

***FCSO'S GUIDE TO THE
BCBSF GATEWAY
Instruction Manual***

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**BlueCross BlueShield
of Florida**

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Blue Cross and Blue Shield Association

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Chapter 1 - Introduction

1.1 Overview

The Electronic Data Interchange (EDI) Gateway is the Blue Cross Blue Shield of Florida's (BCBSF) system for managing data and communications between its electronic trading partners and the various FCSO lines of business (Medicare A Florida, Puerto Rico, Virgin Islands & Medicare B Florida, Puerto Rico, Virgin Islands). The EDI Gateway is the only means of exchanging electronic transactions with FCSO. The EDI Gateway receives and delivers transaction data (claims, claim status, remittances, etc.) between FCSO and its trading partners in the following formats/versions:

- American National Standards Institute (ANSI) v4010A1
- American National Standards Institute (ANSI) v5010 Errata

The system is available Monday through Saturday, 24 x 6, with maintenance performed each Sunday. The Medicare EDI phone lines are open Monday - Thursday 8:00 to 12:30 and 1:30 to 4:30 and Fridays from 12:30 to 4:30 eastern standard time. Notification of any upcoming changes in EDI requirements or procedures will be published on the FCSO website in the EDI section.

Medicare EDI will provide support to assist submitters and receivers with inquiries related to file transmission and acknowledgment, file retrieval, transaction requirements/specifications and the use of free software that is provided by FCSO.

The BCBSF Gateway will accept incoming transactions from providers, billing agents, and clearinghouses prepared using any software package that complies with the Implementation Guide (IG) requirements and has been successfully tested by the contractor. FCSO shall not restrict submitters to use of specific software, require a submitter to use proprietary software owned by that contractor, a corporate parent of that contractor, or any other entity related to that contractor, or to use hardware furnished by that contractor, a corporate parent of that contractor, or any other entity related to that contractor. There is no charge to submitters that use their own software, hardware, modems, and telecommunications lines for submission or receipt of Medicare EDI transactions.

Currently there is no limitation on the number of 837s or providers for which a third party includes transactions in a single transmission sent via asynchronous traffic. However a limitation may be set on a single transaction to accept only 5,000 claims if necessary for efficient operations.

Internet access is not authorized at this time. Transactions are accepted via CPU-to-CPU transmission, direct wire (T-1) and PC modem connections via a secure phone line.

Note: A trading partner is any organization that transacts business in the EDI environment. In general, a trading partner is an external company, hospital, or physician.

The EDI Gateway is **file** oriented. All commands and health care transactions that the trading partner sends or receives are in a file and are broken down into the following simple phases of file transfer: **LOGON, SUBMIT, OBTAIN, and LOGOFF.**

A typical session uses X-modem file transfer protocol to transfer commands and data between the trading partner and EDI Gateway and consists of the following steps:

- Trading Partner **modem dials and connects** with Gateway modem
- Gateway Sends Session Start Text (“+++”)
- Trading Partner Sends **LOGON** command file
- Trading Partner Sends **SUBMIT** command file
- Trading Partner Sends **data** file
- Trading Partner Sends **OBTAIN** command file
- Trading Partner Receives **data** file
- Trading Partner Sends **LOGOFF** command file
- Trading Partner Receives **Session Messages** file
- Mutual **Disconnect**

See subsequent chapters for other variations and adaptations.

1.2 Audience

This document is intended for vendors and trading partners who develop and maintain communication software that enables their customers to electronically trade with First Coast Service Options, Inc. (FCSO), using the BCBSF EDI Gateway.

1.3 Purpose

The purpose of this document is to provide technical reference materials needed to build and test communication software necessary to trade with BCBSF. This document contains reference information regarding valid EDI Gateway **commands**, **options**, **codes**, and **messages**.

1.3.1 Command Files

The following **commands** can be used to interface with the EDI Gateway: **LOGON**, **SUBMIT**, **OBTAIN**, **SET**, **LOGOFF**, and **PASSWORD**. Detailed information regarding these commands is provided in the following chapters. Command files consist of a single record that begins and ends with the delimiter **\$BCBSF\$**.

For example:

```
$BCBSF$ LOGON mailbox id # password $BCBSF$
```

```
$BCBSF$ SUBMIT data type $BCBSF$
```

```
$BCBSF$ OBTAIN data type $BCBSF$
```

```
$BCBSF$ LOGOFF $BCBSF$
```

1.3.2 Options

It is highly recommended that the trading partner include **options**, whenever possible, to increase the efficiency of each session and reduce cost. Options can also be used to further define lines of business and specific transactions. These options include:

- The capability to specify the file compression method used (**ZIPPED**, **PACKED** or **COMPRESSED**).

```
$BCBSF$ SUBMIT EDI ZIPPED $BCBSF$
```

- The capability to identify the end of record in the **OBTAIN** command file (**CR**, **CRLF**, **LF**) if needed. **EOR** is not needed in the **SUBMIT** command file.

```
$BCBSF$ OBTAIN EDI EOR=LF $BCBSF$
```

- The capability to specify the number of files the trading partner wants to receive in one session (**COUNT** or **ALL**).

```
$BCBSF$ OBTAIN EDI COUNT=5 $BCBSF$
```

1.3.3 Codes

When trading partners are configured in the Trading Partner Database, they are configured to send and receive **transactions** to and from specific **lines of business**.

Note: Transactions are defined by their **datatype code**, **transaction code** and **transaction type code** as shown below.

Description	DATA TYPE	TRAN CODE	TRAN TYPE	LOB Availability – TRANSACTIONS
Health Care - Claim Status Request	EDI	276	CSQ	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB) • MED (5010 only)
Health Care – Claim Status Response	EDI	277	ECS	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB) • MED (5010 only)
Health Care Claim Payment/Advice	EDI	835	ERN	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB) • MED (5010 only)
Health Care Claim	EDI	837	CLM	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB) • MED (5010 only)
Interchange Acknowledgment	EDI	TA1	FAK	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB) • MED (5010 only)
Functional Acknowledgment	EDI	997	FAK	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB)
Rejects	REJ	REJ	REJ	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/Virgin Islands (PVA) • Medicare B Virgin Islands (VIB)
Implementation Acknowledgment (5010 only)	EDI	999	FAK	<ul style="list-style-type: none"> • MED (5010 only)
Claims Acknowledgment (5010 only)	EDI	277	FAK	<ul style="list-style-type: none"> • MED (5010 only)

For example:

Trading partners can receive the oldest queued file of **data type EDI** (835, TA1, 997,999,277) by formatting the **OBTAIN** command file as follows.

\$BCBSF\$ OBTAIN EDI \$BCBSF\$

Detailed information regarding these codes is provided in Chapter 5 (**OBTAIN**).

1.3.4 Session Message(s) Files

Session Messages, as the name indicates, are used to communicate with the trading partner's system as needed. Session Message(s) Files consist of single records that begin with the delimiter **\$MSG\$**.

\$MSG\$ 03/07/2011 11:47:19 NO COMMAND FILE RECEIVED!
--

\$MSG\$ 03/07/2011 12:47:19 EMPTY COMMAND RECEIVED!
--


\$MSG\$ 03/07/2011 8:47:19 UNKNOWN COMMAND:'Command'

\$MSG\$ 03/07/2011 9:47:19 'Option' IS NOT A VALID 'command' COMMAND OPTION



1.4 Phone Numbers

1.4.1 Lines of Business -Customer Support

The proper method to become a trading partner is communicated by the appropriate line of business.

