

Technical Refresh Phase 2

Quick Reference Guide

On **March 30, 2020** MassHealth intends to complete the transition to the new HIPAA compliance and translator tool. Trading Partners who submit and receive the following HIPAA transactions MUST evaluate the changes outlined in the MassHealth HIPAA Companion Guides, modify their systems as appropriate, and test the transaction with MassHealth to ensure that those files submitted on or after the implementation date will process correctly. **Trading Partner Testing is MANDATORY for all trading partners that utilize the transactions below:**

- Health Care Claim Status Request and Response (276/277)
- Health Care Claim Payment/Advice (835)
- Health Care Claim: Institutional and Professional (837)

To prepare for this change, all trading partners must visit the Technical Refresh webpage posted here: <https://www.mass.gov/masshealth-technical-refresh>. If you submit transactions on behalf of providers or submit directly to MassHealth, you must assess your systems **immediately**, make the appropriate modifications and participate in testing. If you are a billing intermediary, clearinghouse or software vendor, please coordinate testing efforts with your clients.

To prepare for this change, please download and review the MassHealth Companion Guide(s), review the three flyers and review this reference guide. Trading Partners that fail testing are highly likely to receive **REJECTED** files in PRODUCTION on or after the Implementation date. This may result in organizations experiencing operational delays in their workflow and possible financial impact downstream with claims submissions.

Below is a quick reference list of the new compliance requirements that will cause files to fail, along with an explanation of how to comply. For a complete list of changes, please refer to the corresponding MassHealth Companion Guide(s) and the 999/TA1 Comparison Grid Flyer, posted on mass.gov here: <https://www.mass.gov/masshealth-technical-refresh>. MassHealth will update this webpage with any additional guidance that trading partners should adhere to as required. It is imperative that you ensure that your electronic files and transactions are updated to comply with the requirements below on or before the implementation date. MassHealth strongly recommends that you successfully test these changes before sending the files to production.

Please note that files that fail pre-compliance will not receive a 999 response. MassHealth will automatically notify you of these errors with instructions. If you receive notification from MassHealth that your electronic file failed, you must correct the file and submit the corrected file. MassHealth expects that all submitters review the corresponding 999 response. If the file or transactions in the file had errors, the 999 will give information regarding the errors. You will then need to correct the errors and submit a corrected file or transactions, as appropriate.

ID	New Compliance Requirement	Reject Error Code Returned (If Not Compliant)	Compliance Criteria	File Examples
1.	Interchange Control Number in the Header/Trailer (ISA13/IEA02) must be unique	ISA13 must be unique OXI Email Error Code: [RC of OXI-0141]	When sending more than one Interchange Control Header in a file, Control Number (ISA13) in a file must be unique	ISA *00* *00* *ZZ*123456789E *ZZ*DMA7384 *19092 4*0955*^*00501* 00000905 * 0*P*:~ SE*13*0001~ GE*1*1~ IEA *1* 00000905 ~ ISA *00* *00* *ZZ*123456789E *ZZ*DMA7384 *19092 4*0955*^*00501* 00000906 * 0*P*:~ SE*13*0001~ GE*1*1~ IEA *1* 00000906 ~
2.	Interchange Control Number in the Header/Trailer (ISA13/IEA02) must match	ISA13 and IEA02 is not a match Email Error Code: [RC of OXI-0141]	ISA13 must match the corresponding IEA02 within the overall file.	ISA *00* *00* *ZZ*123456789E *ZZ*DMA7384 *19092 4*0955*^*00501* 00000905 * 0*P*:~ SE*13*0001~ GE*1*1~ IEA *1* 00000905 ~
3.	Functional Group Control Number in the Header (GS06) must be unique	GS06 must be unique for all occurrences of functional Groups within an ISA-IEA The 999 will report the following error: Error Code 19 [Functional Group Control Number not unique within Interchange] Example: AK9*R*2*2*0*19	When sending more than one Functional Group Control Number (GS06) in one ISA-IEA, the GS06 must be unique.	ISA *00* *00* *ZZ*123456789E *ZZ*DMA7384 *19092 4*0955*^*00501* 00000905 * 0*P*:~ GS *HS*110027780E*DMA7384* 20190924*095506* 001 *X*005 010X279A1 GE *1* 001 ~ GS *HS*110027780E*DMA7384* 20190924*095506* 002 *X*005 010X279A1 GE *1* 002 ~ IEA *2* 00000905 ~
4.	Functional Group Control Number in the Header/Trailer (GS06/GE02) must match	GS06 and GE02 is not a match The 999 will report the following error: Error Code 2:	GS06 must match the corresponding GE02 within the overall file.	GS *HS*110027780E*DMA7384* 20190924*095506* 001 *X*005 010X279A1 GE *1* 001 ~

