentials.availity.com.

10 TRANSACTION SPECIFIC INFORMATION

10.1 ASC X12 Transactions Supported

ASCX12 HIPAA transactions for Request for Review and Response.

ASC X12 278 X12 005010X217	Request for Review and Response
ASC X12 TA1 v005010X231A1 (HIPAA)	Response to the X12 transactions where errors are encountered in the outer envelopes (ISA/IEA and GS/GE segments)
ASC X12 999 V005010X231A1 (HIPAA)	Functional Acknowledgement

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