Arkansas Blue Cross Blue Shield

HIPAA Transaction Standard Companion Document Guide

Refers to the Implementation Guides Based on ASC X12 version 005010

005010X279A1: (270/271) Health Care Eligibility Benefit Inquiry and Response
005010X212E1: (276/277) Health Care Claim Status Request and Response
005010X217E2: (278) Health Care Services Review- Request for Review and Response
# Table of Contents

1. PREFACE ........................................................................................................................................... 2  
2. CONNECTIVITY .................................................................................................................................. 3  
3. PASSWORDS ....................................................................................................................................... 4  
4. DOCUMENTATION AND INSTRUCTIONS ......................................................................................... 6  
5. 27X ISA/GS AUTHENTICATION ERROR RESPONSES ........................................................................ 7  
6. 270 ELIGIBILITY INQUIRIES ................................................................................................................ 8  
7. 270 COMPANION DOCUMENT .......................................................................................................... 9  
8. 271 AUTHENTICATION ERROR RESPONSES ....................................................................................... 10  
9. 276 COMPANION DOCUMENT ........................................................................................................... 11  
10. 277 AUTHENTICATION ERROR RESPONSES ..................................................................................... 12  
11. 278 HEALTH CARE SERVICES REVIEW ........................................................................................... 13  
12. 278 AUTHENTICATION ERROR RESPONSES ..................................................................................... 13  
13. APPENDIX A - CODING EXAMPLES .................................................................................................... 14  
14. APPENDIX B - ADDING AHIN USERS ............................................................................................... 20
Preface

The ASC X12N Implementation Guides were adopted under Health Insurance Portability and Accountability Act (HIPAA) as the official guides to use for the exchange of electronic transactions. This Electronic Transaction Manual contains the Companion Documents for the 270/271, 276/277 and 278 transactions. The Companion Documents provide further clarification and specify the data content when exchanging electronic transactions with Arkansas Blue Cross Blue Shield. Transmissions based on this companion document, used in tandem with the X12N Implementation Guides, are compliant with both the X12 syntax and those guides. These Companion Guides are intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guides are not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides. The Companion Guides within this document describe the requirements and recommendations of implementing 270/271, 276/277 and 278 transactions.
Connectivity

ANSI 27X transactions will be sent to Arkansas Blue Cross Blue Shield via secure internet connections in secure HTTP wrappers. The test and production URLs will be provided by EDI Services upon completion of enrollment. The hours of operation for submitting ANSI 27X transactions are 6:00 a.m. to 12:00 a.m. CST, Monday through Saturday.

Arkansas Blue Cross Blue Shield will strip the wrappers and then pass the transactions to the processing system. Arkansas Blue Cross Blue Shield will support either HTTP 1.0 or HTTP 1.1. The wrapper formats are as follows:

Request (Request Interchange)
POST /ELIG HTTP/1.0
Host: hostname (where hostname is obtained from EDI Services)
Accept: */*
Connection: Close
Content-Length: xxx (xxx = content length)
Content-type: text/ansix12

Response (Reply Interchange)
HTTP/1.0 200 OK
Date: ddd (ddd = date, example = Sat Jul 12 23:50:04 2003)
Content-type: text/ansix12
Content-Length: xxx (xxx = content length)
Password-expire: ppp (ppp = expiration, example = 3 days)
Passwords

A clearinghouse submitter ID will be assigned to submitters by EDI Services at Arkansas Blue Cross Blue Shield. Submitters will be able to change passwords prior to expiration by using a maintenance transaction (PWC). A TA1 or a 997 response transaction with the error status will be returned if the transaction does not pass authentication.

Submitters must have a valid password. Standard password rules are:

- When using the password change (PWC) transaction, the old password specified in the transaction must match the current password.
- The password must be a minimum of 8 characters and a maximum of 10 characters.
- The password must be different from the initial password assigned by EDI Services.
- The password cannot be the same as the current password.
- The password cannot contain the clearinghouse submitter ID.
- Adjacent characters or symbols cannot be the same. e.g., Aef119F2 is invalid because of the two ones that are adjacent
- The password is case sensitive.
- The password must be changed at least every 30 days.

