

Florida Blue Health Plan

HIPAA Transaction Standard Companion Guide

For Availity^{®1} Health Information Network Users

Refers to the Technical Report Type (TR3) Based on
ASC X12 Version 005010X222A1

837 I – Health Care Claim Institutional

Companion Guide Version Number: 5.0

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Disclosure Statement

The Florida Blue (Blue Cross and Blue Shield of Florida, Inc.) 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 Florida Blue 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 Florida Blue that are not permitted to be imposed by the HIPAA Standards for Electronic Transactions. This Companion Guide provides information on Florida Blue specific codes relevant to Florida Blue 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 Florida Blue 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 Florida Blue 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 |
|-------------|---|----------------------------|
| 11-08-2019 | Updated Section 7 Table Cell B11 – All columns Cell B12 – All columns Cell B13 – All columns Cell B13 – All columns Cell B14 – All columns | 11 11 11 11 11 |
| 11-08-2019 | Updated section 4 to add in subsection 4.2, 4.3, 4.4 and 4.5 | 8 and 9 |
| 11-08-2019 | Updated link to access our NPI notification form in section 1 | 6 |
| 11-08-2019 | Updated section 5 Contact Information to create section 5.1 to 5.4 | 9 and 10 |
| 05-01-2019 | Updated Florida Blue NPI Attribute Matrix for Rendering provider to situational for BC and A | 19 and 20 |
| 03/02/2017 | Organ Donor | 14 |
| 12-21-2016 | Clinical trial number (loop 2300, REF02) | 17 |
| 12-28-2015 | ANSI 837I Transactions can only contain Medicare ICNs that correspond to Institutional Claims. | 17 and 18 |
| 07-13-2015 | Transmission Administrative Procedures – Removed | |
| 07-13-2015 | BRE Edit Updates | 15 and 16 |
| 07-13-2015 | Air ambulance service | 17 |
| 02-16-2021 | Format Changes | Multiple |
| 01-23-2023 | Added section 1.4 Additional information as a result of CMS audit feedback | 8-9 |
| 06-01-2023 | Section 1.4 verbiage modification - (version 4.9) | 8-9 |
| 12/15/2023 | Update to section 1.4 Florida Blue Scheduled Downtown | 7 |
| 12/15/2023 | Update to Table of Contents | 4 |

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Contents

| | |
|---|----|
| 1 INTRODUCTION | 6 |
| 1.1 Scope | 6 |
| 1.2 Overview | 7 |
| 1.3 References | 7 |
| 1.4 Additional Information | 7 |
| 2 GETTING STARTED | 8 |
| 2.1 Working with Florida Blue | 8 |
| 2.2 Trading partner Registration | 8 |
| 2.3 Certification and Testing Overview | 8 |
| 3 TESTING WITH FLORIDA BLUE AND AVAILITY | 8 |
| 4 CONNECTIVITY/COMMUNICATIONS WITH FLORIDA BLUE AND AVAILITY | 8 |
| 4.1 Process Map | 8 |
| 4.2 Passwords | 9 |
| 5 CONTACT INFORMATION | 9 |
| 5.1 EDI Customer Service | 9 |
| 5.2 EDI Technical Assistance | 9 |
| 5.3 Provider Service Number | 9 |
| 5.4 Applicable websites/email | 10 |
| 6 CONTROL SEGMENTS/ENVELOPES | 10 |
| 7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS | 13 |
| 8 ACKNOWLEDGEMENTS AND/OR REPORTS | 13 |
| 9 TRADING PARTNER AGREEMENTS | 26 |
| 10 TRANSACTION SPECIFIC INFORMATION | 26 |
| 10.1 ASC X12 Transactions Supported | 27 |

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1 INTRODUCTION

What is HIPAA 5010?

The Health Insurance Portability and Accountability Act (HIPAA) requires the health care industry in the United States to comply with the electronic data interchange (EDI) standards as established by the Secretary of Health and Human Services. The Technical Reports Type three (3) Guides (TR3s) for the ANSI 837 I Health Care Claim Institutional 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 Florida Blue via your vendor The ASC X12 005010X222A1 is the established standard for Health Care Institutional Claims (837I).

What is NPI?

The National Provider Identifier (NPI) is required wherever you identify a provider or provider organization in any standard covered HIPAA-AS electronic transaction. The NPI must be valid and it must be registered with Florida Blue.

If you are a provider or provider organization who needs to obtain an NPI, please access the National Plan and Provider Enumeration System (NPPES) at [National Plan & Provider Enumeration System](#). To register your NPI with Florida Blue, please access our NPI Notification Form at [availity.com](#)

What is a Taxonomy code, and is it required for Florida Blue?

Taxonomy codes are administrative codes that identify the provider type and area of specialization for health care providers. Each taxonomy code is a unique ten character alphanumeric code that enables providers to identify their specialty. Taxonomy codes are assigned at both the individual and organizational provider levels.

Taxonomy codes have three distinct levels: Level I is provider type, Level II is classification, and Level III is the area of specialization. A complete list of taxonomy codes can be found on the National Uniform Claim Committee website at [nucc.org](#).

Taxonomy codes are required by Florida Blue under specific circumstances. Taxonomy is one of several data elements used by Florida Blue to help determine the appropriate provider record for processing. In cases where the NPI is shared by multiple provider entities, specialties or locations, the taxonomy becomes a critical data element.

For example:

ABC Hospital, Urgent Care, Lab and Physician PA Group all share the same NPI. In this case, the taxonomy becomes critical to ensure appropriate processing and fee schedule assignment.

1.1 Scope

This 837 Companion Guide was created for Florida Blue trading partners to supplement the 837 I TR3. It describes the data content, business rules, and characteristics of the 837 I transaction.

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Florida Blue Health Plan Companion Guide ANSI 837I Health Care Claim Institutional Transaction Type

1.2 Overview

The Technical Report Type three (3) Guide (TR3) for the 837 I Health Care Institutional Claim 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 Florida Blue via your vendor.

