



Truli for Health

HIPAA Transaction Standard Companion Guide

For Availity® Health Information Network Users

Refers to the Technical Report Type Three (TR3) Based on
ASC X12 Version 005010X279A1

270/271- Health Care Eligibility and Benefit Inquiry and Response

Companion Guide Version Number: 3.0

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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.

This Companion Guide is not intended to amend, revoke, contradict or otherwise alter the terms and conditions of your Trading Partner Agreement. If there is an inconsistency between the terms of this Companion Guide and the terms of your 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
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02/15/2021	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
12/15/2023	Update to section 4	8
12/15/2023	Update to section 1.4 Florida Blue Scheduled Downtown	6
12/15/2023	Update to Table of Contents	5
07/01/2024	Update to Table of Contents	4
11/26/2024	Update to Section 1.3 Scheduled Downtime & Holiday Schedule	5 - 6

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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) requires 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 Technical Reports Type three (3) Guides (TR3s) for the ANSI 270/271 Eligibility Benefit Inquiry 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. The ASC X12 005010X279A1 is the established standard for Eligibility Benefit Inquiry and Response (ANSI 270/271).

1.1 Scope

This ANSI 270/271 Companion Guide was created for Truli for Health trading partners to supplement the ANSI 270/271 TR3. It describes the data content, Truli for Health business rules and characteristics of the ANSI 270/271 transaction.

1.2 References

- TR3 Guides for ASC X12 005010X279A1 Eligibility Benefit Inquiry and Response (ANSI 270/271) and all other HIPAA standard transactions are available at wpc-x12.org/products
- CAQH CORE Operating Rules Phase II <https://www.caqh.org/core/operating-rules>

1.3 Truli for Health 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

AIX-LINUX 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
<i>Production Environment Patching (1 day, Sunday Maintenance window)</i>	01/25	02/15	03/22	04/26	05/17	06/28	07/26	08/23	09/20	10/11	11/15	12/13

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2026 Enterprise Release Schedule:

Release Month	Feb 7	Mar 28 FEP Only	April 17	May 16	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
Implementation	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 and Availity

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 or call 800-282-4548.

2.2 Trading Partner Registration

To register visit <https://availity.com/Essentials-Portal-Registration> and have the following:

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- 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 Availility implementation and maintain user id's and access.

2.3 Certification and Testing Overview

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

3 CONTACT INFORMATION

3.1 EDI/Password Support:

visit availility.com or call 800-282-4548.

3.2 Provider Support

visit floridablue.com or call 800-727-2227. Please have the Availility transaction ID ready.

4 CONTROL SEGMENTS/ENVELOPES

This section delineates specific data requirements where multiple valid values are applicable within the ANSI 270/271 5010 TR3.

Common Definitions:

- **Interchange control header (ISA06) Interchange Sender Mailbox ID** – Is individually assigned to each Trading Partner.
- **Interchange control header (ISA08) Interchange Receiver ID** – Is the Florida Blue Tax ID, 592015694.
- **Interchange control header (ISA15) Usage Indicator** – Defines whether the transaction is test (T) or production (P).
- **Functional Group Header (GS02) Application Sender Code** – Is individually assigned to each Trading Partner.

Global Information

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement

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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.
G2	All Segments			Only loops, segments, and data elements valid for the 270 are allowed. Refer to the HIPAA X12 005010X279A1 TR3 Guide(s) for the technical requirements.
G3	Acknowledgements are created to communicate the status of transactions. They may be retrieved daily. One file can result in multiple acknowledgements. TA1 – Interchange Acknowledgement 999– Functional Acknowledgement			TA1 is available immediately after file submission. 999 is available immediately after file submission.
G4	Negative Values			Negative values are not allowed.
G5	Date fields			All dates must be a valid calendar date and follow the format based on the respective qualifier, in the 270/271 005010 TR3.