EDI Services will also create a clearinghouse organization in AHIN so that one or more users can be added for the clearinghouse. At least one user is required and this user (or users) will be responsible for the initial setting and maintenance of the clearinghouse password which is required by the transaction (/ELIG) interface. It is strongly recommended that each vendor have two users to manage the account.

Submitters will be able to change passwords before they expire without logging on to AHIN by using the following maintenance transaction:

Request
POST /PWC HTTP/1.0
Accept: */*
Connection: close
Content-Length: 0
Content-type: text/plain

Userid=xxx&oldpass=yyy&newpass=zzz (where xxx = user ID, yyy = old password and zzz = new password)

NOTE: The line above is not part of the actual HTTP header. It should be separated from the HTTP header by a carriage return / line feed (CRLF). This transaction should be sent without an X12 transaction.

Good Response
HTTP/1.0 202 Accepted

Error Response
HTTP/1.0 406 Not Acceptable
If an incorrect or old password is supplied without a successful login more than 3 times or if the password expires prior to execution of the maintenance transaction, the account will be locked and must be reset by logging on to AHIN and resetting the clearinghouse password. The clearinghouse users of the 27X transaction will need to maintain their account keeping passwords current and unlocking passwords when required.

Additionally, a text string will be returned indicating the status of the request. Possible values are:

- Password changed successfully.
- Invalid parameters. Usage is: userid=xxx&oldpass=yyy&newpass=zzz
- AHIN is currently offline for maintenance. Please try again later.
- System Error. AHIN Administration has been notified.
- Unable to locate userid
- Account is locked. Please logon to AHIN in order to reset your clearinghouse account/password.
- Old password incorrect. Too many failed attempts. Account is locked. Please logon to AHIN in order to reset your clearinghouse account/password.
- Old password incorrect.
- Password must be a minimum of 8 characters and a maximum of 10 characters.
- Password cannot be the same as or contain the user ID.
- New password cannot be same as old password.
Documentation and Instructions

- For 27X and password change transaction examples, see Appendix A.
- For instructions for adding a user to AHIN and the AHIN User form, see Appendix B.
27X ISA/GS Authentication Error Responses

The 27X ISA/GS authentication error responses will apply to the 270, 276 and 278 transactions if an error has occurred in the ISA or GS segment. The chart below shows the error response that will be returned for a specific data element.

<table>
<thead>
<tr>
<th>Invalid Data Element</th>
<th>Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).</th>
</tr>
</thead>
</table>
| Password Expired (see NOTE) | TA104 = R Transaction Rejected  
TA105 = 011 Invalid Authorization Information Value |
| ISA03 | TA104 = R Transaction Rejected  
TA105 = 012 Invalid Security Information Qualifier Value  |
| ISA04 | TA104 = R Transaction Rejected  
TA105 = 013 Invalid Security Information Value  |
| ISA05 | TA104 = R Transaction Rejected  
TA105 = 005 Invalid Qualifier for Sender ID  |
| ISA06 | TA104 = R Transaction Rejected  
TA105 = 006 Invalid Sender ID  |
| ISA07 | TA104 = R Transaction Rejected  
TA105 = 007 Invalid Qualifier for Receiver ID  |
| ISA08 | TA104 = R Transaction Rejected  
TA105 = 008 Invalid Receiver ID  |
| GS02 | TA104 = R Transaction Rejected  
TA105 = 006 Invalid Sender ID  |
| GS03 | TA104 = R Transaction Rejected  
TA105 = 008 Invalid Receiver ID  |

NOTE:

- TA105=011 normally would indicate that ISA02 has an invalid value. If it indeed contains invalid characters that is the reason for the failure.
- AHIN will also return the same error code (TA105=011) when ISA06 / ISA04 (used for security verification) fails the security lookup.
- If you receive a TA105=011 and ISA02 is all blanks, it indicates ISA06 / ISA04 is the problem. These problems could include incorrect values or be the result of account lockout. See AHIN 27X User Guide, 3.3 Password Tab, for instructions.
270 Eligibility Inquiries

The optimum 270 search criteria should include one or more of the following items listed below. To maximize the search result, include as much information as possible in the 270 Eligibility Request.