1.3 References

- TR3 Guides for ASC X12 005010X222A1 Health Care Institutional Claim (837 I) and all other HIPAA standard transactions are available electronically at the Washington Publishing website, wpc-edi.com.
- For more information, including an online demonstration, please visit availity.com or call 800-282-4548.
- CAQH CORE Operating Rules Phase II caqh.org/CORE_operat_rules.php

1.4 Additional Information

Florida Blue Scheduled Downtime

2024 UNIX patching schedule and Release schedule

| AIX-LUNIX MONTHLY PATCHING OVERVIEW | 2024 JAN | 2024 FEB | 2024 MAR | 2024 APR | 2024 MAY | 2024 JUN | 2024 JULY | 2024 AUG | 2024 SEPT | 2024 OCT | 2024 NOV | 2024 DEC |
|---|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|----------|----------|----------|
| <i>Production Environment Patching (1 day, Sunday Maintenance window)</i> | 01/21 | 02/25 | 03/24 | 04/28 | 05/19 | 06/23 | 07/28 | 08/25 | 09/22 | 10/13 | 11/10 | 12/15 |

Enterprise Release Schedule:

| Release Month | Feb 10 | Apr 12 | May 18 FEP | Jun 22 | July 27 FEP ONLY | Aug 24 | Sep 21 | Oct 12 FEP ONLY | Oct 18 | Nov 16 | Dec 14 | Jan 1, 2025 FEP ONLY |
|----------------------|-------------|-------------|-------------|-------------|------------------|-------------|-------------|-----------------|-------------|-------------|-------------|----------------------|
| Production Milestone | Sat-Sun Imp | Fri-Sat Imp | Sat-Sun Imp | Sat-Sun Imp | Sat-Sun Imp | Sat-Sun Imp | Sat-Sun Imp | Sat-Sun Imp | Fri-Sat Imp | Sat-Sun Imp | Sat-Sun Imp | Mon - Tues Imp |
| Implementation | 02/10-02/11 | 04/12-04/13 | 05/18-05/19 | 06/22-06/23 | 07/27-07/28 | 08/24-08/25 | 09/21-09/22 | 10/12-10/13 | 10/18-10/19 | 11/16-11/17 | 12/14-12/15 | 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 www.Availity.com.

Holiday Schedule

Our company observes the following holidays for 2024:

1. New Year's Day - Monday, January 1

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2. Martin Luther King Jr. Day - Monday, January 15
3. Memorial Day - Monday, May 27
4. Juneteenth - Wednesday, June 19
5. Independence Day - Thursday, July 4
6. Labor Day - Monday, September 2
7. Thanksgiving Holiday - Thursday, November 28 & Friday, November 29
8. Christmas Holiday - Tuesday, December 24 & Wednesday, 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 Florida Blue

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 (B2B) integration. For more information, including an online demonstration, please visit [availity.com](https://www.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 IDs 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 FLORIDA BLUE AND AVAILITY

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

4 CONNECTIVITY/COMMUNICATIONS WITH FLORIDA BLUE AND AVAILITY

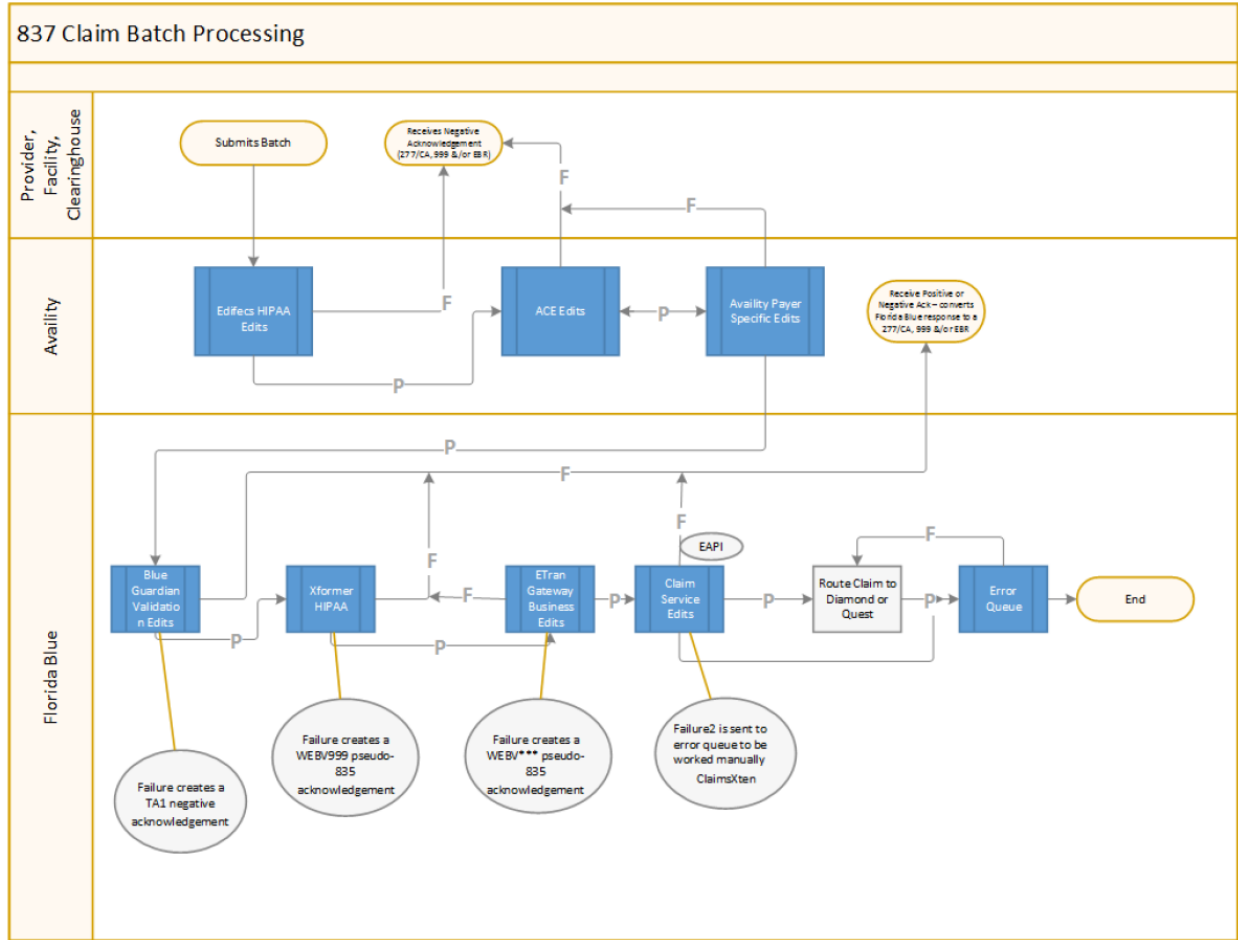
4.1 Process Map

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Florida Blue Health Plan Companion Guide ANSI 837I Health Care Claim Institutional Transaction Type



4.2 Passwords

If a password change is necessary, please contact Availity at 800-282-4548 or availity.com.

