

ARKANSAS BLUE CROSS BLUE SHIELD
EDI REPORT USER GUIDE

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1. OVERVIEW

ANSI ASC X12N 837 health care claims (837) transactions can be used to submit health care claim billing information, encounter information, or both from providers of health care services to payers either directly or via intermediary billers and claims clearinghouses. Payers will process these transactions by performing different types of edits and generating different reports.

This document was created to provide detail instructions on how to analyze the reject reports for all lines of Private Business. The submitter's responsibility is to verify all reports to determine if errors exist and to insure claims are received by the payment system.

Submitters will receive various reports back after a successful transmission of claim files. This document will assist in understanding the reports. Below are the different types of reports you can receive when sending in a claim file.

Type of Report	Gateway extension type
1. Gateway acceptance or rejection report	ACK
2. Security violation reject report	REJ
3. Transaction acknowledgment (TA1) report	RPT
4. Functional acknowledgment (997) report	RPT
5. Batch processing report	RPT

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2. LEVELS OF EDITING

Once EDI Services receives the file from the submitter, the file will be validated by different levels of editing before being processed by the claims payment systems. Listed below and on the next page are the different levels of editing.

2.1 Level 1 – TA1 Interchange Acknowledgment Report

- The TA1 Interchange Acknowledgment Report edits for the syntax or format of the interchange header and trailer of the file received from the submitter according to the ANSI ASC X12N specifications.
- The TA1 Interchange Acknowledgment Report is translator generated.
- The TA1 Interchange Acknowledgment Report will only be returned to the submitter of the transaction if the ISA14 contains a value of one (1).
- If the interchange header and trailer of the file were received correctly, then the file will be forwarded for level 2 editing.
- If the ISA14 contains a value of zero (0), no TA1 Interchange Acknowledgment Report will be generated. The transaction will proceed for level 2 editing.

2.2 Level 2 – 997 Functional Acknowledgment Report

- The 997 Functional Acknowledgment Report edits for the syntax or format of the file received from the submitter according to the ANSI ASC X12N specifications.
- The 997 Functional Acknowledgment is translator generated.
- A 997 Functional Acknowledgment will be returned to the submitter of the transaction.
- The 997 Functional Acknowledgment will indicate any errors found within the transaction.
- The 997 Functional Acknowledgment will indicate if the transaction was accepted or rejected.
- Accepted transactions will be sent for level 3 editing.

2.3 Level 3 – Batch Processing Report (BPR)

- The Batch Processing Report (BPR) edits for the validity of the data submitted within the transaction.
- The Batch Processing Report edits each claim individually.
- Each line of business determines the data that will be edited.
- Private Business claims that have passed the level 3 editing will be sent to the appropriate line of business for payment determination.

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3. Report Analysis

3.1 Analyzing the Interchange Acknowledgment Report (TA1)

The Interchange Acknowledgment Report (TA1) will help to identify the acceptance or rejection of the interchange header and trailer. The table below and on the next page gives the data elements used in the TA1 segment of the Interchange Acknowledgment Report.

SEGMENT/DATA ELEMENT	NAME	EXAMPLE	SEGMENT ANALYSIS
TA1 SEGMENT			
TA101	Interchange Control Number	TA1* 000002700 *040816*2304*A*000~	The TA101 should be the data submitted from the ISA13 of the electronic claim file received from the submitter.
TA102	Interchange Date	TA1*000002700* 040816 *2304*A*000~	The TA102 is the date of the original interchange being acknowledged.
TA103	Interchange Time	TA1*000002700*040816* 2304 *A*000~	The TA103 is the time of the original interchange being acknowledged.
TA104	Interchange Acknowledgment Code	TA1*000002700*040816*2304* A *000~	<p>The TA104 indicates the status of the interchange.</p> <p>A – The value of A indicates that the interchange has been accepted. No errors were found.</p> <p>E – A value of E indicates that errors were found, however the interchange has been accepted.</p> <p>R – A value of R indicates that the interchange has errors and has been rejected.</p>
TA105	Interchange Note Code	TA1*000002700*040816*2304*A* 000 ~	<p>The TA105 indicates the error found.</p> <p>000 - No error</p> <p>001 - The Interchange Control Number in the Header and Trailer Do Not Match. The Value From the Header is Used in the Acknowledgment.</p> <p>002 - This Standard as Noted in the Control Standards</p>

