



DELTA DENTAL OF MASSACHUSETTS

# Electronic Data Interchange Connectivity Guide

## CORE CAQH Rule 270

December 2012

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## Preface

This companion guide outlines specific information regarding X12 Interchange connectivity parameters. This information is based on the CORE CAQH Connectivity Rule 270 version 2.2.0 March 2011.

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## Introduction

CORE CAQH Rule 270 requires Servers to provide connectivity information in regards to sharing Eligibility & Benefits and Claims information via and EDI transaction. The information in this document is for existing and potential trading partners.

## Compliance Version

Delta Dental of Massachusetts is compliant with Phase II CORE 270: Connectivity Rule version 2.2.0 March 2011

## Message Format, Supported Transactions and Interchange Information:

The message format includes sending the 270 or 276 EDI inside an XML tag named EDITRANSMISSION. Also, the 271 or 277 response will be formatted in the same way, where the EDI response is contained inside of an XML tag named EDITRANSMISSION.

The following is the beginning and end of such a transaction that is used simply to illustrate how the EDI is wrapped inside the EDITRANSMISSION tags.

```
<EDITRANSMISSION>ISA*00*          *00*          *ZZ*SENDERID
*ZZ*RECEIVERID  *121210*0915*^*00501*000000001*0*P*:~
GS*HS*SENDERID*RECEIVERID*20121210*0915*1*X*005010X279A1~
[... ADDITIONAL EDI SEGMENTS ...]
GE*1*1~IEA*1*000000001~</EDITRANSMISSION>
```

### Supported Transactions:

270/271 Eligibility Inquiry - 005010X279A1  
276/277 Claims Status Inquiry - 005010X212

### ASC X12 Interchange:

Multiple Functional Groups are not accepted for real time transactions. A TA1 is not returned. Information regarding file processing is returned via a 999 and/or the response transaction.

### Batch Transactions

Note: Batch transactions are not supported for the 270/271 or 276/277. This means that any information that would be included in this Guide in relation to Batch transactions is not applicable (e.g., lists of files, etc.).

## Receiver ID for Transactions

Real Time Transactions: To obtain a Receiver ID, a business relationship must first be established. Please contact Joe Lawrence, Manager - Application Services to begin the process of establishing that relationship.

## Extensions to Core Connectivity

At this time there is only one extension to the Core Connectivity rules as follows:

- In the EB segments of the 271, for Co-Insurance (EB01=A), Co-Payment (EB01=B), Deductibles (EB01=C), Benefit Descriptions (EB1=D), and Maximums (EB01=F) where they allow for specification of the benefit amount relative to the network participation of the service provider:
  - The EB12 element standard states it must always contain a “Y”, “N”, or Blank to indicate “in-network”, “out-of-network” or “both” respectively.
  - To accommodate one of our trading partners, we send a “W” rather than the Blank to indicate “both”.

## Production and Testing URLs for Real time and Batch transactions

Currently all trading partners who transact with the dental plan for EDI messages do so through VPN. This is our preferred method. If you would like to establish a VPN connection, please contact the Manager Application Services (contact information below) to begin that process.

If a partner needs to work with Delta Dental of Massachusetts using the HTTPS protocol, a User Name and Password will be required. Please contact the Manager Application Services (contact information below) to get those credentials set up.

### Testing Environment Delta Dental of Massachusetts

HTTP URL

<https://receive.deltadentalma.com:10091>

### Production Environment

HTTP URL

<https://receive.deltadentalma.com:10101>

### Batch:

We do not support Batch processing for the 270/271 or 276/277 message sets.

## Maximum File Limitations

Real Time EDI single transactions can be received at a rate of 100 transactions per minute.

## Authentication/Authorization Policies

Currently all trading partners who transact with the dental plan for EDI messages do so through VPN. This is our preferred method. If you would like to establish a VPN connection, please contact the Manager Application Services (contact information below) to begin that process.

If a partner needs to work with the dental plan using the HTTPS protocol, a User Name and Password will be required. Please contact the Manager Application Services (contact information below) to get those credentials set up.

## System Availability

The claims adjudication system and supporting transactions are monitored 24 hours a day, 7 days a week for the entire calendar year including holidays. We strive for 99.5% uptime with the exception of the following scheduled maintenance windows.

- **Scheduled Downtime:**
  - Weekly - We maintain a short after hours downtime weekly for minor enhancements. These are scheduled for Tuesdays @ 7:00CT with an alternate time for Thursday at the same time. While these enhancements may take several hours, they do not always affect the EDI processing.
  - Monthly - We maintain a Monthly maintenance window for major system enhancements. These are scheduled for the 3<sup>rd</sup> weekend of the month and may or may not cause an interruption to the EDI message processing.
- **Unscheduled Downtime**
  - Any unscheduled/emergency downtimes that affect our ability to reply to an EDI transaction will be communicated to all trading partners who have a relationship with Delta Dental of Massachusetts through methods established with the trading partner when the VPN connection was established or when the HTTPS Credentials are granted.

## Contact Information

Technical: Joe Lawrence, Manager Application Services – 617-886-1171  
[Joseph.Lawrence@greatdentalplans.com](mailto:Joseph.Lawrence@greatdentalplans.com)

Security: Kevin McCarville, IT and Security Governance Manager – 617-886-1634  
[Kevin.McCarville@greatdentalplans.com](mailto:Kevin.McCarville@greatdentalplans.com)

Business: Guy Mandel, Director of Operations – 617-886-1406  
[Guy.Mandel@greatdentalplans.com](mailto:Guy.Mandel@greatdentalplans.com)

## Rules of Behavior

Partners transacting with us will agree to the following Rules of Behavior:

- All EDI transactions will follow the HIPAA format as established by CAQH governance.
- No partner will attempt to access patient eligibility, benefits or claims information unless they have a legitimate business reason for that information.

### Passwords and Other Access Control Measures

- I will choose passwords that are at least eight characters long and have a combination of letters (upper- and lower-case), numbers, and special characters.
- I will protect passwords and access numbers from disclosure. I will not record passwords or access control numbers on paper or in electronic form and store them on or with workstations, or laptop computers. To prevent others from obtaining my password via “shoulder surfing,” I will shield my keyboard from view as I enter my password.
- I will promptly change a password whenever the compromise of that password is known or suspected.
- I will not attempt to bypass access control measures.

### Data Protection

- I will protect sensitive information from disclosure to unauthorized persons or groups.
- All information received will be treated as PHI and fall under all requirements associated with privacy.