5 CONTACT INFORMATION

5.1 EDI Customer Service

For EDI customer service related to Florida Blue, please visit availity.com or call 800-282-4548.

5.2 EDI Technical Assistance

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

5.3 Provider Service Number

For provider services, please contact Florida Blue at 800-727-2227. For faster service, please have your Availity transaction ID available.

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5.4 Applicable websites/email

- availity.com
- floridablue.com

6 CONTROL SEGMENTS/ENVELOPES

ANSI 837 I- Health Care Institutional Claim

The purpose of this section is to delineate specific data requirements where multiple valid values are presented within the 5010 TR3.

- 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 Florida Blue, use the Florida Blue Tax ID, 592015694. If submitting through Availity, 030240928 (+ six (6) spaces). Reference the Availity EDI guide at 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 & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|--|------------------|-------------|--|
| G1 | All Transactions for Availity Users only | | | Florida Blue requires a trading partner Agreement to be on file with Availity indicating all electronic transactions the trading partner intends to send or receive. |
| G2 | All Segments | | | Only loops, segments, and data elements valid for the 837 HIPAA-AS TR3 Guides ASC X12 005010X223A2 will be used for processing. |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|--|------------------|-------------|---|
| G3 | <p>Acknowledgments –</p> <p>Florida Blue acknowledgements are created to communicate the status of files or claims. It is imperative that they be retrieved on a daily basis. One file could result in multiple acknowledgements.</p> <p><u>ANSI X12:</u></p> <p>-TA1 – Interchange Acknowledgement</p> <p>-999– Functional Acknowledgement</p> | | | <p>TA1 is available immediately after depositing file</p> <p>999 is available immediately after depositing file</p> <p>Files and/or claims that do not pass edits are indicated on these acknowledgements and must be corrected and resubmitted.</p> <p>Availity Users: Availity will forward Florida Blue acknowledgements to the submitter. Please refer to the Availity EDI Guide at availity.com.</p> |
| G4 | Negative Values | | | Submission of any negative values in the 837 transaction is not allowed. |
| G5 | Date fields | | | All dates submitted on an incoming 837 Health Care Institutional Claim must be a valid calendar date in the appropriate format based on the respective HIPAA-AS TR3 qualifier. Failure to do so may cause processing delays or rejection. |
| G6 | Batch Transaction Processing | | | Generally, Availity and Florida Blue Gateways accept transmissions 24 hours a day, seven (7) days a week |
| G7 | Multiple Transmissions | All Segments | | Any errors detected in a transaction set will result in the entire transaction set being rejected. |
| G8 | All Transactions – B2B / EDI | | | Florida Blue requires that -(dashes) be removed from all Tax IDs, SSNs and Zip codes. |
| G9 | All Transactions | | | Health Care Institutional Claims submitted with multiple patient events will be split into separate transactions and returned one at a time. |
| G10 | All Transactions | | | Florida Blue requires that no special characters be submitted in any text fields. |
| G11 | Transaction Balancing | All Segments | | All transactions must follow the 5010 TR3 rules of balancing. This includes the COB segments. |

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Enveloping Information – 837 Institutional Claim Submission

| Req # | Loop ID - Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|---|----------------------|------------------|--|
| E1 | Interchange Control Header Authorization Information Qualifier | ISA01 | Appendix C (C.4) | Florida Blue requires 00 in this field. |
| E2 | Interchange Control Header Authorization Information | ISA02 | Appendix C (C.4) | Florida Blue requires 10 spaces in this field. |
| E3 | Interchange Control Header Security Information Qualifier | ISA03 | Appendix C (C.4) | Florida Blue requires 00 in this field. |
| E4 | Interchange Control Header Security Information | ISA04 | Appendix C (C.4) | Florida Blue requires 10 spaces in this field. |
| E5 | Interchange Control Header Interchange ID Qualifier | ISA05 | Appendix C (C.4) | Florida Blue requires 01 in this field. |
| E6 | Interchange Control Header Interchange Sender ID | ISA06 | Appendix C (C.4) | Florida Blue requires submission of your individually assigned Florida Blue sender mailbox number in this field. |
| E7 | Interchange Control Header Interchange ID Qualifier | ISA07 | Appendix C (C.5) | Florida Blue requires ZZ in this field. |
| E8 | Interchange Control Header Interchange Receiver ID | ISA08 | Appendix C (C.5) | Florida Blue will only accept the submission of the Tax ID number 592015694 in this field. |
| E9 | Interchange Control Header Acknowledgement Requested | ISA14 | Appendix C (C.6) | The TA1 will not be provided without a code value of one (1) in the field. |
| E10 | Interchange Control Header Functional Group Header/Functional Group Trailer | GS - GE ISA - IEA | Appendix C (C.7) | Florida Blue will only process one transaction type per GS-GE (functional group). However, we will process multiple ST's within one (1) GS-GE group as long as they are all the same transaction type. |
| E11 | Functional Group Header Functional Identifier Code | GS01 | Appendix C (C.7) | HC– Health Care Claim - Institutional Florida Blue requires submission of the above value in this field. |
| E12 | Functional Group Header Application Sender's Code | GS02 | Appendix C (C.7) | Florida Blue requires the submission of the Florida Blue assigned Sender Code in this field. |
| E13 | Functional Group Header Application Receiver's Code | GS03 | Appendix C (C.7) | 592015694 Florida Blue requires the submission of the above value in this field for 837 Institutional Claim Submission, all others may cause rejection. |
| E14 | Implementation Convention Reference | ST03 | 67 | Must contain 005010X223A2. |

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7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Business Requirements

Trading partners and providers' failure to abide by these requirements will result in provider correctable errors and must be corrected and resubmitted.

| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|---|------------------|-------------|---|
| B1 | 1000A – Submitter Primary Identification Number Submitter Identifier | NM109 | 72 | Florida Blue requires the submission of the Florida Blue assigned Sender Code in this data element. |
| B2 | 1000A – Submitter EDI Contact Information Submitter Contact Name | PER 02 | 74 | Required when the contact name is different than the name contained in the Submitter Name segment of this loop and it is the first iteration of the Submitter EDI Contact Information (PER) Segment. |
| B3 | 1000B – Receiver Name Last Name or Organization Name | NM103 | 77 | BCBSF Florida Blue requests submission of above value in this field. |
| B4 | 1000B – Receiver Name Receiver Primary Identification Number | NM109 | 77 | 592015694 Florida Blue requires submission of above value in this field. |
| B5 | 2000A – Billing Provider Specialty Information | PVR03 | 80 | Taxonomy codes are required by Florida Blue under specific circumstances. Taxonomy is one of several data elements used by Florida Blue to help determine the appropriate provider record for processing. In cases where the NPI is shared by multiple provider entities, specialties or locations, the taxonomy becomes a critical data element. For example: ABC Hospital, Urgent Care, Lab and Physician PA group all share the same NPI. In this case, the taxonomy becomes critical to ensure appropriate processing and fee schedule assignment. Taxonomy codes and descriptors are located at nucc.org . |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|---|------------------|-------------|---|
| B6 | 2000C — Patient Hierarchical Level | PAT01 | 133 | Florida Blue does not accept ANSI 837I transactions which have the PAT01 segment equal to 39 (organ donor). Organ donor claims should be submitted on a UB04 with the appropriate supporting documentation. |
| B7 | 2010AA – Billing Provider Postal Code | N4 | 88 | Florida Blue requires submission of a valid nine digit postal zip code. |
| B8 | 2010AA – Billing Provider NPI Reference Identification Code | NM109 | 90 | Florida Blue requires the billing providers NPI. Invalid or missing NPI will result in claims being returned as a provider correctable error. These must be corrected and resubmitted electronically. |
| B9 | 2010AA – Billing Provider Contact Name Billing Provider Contact Name | PER02 | 92 | Required in the first iteration of the Billing Provider Contact Information Segment. |
| B10 | 2010AB – Pay to Provider Postal Code | N4 | 98 | Florida Blue requires submission of a valid nine digit postal zip code. |
| B11 | 2010BA – Subscriber Name Subscriber First Name | NM104 | 113 | Required when NM102 = 1 (Person) and the person has a First Name. |
| B12 | 2010BA – Subscriber Name Identification Code Qualifier | NM109 | 114 | Florida Blue requires MI in NM108. |
| B13 | Subscriber Primary Identifier | NM109 | 114 | Florida Blue requires submission of the ID number in NM109 exactly as it appears on the member's ID card. Do not use any embedded spaces or the claim could be returned as a provider correctable error and must be corrected and resubmitted. |
| B14 | 2010BA – Subscriber Gender Code | DMG03 | 119 | Florida Blue requires submission of the Subscriber's Gender Code. |
| B15 | 2010BB – Payer Name | NM103 | 123 | BCBSF Florida Blue requires submission of above value in |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|------------|--|------------------|-------------|--|
| | Payer Name | | | this field. |
| B16 | 2010BB – Payer Name Qualifier | NM109 | 123 | PI – Payer Identification |
| B17 | Payer ID | NM109 | 123 | 00090 - Florida Blue Plan Code ID Florida Blue requires submission of above value in this field. |
| B18 | 2010CA – Patient First Name | NM104 | 136 | Florida Blue requires submission of the Patient's First Name. |
| B19 | 2010CA – Patient's Gender Code | DMG03 | 141 | Florida Blue requires submission of the Patient's Gender Code. |
| B20 | Coordination of Benefits (COB) Balancing | 2300 | 143 | Total Claim Charge Amount and Service Line Charges must balance. CLM02 must be equal to sum of the service line charge amounts (sum of the SV102's). |
| B21 | 2300 – Claim Information / 2400 – Service Line Number Monetary Amount Line Item Charge Amount | CLM02 SV203 | 145 427 | The total claim charge amount must equal the sum of all submitted line items. Failure to do so will result in claims being returned as a provider correctable error and must be corrected and electronically resubmitted. Note: If the whole dollar amounts are sent in monetary elements, do not include the decimal or trailing zero (e.g. \$30 = 30). When indicating the dollars & cents, the decimal must be indicated (e.g. \$30.12 = 30.12) |
| B22 | 2300 – Claim Information Claim Frequency Type Code | CLM05-3 | 145 | Florida Blue will accept only the following codes: Zero (0) = Non- Payment/Zero One (1) = Admit Through Discharge Claim Two (2) = Interim – First Claim Three (3) = Interim – Continuing Claim Four (4) = Interim – Last Claim Five (5) = Late Charge(s) Only |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|--|------------------|----------------|---|
| | | | | <p>Seven (7) = Replacement of Prior Claim</p> <p>Eight (8) = Void/ Cancel of Prior Claim Note: When submitting the corrected claim, the original Reference Number (ICN/DCN) also known as the Original Claim Number, is required to be sent in loop 2300 REF.</p> <p>(REF01=F8 qualifier for Original Reference Number, REF02 = Original Claim Number).</p> |
| B23 | 2300 – Claim Supplemental Information Paperwork Claim Note | PWK NTE | 154 178 | At this time, Florida Blue will <i>not</i> be utilizing information in these segments for electronic claim processing. |
| B24 | 2300 – Claim Information Health Care Diagnosis Code | HI | 184-304 | Florida Blue requires that you do not transmit the decimal points in the diagnosis codes. The decimal point is assumed. |
| B25 | 2300 – HI - VALUE INFORMATION Value code of A0 2300 Hlxx-2 where Hlxx-1 = BE segment. | HI | 284-293 | Plans must validate the point of pickup zip code for <u>air ambulance service</u> on claims with dates of service beginning April 19, 2015. Validation is based on the following CMS guidelines for air ambulance claims: For electronic claims, validate the origin information (zip code of the point of pick-up), as sent in the Ambulance Pick-Up Location Loop in the ASC X12N Health Care Claim (837) Institutional. If the zip code is not in the Plan's service area, the claim must be rejected. |
| B26 | 2300 – Claim Information Health Care Diagnosis Code | HI | 184-304 | Clinical trial number (loop 2300, REF02) is required when V707 (ICD-9) or Z00.6 (ICD-10) is in diagnosis position 1 or 2 (loop 2300, HI01-2 or HI02-2). |
| B27 | 2310A – Attending Provider Specialty Information | PRV03 | 322 | <p>Taxonomy code is one of several data elements used by Florida Blue to help determine the appropriate provider record for processing. Please include taxonomy code when submitting attending provider information.</p> <p>Taxonomy codes can be located at nucc.org</p> |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|--|------------------|-------------|---|
| B28 | 2310D – Rendering Provider NPI Rendering Provider Identifier | NM109 | 336 | When a rendering provider is submitted, Florida Blue requires the rendering provider's NPI be submitted for all claims. Invalid or missing NPI will result in claims being returned as a provider correctable error and must be corrected and electronically resubmitted. |
| B39 | 2310C – Service Facility Location Postal code | N4 | 345 | Florida Blue requires submission of a valid nine digit postal zip code. |
| B30 | Coordination of Benefits (COB) Balancing | 2320 | 354 | Total Claim Charge Amount and sum of service lines must balance. (CLM02) must be equal to sum of the service line charge amounts (sum of the SV102's). |
| B31 | 2320 – Other Subscriber Information Claim Filing Indicator Code | SBR09 | 356-357 | In Loop 2320, if SBR09=MA the Medicare Report Number should be reported in Loop 2330B REF. Note: SBR09=MB is not allowed for the BCBSF Systems. |
| B32 | 2330B – Other Payer Name | REF01 REF02 | 384 | In Loop 2320, if SBR09=MA; then the Medicare Report Number needs to be reported in Loop 2330B, in the following REF segment configuration: <ul style="list-style-type: none"> • REF01=F8 • REF02=Medicare Report Number=Medicare ICN Note: SBR09=MB is not allowed for the BCBSF Systems. |
| B33 | 2400 – Service Line Number Assigned Number | LX01 | 423 | For Institutional claims Florida Blue will only allow and process 450 service lines per claim. Claims greater than 450 service lines will be returned as a provider correctable error. |
| B34 | 2400 – Service Line Number Product/Service ID Qualifier | SV202-1 | 425 | HC Florida Blue requires submission of above value in this field as only HCPCS Procedure codes are accepted by Florida Blue at this time. |
| B35 | 2400 – Service Line Number Line Item Charge Amount | SV203 | 427 | The total claim charge amount must equal the sum of all submitted line items. Otherwise will result in claims being returned as provider correctable error and must be corrected and electronically |