 Medicare EDI help desk – all lines of business	1-888-670-0940
--	----------------

1.4.2 BCBSF Modem Phone Numbers

 Asynchronous	1-904-356-0237
 File Transfer Protocol (FTP)	1-904-360-6220

1.5 Technical Things You Need To Know

- 1.5.1 The trading partner communicates by sending and receiving files – not by typing commands. Commands for the system are embedded in files that must be transferred using X-modem or other supported protocol.
- 1.5.2 The EDI Gateway is not a Bulletin Board. There is no human-readable interface or menu system with which you can interact.
- 1.5.3 We are currently able to support asynchronous modem transfers for EDI transactions using 28.8k or faster modems, up to speeds of 56.6k. While we cannot endorse a particular brand or model of modem, we do recommend use of an external modem with its own digital signal processor (i.e. NOT a "winmodem"). One such example would be the US Robotics V.92 External Hardware Modem.
- 1.5.4 Trading partners need to know the process for dialing out to another system with their communications software.
- 1.5.5 Trading partners need to know the process for the sending and receiving of files with their communications software
- 1.5.6 Trading partners need to know the process for sending a file using X-modem protocol when using asynchronous communications.
- 1.5.7 Server capacity is adequate to support simultaneous sustained file transfers from all configured communications lines.
- 1.5.8 It is our observation that the best, most reliable performance is achieved when using standard business-class analog telephone service from a traditional phone company for the modem's phone line. While the use of all-digital phone services have become very inexpensive and popular (such as Comcast cable or DSL), customers on those services

experience a much higher rate of problems with analog modem connections. There is limited or no ability to troubleshoot the public phone network or your local carrier connection

1.6 Legend

- 1.6.1 A “**box**” frame is used throughout the document to indicate that the information contained within must be sent or received as a **file**.

\$BCBSF\$ LOGON mailbox# password \$BCBSF\$

- 1.6.2 The **bold** font is used to indicate a **system command** word including:



LOGON, SUBMIT, OBTAIN, and SET, LOGOFF and PASSWORD.

- 1.6.3 The ***bold italic*** font is used to indicate the ***codes*** and ***options*** that are used to interface with the EDI Gateway including:

datatype, line of business, transaction, transaction type, COUNT, and ALL.

Chapter 2 - Quick Start to the EDI Gateway

2.1 CONNECT

	Asynchronous	1-904-356-0237
	File Transfer Protocol (FTP)	1-904-360-6220

If the modem does not connect --

- Make sure the modem is plugged in and turned on.
- Make sure the trading partner is actually getting a dial tone and dialing out of the office.
- Make sure the modem configuration is correct.
 - ⇒ 8 data bits, 1 stop bit, no parity.
- Make sure that you are using a 28.8k to 56k modem.

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

2.2 Match Session Start Text

Wait for Text “+++”, For At Least 60 Seconds Before Continuing.

If wait times out ---

- Make sure the timeout on the trading partner's system is set for a minimum of 60 seconds.
- Consider increasing timeout.
- Dial-up interactively with a communication program and modem, you should see the “+++” text displaying as the first (and only) characters of the session.
- Make sure you are matching only the three plus sign characters and not any follow-on characters.

2.3 LOGON

SEND

<code>\$BCBSF\$ LOGON mailboxid# password \$BCBSF\$</code>
--

If the modem disconnects immediately ---

- Make sure the **Mail Box ID #** and **password** are correct.
- Make sure the **LOGON** command file is formatted as shown above.
- Make sure the trading partner is using an xmodem or zmodem for asynchronous communications.
- Make sure the password was entered correctly; the password is case sensitive.
- Make sure timeout setting for the transfer is, at a minimum, 60 seconds.
- Make sure there are no non-listening waits or pauses before **LOGON** command file is transmitted.
- Make sure the “+++” string is matched (minimum 60 second timeout) after **CONNECT** and before send of **LOGON** command file.

Note: If there is <i>no activity</i> for 60 seconds after the Session Start Text has been sent, the trading partner will be disconnected.
--

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

2.4 SUBMIT a Professional or Institutional Claim File

SEND

\$BCBSF\$ **SUBMIT EDI** \$BCBSF\$

SEND

\$BCBSF\$ **OBTAIN ACK** \$BCBSF\$

2.5 Acknowledgment

SEND

\$BCBSF\$ **OBTAIN EDI** \$BCBSF\$

RECEIVE

Note: An acknowledgment indicates the file was evaluated for basic format requirements and was either rejected or forwarded for further processing. Most acknowledgements are ready to be **OBTAIN**ed within 60 seconds, though some large data files take longer for processing. If you do not receive an acknowledgment with the first **OBTAIN**, try logging back on to the system to see if the file is in the mailbox or call the Automated Confirmation Line @ (888) 670-0940 option 6.

2.6 LOGOFF

SEND

\$BCBSF\$ LOGOFF \$BCBSF\$

RECEIVE

Session Messages

Note: The Session Messages File is sent immediately before disconnect. It contains a Session Identifier (**MBAG=**) that can be used by the trading partner as a unique reference to the session when communicating with the Help Desk. If the trading partner does not receive the Session Messages File, this file cannot be retransmitted later.

Chapter 3 - LOGON

3.1 Overview

The trading partner's system must dial the appropriate EDI Gateway modem telephone number to establish a connection.

Once connected, the trading partner should wait, for up to at least 60 seconds, to receive and match the three plus-sign characters (“+++”) known as the **Session Start Text**, that indicates Gateway has fully initiated a session and is ready to receive the **LOGON** file.

If a time-out occurs waiting for the Session Start Text, there is no reason to continue the current session. The trading partner should disconnect and attempt to connect again. Adjustments can be made to the time-out values (increasing the “patience” of the script) that may increase the success rate of future sessions

After matching the Session Start Text, the trading partner can proceed immediately to sending the **LOGON** command file. After receipt of the Session Start Text, any delays may result in sessions that do not work or are unreliable.

```
$BCBSF$ LOGON mailbox# password $BCBSF$
```

3.2 Session Messages

The Session Messages File keeps track of all activities from the time the modem connects until it disconnects. When the session messages are received, verify the information in each file is correct. Then try again.

```
$MSG$ 03/07/2011 11:47:19 LOGON REJECTED:passwd IS THE INCORRECT  
PASSWORD FOR MailBox
```

```
$MSG$ 03/07/2011 11:47:19 LOGON REJECTED:mailbox # ALREADY LOGGED ON
```

```
$MSG$ 03/07/2011 11:47:19 BCBSF HAD TO END YOUR SESSION
```

- The following message is informational only. It provides the **Session ID #** which is needed if the session needs to be tracked for some reason.

```
$MSG$ 03/07/2011 11:47:19 LOGON mailbox#, MBAG=sessionid# ACCEPTED
```

- Typically, unique passwords are assigned by BCBSF. Therefore, a trading partner may never receive this message.

```
$MSG$ 03/07/2011 11:47:19 LOGON SUCCESSFUL WITH DEFAULT PASSWORD
```

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

Chapter 4 - SUBMIT

4.1 Overview

The trading partner's system should **SEND** the **SUBMIT**¹ command file. This file contains the **datatype** code that tells the system the type of health care transaction will follow.

For example: **EDI=ANSI Claims**.

```
$BCBSF$ SUBMIT EDI $BCBSF$
```

```
ANSI Claims File
```

4.2 SUBMIT Data Type Codes

<i>datatype</i>	<i>Description</i>	<i>LOB Availability</i>
		• INBOUND TRANSACTIONS
EDI	Health Care Claim	<ul style="list-style-type: none">• Medicare A FL (MDA)• Medicare B FL (MDB)• Medicare B PR (PRB)• Medicare A PR/VI (PVA)• Medicare B VI (VIB)• MED (5010 only)
EDI	Health Care Claim Status Request	<ul style="list-style-type: none">• Medicare A FL (MDA)• Medicare B FL (MDB)• Medicare B PR (PRB)• Medicare A PR/VI (PVA)• Medicare B VI (VIB)• MED (5010 only)

The commands **PUT** and **DATA** are synonymous and are also valid EDI Gateway commands.

