

Med-QUEST HIPAA Group 2 Testing Approach

This document outlines testing strategy and provides useful information for trading partners testing the following transactions:

- 837 fee for service claims (professional, institutional, dental)
- 835 remittance advice
- 270/271 Batch eligibility request and response
- 276/277 Batch claim status request and response

Trading partners wishing to test the 278 transaction should contact Med-QUEST directly at hipaatcs@medicaid.dhs.state.hi.us.

This document contains the following information:

Section	Title	Contents
1.	Transaction versions	Verifies the X12 versions and provides a cross-reference, where applicable, to existing electronic transactions.
2.	Overview of the testing approach	Provides a general description of the Med-QUEST testing approach.
3.	Testing expectations	Describes what trading partners can expect from Med-QUEST, including communications strategies and problem resolutions. Also outlines what Med-QUEST requires from trading partners during the testing process.
4.	Testing prerequisites	Describes events that must occur prior to beginning B2B or trading partner testing with Med-QUEST.
5.	Testing process	Describes the Med-QUEST testing process, including file naming standards, submission schedule, review of results, and completion of testing process.
6.	Testing Thresholds	Describes minimum and maximum batch sizes and related information.
7.	Acknowledgements and error handling	Briefly describes Med-QUEST's approach to acknowledgements and error handling. Trading partners should visit the Med-QUEST HIPAA Web site for more detailed acknowledgement/error handling information, including diagrams.
8.	Problem reporting and resolution	Describes the process for documenting problems, questions, and issues. Also describes Med-QUEST's role in resolving open issues and problems
9.	Documentation	Identifies published documentation relating to Group 2 transactions and describes the update schedule for documentation.
10.	Trading partner agreements	Describes Med-QUEST's approach to delivering trading partner agreements, collecting signed agreements, and tracking agreement status.

1 Transaction Versions

Use the table below to identify applicable X12 transactions and the files they replace:

Txn	Name	Version	File Replaced
270/271	Health Care Eligibility Benefit Inquiry and Response	ASC X12N 270/271 004010X092A1	
276/277	Health Care Claim Status Request and Response	ASC X12N 276/277 004010X093A1	
835	Health Care Claim Payment and Advice	ASC X12N 835 004010X91A1	Electronic Remittance Advice
837D	Health Care Claim: Dental	ASC X12N 837 004010X97A1	Claims: NSF 1500
837I	Health Care Claim: Institutional	ASC X12N 837 004010X96A1	Claims: NSF UB-92
837P	Health Care Claim: Professional	ASC X12N 837 004010X98A1	Claims: NSF 1500

2 Overview of the Testing Approach

Med-QUEST focuses its testing effort in two distinct phases: Integrated Systems Testing (IST) and Business-to-Business (B2B) Testing. IST occurs internal to Med-QUEST. B2B occurs between Med-QUEST and all trading partners currently exchanging electronic transactions on behalf of Hawaii Med-QUEST providers.

The B2B testing approach may be described as ‘Open Entry – Open Exit’. Trading partners may execute testing at any time within the testing window, but are required to complete testing (refer to Sections 6 and 7, below) within the testing window. Only trading partners that successfully complete testing will be able to submit and receive production transactions.

The purpose of B2B testing is to validate system functionality with a subset of external trading partners. Volunteers have been recruited to represent various transaction types and provider types. Med-QUEST has the following testing goals during this phase:

- Validate our ability to accept a certified inbound transaction up to Level 4**
- Validate HPMMIS’ ability to correctly process a certified inbound transaction that adheres to the guidelines set forth in the published Companion Documents
- Validate our ability to produce and deliver a certified outbound transaction
- Validate the accuracy of the data provided on the certified outbound transaction, based on the data provided on the corresponding inbound transaction(s)

** Med-QUEST requires demonstration of certification to Level 4 for all inbound transactions, where T1+ syntactical integrity; T2 = Implementation Guide; T3 = Balancing; and T4 = Inter-segment Data Relationships

The purpose of B2B testing is to ensure the readiness of currently certified Med-QUEST trading partners. Due to time constraints, these two testing phases may overlap. The HIPAA testing team will conduct B2B testing open-entry, open-exit, meaning that trading partners are invited to test at any time during the testing window.

3 Testing Expectations

What Trading Partners Can Expect From Med-QUEST

Med-QUEST has assembled a testing team to assist B2B participants and trading partners during the testing phases. The team is comprised of personnel with deep knowledge of X12, HPMMIS, and implementation (large scale) testing efforts. The HIPAA testing team will review all inbound and outbound data and will interface directly with the trading partners and/or providers. When necessary, the team will forward issues to other technical personnel and will manage the resolutions of such issues.