- Primary criteria must include Member ID Number (maximum length of 17) and 2 of the following:
  - First Name
  - Last Name
  - Date of Birth.
- Secondary criteria could include: Gender or Social Security Number.
- Data is required at either the subscriber or dependent loop.
- Arkansas Members/In State members all have unique identification numbers so you will see the same member name and number in both the Member and Subscriber fields. All of these members are considered Subscribers.

For Arkansas members (i.e., BlueAdvantage, Blue Cross and Health Advantage) the member ID prefix can be sent but is not required.

Arkansas Blue Cross Blue Shield supports only one service type code per transaction. ‘98’ is the recommended default service type code.

Subscriber
The member or subscriber is the covered person, meaning covered by the Insurance Policy. The subscriber is a person who can be uniquely identified to a user by a unique Member Identification Number (which may include a unique suffix to the primary policy holder’s identification number).

For example, Joe Smith is the primary policy holder and has a Member ID 1234501. He is considered a subscriber. Jane Smith is the spouse to Joe and is covered under his policy and has a Member ID 1234502. Jane is considered a subscriber as well since she has a unique Member ID number (in this case the suffix is different).

Dependent
The dependent is a person who cannot be uniquely identified to a user by a unique Member Identification Number, but can be identified by a user when associated with a subscriber.

For example, John Jones is the primary policy holder and has a Member ID 54321. He is considered a subscriber. Susan Jones, the spouse is covered under his policy and has a Member ID 54321. Susan is considered a dependent since she does not have a unique Member ID number and must be associated with the Policyholder, John and his Member ID number.

Patient
The patient can be either the subscriber or the dependent. Arkansas Blue and Cross Blue Shield and its family of companies will return the patient in the 271 2100C in the subscriber loop. These members are considered subscribers because of their unique ID number.

Patient Relationship and Claims Submission
Subscriber and Dependents are identified differently by payers. If the patient is a dependent, they are typically listed on the subscribers ID card as dependents and do not receive their own ID card. If there is confusion as to whether the patient is a subscriber or a dependent, submit the claim with the patient as the subscriber.
## 270 Companion Document

<table>
<thead>
<tr>
<th>IG Page #</th>
<th>Loop ID</th>
<th>Reference</th>
<th>Name</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**First Level Authentication:** All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.

- **C.4 Header ISA03 Security Information Qualifier**
  - Must be a value of 01.

- **C.4 Header ISA04 Security Information**
  - Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.

- **C.4 Header ISA05 Interchange ID Qualifier**
  - Must be a value of ZZ.

- **C.4 Header ISA06 Interchange Sender ID**
  - Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.

- **C.5 Header ISA07 Interchange ID Qualifier**
  - Must be a value of ZZ.

- **C.5 Header ISA08 Interchange Receiver ID**
  - Must be equal to a value of 020.

**Second Level Authentication:** All data elements in the Functional Group (GS) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.

- **C.7 Header GS02 Application Sender’s Code**
  - Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06.

- **C.7 Header GS03 Application Receiver’s Code**
  - Must be a value of 020. This is the same value as the ISA08.

See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).

- **77 2100B NM108 Identification Code Qualifier**
  - Must be a value of XX.

- **78 2100B NM109 Identification Code**
  - Must be equal to the pay-to provider’s National Provider Identifier (NPI).

- **79 2100B REF01 Reference Identification Qualifier**
  - Must be equal to EO.

- **80 2100B REF02 Reference Identification**
  - Must be equal to the provider’s submitter ID number assigned by EDI Services at Arkansas Blue Cross Blue Shield.
## 271 Authentication Error Responses

Authentication errors for specific loops are returned on the 271. The 271 will always return the AAA segment on the 271 if there are errors.