4.3 File Compression Option

BCBSF recommends that the trading partner use file compression options because it reduces transmission time, thereby, reducing telephone cost. However, if you choose to use file compression, it must be the PKZIP, UNIX PACK or UNIX COMPRESS utility.

Note: Only one file may be included when using a file compression option.

```
$BCBSF$ SUBMIT EDI ZIPPED $BCBSF$
```

```
$BCBSF$ SUBMIT EDI COMPRESSED $BCBSF$
```

```
$BCBSF$ SUBMIT EDI PACKED $BCBSF$
```

4.4 Session Messages

The Session Messages File keeps track of all activities from the time the modem connects until it disconnects. When the session messages are received, verify the information in each file is correct. Then try again.

```
$MSG$ 03/07/2011 11:47:19  
datatype IS NOT A VALID DATATYPE
```

```
$MSG$ 03/07/2011 12:47:19  
'option' IS NOT A VALID SUBMIT COMMAND OPTION
```

- The following messages are informational only.

```
$MSG$ 03/07/2011 8:47:19  
SUBMIT (TYPE=datatype)'option size' CHARACTERS RECEIVED
```

```
$MSG$ 03/07/2011 9:47:19  
COULD NOT UNZIP SUBMITTED FILE (TYPE=datatype)
```

```
$MSG$ 03/07/2011 9:47:19  
COULD NOT UNCOMPRESS SUBMITTED FILE (TYPE=datatype)
```

```
$MSG$ 03/07/2011 9:47:19  
COULD NOT UNPACK SUBMITTED FILE (TYPE=datatype)
```

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

Chapter 5 - OBTAIN

5.1 Overview

The trading partner's system should **SEND** the **OBTAIN**² command file.

For example: **REJ** = Rejects³

\$BCBSF\$ OBTAIN REJ \$BCBSF\$

5.2 OBTAIN Data Type Codes

Note: Both Puerto Rico and Virgin Islands Part B information can be in the same outbound file. The Line of Business codes are individual inbound and combined outbound.

<i>datatype</i>	<i>Description</i>	<i>LOB Availability</i> OUTBOUND TRANSACTIONS
EDI	Functional Acknowledgment	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
EDI	Health Care Claim Payment/Advice	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
EDI	Health Care Claim Status Reply	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
REJ	Rejects (4010A1 only)	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)

² The commands **GET** and **RECEIVE** are synonymous and are also valid EDI Gateway commands.

³ The oldest queued file of the *datatype* requested is sent to the trading partner.

5.3 OBTAIN Transaction Type Codes

Trading partners have the capability to obtain files for a specific *transaction type*.

Note: Both Puerto Rico and Virgin Islands Part B information can be in the same outbound file.

The Line of Business codes are individual inbound and combined outbound.

<i>Description</i>	<i>DATA TYPE</i>	<i>TRAN CODE</i>	<i>TRAN TYPE</i>	<i>LOB Availability</i>
Health Care Claim Payment/Advice	EDI	835	ERN	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
Functional Acknowledgment (4010A1 only)	EDI	997	FAK	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
Health Care – Claim Status Response	EDI	277	EDI	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
Rejects (4010A1 only)	REJ	REJ	REJ	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
Implementation Acknowledgment (5010 only)	EDI	999	FAK	<ul style="list-style-type: none"> • MED (5010 only)
Claims Acknowledgment (5010 only)	EDI	277	FAK	<ul style="list-style-type: none"> • MED (5010 only)

For example: Trading partners that are eligible to receive **Health Care Claim Payment/Advice** will receive the oldest queued file by formatting the **OBTAIN** command file as shown below.

```
$BCBSF$ OBTAIN EDI TRANTYPE=ERN $BCBSF$
```

Or, trading partners can receive all **Health Care Claim Payment/Advice** by including the **ALL** option in the **OBTAIN** command file as follows:

```
$BCBSF$ OBTAIN EDI ALL TRANTYPE=ERN $BCBSF$
```

5.4 OBTAIN Line of Business Codes

Trading partners are configured in the Trading Partner Database to send and receive transactions to and from specific **lines of business**.

Note: Both Puerto Rico and Virgin Islands Part B information can be in the same outbound file. The Line of Business codes are individual inbound and combined outbound.

Description	DATA TYPE	TRAN CODE	TRAN TYPE	LOB Availability
Health Care Claim Payment/Advice	EDI	835	ERN	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)

For Example: Trading partners that are eligible to receive **Health Care Claim Payment/Advice** for **multiple lines of business** (as shown above) will receive the oldest queued file for **MDA only**, by formatting the **OBTAIN** command file as shown below.

```
$BCBSF$ OBTAIN EDI TRANTYPE=ERN LOB=MDA $BCBSF$
```

5.5 OBTAIN Transaction Codes

Trading partners have the capability to obtain files for a specific **transaction code**.

Note: Both Puerto Rico and Virgin Islands Part B information can be in the same outbound file. The Line of Business codes are individual inbound and combined outbound.

Description	DATA TYPE	TRAN CODE	TRAN TYPE	LOB Availability
Functional Acknowledgment (4010A1 only)	EDI	997	FAK	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
Implementation Acknowledgment (5010 only)	EDI	999	FAK	<ul style="list-style-type: none"> • MED (5010 only)
Claims Acknowledgment (5010 only)	EDI	277	FAK	<ul style="list-style-type: none"> • MED (5010 only)

For example: Trading partners that are eligible to receive the **Functional Acknowledgment** will receive the oldest queued file by formatting the **OBTAIN** command file as shown below.

```
$BCBSF$ OBTAIN EDI TRANCODE=997 $BCBSF$
```

5.6 OBTAIN Version Codes

Trading partners have the capability to obtain files for a specific version **code**.

Note: Both Puerto Rico and Virgin Islands Part B information can be in the same outbound file. The Line of Business codes are individual inbound and combined outbound.

<i>Description</i>	<i>DATA TYPE</i>	<i>TRAN CODE</i>	<i>VERSION</i>	<i>LOB Availability</i>
837 Rejects	REJ	REJ	NONE	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
276 Rejects	REJ	REJ	276	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)

For example: Trading partners who wish only to receive the 837 Implementation Guide rejects can do so by formatting the **OBTAIN** command file as shown below.

```
$BCBSF$ OBTAIN REJ VERSION=NONE $BCBSF$
```

5.7 Utilizing Multiple Codes

Trading partners have the capability to obtain files using **multiple codes**.

<i>Description</i>	<i>DATA TYPE</i>	<i>TRAN CODE</i>	<i>TRAN TYPE</i>	<i>LOB Availability</i>
Health Care Claim Payment/Advice	EDI	835	ERN	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB) • MED (5010 only)
Functional Acknowledgment (4010A1 only)	EDI	997	FAK	<ul style="list-style-type: none"> • Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
Implementation Acknowledgment (5010 only)	EDI	999	FAK	<ul style="list-style-type: none"> • MED (5010 only)
Claims Acknowledgment (5010 only)	EDI	277	FAK	<ul style="list-style-type: none"> • MED (5010 only)

For example: Trading partners that are eligible to receive **Functional Acknowledgments** from **Medicare B** will receive **all** Functional Acknowledgments from Medicare B by formatting the **OBTAIN** command file as shown below.

```
$BCBSF$ OBTAIN EDI ALL TRANCODE=997 LOB=MDB BCBSF$
```

Note: With this knowledge, trading partners have the capability to obtain files in a manner that accommodates their specific business needs.

5.8 OBTAIN Options

5.8.1 File Compression

The **OBTAIN** command file must contain the same file compression option as used in the **SUBMIT** command file.

