



# 835 ERA Companion Guide

**July 2020**

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## Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with Zelis. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

## 1.0 Introduction

This document describes the submission format of X12 5010 835 transactions from Zelis. It is meant to be used as a supplement to the standard X12N/005010X221 Technical Report. Where Zelis specific mapping requirements apply to or further constrain the mapping rules outlined in the technical report, a table will in the following format will be provided:

Loop	Segment	Description	Required Value
e.g. 2110	e.g. SVC01-1	e.g. Product ID	e.g. "AD"

### 1.1 Scope

The scope of this document covers Zelis specific mapping requirements that apply to or further constrain those laid out in the standard X12N/005010X221 technical report, as well as the business use cases that Zelis can support.

Standard X12 mapping rules, formats, and content requirements are not in the scope of this document, rather the way in which Zelis has formatted its X12 mappings for submission to its clients.

### 1.2 Overview

This Companion Guide is meant to provide you with a written description of the X12 835 transaction set mappings that can be received by Zelis for successful processing.

### **1.3 References**

This document is a companion to the ASC X12N Implementation Guide (005010X221) Health Care Claim Payment/Advice (835).

## **2.0 Getting Started**

### **2.1 Working with Zelis**

Zelis provides post-adjudication services for payers, providers, and networks. Zelis trading partners are Zelis clients and affiliates of Zelis clients.

The process for establishing an electronic connection with Zelis is as follows:

1. Initial contact made with Zelis requesting electronic connectivity.
2. Introduction conference call to communicate general information, desired workflow, and next steps.
3. Trading partner agreement and/or services contract.
4. Electronic connectivity setup (e.g. SFTP or interfaces).
5. Iterative testing.
6. Coordination of production processing.

Zelis support resources will be assigned and accessible during the implementation, testing, and production phases of the trading partner relationship.

Any other manual interventions to resolve a late EFT or ERA would be handled through our Client Service Team which can be contacted at (877) 828-8770.

## **2.2 Trading Partner Registration**

If you would like to establish electronic connectivity with Zelis or one its clients, you may work with an appropriate client account representative. If the account representative is unknown or not applicable, you may contact:

### EDI Support:

18167 US Highway 19 North, Suite 300

Clearwater, FL 33764

TF: (877)828-8770 #5

[EDISupport@ZelisPayments.com](mailto:EDISupport@ZelisPayments.com)

## **2.3 System Availability and Downtime**

Generally, data may be submitted to Zelis 24 hours a day, 7 days a week.

However, to allow for system maintenance, Zelis may schedule downtime at various intervals, as needed.

## 3.0 Testing with Zelis

Testing with Zelis is done within the Zelis test environment, an environment separate from our production environment to ensure no crossover or process interference.

The general process for testing new electronic connections with Zelis is as follows:

1. Establishment of testing credentials and/or FTP subdirectories.
2. Verification of connection to the FTP server.
3. Submission of initial volume of test data for structural testing with associated iterative defect feedback.
4. Submission of initial volume of scenario test data with associated iterative defect feedback.
5. Trading partner testing sign-off.
6. Migration to production.
7. Agreement on production live date.
8. Updating test URLs to production URLs.
9. Performing technical production monitoring for 1 to 2 weeks after first transactions are sent/received.

## 4.0 Connectivity with Zelis / Communications

### 4.1 Process Flows

Zelis provider trading partners may connect to their clearinghouse to receive both batch and real-time transactions. Providers may also contact Zelis servers directly to receive transactions via several methods:

- SFTP (FTP over SSH tunnel)
- FTPS (FTP with SSL extensions)
- Secure Email
- Secure Download
- Fax

Zelis specializes in custom process flows and, as such, no specific flow can be described in this document. Process flows will vary depending on the client or desired workflow of the trading partner, and will be agreed on during the introduction call described in section 2.1.

## **4.2 Transmission Administrative Procedures**

Zelis file processing schedules for submissions vary based on when the connection was established, the applicable workflow and/or client. For example, files may be picked up or sent once per day, every hour, or every 20 minutes, depending on the workflow design.

Below are the Capacity and Frequency Restrictions and Rules of Behavior when interacting with Zelis systems and services.

## **4.3 Re-Transmission Procedure**

For the 835-transaction set, Zelis will resubmit transactions as necessary without any technical complication from Zelis (Up to three months from the original sent date).

## **4.4 Communication Protocol Specifications**

Zelis does not use custom electronic communications protocols. Please refer to section 4.1 for a list of the standard communications protocols Zelis uses.

## **4.5 Passwords**

Zelis uses an internal, integrated security framework. As such, login names and passwords are used and required for ALL trading partner connections. Please note that this requirement stands even if additional authentication mechanisms are being used (e.g. X.509 certificate authentication).

Zelis assigns strong trading partner passwords, and passwords may not be updated by any outside user of the system.

Zelis does not store plaintext passwords, only encrypted passwords. As such, we are unable to retrieve a lost password.

If a password should be lost, Zelis must be contacted to have the password reset. Please note that any password reset request is subject to identify verification and administrative authorization.

## 5.0 Contact Information

### 5.1 EDI Client Service

Trading partners will receive a custom support e-mail and contact that is specific to their workflow. Contact information for the EDI team can be found at [section 2.2](#).