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| Req # | Loop ID – Segment Description & Element Name | TR3 Data Element | TR3 Page(s) | Plan Requirement |
|-------|--|------------------|-------------|---|
| | | | | resubmitted. Note: If the whole dollar amounts are submitted, do not include a decimal or trailing zero (e.g. \$30 = 30). When indicating the dollars & cents, the decimal must be indicated (e.g. \$30.12 = 30.12). |
| B36 | 2400 – Service Line Number National Drug Code (NDC) | LIN03 | 451 | NDC Format must be eleven numeric digits in 5-4-2 format. Other characters or formats are not allowed. |
| B37 | 2400 – Service Unit Count | SV2 05 | 428 | Florida Blue requires submission of Service Unit Count. |

NPI Requirements

| Florida Blue Medicare NPI Attributes Requirements | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---------------|----|---|--------------|----|---|---------------|----|---|--------------|----|---|---------------|----|---|--------------|----|---|---------------|----|--------------|----|----|---|
| Claims | NPI | | | | | | Taxonomy | | | | | | EIN (Tax ID) | | | | | | Zip + 4 Digit | | | | | |
| | Institutional | | | Professional | | | Institutional | | | Professional | | | Institutional | | | Professional | | | Institutional | | Professional | | | |
| PROVIDER TYPES | IG | BC | A | IG | BC | A | IG | BC | A | IG | BC | A | IG | BC | A | IG | BC | A | IG | BC | A | IG | BC | A |
| Billing Provider | R | R | R | R | R | R | S | R | R | S | R | R | R | R | R | R | R | R | R | R | R | R | R | R |
| Pay To | | | | | | | | | | | | | | | | | | | S | R | R | S | R | R |
| Rendering Provider | S | S | S | S | S | S | | | | S | R | R | | | | | | | | | | | | |
| Referring Provider | S | S | | S | S* | S | | | | | | | | | | | | | | | | | | |
| Ordering Provider | | | | S | S* | S | | | | | | | | | | | | | | | | | | |
| Supervising Provider | | | | S | R | R | | | | | | | | | | | | | | | | | | |
| Servicing Facility | S | S | S | S | S | S | | | | | | | | | | | | | R | R | R | R | R | R |
| Attending | S | R | R | | | | S | R | R | | | | | | | | | | | | | | | |
| Operating | S | R | R | | | | | | | | | | | | | | | | | | | | | |
| Other Operating Physician | S | R | | | | | | | | | | | | | | | | | | | | | | |
| Purchase Service Provider | | | | S | S | | | | | | | | | | | | | | | | | | | |

| |
|---------------------------|
| Legend: |
| R - Required |
| S - Situational |
| Blank - Not Available |
| IG - Implementation Guide |
| BC - Blue Cross |
| A - Availability |

*Important Note: For Ancillary Providers, see Billing Requirements pg.

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Florida Blue Health Plan Companion Guide ANSI 837I Health Care Claim Institutional Transaction Type

NPI Requirements – Technical

| 837 Professional | NPI | | | | | Taxonomy | | | | | Zip + 4 Digit | | | | |
|---------------------------|-----|-----|----------------|---------|--------------|----------|-----|----------------|---------|--------------|---------------|-----|----------------|---------|--------------|
| | IG | B C | Loop | Segment | Data Element | IG | B C | Loop | Segment | Data Element | IG | B C | Loop | Segment | Data Element |
| Billing Provider | R | R | 2010AA | NM1 | 09 | S | R | 2000A | PRV | 03 | S | R | 2010A A | N4 | 03 |
| Pay To Provider | | | | | | | | | | | S | S | 2010A B | N4 | 03 |
| Rendering Provider | S | S | 2310B 2420A | NM1 | 09 | S | S | 2310B 2420A | PRV | 03 | | | | | |
| Referring Provider | S | S* | 2310A 2420F | NM1 | 09 | | | | | | | | | | |
| Ordering Provider | S | S* | 2420E | NM1 | 09 | | | | | | | | | | |
| Supervising Provider | S | R | 2310D 2420D | NM1 | 09 | | | | | | | | | | |
| Purchase Service Provider | S | S | 2420B | NM1 | 09 | | | | | | | | | | |
| Service Facility | S | S | 2310C 2420C | NM1 | 09 | | | | | | S | R | 2310C 2420C | N4 | 03 |

| |
|---------------------------|
| Legend: |
| R - Required |
| S - Situational |
| Blank - Not Available |
| IG - Implementation Guide |
| BC - Blue Cross |

***Important Note:** For Ancillary Providers, see Billing Requirements pg.

Helpful Tips: How to Avoid Provider Identification Errors for Claims involving National Provider Identifier (NPI) and Tax ID number.