Note: Only one file may be included when using file compression options.

```
$BCBSF$ OBTAIN EDI ZIPPED $BCBSF$
```

```
$BCBSF$ OBTAIN EDI COMPRESSED $BCBSF$
```

```
$BCBSF$ OBTAIN EDI PACKED $BCBSF$
```

5.8.2 COUNT or ALL

BCBSF recommends that the trading partner utilize the **COUNT** and **ALL** options. The **COUNT** option provides the capability to receive a specified number of files during one session. The **ALL** option provides the capability to receive all files during one session. Those trading partners that receive large numbers of files use this option.

- To receive up to **ten** files matching the *datatype* of **REJ**.

```
$BCBSF$ OBTAIN REJ COUNT=10 $BCBSF$
```

- To receive **ALL** files matching the *datatype* of **REJ**.

```
$BCBSF$ OBTAIN REJ ALL $BCBSF$
```

CAUTION:

- This option is effective for clearing a mailbox of all files for a specific data type, but note – no delimiters are used to delineate the files that are combined. This option concatenates all the files of a given datatype into a single file, in date order, to be sent as a single transmission. The file will contain a simple end-to-end, chronological concatenation of all files in the mailbox at the time the **OBTAIN** command is issued.
- Applications that process the data must be prepared to “split” the data into its original files, or be able to process the data irrespective of format. **If the Practice Management System cannot distinguish the multiple files within the transmission, the sender will receive UNEXPECTED RECORD SEQUENCE LINE ##, when they attempt to process the data.**
- When using the **ALL** option, consider compressing the combined file because the longer a single transmission file takes, the greater the likelihood that a problem will occur (such as a dropped line). Remember, any type of compression will increase the time to ready the file set for transmission. The sender will need to modify the wait time between the **OBTAIN** request and start of transfer.
- To receive **ALL COMPRESSED** files matching the *datatype* of EDI.

```
$BCBSF$ OBTAIN EDI ALL ZIPPED $BCBSF$
```

5.8.3 End of Record (EOR)

Trading partners who desire a specific **EOR** indicator may include an indicator (**CR**, **CRLF**, or **LF**) in the **OBTAIN** command file. This may be necessary as some operating systems use a combination Carriage Return/Line Feed while others use only a Carriage Return, and still others use only a Line Feed.

Valid **EOR** options include:

- **CR** use carriage return only
- **CRLF** use carriage return and line feed
- **LF** use line feed only

```
$BCBSF$ OBTAIN EDI EOR=LF $BCBSF$
```

5.9 Session Messages

The Session Messages File keeps track of all activities from the time the modem connects until it disconnects. The following session messages are informational only.

```
$MSG$ 03/07/2011 11:50:19  
CAN NOT ZIP DATA FILE(S)-SENDING UNZIPPED
```

```
$MSG$ 03/07/2011 11:50:19  
CAN NOT COMPRESS DATA FILE(S)-SENDING UNCOMPRESSED
```

```
$MSG$ 03/07/2011 11:50:19  
CAN NOT PACK DATA FILE(S) - SENDING UNPACKED
```

```
$MSG$ 03/07/2011 11:50:19  
OBTAIN (TYPE=datatype), lob trantype trancode NO FILES QUEUED
```

```
$MSG$ 03/07/2011 11:50:19 OBTAIN (TYPE=datatype), LOB TRANTYPE TRANCODE 'Qcount'  
FILES QUEUED
```

```
$MSG$ 03/07/2011 11:50:19  
OBTAIN (TYPE=datatype), lob trantype trancode 'Qcount' FILES QUEUED
```

```
$MSG$ 03/07/2011 11:47:19 NO FILES QUEUED
```

- ⇒ NO FILES QUEUED indicates “there are no files of the requested data type waiting to be transmitted.”

```
$MSG$ 03/07/2011 11:49:25 5 FILES QUEUED
```

- ⇒ 5 FILES QUEUED indicates “there are 5 files of the requested data type waiting to be transmitted.”

```
$MSG$ 03/07/2011 11:48:19 1 FILE TO SEND
```

- ⇒ 1 FILE TO SEND indicates “the trading partner requested one or more file(s), the system has bundled the file(s) and 1 file is ready to be transmitted.”

When the following session messages are received, verify the information in each file is correct. Then try again.

```
$MSG$ 03/07/2011 11:50:19  
OBTAIN (TYPE=datatype) 'ALL' AND 'COUNT'COMMAND CANNOT BE USED  
TOGETHER IN OBTAIN OPTION
```

```
$MSG$ 03/07/2011 12:47:19 '  
option' IS NOT A VALID OBTAIN COMMAND OPTION
```

```
$MSG$ 03/07/2011 11:50:19  
'count' IS NOT A VALID 'COUNT'='value'
```

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

Chapter 6 - SET

6.1 Overview

The **SET** command is used for communications modifications. In general, the trading partner will not need to use this command.

6.2 Set Protocol

The **SET PROTOCOL** command, used for **asynchronous** communications, allows the trading partner to alter the file transfer protocol, after the session has started, to improve file transfer throughput.

```
$BCBSF$ SET PROTOCOL XMODEM $BCBSF$
```

```
$BCBSF$ SET PROTOCOL ZMODEM $BCBSF$
```

6.3 Session Messages

The Session Messages File keeps track of all activities from the time the modem connects until it disconnects. When the session messages are received, verify the information in each file is correct. Then try again.

```
$MSG$ 03/07/2011 12:47:19  
SET 'record size' IS AN INVALID RECORD SIZE
```

```
$MSG$ 03/07/2011 8:47:19  
SET: 'option' IS AN UNKNOWN OPTION
```

```
$MSG$ 03/07/2011 9:47:19  
'recl' IS NOT A VALID RECL='value'
```

Chapter 7 - LOGOFF

7.1 Overview

The trading partner's system should **SEND** the **LOGOFF** command file to indicate the session is complete. To accept the Session Message(s), do not immediately disconnect.

NOTE: The system may lock you out if you do not logoff after you have completed the session. This may cause disruption the next time you attempt to log in.

```
$BCBSF$ LOGOFF $BCBSF$
```

7.2 Session Message

The Session Messages File keeps track of all activities from the time the modem connects until it disconnects. When the following session message is received, verify the information in each file is correct. Then try again.

```
$MSG$ 03/07/2011 11:47:19  
'option' IS NOT A VALID LOGOFF COMMAND OPTION
```

If you are a technical representative and need assistance with technical issues, contact the Help Desk at (888) 670-0940.

If you are a sender or operator and need assistance, please contact your vendor or technical representative.

Chapter 8 - Session Messages

8.1 Overview

The EDI Gateway logs the activities of each session in the Session Messages File. If the session ends abnormally, the Session Messages may be obtained in a subsequent session.

Note: The Session Messages File has been previously referred to as the Session Log. When contacting the helpdesk for assistance, please refer to these messages as Session Messages.

8.2 Session Messages Example

The Session Messages are associated with a **Session ID #** which is needed if the session must be tracked for some reason. The Session ID # is identified by the MBAG. MBAG=**0018TN**

```
0018TN: 03/07/2011 13:15:39 LOGON mailboxid#, MBAG=0018TN ACCEPTED
0018TN: 03/07/2011 13:15:52 OBTAIN (TYPE=REJ), 1 FILE QUEUED
0018TN: 03/07/2011 13:16:13 OBTAIN (TYPE=REJ), 1 FILE QUEUED
0018TN: 03/07/2011 13:16:32 OBTAIN (TYPE=REJ), NO FILES QUEUED
0018TN: 03/07/2011 13:16:52 OBTAIN (TYPE=REJ), 1 FILE QUEUED
0018TN: 03/07/2011 13:33:25 OBTAIN (TYPE=REJ), 1 FILE QUEUED
0018TN: 03/07/2011 13:35:02 OBTAIN (TYPE=REJ), NO FILES QUEUED
0018TN: 03/07/2011 13:35:21 LOGOFF mailboxid#, MBAG=0018TN ACCEPTED
```

In the above sample session:

(TYPE=REJ) indicates *1 FILE QUEUED* at 13:15:52.