<table>
<thead>
<tr>
<th>Invalid Loop / Data Element</th>
<th>271 Loop Returned</th>
<th>271 Segment &amp; Data Element Error Response Returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>2100B / NM108</td>
<td>2100B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 51 Provider Not on File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
<tr>
<td>2100B / NM109</td>
<td>2100B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 51 Provider Not on File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
<tr>
<td>2100B / REF01</td>
<td>2100B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 51 Provider Not on File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
<tr>
<td>2100B / REF02</td>
<td>2100B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 51 Provider Not on File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
<tr>
<td>2100B</td>
<td>2100B</td>
<td>AAA03 = 51 Provider Not on File (ISA06 or 2100B NM109 invalid)</td>
</tr>
<tr>
<td>2100C</td>
<td>2100C</td>
<td>AAA03 = 15 Required Application Data Missing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 42 Unable to Respond at Current Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 52 Service Dates Not Within Provider Plan Enrollment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 71 Patient Birth Date Does Not Match That for the Patient on the Database</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 72 Invalid/Missing Subscriber/Insured ID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 73 Invalid/Missing Subscriber/Insured Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 75 Subscriber/Insured Not Found</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 76 Duplicate Subscriber/Insured ID Number</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 77 Subscriber Found, Patient Not Found</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 78 Submitter/Insured not in Group Plan Identified.</td>
</tr>
<tr>
<td>2100D</td>
<td>2100D</td>
<td>AAA03 = 15 Required Application Data Missing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 42 Unable to Respond at Current Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 52 Service Dates Not Within Provider Plan Enrollment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 64 Invalid/Missing Patient ID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 65 Invalid/Missing Patient Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 67 Patient Not Found</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 71 Patient Birth Date Does Not Match That for the Patient on the Database</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 77 Subscriber Found, Patient Not Found</td>
</tr>
</tbody>
</table>
# 276 Companion Document

<table>
<thead>
<tr>
<th>IG Page #</th>
<th>Loop ID</th>
<th>Reference</th>
<th>Name</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Level Authentication:</strong> All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.4</td>
<td>Header</td>
<td>ISA03</td>
<td>Security Information Qualifier</td>
<td>Must be a value of 01.</td>
</tr>
<tr>
<td>C.4</td>
<td>Header</td>
<td>ISA04</td>
<td>Security Information</td>
<td>Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.</td>
</tr>
<tr>
<td>C.4</td>
<td>Header</td>
<td>ISA05</td>
<td>Interchange ID Qualifier</td>
<td>Must be a value of ZZ.</td>
</tr>
<tr>
<td>C.4</td>
<td>Header</td>
<td>ISA06</td>
<td>Interchange Sender ID</td>
<td>Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.</td>
</tr>
<tr>
<td>C.5</td>
<td>Header</td>
<td>ISA07</td>
<td>Interchange ID Qualifier</td>
<td>Must be a value of ZZ.</td>
</tr>
<tr>
<td>C.5</td>
<td>Header</td>
<td>ISA08</td>
<td>Interchange Receiver ID</td>
<td>Must be equal to a value of 020.</td>
</tr>
<tr>
<td><strong>Second Level Authentication:</strong> All data elements in the Functional Group (GS) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.7</td>
<td>Header</td>
<td>GS02</td>
<td>Application Sender’s Code</td>
<td>Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06.</td>
</tr>
<tr>
<td>C.7</td>
<td>Header</td>
<td>GS03</td>
<td>Application Receiver’s Code</td>
<td>Must be a value of 020. This is the same value as the ISA08.</td>
</tr>
</tbody>
</table>

See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).

| 46 | 2100B | NM108 | Identification Code Qualifier | Must be a value of 46. |
| 46 | 2100B | NM109 | Identification Code | Must be the submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. |
| 51 | 2100C | NM108 | Identification Code Qualifier | Must be a value of XX. |
| 51 | 2100C | NM109 | Identification Code | Must be the pay-to provider’s National Provider Identifier (NPI). |
### 277 Authentication Error Responses

Authentication errors for specific loops are returned on the 277. The 277 will always return the STC segment on the 277 if there are errors.