### 5.2 EDI Technical Assistance

Trading partners will receive a custom support e-mail and contact that is specific to their workflow. If you need to reach the EDI team, they can be reached by the information in [section 2.2](#).

### 5.3 Provider Service Number

Zelis is not a healthcare payer and does not perform claim adjudication, provider contracting, or credentialing. This information must be obtained from the relevant payer.

## 6.0 Control Segments & Envelopes

### 6.1 ISA Interchange

Zelis sends only one X12 envelope to be submitted per file. That is, only one ISA segment at the beginning of the file, and one IEA segment at the end of the file.

The following table describes the expected values to be submitted in the X12 interchange header and trailer control structures.

Values in **bold** represent exact, hard-coded values that must be submitted. No other values will be accepted.

Values in *italics* represent variable data that will depend on the envelope, implementation, or trading partner relationship.

Loop	Segment	Description	Required Value
Interchange Header	ISA01	Authorization Information Qualifier	00
Interchange Header	ISA02	Authorization Information	blank
Interchange Header	ISA03	Security Information Qualifier	00
Interchange Header	ISA04	Security Information Qualifier	blank
Interchange Header	ISA05	Interchange ID Qualifier	ZZ
Interchange Header	ISA06	Interchange Sender ID	Zelis TIN
Interchange Header	ISA07	Interchange ID Qualifier	ZZ
Interchange Header	ISA08	Interchange Receiver ID	Provider TIN
Interchange Header	ISA09	Interchange Date	The date the X12 envelope was created, specified in YYMMDD format
Interchange Header	ISA10	Interchange Time	The time of day the X12 envelope was created, specified in 24-hour HHMM format
Interchange Header	ISA11	Repetition Separator	^
Interchange Header	ISA12	Interchange Control Version Number	Interchange Header
Interchange Header	ISA13	Interchange Control Number	Our assigned control number for this X12 envelope
Interchange Header	ISA14	Acknowledgment Requested	0 or 1
Interchange Header	ISA15	Interchange Usage Indicator	T for testing, P for production
Interchange Header	ISA16	Component Element Separator	< or:
Interchange Trailer	IEA01	Number of functional groups included	the total number of functional groups sent in the interchange envelope
Interchange Trailer	IEA02	Interchange Control Number	Our assigned control number for this X12 envelope, identical to value submitted in ISA13

## 6.2 GS Functional Group

For batch submissions, Zelis allows one or more functional groups to be submitted. However, each functional group must use an identical GS08 Industry Identifier Code.

For real-time submissions, Zelis allows only one functional group to be submitted.

The following table describes the expected values to be submitted in the X12 interchange header and trailer control structures.

Values in bold, represent exact hard-coded values.

Values in *italics*, represent variable data that will depend on the envelope, implementation, or trading partner relationship.

Loop	Segment	Description	Required Value
Functional Group Header	GS01	Functional Identifier Code	HP
Functional Group Header	GS02	Application Sender's Code	Zelis TIN
Functional Group Header	GS03	Application Receiver's Code	Provider TIN
Functional Group Header	GS04	Functional Group Date	The date the X12 functional group was created, specified in CCYYMMDD format
Functional Group Header	GS05	Functional Group Time	The time of day the X12 functional group was created, specified in 24-hour HHMM format
Functional Group Header	GS06	Group Control Number	Our assigned control number for this X12 functional group
Functional Group Header	GS07	Responsible Agency Code	X
Functional Group Header	GS08	Version / Release / Industry Identifier Code	005010X221 or 005010X221A1
Functional Group Trailer	GE01	Number of transaction sets included	the total number of transaction sets sent in the functional group

Functional Group Trailer	GE02	Group Control Number	Our assigned control number for this X12 functional group, identical to value submitted in GS06
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### 6.3 Transaction Sets

For batch submissions, Zelis allows one or more transaction sets to be submitted within a functional group. For real-time submissions, Zelis allows only one transaction set to be submitted for one or more functional groups. Process flows will vary depending on the client or desired workflow of the trading partner, and will be agreed on during the introduction call described in section 2.1.

## 7.0 Zelis Specific Business Rules and Limitations

There are no Zelis specific business rules or limitations defined for the 835-transaction set now. All mappings that are compliant with the X12N/005010X221 or X12N/005010X221A1 technical reports will be accepted and successfully processed by Zelis.

## 8.0 Acknowledgements and/or Reports

### 8.1 Report Inventory

Zelis supports the following acknowledgements and reports by default:

- ASC X12C/005010X231 Implementation Acknowledgment for Health Care Insurance (999)

### 8.2 Custom Reporting and Acknowledgements

Zelis has the capability of developing custom reports that fit the needs of trading partners. Any custom reports developed will be subject to development fees.

## 9.0 Trading Partner Agreements

Zelis does require a trading partner agreement to establish an electronic interface for the exchange of 835 transactions.

## 10.0 Transaction Specific Information

There are no Zelis transaction-specific business rules or limitations defined for the 835-transaction set now. All mappings that are compliant with the X12N/005010X221 or X12N/005010X221A1 technical reports will be accepted and successfully processed by Zelis.

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