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement

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G6	Batch Transaction Processing			Generally, Availity and Truli for Health Gateway accept transmissions 24 hours a day, 7 days a week.
G7	Multiple Transmissions	All Segments		A single error in a transaction set will result in the rejection of the entire transaction set
G8	All Transactions			270s with multiple patients will be split into separate transactions and responded to with separate 271s.
G9	All Transactions			Special characters are prohibited in all text fields.
G10	2100C Subscriber Name Qualifier Identification Code	NM108 NM109		MI (Member Identification Number) The Member ID number exactly as it appears on the Member ID card.
G11	2110C Subscriber Spend Down Amount Monetary Amount	AMT	137	Although the 270 allows submission of data in this segment, this does not apply to Truli for Health products. Any information submitted will not be utilized in processing the 270 request.
Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page (s)	Plan Requirement
G12	All transactions			Requests for information should not include coverage specific inquiries for dates or procedure codes. Response information will not include specific request for procedure coverage date, procedure maximum amounts, patient responsibility amounts or non-covered amounts.

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Enveloping Information – 270 Inquiry

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	<i>Appendix B.3 ; C.3</i>	All transactions utilize delimiters from the following list: (> , * , ~ , ^ , , { , :) Unsupported delimiters may cause a rejection.
E2	Interchange Control Structure	ISA	<i>Appendix B (B.4)</i>	The basic character set must be used as defined in Appendix B of the ASC X12 005010X279A1 TR3.

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E3	Interchange Control Header Authorization Information Qualifier	ISA01	<i>Appendix C(C.4)</i>	00
E4	Interchange Control Header Authorization Information	ISA02	<i>Appendix C(C.4)</i>	10 spaces
E5	Interchange Control Header Security Information Qualifier	ISA03	<i>Appendix C(C.4)</i>	00
E6	Interchange Control Header Security Information	ISA04	<i>Appendix C(C.4)</i>	10 spaces
E7	Interchange Control Header Interchange ID Qualifier	ISA05	<i>Appendix C(C.4)</i>	01
E8	Interchange Control Header Interchange Sender ID	ISA06	<i>Appendix C(C.4)</i>	Truli for Health sender mailbox number.
E9	Interchange Control Header Interchange ID Qualifier	ISA07	<i>Appendix C(C.5)</i>	ZZ

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E10	Interchange Control Header Interchange Receiver ID	ISA08	<i>Appendix C(C.5)</i>	592015694 (Truli for Health Tax ID)
E11	Interchange Control Header Repetition Separator	ISA11	<i>Appendix C(C.5)</i>	{ (bracket) delimiter
E12	Interchange Control Header Acknowledgement Requested	ISA14	<i>Appendix C(C.6)</i>	1 (one)
E13	Interchange Control Header Interchange Usage Indicator	ISA15	<i>Appendix C(C.6)</i>	P or T is required and indicates Production or Test.
Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E14	Interchange Control Header Component Element Separator	ISA16	<i>Appendix C(C.6)</i>	: (colon) Delimiter
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - ISA - IEA	<i>Appendix C(C.7)</i>	Multiple ST's within one (1) GS segment are permissible and will be processed.
E16	Functional Group Header Functional Identifier Code	GS01	<i>Appendix C(C.7)</i>	HS
E17	Functional Group Header Application Sender's Code	GS02	<i>Appendix C(C.7)</i>	The Truli for Health Sender Code.
E18	Functional Group Header Application Receiver's Code	GS03	<i>Appendix C(C.7)</i>	592015694 (Truli for Health Tax ID)
E19	Version / Release / Industry Identifier Code	GS08	C.8	005010X279A1

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E20	Implementation Convention Reference	ST03	62	005010X279A1
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5 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Business Requirements

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B1	2100A – Information Source Name Entity Identifier Code	NM101	69	PR
B2	2100A – Information Source Name Last Name or Organization Name	NM103	70	TFH
B3	2100A – Information Source Name Identification Code Qualifier	NM108	71	PI
B4	2100A – Information Source Name Information Source Primary Identifier	NM109	71	460606080
B5	2100B - Information Receiver Name Identification Code Qualifier	NM108	77	XX
B6	2100B - Information Receiver Name Information Receiver Identification Number	NM109	78	Provider NPI number

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B7	2100B - Information Receiver Name Reference Identification Qualifier	REF01	79	EO
B8	2100B - Information Receiver Name Information Receiver Additional Identifier	REF02	80	The Truli for Health Assigned Sender ID

Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B9	2100C – Subscriber Name 2100D – Dependent Name Patient Last Name	NM103	93/152	Patient Last Name
B10	2100C – Subscriber Name 2100D – Dependent Name Patient First Name	NM104	93/152	Patient First Name
B11	2100C – Subscriber Name Patient ID	NM109	96	Patient ID
B12	2100C – Subscriber Eligibility and Benefit (E&B) Inquiry Information As of Date	DTP	123	<p>Default is current date.</p> <p>Date cannot be more than 24 months in the past.</p> <p>Date cannot be more than 12 months in the future.</p> <p>Date must be on or after the date of birth.</p>

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B13	2110C – Subscriber E&B Inquiry Information Type of Benefits Requested Benefit / Service Type	EQ	125	EQ loop is required.
B14	2100C – Subscriber Name 2100D – Dependent Name Patient Date of birth (DOB)	DMG02	108/165	Patient Date of Birth
Req #	Loop ID – Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
B15	2100D – Dependent Name Dependent Relationship	INS	168	Acceptable codes: 01-Spouse 19-Child 34-Other Adult

Enveloping Information – 271 Response

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E1	Interchange Control Header	ISA	Appendix B.3 ; C.3	All transactions utilize delimiters from the following list: (> , * , ~ , ^ , , { , :) Unsupported delimiters may cause a rejection.
E2	Interchange Control Structure	ISA	Appendix B (B.3)	The basic character set must be used as defined in Appendix B of the ASC X12 005010X279A1 TR3.

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E3	Interchange Control Header Authorization Information Qualifier	ISA01	<i>Appendix C(C.4)</i>	00
E4	Interchange Control Header Authorization Information	ISA02	<i>Appendix C(C.4)</i>	10 spaces

Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E5	Interchange Control Header Security Information Qualifier	ISA03	<i>Appendix C(C.4)</i>	00
E6	Interchange Control Header Security Information	ISA04	<i>Appendix C(C.4)</i>	10 spaces
E7	Interchange Control Header Interchange ID Qualifier	ISA05	<i>Appendix C(C.4)</i>	ZZ
E8	Interchange Control Header Interchange Sender ID	ISA06	<i>Appendix C(C.4)</i>	592015694 (Truli for Health Tax ID)
E9	Interchange Control Header Interchange ID Qualifier	ISA07	<i>Appendix C(C.5)</i>	01
E10	Interchange Control Header Interchange Receiver ID	ISA08	<i>Appendix C(C.5)</i>	Truli for Health sender mailbox number

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E11	Interchange Control Header Repetition Separator	ISA11	<i>Appendix C(C.5)</i>	{ (bracket)
E12	Interchange Control Header Acknowledgement Requested	ISA14	<i>Appendix C(C.6)</i>	1 (one)
E13	Interchange Control Header Interchange Usage Indicator	ISA15	<i>Appendix C(C.6)</i>	P or T is required and indicates Production or Test.
Req #	Loop ID - Segment Description & Element Name	Reference Description	TR3 Page(s)	Plan Requirement
E14	Interchange Control Header Component Element Separator	ISA16	<i>Appendix C(C.6)</i>	: (colon)
E15	Interchange Control Header Functional Group Header/Functional Group Trailer	GS - GE ISA - IEA	<i>Appendix C(C.7)</i>	Multiple ST's within one (1) GS segment are permissible and will be processed.
E16	Functional Group Header Functional Identifier Code	GS01	<i>Appendix C(C.7)</i>	HB
E17	Functional Group Header Application Sender's Code	GS02	<i>Appendix C(C.7)</i>	592015694 (Truli for Health Tax ID)
E18	Functional Group Header Application Receiver's Code	GS03	<i>Appendix C(C.7)</i>	The Truli for Health Assigned Sender ID
E19	Version / Release / Industry Identifier Code	GS08	<i>Appendix C(C.8)</i>	005010X279A1

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E20	Implementation Convention Reference	ST03	62	005010X279A1
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6 ACKNOWLEDGEMENTS AND/OR REPORTS

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 value of one (1) in the ISA14. The TA1 response transaction will not be sent on error free files.

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 reject when an ASC X12 or HIPAA error is detected.

7 ASC X12 TRANSACTIONS SUPPORTED

Truli for Health processes the following ASCX12 HIPAA transactions for Eligibility and Benefit Request:

ASC X12 270 ASC X12 005010X279A1	Eligibility and Benefit Inquiry
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 v005010X231	Functional Acknowledgement

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