<table>
<thead>
<tr>
<th>Invalid Loop / Data Element</th>
<th>277 Loop Returned</th>
<th>277 Segment &amp; Data Element Error Response Returned</th>
</tr>
</thead>
</table>
| 2100B / NM108               | 2200E             | STC01-1 = E0 Response Not Possible - Error on Submitted Request Data  
                             |                   | STC01-2 = 25 Entity Not Approved  
                             |                   | STC01-3 = RC Receiving Location |
| 2100B / NM109               | 2200E             | STC01-1 = E0 Response Not Possible - Error on Submitted Request Data  
                             |                   | STC01-2 = 25 Entity Not Approved  
                             |                   | STC01-3 = RC Receiving Location |
| 2100C / NM108               | 2200E             | STC01-1 = E0 Response Not Possible - Error on Submitted Request Data  
                             |                   | STC01-2 = 25 Entity Not Approved  
                             |                   | STC01-3 = RC Receiving Location |
| 2100C / NM109               | 2200E             | STC01-1 = E0 Response Not Possible - Error on Submitted Request Data  
                             |                   | STC01-2 = 25 Entity Not Approved  
                             |                   | STC01-3 = RC Receiving Location |
### 278 Health Care Services Review – Request for Review and Response

**First Level Authentication:** All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.

<table>
<thead>
<tr>
<th>IG Page #</th>
<th>Loop ID</th>
<th>Reference</th>
<th>Name</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.4</td>
<td>ISA</td>
<td>ISA03</td>
<td>Security Information Qualifier</td>
<td>Must be a value of 01.</td>
</tr>
<tr>
<td>C.4</td>
<td>ISA</td>
<td>ISA04</td>
<td>Security Information</td>
<td>Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.</td>
</tr>
<tr>
<td>C.4</td>
<td>ISA</td>
<td>ISA05</td>
<td>Interchange ID Qualifier</td>
<td>Must be a value of ZZ</td>
</tr>
<tr>
<td>C.4</td>
<td>ISA</td>
<td>ISA06</td>
<td>Interchange Sender ID</td>
<td>Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.</td>
</tr>
<tr>
<td>C.5</td>
<td>ISA</td>
<td>ISA07</td>
<td>Interchange ID Qualifier</td>
<td>Must be value of ZZ</td>
</tr>
<tr>
<td>C.5</td>
<td>ISA</td>
<td>ISA08</td>
<td>Interchange Receiver ID</td>
<td>Must be value of 020</td>
</tr>
<tr>
<td>C7</td>
<td>Header</td>
<td>GS02</td>
<td>Application Sender’s Code</td>
<td>Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06</td>
</tr>
<tr>
<td>C7</td>
<td>Header</td>
<td>GS03</td>
<td>Application Receiver’s Code</td>
<td>Must be value of 020. This is the same value as the ISA08</td>
</tr>
</tbody>
</table>

**See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses.** Authentication errors are returned on the TA1 (Interchange Acknowledgment).

<table>
<thead>
<tr>
<th>IG Page #</th>
<th>Loop ID</th>
<th>Reference</th>
<th>Name</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>77</td>
<td>2010B</td>
<td>NM108</td>
<td>Identification Code Qualifier</td>
<td>Must be value of XX</td>
</tr>
<tr>
<td>78</td>
<td>2010B</td>
<td>NM109</td>
<td>Identification Code</td>
<td>Must be the provider’s National Provider Identifier (NPI)</td>
</tr>
</tbody>
</table>

### 278 Authentication Error Responses

Authentication errors for specific loops are returned on the 278. The 278 will always return the AAA segment on the 278 if errors are found.

<table>
<thead>
<tr>
<th>Invalid Loop / Data Element</th>
<th>278 Loop Returned</th>
<th>278 Segment &amp; Data Element Error Response Returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010B / NM108</td>
<td>2010B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 50 Provider Ineligible for Inquiries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
<tr>
<td>2010B / NM109</td>
<td>2010B</td>
<td>AAA01 = N The Transaction Has Been Rejected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA03 = 50 Provider Ineligible for Inquiries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AAA04 = N Resubmission Not Allowed</td>
</tr>
</tbody>
</table>
Appendix A – Coding Examples