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		<p>[Group Control Number in the Functional Group Header and Trailer Do Not Agree]</p> <p>Example: AK9*R*2*2*0*4~</p>		
5.	Transaction Set Control Number in the Header (ST02) must be unique	<p>ST02 must be unique for all occurrences within a Functional Group</p> <p>The 999 will report the following error:</p> <p>Error Code 23: Transaction Set Control Number Not Unique within the Functional Group.</p> <p>Example: IK5*R*23~</p>	When sending more than one Transaction Set Control Number (ST02) in a file, the SE02 must be unique for all occurrences within a Functional Group within the overall file.	<p>GS*HC*110112919B*DMA7384*20191025*1259*300000034*X*005010X222A1~</p> <p>ST*837*0001*005010X222A1~</p> <p>SE*217*0001~</p> <p>ST*837*0002*005010X222A1~</p> <p>SE*220*0002~</p> <p>GE*1*300000034~</p>
6.	Transaction Set Control Number in the Header/Trailer (ST02/SE02) must match	<p>ST02 and SE02 is not a match</p> <p>The 999 will report the following error:</p> <p>Error Code 3: [Transaction Set Control Number in Header and Trailer Do Not Match]</p> <p>Example: IK5*R*3~</p>	ST02 must match the corresponding SE02 within the overall file.	<p>ST*837*0001*005010X222A1~</p> <p>SE*217*0001~</p>
7.	Do not use the EVSpc or EVScall software tool to generate a 270 or 276 file	<p>MassHealth terminated the use of its proprietary Eligibility Verification Software (EVSpc\EVScall) on September 1, 2015, and do not provide support for the software tool.</p> <p>Moreover, EVSpc/EVScall is known to create duplicate interchange control</p>	<p>For an example of duplicate interchange control number, please refer to Row 1 above.</p> <p>"EVSPC" or "REPW" must not be reported in the BHT03 segment – Submitter Transaction Identifier</p>	<p>For an example of duplicate interchange control number, please refer to Row 1 above.</p> <p>Examples of Invalid value: BHT*0022*13*EVSPC*20190924*0955~ BHT*0022*13*REPW*20190924*0955~</p>

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		numbers so you may receive the following: OXI Email Error Code: [RC of OXI-0141]	data element throughout the entire file. Ensure that the BHT03 segment is blank (null) or a different value per the Implementation Guide.	Example of valid value: BHT*0022*13**20190924*0955~ OR BHT*0022*13*000000636
8.	A single Transaction Set Header/Trailer (ST/SE) must not exceed 5,000 claim requests	Exceeded over 5,000 claim requests Error Code 147: The file has exceeded the maximum transaction count limit	When sending claim requests, do not include more than 5,000 in a single ST/SE. You may include additional claim requests in a different ST/SE in the overall file.	Count the total number of claim requests within each ST/SE. To do so, count the number of instances of “CLM” (Claim Information in Loop 2300) reported within the same transaction set. Ensure that the total count within that ST/SE does not exceed 5,000.
9.	File size must not exceed 16MB	The file exceeded the file size limit OXI Email Error Code: [RC of OXI-0146]	Ensure that each file submitted is less than 16MB in size.	
10.	The PER segments in Loop 1000A – Payer Identification will return updated MassHealth contact information in the 835 or 271 file	N/A	MassHealth will return general and technical contact information such as telephone number, email address and website in the 271 and 835 file. Ensure that downstream system processes are updated that utilize this information.	For 271: PER*IC*MASSHEALTH CUSTOMER SERVICE*EM*edi@mahealth.net*TE*8008412900~ For 835: PER*CX*EOHHS CUSTOMER SERVICE*TE*8008412900*EM*EDI@MAHealth.Net~ PER*BL*EOHHS CUSTOMER SERVICE*EM*hipaasupport@mahealth.net*UR*www.mass.gov/masshealth~ Refer to the updated MassHealth Companion Guide for additional information.
11.	For 276 inquiry for valid Physician claims, the Type of	N/A	MassHealth will <u>not</u> return the REF – Institutional Bill Type	276 File: NM1*IL*1*Last Name*First Name****MI*100024691402~ TRN*1*250870719~

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	Bill (TOB) received in 276 file will no longer be returned on the Claim Status response (277) files		<p>Identification segment in the 2200D – Claim Status Tracking Number Loop in the 277.</p> <p>Ensure that downstream system processes are updated that utilize this information.</p>	<p>REF*BLT*111~ REF*D9*CLEARINGHOUSEREFDe niedICN2019211700001~ REF*1K*2219175700013~ DTP*472*RD8*20190601- 20190625~</p> <p>277 Response: NM1*IL*1*Last Name*First Name *E***MI*100024691402~ TRN*2*250870719~ STC*F2:145:85*20190624**3 000*0*20190624****F2:562: 85~ REF*1K*2219175700013~ REF*EJ*100024691402~ REF*D9*CLEARINGHOUSEREFDe niedICN2019211700001~ DTP*472*D8*20190624~ SVC*HC:99214:SA*3000*0*** *1~ STC*F2:20*20190624~ DTP*472*RD8*20190624- 20190624~</p>

REMINDER

When reviewing your 999, review **all IK5 – Implementation Transaction Set Response Trailer** and **AK9 – Functional Group Response Trailer** segments. If there are errors, correct the errors and send the corrected requests in a new file. Be sure to avoid submitting duplicate files to MassHealth.

Resources

- **MassHealth Customer Service Center – EDI Department**
Email: edi@mahealth.net
Phone: 1-800-841-2900

Please contact us if you have questions, need assistance in interpreting your response files, correcting errors or understanding how to correct errors and resubmit the corrected test file.

- Webpage: **Technical Refresh**
<https://www.mass.gov/masshealth-technical-refresh>

- **Companion Guides**
<https://www.mass.gov/lists/technical-refresh-companion-guides>
- Webpage: **Key Concepts**
<https://www.mass.gov/info-details/technical-refresh-key-concepts>
- Job Aid: **Download Responses (999)**
<https://www.mass.gov/files/documents/2017/11/13/batch-claims-download.pdf>
- Flyer: **999 Example**
<https://www.mass.gov/files/documents/2019/07/24/999-transaction-examples.pdf>
- Flyer: **x12 Processing Example**
<https://www.mass.gov/doc/x12-transaction-0/download>
- Flyer: **New HIPAA Translator Changes**
<https://www.mass.gov/doc/new-hipaa-translator-changes/download>
- Flyer: **835**
<https://www.mass.gov/doc/835-example-0/download>
- Flyer: **EVSpC/EVScall Transition Options**
MassHealth will publish on the Technical Refresh webpage once available.
- Job Aid: **Submit Claim Status through DDE**
<https://www.mass.gov/how-to/check-claim-status>