(TYPE=REJ) indicates *1 FILE QUEUED* at 13:16:13.

(TYPE=REJ) indicates *NO FILES QUEUED* at 13:16:32.

The trading partner can receive the message *NO FILES QUEUED*:

- when there are no files available for the **datatype** requested
- all files for the **datatype** requested have been received by the trading partner
- or, the system has not yet generated an acknowledgment.

Chapter 9 – General Session Instructions

9.1 Basic Concepts

Each interaction that the trading partner has with Gateway, from the time the modem connects, to the time that it disconnects, is called a **session**. Gateway assigns each session an ID (see Section 5.9 for example). Each session is divided into the following phases:

PHASE	STEP
LOGON	CONNECT
	Match Session Start Text (“+++”)
	LOGON
ACTION	COMMAND
	ACTION
LOGOFF	LOGOFF
	Session Messages File
	DISCONNECT

The **LOGON** phase involves dialing the appropriate Gateway modem and establishing a connection.

Once the connection is made, the trading partner should match the **Session Start Text** (“+++” or three plusses). The trading partner should not timeout for at least 60 seconds. At no time should a non-listening wait (or “pause”) be used – as it can create hard-to-fix communication problems in future sessions.

After this is done, a **LOGON** command file must be sent. When the trading partner is logged on, the trading partner’s system may enter an **ACTION** phase, or it may skip it and go directly to the **LOGOFF** phase. Normally, the trading partner will repeat the **ACTION** phase until all files have been transmitted and/or all desired files are received.

The **ACTION** phase consists of two parts. First, the system must transmit a command file to Gateway. Next, Gateway will perform the requested action. If the command is **OBTAIN**, then Gateway will transmit the oldest queued file of the type requested, or a **MSG** file indicating that no files of that type are available. If the command is **SUBMIT**, then Gateway will enter receive mode, and will receive the transmitted file.

After the trading partner has obtained and/or submitted all desired files, the system can enter the **LOGOFF** phase by sending Gateway a **LOGOFF** command file. Gateway will then send the session messages file, and will disconnect.

As can be seen from the previous discussion, Gateway is **file** oriented. Everything that the trading partner sends or receives is in a file.

9.2 Obtaining and Submitting Files

Because Gateway is command-driven, there is great flexibility in the way that trading partners organize each session. Trading partners can structure their sessions to send and receive files in any order to best meet the needs of the trading partner. For the sake of clarity, however, the following sections will only address a single datatype at a time.

9.2.1 Obtaining Files

For certain types of files, such as remittances or claims statuses, the flow is basically one way. Files will be queued in the trading partner's mailbox, and can be received by using the **OBTAIN** command. For obtaining documents from Gateway Library, the trading partner can **QUEUE** the desired files, then use the **OBTAIN** command to receive them.

To obtain a file of datatype **XXX**, an example session would be:

1.	Establish connection.	
2.	Wait for +++ Session Start Text.	
3.	Transmit LOGON command file.	\$BCBSF\$ LOGON <i>mailboxid password</i> \$BCBSF\$
4.	Transmit OBTAIN command file.	\$BCBSF\$ OBTAIN XXX \$BCBSF\$
5.	Receive requested file or MSG file.	
6.	Transmit LOGOFF command file.	\$BCBSF\$ LOGOFF \$BCBSF\$
7.	Receive Session Messages file.	
8.	Disconnect.	

Step 4 causes the oldest **XXX** file to be transmitted in step 5. Steps 4 and 5 may be repeated until all **XXX** files have been transmitted. When no more **XXX** files remain, the file received in step 5 will contain a single **MSG** record, reporting that no data of type **XXX** remains.

9.2.2 Submitting Files

For files that trading partners submit, such as claims, the flow is two-way. Trading partners can send the files to Gateway using the **SUBMIT** command. However, in order to receive the acknowledgment message for the submitted files, the trading partner must use an **OBTAIN** command of the same datatype. Thus, there is always an **OBTAIN** command for each **SUBMIT**.

To submit a file of type **XXX**, an example session would be:

1.	Establish connection.	
2.	Wait for +++ Session Start Text	
3.	Transmit LOGON command file.	\$BCBSF\$ LOGON MBID PW \$BCBSF\$
4.	Transmit SUBMIT command file.	\$BCBSF\$ SUBMIT XXX \$BCBSF\$
5.	Transmit XXX file.	
6.	Transmit OBTAIN command file.	\$BCBSF\$ OBTAIN XXX \$BCBSF\$
7.	Receive acknowledgment file or MSG file.	
8.	Transmit LOGOFF command file.	\$BCBSF\$ LOGOFF \$BCBSF\$
9.	Receive Session Messages file.	
10.	Disconnect.	

Note that steps 4 and 5 may be executed more than once in a single session. It is not necessary to end one session and begin another to transmit multiple files. Simply repeat steps 4 and 5 for each file.

Note that step 6 causes the oldest acknowledgment file to be transmitted in step 7. Steps 6 and 7 may be executed more than once. Thus, it is possible to repeat steps 6 and 7 until any and all queued acknowledgment files have been received (queued acknowledgment files result from submitting files without executing a corresponding obtain of acknowledgment). When no more acknowledgment files remain, the file received in step 7 will contain a single **MSG** record, reporting that no data of type *XXX* remains.

If the trading partner is submitting multiple files, communication costs can be reduced by executing all **SUBMIT** commands before executing the **OBTAIN** commands for each acknowledgment desired. This allows each file to be edited and an acknowledgment to be generated during the time that the next file is being transmitted. Acknowledgment generation is distinct from the communication session with Gateway. Once a file has been submitted, Gateway will return to the command state, awaiting another command from the trading partner's system. The acknowledgment will be placed into the trading partner's mailbox when the file has finished being edited, but will not be sent to the trading partner's system until it executes an **OBTAIN** command.

Receiving acknowledgments should be iterative in nature as illustrated in the following pseudo-code because there is a limit on the amount of time Gateway will wait to receive a command file and the amount of time to generate the acknowledgment file varies with the size of the data file.

```
begin . . .
transmit SUBMIT command file
transmit XXX file
counter = 0
while (file received is not an acknowledgment) and (counter < xxx)
do
  counter = counter + 1
  transmit OBTAIN command file
  receive file
end while
...
end
```

This pseudo-code demonstrates that the trading partner should never wait indefinitely for an acknowledgment. In general, never wait more than 60 seconds for each megabyte of data sent. In most cases, the acknowledgment is available soon after the submission of the file, and is returned on the first or second iteration of the loop.

What is not obvious from the pseudo-code is how to determine that the file obtained is not an acknowledgment file. For each **OBTAIN** command transmitted, the trading partner's mailbox will be queried for any acknowledgment files. If no acknowledgment file has yet been placed in the mailbox (i.e. it has not yet been generated), Gateway will return a single record file indicating no files of the requested type are queued. This file is considerably smaller than an acknowledgment file, always begins with the characters "\$MSG\$", and is referred to as a **message** file. Hence, to determine that the file received is not an acknowledgment file one could read the contents of the file, or could simply interrogate the size of the file. Chances are, any file less than 80 bytes, is a message file.

Chapter 10 - Sending & Receiving Multiple Files

10.1 Overview

BCBSF recommends that trading partners send and receive multiple files in one session, whenever possible, to reduce telephone cost.