X12 Transaction Examples

<?php
   // (C) Copyright Arkansas Blue Cross Blue Shield 2009-2010 All Rights Reserved.
   //
   // sample PHP function to send x12buffer to AHIN Gateway
   //
   // valid $hostnames are: hostname (where hostname is obtained from EDI Services)   test system
   // hostname (where hostname is obtained from EDI Services)   prod system
   //
   // $x12buf contains the x12 transaction to submit
   // ISA security and provider IDs are contained within the x12 data and
   // are beyond the scope of this sample application.
   //
   // the next set of variables are all output fields generated from the request and response
   //
   // $header_out contains any http header data submitted to AHIN
   // $header_rsp contains any http header data returned by AHIN
   // $x12buf_rsp contains any payload data returned by AHIN
   //
   // in normal conditions, ansix12 payload will be returned and Content-type: text/ansix12
   // in cases of error , text string will be returned and Content-type: text/plain
   //
   // an error will be returned if the gateway is offline for maintenance or does not respond within 60
   // seconds.
   //
   // authentication errors (invalid senderid/password or provider ids) are carried within the response.
   // meaning an ansix12 payload will be returned as a TA1 or 997 depending on the type of failure.
   //
   // the response header may contain some data of interest
   // Password-expires: nnn days  <- this is returned to indicate how many days until password must be changed
   // Total-time: s.dd  <- this is how long it took server to handle total request
   // Content-type: text/ansix12 <- this is returned to indicate payload area is an x12 response
   // Content-type: text/plain  <- this is returned to indicate payload area is text message reporting an
   // abnormal condition
// AHIN-warning: request content-length($contentlength) did not match actual length received($actual_length) causing delayed response
// this warning is present when the server detects the Content-length variable is missing or larger than actual data sent
// since the server must 'timeout' before it hands the data off to be processes, it causes a delay of at least 10 seconds.
// this adds to the overall transaction turnaround time and will not be part of the Total-time: value since the timing doesn't start
// until the data is handed off for processing.
//
// function transactEligServer( $hostname, $x12buf, &$header_out, &$header_rsp, &$x12buf_rsp )
{
    $crlf = "\r\n";                                         // dos style line separator
    $header_out =
        "POST /ELIG HTTP/1.0" . $crlf .                     // build the buffer we need to send
        'Host: ' . $hostname  . $crlf .                     // hostname we're sending to
        'Content-type: text/ansix12' . $crlf .              // not required but simply specifies the payload data type we're sending
        'Content-Length: ' . strlen($x12buf) . $crlf;      // make sure we properly calculate the payload length
    $bufsend_out = $header_out . $x12buf;                   // add on the payload data
    $port = 443 // port 443 is the eligibility port
    $addr = gethostbyname($hostname);                       // get the ipv4 address of hostname
    // lets open the connection to the server and write the data
    $socket = @socket_create(AF_INET, SOCK_STREAM, SOL_TCP) or die(socket_strerror(socket_last_error()));
    @socket_connect($socket, $addr, $port) or die(socket_strerror(socket_last_error()));
@socket_write($socket, $buflen_out, strlen($buflen_out)) or die(socket_strerror(socket_last_error()));
// accumulate the response in 2k chunks until we get an empty read
$rsp = '';
do {
    $out = @socket_read($socket, 2048);
    if (socket_last_error()) die(socket_strerror(socket_last_error()));
    $rsp .= $out;
} while ($out);
@socket_close($socket);

// we got the response. lets separate the header from the payload
// split on the double crlf which separates the header and data
list($header_rsp,$x12buf_rsp) = preg_split("\r\n\r\n",$rsp,2,PREG_SPLIT_NO_EMPTY);

?>
Appendix A – Coding Examples (continued)

Password Change Transaction Example

```php
<?php
   // (C) Copyright Arkansas Blue Cross Blue Shield 2009 All Rights Reserved.
   //
   // sample PHP function to send password change request to AHIN Gateway
   // this can be adapted to other languages since the basics are the same and only the syntax changes.
   // valid $hostnames are: hostname (where hostname is obtained from EDI Services) test system
   //                 hostname (where hostname is obtained from EDI Services) prod system
   //
   // $buf contains the field and value data for the change request.
   //   "Userid=$userid&oldpass=$opassword&newpass=$npassword"
   //
   // the next set of variables are all output fields generated from the request and response
   //
   // $header_out contains any http header data submitted to AHIN
   // $header_rsp contains any http header data returned by AHIN
   // $buf_rsp contains any message text returned by AHIN
   //
   // an error will be returned if the gateway is offline for maintenance or there are issues with the values sent.
   //
   // if the change request is good, a server status of 202 is returned.
   // if there are problems, a server status of status 406 is returned.
   //
   // There will also be a text message returned indicating acceptance or failure reason.
   //
   // Password changed successfully.
   // Invalid parameters. Usage is: userid=xxx&oldpass=yyy&newpass=zzz
   // AHIN is currently offline for maintenance. Please try again later.
   // System Error. AHIN Administration has been notified.
   // Unable to locate userid
```
Account is locked. Please logon to AHIN in order to reset your gateway account/password.
Old password incorrect. Too many failed attempts. Account is locked. Please logon to AHIN in order to reset your gateway account/password.
Old password incorrect.
Password must be a minimum of 8 characters and a maximum of 10 characters.
Password cannot be the same as or contain the user ID.
New password cannot be same as old password.