TA105 cont.	Interchange Note Code	TA1*000002700*040816*2304*A*000~	Identifier is Not Supported. 003 - This Version of the Controls is Not Supported 004 - The Segment Terminator is Invalid 005 - Invalid Interchange ID Qualifier for Sender 006 - Invalid Interchange Sender ID 007 - Invalid Interchange ID Qualifier for Receiver 008 - Invalid Interchange Receiver ID 009 - Unknown Interchange Receiver ID 010 - Invalid Authorization Information Qualifier Value 011 - Invalid Authorization Information Value 012 - Invalid Security Information Qualifier Value 013 - Invalid Security Information Value 014 - Invalid Interchange Date Value 015 - Invalid Interchange Time Value 016 - Invalid Interchange Standards Identifier Value 017 - Invalid Interchange Version ID Value 018 - Invalid Interchange Control Number Value
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3.2 Analyzing the Functional Acknowledgment Report (997)

The Functional Acknowledgment Report (997) helps to identify the acceptance or rejection of the functional group, transaction set, segments, or data elements. The table below and on the next few pages will detail all of the different elements used in the report.

SEGMENT/DATA ELEMENT	NAME	EXAMPLE	SEGMENT/DATA ELEMENT ANALYSIS
ST SEGMENT			
ST01	Transaction Set Identifier Code	ST*997*0000000~	ST01 will be a value of 997.
ST02	Transaction Set Control Number	ST*997*0000000~	ST02 will be a value assigned by the originator.
AK1 SEGMENT			
AK101	Functional Identifier Code	AK1*HC*131~	AK101 will be a value of HC.
AK102	Group Control Number	AK1*HC*131~	AK102 will be a value assigned by the originator.
AK2 SEGMENT			
AK201	Transaction Set Identifier Code	AK2*837*100254~	AK201 will be a value of 837.
AK202	Transaction Set Control Number	AK2*837*100254~	AK202 will be a value assigned by the originator.
AK3 SEGMENT			
AK301	Segment ID Code	AK3*NM1*100*2310B*3~	AK301 will identify the segment that is in error.
AK302	Segment Position in Transaction Set	AK3*NM1*100*2310B*3~	AK302 will identify the numerical count position of the segment in error.
AK303	Loop Identifier Code	AK3*NM1*100*2310B*3~	AK303 will identify the loop that the segment in error is located in.
AK304	Segment Syntax Error Code	AK3*NM1*100*2310B*3~	<p>AK304 will be a code from a predefined list that will provide a description of the error.</p> <ul style="list-style-type: none"> 1 – Unrecognized segment ID 2 – Unexpected segment missing 3 - Mandatory segment missing 4 – Loop occurs over maximum times 5 – Segment exceeds maximum use 6 – Segment not in defined transaction set 7 – Segment not in proper structure 8 – Segment has data element

			errors
AK4 SEGMENT			
AK401-1	Element position in segment	AK4*8*66*7*XX~	AK401-1 identifies the simple data element in error
AK401-2	Component Data Element Position in Composite	AK4*8:2*66*7*XX~	AK401-2 identifies the component data element position within the composite that is in error
AK402	Data Element Reference Number	AK4*8*66*7*XX~	AK402 identifies the data element reference number in the data element dictionary
AK403	Data Element Syntax Error Code	AK4*8*66*7*XX~	AK403 identifies the error found using a predefined list 1 – Mandatory data element missing 2 – Conditional required data element missing 3 – Too many data elements 4 – Data element too short 5 – Data element too long 6 – Invalid character in data element 7 – Invalid code value 8 – Invalid date 9 – Invalid time 10 – Exclusion condition violated
AK404	Copy of Bad Data Element	AK4*8*66*7*XX~	AK404 is a copy of the bad data submitted
AK5 SEGMENT			
AK501	Transaction Set Acknowledgment Code	AK5*E*5~	AK501 is a code from a predefined list indicating accept or reject condition A – Accepted advised E – Accepted but errors were noted M – Rejected, message authentication code (MAC) failed R – Rejected advised W – Rejected, assurance failed validity tests X – Rejected, content after decryption could not be analyzed
AK502	Transaction Set Syntax Error Code	AK5*E*5~	AK502 is a code from a predefined list that describes the error found