10.2 Multiple Files Sample Session

SEND

\$BCBSF\$ LOGON mailbox# password \$BCBSF\$

SEND

\$BCBSF\$ SUBMIT EDI \$BCBSF\$

SEND

\$BCBSF\$ OBTAIN REJ \$BCBSF\$

RECEIVE

Reject file and/or Message

SEND

\$BCBSF\$ OBTAIN EDI \$BCBSF\$

SEND

\$BCBSF\$ LOGOFF \$BCBSF\$

RECEIVE

Session Messages

Chapter 11 - Password

11.1 Overview

All Medicare EDI Trading Partners must change their mailbox password at least every 60 days. This is to maintain the integrity and confidentiality of Medicare Beneficiary and other protected health information (PHI) contained within electronic transactions. Please review your session log, the expected date that your password is due to expire is listed at the end.

There are two options for changing your mailbox password (1) System generated, or (2) Trading partner generated.

Before attempting to change your password, be sure you are able to retrieve and view your current session log.

We also recommend utilizing our Web-based tool for password changes located at <http://medicare.fcso.com/Gateway/>.

11.2 System Generated Password

SEND

```
$BCBSF$ LOGON mailbox# password $BCBSF$
```

****Note: This should be your existing password**

SEND

```
$BCBSF$ PASSWORD NEW $BCBSF$
```

SEND

```
$BCBSF$ LOGOFF $BCBSF$
```

RECEIVE

```
GET session log filename.txt
```

*****Note: This will be the filename on your system*****

Below is an example of a message received in the session log:

```
11QNPI: 2011/03/05 11:18:12 LOGON RESTRICTED: PASSWORD EXPIRED ON 06/11/2010 FOR MAILBOX MAILBOX01 11QNPI:  
2011/03/05 11:19:12 Password successfully changed to 'QV367SCJ' in database.  
11QNPI: 2011/03/05 11:19:12 PASSWORD CHANGE SUCCEEDED  
11QNPI: 2011/03/05 11:19:23 LOGOFF MAILBOX01 MBAG=11QNPI ACCEPTED
```

11.2.1 Trading Partner Generated Password

The Trading Partner Generated password requires adherence to the following criteria:

- Passwords must be alphanumeric and uppercase only
- Passwords are 8 characters long
- New passwords must differ from old passwords by at least 4 characters
- Passwords may not match your mailbox nor the word "password"
- Passwords may not be repeated within 10 changes

SEND

```
$BCBSF$ LOGON mailbox# password $BCBSF$
```

****Note: This should be your existing password**

SEND

```
$BCBSF$ PASSWORD password $BCBSF$
```

****Note: Trading Partner generated password, criteria is listed above.**

SEND

```
$BCBSF$ LOGOFF $BCBSF$
```

RECEIVE

```
GET session log filename.txt
```

****Note: This will be the filename on your system****

Below is an example of a message received in the session log:

```
11QBJ: 2011/03/05 11:49:33 LOGON MAILBOX01, MBAG=11QBJ ACCEPTED  
11QBJ: 2011/03/05 11:49:33 PASSWORD expires on '05/05/2011'  
11QBJ: 2011/03/05 11:50:08 PASSWORD CHANGE SUCCEEDED  
11QBJ: 2011/03/05 11:50:20 LOGOFF MAILBOX01 MBAG=11QBJ ACCEPTED
```

11.3 Session Log Messages

The Session Log keeps track of all activities from the time the modem connects until it disconnects. The Session log is where you can view your password expiration date.

If your password has **EXPIRED**, you will be restricted to the following commands --**LOGON**, **PASSWORD** and **LOGOFF**. If you attempt to **SUBMIT** or **OBTAIN** your session will be terminated, and your session log will not be available.

If you are a technical representative and need assistance with technical issues, contact the Help Desk at **(888) 670-0940**. If you are a sender or operator and need assistance, please contact your software vendor or technical representative.

Chapter 12 – Techniques for a Better Session

12.1 Overview

Years of Gateway technical support have propelled the Gateway through many improvements. Some consistent connection problems have repeated themselves regularly and some can only be avoided if the Trading Partner can establish an improved communication process. Most improvements require no new technology, but rather a structured approach to the communications session from beginning to end. The following suggestions are made to help you build or rebuild a robust process that fails rarely and can be supported well with limited resources.

12.2 Suggestions to Build or Re-Build a Robust Process

12.2.1 Remove non-listening wait/pause commands from Communication Scripts.

Non-listening waits are likely to cause sessions to fail, even if they sometime work. If a non-listening wait appears to "fix" a problem, it may simply delay failures until a later time. Immediately after the completion of a transfer mode, the Sender-side software should shift immediately to the next mode and begin. The EDI Gateway side already does this and the entire session is much stronger if both respond with the next mode as quickly as possible.

Even in the case of large files (greater than 100MB in size) increasing a time-out in the next transfer phase is always preferred over non-listening waits.

12.2.2 Match only the '+++ ' at beginning of a Mailbox session.

If the script is built with an automatic scripting tool, or the builder of the script builds the session script empirically, they may place a string-matching wait command that would look for "+++^U^U" rather than just "+++ ". This could be a mistake, as the "^U^U" portion of that string is a separate response from the initialized XModem transfer receive mode and there is a chance that this portion may be delivered to the Sender-side more than ten seconds after the initial "+++ ". In some cases, looking for the entire string forces the two sides to spend more time synchronizing the XModem transmission or breaking the session entirely.

For example, `WAIT "+++ ", 60` is a statement similar to those most communication scripting languages support.

12.2.3 Increase time-outs for transfer (receive/send) and string match for a period of one minute or more.

More time-out time increases the chance that any session will complete successfully. Other issues may improve by reducing the time-out, but the minimum a transfer process should attempt to send or receive on the Sender's side should be one minute.

12.2.4 Communications scripts should be constructed to react differently depending upon the success or failure of the last transfer.

With the exception of the first XModem receive state, failure to either send or transfer a file with EDI Gateway will cause EDI Gateway to shut down the session and close the connection with the Sender.

If the Sender-side script does not react to success or failure, it may successfully transfer a file in an incorrect context, which will cause the data to fail to be processed correctly by EDI Gateway. In that case the Sender may think the file got to its destination, when it did not.

12.2.5 Error messages in communication scripts should be visible and helpful to the operator of the software.

Operators of the communications scripts may not even know what a modem is, so their ability to find a solution is limited to what their system tells them about the problem. Well-written error messages can reduce the troubleshooting time from days to minutes.

Examples:

- If the dial-up process does not make the initial modem connection because there is no dial tone, display to operator "**Connect Failure - No Dial Tone**"
- If the logon process is unable to send the **LOGON** command, because the transfer attempt timed out, display to operator "**Transmission Failure - Unable to send LOGON Command - Transfer Timed Out**"
- If the session startup process is unable to send the **LOGON** command because the Session Start Text ("+++") was not received in time, display to operator "**Session Start Failure - Timed Out Waiting For '+++'**"
- If the submit process was unable to send the **SUBMIT** card due to a transfer problem (too many errors), display to operator "**Submit Failure - Unable to send SUBMIT command - Too many errors**"
- If the obtain process was able to send the **OBTAIN** command but the receive of the file following failed, display to operator "**Obtain Failure - Unable to receive data - transfer timed out**"

12.2.6 Progress messages should be available to display the progress on the screen at every file transfer.

When error messages are not helpful, displaying good progress messages can help both the operator and troubleshooting technicians quickly find out at what point in the session there is a failure. Each major session step should be displayed so that the operator can easily see the success. Minimal progress indicators should be displayed at the successful completion of the following steps:

- Modem's First response to Sender's communication software - ("Modem OK")
- Modem Dials
- Modem Detects Remote Ring
- Modem Detects Carrier
- Session Start Text ("+++") matched
- **LOGON** Command Transferred
- **SUBMIT** Command Transferred
- DATA Transmitted
- **OBTAIN** Command Transferred
- DATA Received - Filename:
- DATA Received -Reply: No Files Queued
- **LOGOFF** Command Transferred
- Session Messages Received

12.2.7 Make available full Session Messages File contents for display to operator after session complete.

If the operator of the software has the ability to view the session log, he/she may be able to determine what they need to do better and save technical support groups much time or avoid the need for technical support altogether. As long as the option to view is clearly displayed, there is no need to display the session log contents each time, but if it is available when needed, the session log can save everyone precious time. The session log is the only document that will show you the expiration date of your mailbox password.