$buf = "Userid=$userid&oldpass=$opassword&newpass=$npassword";
transactPwcServer(hostname (where hostname is obtained from AHIN Support), $buf, $header_req, $header_rsp, $buf_rsp);
// echo $header_rsp;
// echo $buf_rsp;
function transactPwcServer( $hostname, $buf, &$header_out, &$header_rsp, &$buf_rsp )
{
    $crlf = "\r\n";
    // dos style line separator
    $header_out =
        'POST /PWC HTTP/1.0' . $crlf .
        'Host: ' . $hostname . $crlf .
        'Accept: */*' . $crlf .
        'Connection: Close' . $crlf .
        'Content-type: text/plain' . $crlf .
        'Content-Length: ' . strlen($x12buf) . $crlf ;
    // build the buffer we need to send
    // hostname we're sending to
    // don't hold the connection after we're done
    // not required but simply specifies the payload data type we're sending
    // make sure we properly calculate the payload length
    // important blank line here to separate header from payload
    $bufsend_out = $header_out . $x12buf;
    // add on the payload data
    $port = 80;
    $addr = gethostbyname($hostname);
    // port 80
    // get the ipv4 address of hostname
    // let's open the connection to the server and write the data
    $socket = @socket_create(AF_INET, SOCK_STREAM, SOL_TCP) or die(socket_strerror(socket_last_error()));
    @socket_connect($socket, $addr, $port) or die(socket_strerror(socket_last_error()));
    @socket_write($socket, $bufsend_out, strlen($bufsend_out)) or die(socket_strerror(socket_last_error()));
}
// accumulate the response in 2k chunks
$rsp = '';
do{
    $out = @socket_read($socket, 2048);
    if (socket_last_error()) die(socket_strerror(socket_last_error()));
    $rsp .= $out;
} while ($out);
@socket_close($socket);

// we got the response. lets separate the header from the payload
// split on the first double crlf which separates the header and data
list($header_rsp,$buf_rsp) = preg_split('/\r\n\n\r\n\n/', $rsp, 2, PREG_SPLIT_NO_EMPTY);
?>
Appendix B – Adding AHIN Users

1. Complete the AHIN Fax Cover Sheet. The following information is required for each user to be granted access to Arkansas Blue Cross Blue Shield 270/271, 276/277 and 278 transactions:

- Clearinghouse’s Submitter Number
- 27X Vendor Name
- Clearinghouse’s Contact Name
- Clearinghouse’s Contact Phone Number
- Clearinghouse’s Contact E-mail
- User’s First and Last Name (Printed)
- User’s Date of Birth
- User’s Signature

2. Fax the completed form to (501) 378-2484.

3. Allow three (3) business days for the request to be processed. AHIN Support will call the contact person listed on the form with user(s) ID, PIN, and temporary password.

**Note: All fields are required; incomplete forms will be returned.**

For assistance please contact AHIN Customer Support at (501) 378-2336 or customersupport@ahin.net.
Clearinghouse Submitter #: ____________

27X Vendor Name: __________________________________________________________

Contact Name: ____________________________________________________________

Contact Phone: ____________________________________________________________

Contact Email: ____________________________________________________________

**ADDING USERS:**

<table>
<thead>
<tr>
<th>NAME (PRINTED)</th>
<th>DATE OF BIRTH</th>
<th>SIGNATURE OF USER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>