Below are reminders to help you reduce the number of WEBV040 and WEBV042 claims errors displayed when claim data (or information) does not match information registered with Florida Blue.

Billing Provider Section

This section is used to provide information regarding the billing provider for services rendered. It should match the name written on the check or electronic funds transfer from Florida Blue.

- i. **OPTION One (1):** If you are registered as a group provider (PA, LLC, etc.) with Florida Blue and you want to bill as a group provider, enter the appropriate group name, Tax ID number and the group NPI (type 2).

0. **THE MATCH:** Group Name matches Group NPI matches Group Tax ID

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- ii. **OPTION Two (2):** If you are registered as an individual provider with Florida Blue and you are billing as an individual provider, please enter your name, Social Security Number and your individual NPI (type 1).
 - 0. **THE MATCH:** Individual Name matches Individual NPI matches Individual Social Security Number

Rendering Provider Section

This section is used to provide information regarding who performed the services. It is the provider who actually sees the patient.

- iii. **OPTION One (1):** If you billed as an organization (PA, LLC, etc.) list the name of the rendering individual provider and the rendering individual NPI.
- iv. **OPTION Two (2):** If you billed as an individual, do not list a rendering provider. This would be redundant as the billing individual would be the same as the **rendering** individual. Submitting redundant information can cause a different provider correctable error.

Below is an example to assist you in understanding the appropriate entry of billing and rendering provider information to reduce the number of returned claims.

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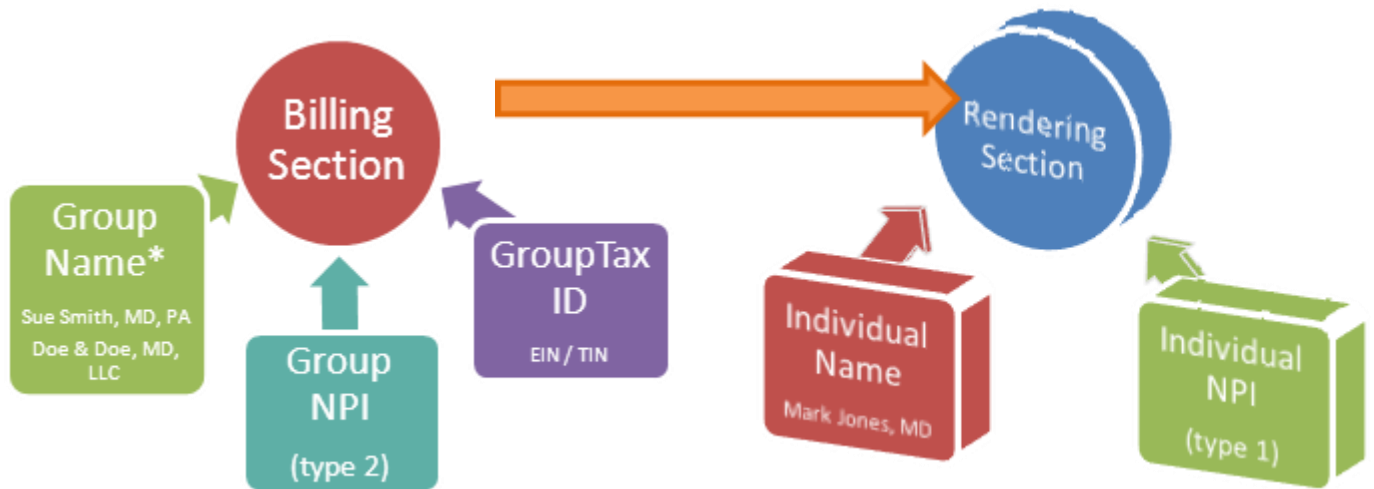
Billing as a Group Provider – OPTION One (1)

If you are billing as a group provider, (PA, LLC, etc.), the NPI must be the Group NPI (type 2) along with the appropriate Tax ID number for the group.

Please note that the Billing Section is for the entity BILLING for the services. The Rendering Provider Section is for the provider who PERFORMED the services.

Correct Entry (THE MATCH):

This example shows how the information submitted matches data registered with Florida Blue. The Group Name matches Group NPI which matches Group Tax ID number and all match Florida Blue provider files.



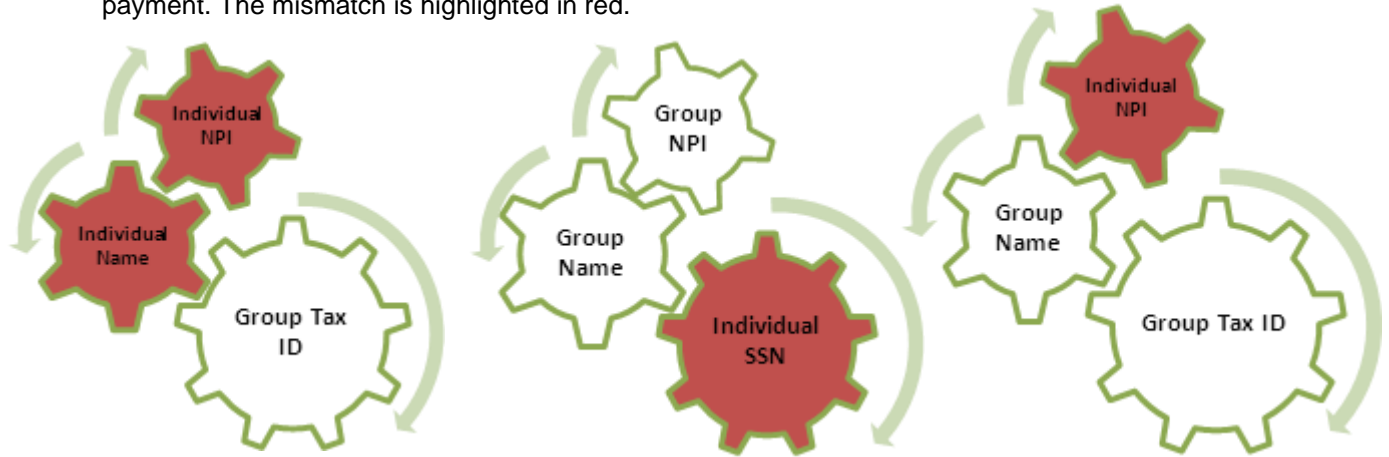
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Incorrect Entries (THE MISMATCH):