12.2.8 Downloading (**OBTAIN**) large files or large file set may require longer timeout settings.

Using the **OBTAIN** command file to initiate a large or complex download can take more time for Gateway to prepare, and therefore the transmission of data to the trading partner may not begin until minutes after the request is made.

Some trading partners ask for complex or large downloads using the **OBTAIN** command file. Examples are:

- A 500MB data file
- A 100MB data file, zipped
- 100 1MB data files

If the trading partner enters receive mode immediately after sending the **OBTAIN**, and has initiated a download like the ones listed above, it may take more than 60 seconds for Gateway to build the data so that it can be downloaded.

In these types of cases, the trading partner can set the timeout to a longer period and reliably count on the file being received. It is important that the timeout be increased rather than creating a pause or non-listening wait, because a non-listening wait affects all transfers, not just those of large files.

Appendix A – File Structure

A.1 File Structure Overview

Files sent to the Gateway system can contain either fixed length or variable length records. Fixed length records are all the same width, and that width is equal to the maximum record length specified for the type of file being sent. Variable length records have all trailing spaces removed, so that a record delimiter immediately follows the last non-space character in each record.

Files can have their records delimited or undelimited. If records are undelimited then all records in the file must be fixed length. Delimited records can use a *carriage return*, *line feed*, or both *carriage return* and *line feed* as the delimiting sequence. The same delimiting sequence must be used for all records in a file.

It is allowable, but not necessary, for a file to contain a control-Z character immediately following the last record (and that record's delimiting sequence, if present). All characters following the control-Z will be ignored.

Whether a control-Z is present in a file or not, any file sent to Gateway will only be processed until the normal *last record* is found. The *last record* is indicated in the specifications for the type of file being sent.

Files sent by Gateway to the trading partner's system will contain variable length records, and each record will be delimited by line feed characters. There will be no control-Z in the file. The exception to this would be a file whose format definition specifically indicates what the delimiting sequence is, such as datatype REJ.

Appendix B – Asynchronous File Transfer Protocols

B.1 XMODEM

This is the mode in which each session starts. Both CRC and CHECKSUM are supported; the system will automatically determine which one the trading partner is using and will switch accordingly.

B.2 ZMODEM

ZMODEM is a proprietary file transfer protocol available in many communication packages. It provides significant advantages in both throughput and error recovery, and should be used whenever available. Because they are inherent in the protocol, modem facilities for data compression and error detection/recovery should be disabled, avoiding diminished throughput from redundancy. For the same reason software data compression (e.g., PKZIP) should not be applied to files prior to exchange. Refer to the **SET** command for detail on ZMODEM invocation.

B.3 KERMIT

Kermit mode can be entered in one of 2 ways. To run the entire session using Kermit, after connecting with the Gateway modem wait 5 seconds and then transmit a control-X. This will cause Gateway to switch to Kermit mode. Then, wait for the Session Start Text (“+++”), and submit the **LOGON** file, running the rest of the session as described for XModem.

Alternately, send the **LOGON** file using **XMODEM**. Then, send a **SET PROTOCOL KERMIT** command file to switch to Kermit mode. Any mode set using the **SET PROTOCOL** command affects only the current session, and remains in effect until the end of the session or another **SET PROTOCOL** command is received.

Appendix C - Data Type, Transaction, Transaction Type & Line of Business Codes

<i>Description</i>	<i>data type</i>	<i>TRAN CODE</i>	<i>TRAN TYPE</i>	<i>LOB</i>	<i>Direction</i>
Health Care – Claim Status Request	EDI	276	276	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	IN
Health Care – Claim Status Response	EDI	277	277	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Health Care Claim Payment/Advice (EDI)	EDI	835	ERN	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Health Care Claim	EDI	837	CLM	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	IN
Functional Acknowledgment	EDI	997	FAK	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Interchange Acknowledgment	EDI	TA1	FAK	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Rejects	REJ	REJ	REJ	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Implementation Acknowledgment (5010 only)	EDI	999	FAK	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT
Claims Acknowledgment (5010 only)	EDI	277	FAK	<ul style="list-style-type: none"> • MDA • MDB • PRB • VIB • PVA 	OUT

Appendix D - Line of Business Codes

<i>Description</i>	<i>LOB</i>
Medicare A	MDA
Medicare B Florida	MDB
Medicare B Puerto Rico	PRB
Medicare B Virgin Islands	VIB
Medicare A Puerto Rico/Virgin Islands	PVA

Appendix E - Acknowledgment Examples

E.1 ANSI Acknowledgment Examples

When submitting ANSI transactions, a TA1 (Interchange Acknowledgment) or ANSI 997 (Functional Acknowledgment) is created for each submitted ANSI file.

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999 *980903*1215*U*00401*100469823*0*P*>
TA1*000000003*991229*1650*R*024 IEA*0*100469823
```

1. TA1 - Interchange Acknowledgment - File Rejected

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999 *000114*1135*U*00401*100482206*0*P*>
GS*FA*09102*A9999*000114*1135*100482207*X*004010 ST*997*0001 AK1*HC*215 AK2*837*000000215 AK5*A
AK9*A*1*1*1 SE*6*0001 GE*1*100482207 IEA*1*100482206
```

2. 997 - Functional Acknowledgment - File Accepted

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999 *000114*1152*U*00401*100482234*0*P*>
GS*FA*09102*A9999*000114*1152*100482235*X*004010 ST*997*0001 AK1*HC*915 AK2*837*000000915
AK3*DMG*18 AK4*3*1068*1 AK5*R*5 AK9*R*1*1*0 SE*8*0001 GE*1*100482235 IEA*1*100482234
```

3. 997 - Functional Acknowledgment - File Rejected

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999
*110126*1316**A*00501*000000001*0*P*:-GS*FA*09101*A9999*20110126*131612*1*X*005010X231~
ST*999*0001*005010X231~ AK1*HC*17001*005010X223A1~ AK2*837*000000001*005010X223A1~ IK5*A~
AK9*A*1*1*1~ SE*6*0001~ GE*1*1~ IEA*1*000000001~
```

4. 999 - Implementation Acknowledgment - File Accepted

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999
*110111*1315**A*00501*000000001*0*P*:-GS*FA*09101*A9999*20110111*131550*1*X*005010X231~
ST*999*0001*005010X231~AK1*HC*17001*005010X223A1~ AK2*837*000000001*005010X223A1~
IK3*SE*60*2430*4~ IK5*E~AK9*A*1*1*1~ SE*7*0001~ GE*1*1~ IEA*1*000000001~
```

5. 999 - Implementation Acknowledgment - File Accepted with Errors

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999
*110126*1316**A*00501*000000001*0*P*:-GS*FA*09101*A9999*20110126*131612*1*X*005010X231~
ST*999*0001*005010X231~ AK1*HC*17001*005010X223A1~ AK2*837*000000001*005010X223A1~ IK5*A~
AK9*A*1*1*1~ SE*6*0001~ GE*1*1~ IEA*1*000000001~
```