<p>AK502 cont.</p>	<p>Transaction Set Syntax Error Code</p>	<p>AK5*E*5~</p>	<p>1 - Transaction Set Not Supported</p> <p>2 - Transaction Set Trailer Missing</p> <p>3 - Transaction Set Control Number in Header and Trailer Do Not Match</p> <p>4 - Number of Included Segments Does Not Match Actual Count</p> <p>5 - One or More Segments in Error</p> <p>6 - Missing or Invalid Transaction Set Identifier</p> <p>7 - Missing or Invalid Transaction Set Control Number</p> <p>8 - Authentication Key Name Unknown</p> <p>9 - Encryption Key Name Unknown</p> <p>10 - Requested Service (Authentication or Encrypted) Not Available</p> <p>11 - Unknown Security Recipient</p> <p>12 - Incorrect Message Length (Encryption Only)</p> <p>13 - Message Authentication Code Failed</p> <p>15 - Unknown Security Originator</p> <p>16 - Syntax Error in Decrypted Text</p> <p>17 - Security Not Supported</p> <p>23 - Transaction Set Control Number Not Unique within the Functional Group</p> <p>24 - S3E Security End Segment Missing for S3S Security Start Segment</p> <p>25 - S3S Security Start Segment Missing for S3E Security End Segment</p> <p>26 - S4E Security End Segment Missing for S4S Security Start Segment</p> <p>27 - S4S Security Start Segment Missing for S4E Security End Segment</p>
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AK503	Transaction Set Syntax Error Code	AK5*E*5*6~	AK503 is the same as the AK502 and uses the same codes from the predefined list
AK504	Transaction Set Syntax Error Code	AK5*E*5*6*7~	AK504 is the same as the AK502 and uses the same codes from the predefined list
AK505	Transaction Set Syntax Error Code	AK5*E*5*6*7*8~	AK505 is the same as the AK502 and uses the same codes from the predefined list
AK506	Transaction Set Syntax Error Code	AK5*E*5*6*7*8*9~	AK506 is the same as the AK502 and uses the same codes from the predefined list
AK9 SEGMENT			
AK901	Functional Group Acknowledge Code	AK9*A*1*1*1~	<p>AK901 is a code from a predefined list that indicates the accept or reject condition of the functional group</p> <p>A – Accepted ADVISED</p> <p>E - Accepted, But Errors Were Noted</p> <p>M - Rejected, Message Authentication Code (MAC) Failed</p> <p>P - Partially Accepted, At Least One Transaction Set Was Rejected ADVISED</p> <p>R - Rejected ADVISED</p> <p>W - Rejected, Assurance Failed Validity Tests</p> <p>X - Rejected, Content After Decryption Could Not Be Analyzed</p>
AK902	Number of Transaction Sets Included	AK9*A*1*1*1~	AK902 indicates the total number of transaction sets within the functional group
AK903	Number of Received Transaction Sets	AK9*A*1*1*1~	AK903 is the number of transaction sets received
AK904	Number of Accepted Transactions Sets	AK9*A*1*1*1~	AK904 is the number of accepted transaction sets
AK905	Functional Group Syntax Error Code	AK9*A*1*1*1*2~	<p>AK905 is a code from a predefined list that describes the syntax error found in the functional group header or trailer</p> <p>1 - Functional Group Not Supported</p> <p>2 - Functional Group Version Not Supported</p> <p>3 - Functional Group Trailer Missing</p> <p>4 - Group Control Number in the Functional Group Header and Trailer Do Not Agree</p> <p>5 - Number of Included Transaction Sets Does Not Match Actual Count</p>

AK905 cont.	Functional Group Syntax Error Code	AK9*A*1*1*1*2~	<p>6 - Group Control Number Violates Syntax</p> <p>10 - Authentication Key Name Unknown</p> <p>11 - Encryption Key Name Unknown</p> <p>12 - Requested Service (Authentication or Encryption) Not Available</p> <p>13 - Unknown Security Recipient</p> <p>14 - Unknown Security Originator</p> <p>15 - Syntax Error in Decrypted Text</p> <p>16 - Security Not Supported</p> <p>17 - Incorrect Message Length (Encryption Only)</p> <p>18 - Message Authentication Code Failed</p> <p>23 - S3E Security End Segment Missing for S3S Security Start Segment</p> <p>25 - S4E Security End Segment Missing for S4S Security Start Segment</p> <p>26 - S4S Security Start Segment Missing for S4E Security End Segment</p>
AK906	Functional Group Syntax Error Code	AK9*A*1*1*1*2*3~	Use the same codes as indicated in the AK905.
AK907	Functional Group Syntax Error Code	AK9*A*1*1*1*2*3*4~	Use the same codes as indicated in the AK905.
AK908	Functional Group Syntax Error Code	AK9*A*1*1*1*2*3*4*5~	Use the same codes as indicated in the AK905.
AK909	Functional Group Syntax Error Code	AK9*A*1*1*1*2*3*4*5*6~	Use the same codes as indicated in the AK905.
SE SEGMENT			
SE01	Number of Included Segments	SE*250*0001~	This is the total number of segments that were submitted in the transaction beginning with the ST and ending with the SE.
SE02	Transaction Set Control Number	SE*250*0001~	The identifying control number assigned by the originator of the transaction set. Must be identical to the value submitted in the ST02.