Below are examples of information that will result in a mismatch of data causing a WEBV040 provider correctable error ultimately resulting in a delay in payment. The mismatch is highlighted in red.



Remember: Group Name = Group NPI = Group Tax ID Number

To confirm how you are registered with Florida Blue, please call the Provider Contact Center at 800-727-2227, select option five (5), and then option two (2). If you would like to register a different Tax ID number, please complete the Provider Information Update Form available on availability.com (sections 1 and 6). A completed IRS confirmation letter must be included.

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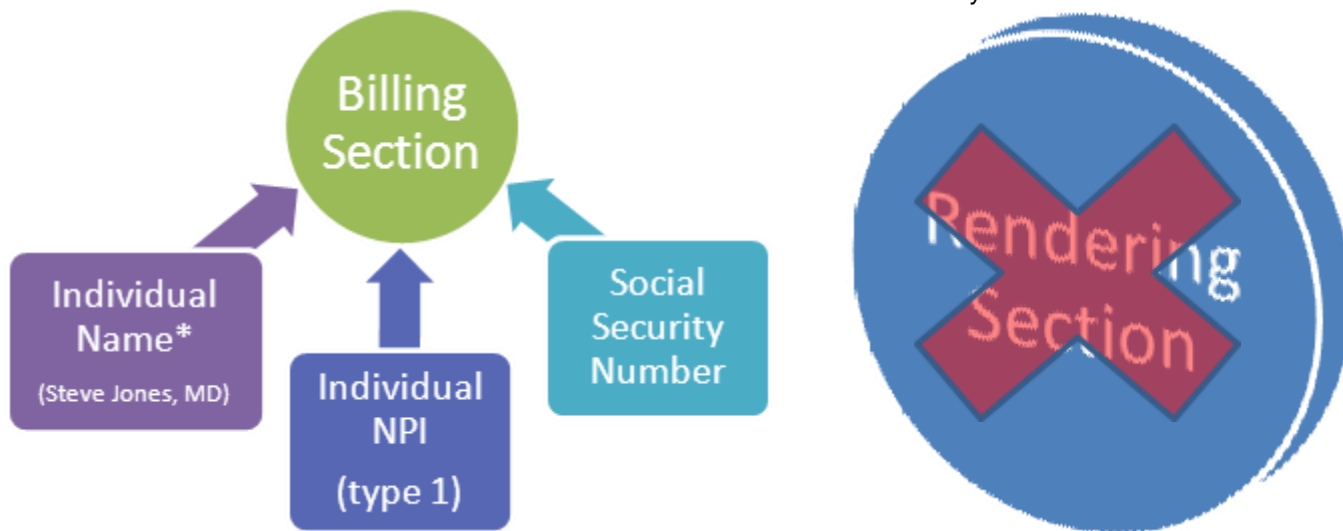
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Billing as an Individual Provider – OPTION Two (2)

If you are billing as an individual provider, the NPI must be the individual NPI (type 1) along with the appropriate Social Security Number. Do not enter a provider at all in the rendering section when the billing and rendering provider is the same person. Submitting redundant information can cause a different provider correctable error.

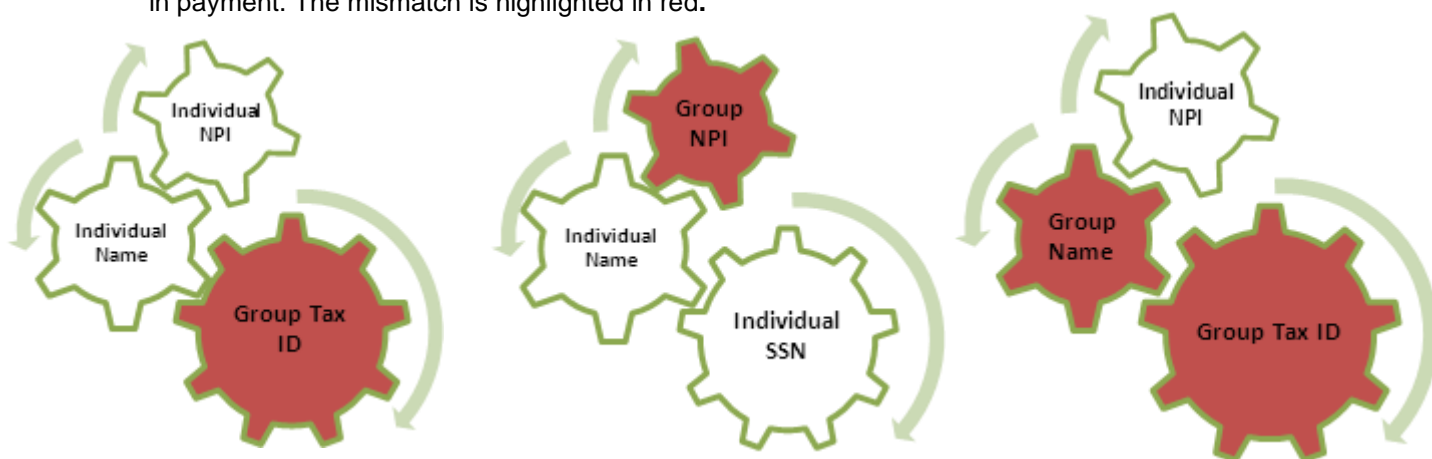
Correct Entry (THE MATCH):

This example shows how the information entered matches data registered with Florida Blue. Individual Name matches Individual NPI matches Individual Social Security Number.