6. 999 - Implementation Acknowledgment - File Rejected

```
ISA*00* 00* *ZZ*592015694 *ZZ*999999999
*110113*1022**A*00501*000000001*0*P*:-GS*HN*09101*A9999*20110113*102222*1*X*005010X214~
ST*277*000000001*005010X214~BHT*0085*08*11013*20110113*102222*TH~ HL*1**20*1~ NM1*PR*2*FIRST
COAST SERVICE OPTIONS*****46*09101~ TRN*1*0910220110113000001~ DTP*050*D8*20110113~
DTP*009*D8*20110113~ HL*2*1*21*1~ NM1*41*2*FCSO BASE FILE*****46*A9999~
TRN*2*244579~STC*A1:19:PR*20110113*WQ*100.00~ QTY*90*1~ AMT*YU*100.00~ HL*3*2*19*1~
NM1*85*2*DR SMITH*****XX*9999999999~ TRN*1*FCSO12345~ STC*A1:19:PR**WQ*100.00~
QTY*QA*1~AMT*YU*100.00~ HL*4*3*PT~ NM1*QC*1*TEST*BEATRICE****MI*100000000A~
TRN*2*BEA12345~STC*A2:20:PR*20110113*WQ*100.00~ REF*1K*0211013001010~
REF*D9*17312345600006351~DTP*472*RD8*20061003-20061010~ SE*27*000000001~ GE*1*1~
IEA*1*000000001~
```

7. 277CA - Claim Acknowledgment

Note: For detailed information regarding the above ANSI acknowledgments, please refer to the applicable ANSI Implementation Guideline.

E.2 Error Report Examples

```

00001 1 H99RAR04 FIRST COAST SERVICE OPTIONS
PAGE 1
00002 PROFESSIONAL EMC PROGRAM
00003 PRODUCTION MEDICARE-B EMC INPUT
00004 BATCH DETAIL CONTROL LISTING
00005 - SUBMITTER ID: X1111 SUBMITTER NAME: MD Smith
00006 ADDRESS: 1630 Riverside Ave
00007 CITY: TALLAHASSEE
00008 STATE/ZIP: FL 32308 -0000
00009 - PROCESS DATE: 09/15/2005
00010 -
00011 0 EMC PROVIDER : 11111 BATCH NUMBER : 0001
00012 - PROV REFERENCE REC TYPE DTL FIELD IN FIELD ERR
MESSAGE ERROR
00013 NUM NUMBER NUM ERROR CONTENTS NUM SEVERITY
00014 -----
-----
00015 0 EMC PROVIDER : 11111 BATCH STATUS : ACCEPTED
00016 - TOTAL CLAIMS RECEIVED : 41
00017 TOTAL CLAIMS ACCEPTED : 41
00018 TOTAL CLAIMS DELETED : 0
00019 TOTAL CLAIMS WITH ERRORS : 0
00020 TOTAL CHARGES ACCEPTED : $ 8,795.00

```

4. BATCH DETAIL CONTROL LISTING – Medicare Part B

```

00001 1REPORT ID: HB997ZRJ-A FIRST COAST SERVICE OPTIONS INC.
PAGE: 1
00002 SYSTEM DATE: 09/14/05 MEDICARE PART A INBOUND REJECT REPORT SYSTEM TIME:
00003 INTERCHANGE DATE: 09/12/05
00004 SUBMITTER: 123456789 - Hospital PROVIDER: 100000 - Name
00005 OISA CTRL NBR GS SUBMITTER GS CTRL NBR TXNSET ID ST CTRL NBR
00006 549 A1111 3665 837 3665
00007 0-----
00008 LAST NAME FIRST NAME HIC TOB PATIENT CTL NBR MEDICAL REC NBR ADMIT FROM THRU TOTAL $
00009 -----
00010 ERR TYPE LOOP SEG ELE SUB SEG POS DATA REF ERR CD ERROR MESSAGE QUALIFIER
00011 BAD DATA /LX-01 VAN CLAIM ID
00012 -----
00013 OZENNER WILLIAM 100000000A 131 L00051421451 08/03/2005
08/03/2005 1,552.00
00014 IG EDIT 2300 HI 02 99 OTH DIAG CODE INVALID BF
00015 71970
00016 0NOTE: THIS ST/SE TRANSACTION SET HAS BEEN PROCESSED SUCCESSFULLY BY THE TRANSLATOR.
00017 IMPLEMENTATION/MEDICARE EDIT ERRORS EXIST.
00018 CLAIMS SHOWN ON THIS REJECT REPORT WILL NOT BE ENTERED INTO THE CLAIMS SYSTEM. .

```

5. MEDICARE PART A INBOUND REJECT REPORT

Appendix F - File Transfer Protocol (FTP) Procedures

F.1 Documentation

BCBSF has documented the process of configuring a couple of flavors of UNIX for PPP dialup and can provide the information as needed. Microsoft Windows users most likely will not need this documentation, as the process for dialing is so similar to dialing an Internet Service Provider (ISP). For assistance, please call the helpdesk at (888) 670-0940. **Note: This FTP option still uses a dial up modem as the means of connection. This is not server to server.**

F.2 FTP Sample Session

When an FTP session has been established, a temporary, private workspace is assigned, where the trading partner will send (put) files and receive (get) files. The FTP server controls the sequence of activities such that they follow a serial, synchronized environment. Should the transfer of a file terminate, the EDI server ends the FTP session.

The following example illustrates how files must be formatted during an FTP session.

Connection & authentication completed.

- The Security server has validated the Remote Access **username** and **password**.
- An **ACCEPT** message is returned to the Communications server.

Anonymous FTP session established with the FTP server.

- A dynamically assigned **IP address** is accepted.
- USERNAME: **anonymous**
- **NO password** prompt is issued.

put logon.fil

☒ LOGON command, Mailbox ID # and password.

```
$BCBSF$ LOGON mailboxid# password
$BCBSF$
```

put EDIsubmit.fil

☒ SUBMIT command for ANSI X12 837 claims (identified by *datatype* of EDI).

```
$BCBSF$ SUBMIT EDI $BCBSF$
```

put REJobtain.fil

☒ OBTAIN command for Rejects (identified by *datatype* of REJ).

```
$BCBSF$ OBTAIN REJ $BCBSF$
```

get REJ.fil

☒ trading partner receives either the **Reject File** or a **message file** indicating there were no files (identified by *datatype* of REJ).

```
Rejects
```

or

\$MSG\$ 03/07/2011 11:50:19 OBTAIN
(TYPE=**REJ**), NO FILES QUEUED

\$BCBSF\$ OBTAIN **EDI** \$BCBSF\$

put EDlobtain.fil

☒ **OBTAIN** command for EDI Professional 1500 Claims file
(identified by *datatype* of **EDI**).

get claimsack.fil

☒ trading partner receives either the **oldest claims acknowledgment** queued in the mailbox at the time the **OBTAIN** command was sent, **or a message file** indicating there were no files queued (identified by *datatype* of **EDI**).

EDI Claims Acknowledgment File

or

\$MSG\$ 03/07/2011 11:47:19 OBTAIN
(TYPE=**EDI**), NO FILES QUEUED

\$BCBSF\$ LOGOFF \$BCBSF\$

put LOGOFF.fil

☒ **LOGOFF** command indicates the trading partner's session is ended; *DO NOT DISCONNECT!* **RECEIVE** the **Session Messages**.
Then, disconnect.

get SessionMsg.fil

☒ trading partner's system should **RECEIVE** the Session Messages.

Session Messages

quit

☒ terminates the FTP session. If this command is not issued from the remote side it will be issued by the EDI server.

Ends the FTP session

May perform other TCP/IP activities as needed.

...

☒ other TCP/IP (with RFC 959) oriented activities, such as batch FTP sessions, may be executed.

Terminate the Remote Access connection.

Disconnect.