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3.3 Analyzing an Accepted Batch Processing Report

This is an example of an **accepted** Batch Processing Report. The Batch Processing Report will indicate information about the accepted claims. The information that will be provided is:

1. The date of the report
2. The submitter ID number
3. The value from the ISA13
4. The internal filename of the file
5. The Payer
6. Total claim count received
7. Total dollar amount of all claims received
8. Total accepted claim count
9. Total dollar amount of the claims accepted

BATCH PROCESSING REPORT - July 30 2004
Friday @ 15:15:37

SubmitterID: EXXXX

FileID : 0001FILE001XXXXX

ISA13 : 0000XXXXX

Name : EXXXX.EXXXX.837P.P.A.199

FILE AUDIT

PAYER	RECEIVED		ACCEPTED		REJECTED	
	#	\$\$	#	\$\$	#	\$\$
BCBSREG	4	796.00	4	796.00		
FEP	1	125.00	1	125.00		
HA	8	1742.00	8	1742.00		
OTHER_ITS	5	947.00	5	947.00		
TOTAL FILE	18	3610.00	18	3610.00		

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3.4 Analyzing a Rejected Batch Processing Report

This is an example of a Batch Processing Report that has a **rejected** claim. The Batch Processing Report will indicate information about the rejected claim. Information that will be provided is:

1. The patient name
2. The patient account number
3. Total claim charge
4. ID number
5. Date of birth
6. Provider number
7. Statement from or date of service
8. Error message

The Batch Processing Report will indicate the file totals such as the total received claim count, total dollar amount of the received claims, total accepted claim count, total dollar amount of the accepted claims, the total number of claims rejected and total dollar amount of all rejected claims.

BATCH PROCESSING REPORT - July 27 2004
Monday @ 08:40:05

SubmitterID: EXXXX
FileID : 0001FILE001XXXXX Name : EXXXX.EXXXX.837P.P.A.19

REJECTED CLAIMS

```
=====
Patient   : JOHN DOE                ID#      : XXX000000000
PatAcct   : 00000000                DOB      : 1958-02-01
Payor     : BCBS                    Provider: 5XXXX
PyrAlias  : BL00520                 PayerKey: OTHER_ITS
Bill Type : HCF                     StmtFrom: 2005-06-16
ICN/PCN   :                          Encoder  :
BatchID   : 0001BTCH00000000        ClaimID  : 0001HCFA00000000
Total Chg:           175.00          Script   : its4010p.scr
=====
```

HCFA_DETAIL.4.FA0_SVCPL = 1
Place of Service invalid

FILE AUDIT

PAYER	RECEIVED		ACCEPTED		REJECTED	
	#	\$\$	#	\$\$	#	\$\$
OTHER_ITS	24	1470.00	23	1295.00	1	175.00
TOTAL FILE	24	1470.00	23	1295.00	1	175.00

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3.5 Example of a security rejection report:

Arkmon Rejection

Name : ARKANSAS ABC

File name: e9999.e9999.a.104.rej

Path (gateway) submitter : E9999

Endmark: ~

Seperator: *

Orig. Size: 102839

MB,MA or PB: PB

Claim Count: 0

State Code:

Claim Type:

File Indicator: P

File Name Submitter: E9999

Submitter in file:

Extra info: Can only send one claim type. Mixed Claims Present

Note: Valid Claim types for PB are WC,09,BL,12,10,OF,HM

This report will show the submitter that submitting mixed types of claims is not allowed. Other types of rejects that you could see on this report are has follows;

- Invalid submitter
- Not 4010A1 format
- Submitter not authorized to submit claims
- ISA record must be present
- IEA record must be present
- No payer present
- Greater than 5000 claims
- Gateway login ID must equal ISA submitter ID

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3.6 Gateway transmission reports:

Acceptance:

userid=E9999,filename=E9999_02150_103822_T.837P ,received successfully

Rejected:

arbbupltE9999 TRANSFER ERROR 221 AFS Transfer cancelled

Should a transmission problem occur due to communication errors, the Gateway rejected report will be placed in the users mailbox. Submitters should retry the transmission. If the problem continues to occur, please contact EDI Services at 1-866-582-3247 or 501-378-2419.