Incorrect Entries (THE MISMATCH):

Below are examples of information entered that will result in a mismatch of data causing a delay in payment. The mismatch is highlighted in red.



REMEMBER: Individual Name = Individual NPI = Individual Social Security Number

To confirm how you are registered with Florida Blue, please call the Provider Contact Center at (800) 727-2227, select option (5), and then option two (2). If you would like to register a different Tax ID number, please complete the Provider Information Update Form available on availability.com (sections 1 and

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Florida Blue Health Plan Companion Guide ANSI 837I Health Care Claim Institutional Transaction Type

6). A completed IRS confirmation letter must be included.

Tips for Sending Coordination of Benefits Information on Electronic Claims

837 Institutional Health Care Claims

When Florida Blue is the secondary carrier, file the claim to Florida Blue on the member's behalf only **after the primary insurance has completed processing**. When Florida Blue shows another health plan is primary and there is no primary carrier payment or denial information, the claim will be returned for correction. **EXCEPTIONS:** Claims submitted with a GY modifier where Medicare would normally be primary, claims from VA/DOD facilities, Medicare Crossover claims. When Florida Blue files show another health plan is primary, that information is provided on the 271 Eligibility and Benefits query response. When the primary plan is NOT Florida Blue, the following loops and segments will be required:

NOTE: When the charges, payment amount, deductible, coinsurance, co-pay or adjustment is zero, the AMT or CAS segment must still be submitted. Indicate the zero amounts as 0.

| R =Required S=Situational | 837 Fields | Business Requirement |
|------------------------------|---|---|
| S | 2000B SBR01 | Value cannot = P (Primary Payer) |
| R | Total Claim Charge Amount | Loop 2300 CLM02 - Must balance to the sum of all service line charge amounts reported in Loop 2400 SV203. |
| R | Claim Payment Amount | When Florida Blue is secondary, submit the primary insurer payment information to support correct processing of COB information. 2320 AMT01 = D; REQUIRED 2320 AMT02 – Sum of all Line level Payment Amount minus any Claim Level Adjustment amounts must balance to Claim level Payment Amount. |
| R | Patient Responsibility | Loop 2300 HI01-1 = BE, HI01-2 = Value Code (A1- Deductible, A2 – Coinsurance and A7 – Copay) and HI01-5 = Amount*Note: The first value code will be reported as HI01; the second will be HI02 and will continue up to 12 value codes. |
| R | Health Care Service Location Information | When the institutional claim is for inpatient services (loop 2300, CLM05-1=11), the number of covered days is required and is calculated starting from the admit date to the day before discharge. In Loop 2300 use the following HI segment configuration: HI01-1 = BE, HI01-2 = 80, HI01-5= number of days. |
| S | Inpatient Adjudication Information | Required when Inpatient adjudication Information is reported in the remittance advice, or used to report Medicare Remittance Remarks Codes. Refer to TR3, pages 391-397 for details. |
| S | Outpatient Adjudication Information | Required when Outpatient adjudication Information is reported in the remittance advice. Or Used to submit Medicare Remittance Remarks Codes. Refer to TR3, pages 398-401 for details. |
| S | Payer Claim Control Number | Loop 2330B, REF01 = F8, REF02 = Payer's Internal Claim Control Number or Original Reference Number |

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If billing a claim containing a trauma diagnosis, you will need to bill one or more occurrence, condition or value codes from the following code sets:

| R =Required S=Situational | 837 Fields | Business Requirement | | | |
|------------------------------|---------------|---------------------------------|--|------------------|--|
| S | 2300 | <u>Occurrence Codes:</u> | | | |
| | | Code | Meaning | Qualifier | Segment |
| | | 01 | Accident/Medical Coverage | BH | HI01- 2, HI02-2, HI03 – 2, HI04 – 2, HI05 – 2, HI06 – 2, HI07 – 2, HI08 – 2, HI09 – 2, HI10 – 2,HI11 – 2, HI12 - 2 |
| | | 02 | Accident No Fault | | |
| | | 03 | Accident Tort | | |
| | | 04 | Accident Work Related | | |
| | | 05 | Accident No Medical or Liability Coverage – Other Accident | | Recommend use of E or Y codes when OCC = 05 |
| | | 06 | Crime Victim | | |

| | | | | | |
|----------|-------------|--------------------------------|------------------------------------|------------------|---|
| S | 2300 | <u>Condition Codes:</u> | | | |
| | | Code | Meaning | Qualifier | Segment |
| | | 01 | Military Service | BG | HI01 – 2, HI02 – 2, HI03 – 2, HI04 – 2, HI05 – 2, HI06 – 2, HI07 – 2, HI08 – 2, HI09 – 2, HI10 – 2, HI11 – 2, HI12 - 2 |
| | | 02 | Employment Related | | |
| | | 03 | Other Insurance Not Reflected Here | | |

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| | | | | | |
|----------|--------------------|----------------------------|----------------|------------------|---|
| S | 2300 | <u>Value Codes:</u> | | | |
| | | Code | Meaning | Qualifier | Segment |
| | | 14 | No Fault | BE | HI01 – 2, HI02 – 2, HI03 – 2, HI04 – 2, HI05 – 2, HI06 – 2, HI07 – 2, HI08 – 2, HI09 – 2, HI10 – 2, HI11 – 2, HI12 - 2 |
| 15 | Employment Related | | | | |

8 ACKNOWLEDGEMENTS AND/OR REPORTS

The purpose of this section is to outline the Florida Blue 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 Florida Blue 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. Once Florida Blue 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

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 availity.com.

10 TRANSACTION SPECIFIC INFORMATION

IMPORTANT NOTE: If you submit your transactions through Availity, please refer to the Availity EDI

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Guide located on the Availity website at availity.com.

10.1 ASC X12 Transactions Supported

Florida Blue processes the following ASCX12 HIPAA transactions for Institutional Claim Submission

| | |
|----------------------------------|---|
| ASC X12 837 005010X222A1 | Institutional Claim Submission |
| ASC X12 TA1 v005010X231A1 | Response to the X12 transactions where errors are encountered in the outer envelopes (ISA/IEA and GS/GE segments) |
| ASC X12 999 v005010X231A1 | Functional Acknowledgement - Response to the X12 transactions where structural and syntactical errors are encountered within the transaction segments itself (ST-SE segments) |

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