Testing participants may contact the testing team at the following email address:

hipaatcs@medicaid.dhs.state.hi.us

The HIPAA testing team monitors the inbox for this address constantly throughout the business day. It is our intention to respond promptly to queries sent to this address and to provide information to all testing participants through email and through publications on our Web site, located at <http://www.med-quest.us/HIPAA/index.html>

The Web site contains Companion Documents and other relevant technical information. The site is updated several times each month. Please contact us via email with comments or suggestions about the site.

Med-QUEST thanks its trading partners for their participation in the Hawaii Medicaid program and their support for Hawaii Med-QUEST providers. Please note this process is designed to support Hawaii Medicaid providers. We are pleased to make documentation available to any developer; however, we will not test with a clearinghouse/vendor that is not contracted to provide services with a Hawaii Medicaid provider.

What Med-QUEST Expects From Trading Partners

Med-QUEST expects trading partners to download and review applicable Companion Documents from the Med-QUEST HIPAA Web site. Med-QUEST also requires trading partners to submit HIPAA-compliant transactions (per the Implementation Guide) using valid Med-QUEST test data (valid provider ID, recipient ID, procedure codes, etc.)

Trading partners are strongly encouraged to provide adequate and current contact information to Med-QUEST. Med-QUEST assumes that trading partners are maintaining adequate communications with the providers they support. Prior to submitting test data using a valid Med-QUEST provider ID, Med-QUEST asks that the trading partner demonstrate they have been in contact with the provider in question.

Med-QUEST asks trading partners and providers to use the email address provided to submit questions and report problems. The inbox will be monitored constantly throughout business hours (state and federal holidays excepted). Answers will be provided in writing. Questions and answers considered universally relevant may be published on the Web site or shared with other trading partners. Data related to such questions will never be shared with anyone other than the trading partner/provider that submitted the question or problem.

4 Testing Prerequisites

To begin testing, trading partners must have the following:

- A current submitter ID, password, and folder assigned
- Access to the Med-QUEST Virtual Private Network (VPN)

- Proof of their ability to send a certified transaction (inbound only)
- Contact with the HIPAA testing team, via the email address provided above

Submitter ID, Password, and Folder

The folder process currently in place will be used for exchange of the 837 and 835 transactions. Because of security issues with the batch 270/271 and 276/277 transactions, additional testing instructions will be provided prior to an initial submission. Please request these instructions using the HIPAA testing email address.

Trading partners who have questions about their submitter ID, password, or folder, or who require information about the File Transfer Protocol (FTP) process used by Med-QUEST, should contact us via email.

Trading partners whose approach to HIPAA compliance necessitates a change to the current submitter ID should contact us immediately. Unless already authorized, we will not be able to test with trading partners that do not possess a current submitter ID and folder.

VPN Access

Trading partners must access the FTP server through the VPN. The current process will remain unchanged. Please contact the HIPAA testing team if you have questions.

Proof of Certification

Med-QUEST will not accept transactions from trading partners that cannot demonstrate their ability to produce a certified transaction. Trading partners may accomplish this in any of the following ways:

- Demonstration of certification through an approved certifying entity
- Acknowledgement to the HIPAA testing team that the trading partner is submitting production transactions to another payer
- Other (please contact HIPAA via email to discuss)

Med-QUEST requires demonstration of certification to Level 4 for all inbound transactions, where T1 = syntactical integrity; T2 = Implementation Guide; T3 = Balancing; and T4 = Inter-segment Data Relationships.

Contact with the Med-QUEST testing team

Prior to the start of B2B testing, Med-QUEST requires the following information from its trading partners:

- Primary contact (name, email address, phone, title)
- Secondary contact
- Verification of transactions to be tested
- Other information as relevant

Med-QUEST is committed to providing consistent, clear communication with trading partners and providers. To accomplish this, we must have accurate contact information from our trading partners and providers. We must also understand any relevant business relationships, such as subcontractors or partners, business analysts, and technical leads.

Please contact the HIPAA testing team at hipaatcs@medicaid.dhs.state.hi.us prior to the start of testing. The team will advise trading partners of required contact information.

5 Testing Process

This section describes the following:

- Testing cycles
- File naming standards
- Submission Schedule
- Review of Results
- Completion of Testing Process

Testing Cycles

The HPMMIS will run according to normal production schedules. This means all scheduled daily processes will be executed daily; all weekly processes will run weekly; and so forth.

The 837, 270, and 276 test files will be accepted and processed through all adjudication and/or validation processes on a daily basis.

277 and 271 responses will be returned per the standards specified in the applicable Companion Documents.

Financial cycles resulting in production of either the 835 Remittance Advice or paper Remittance Advice will be run weekly.

File Naming Standards

837 transactions will use the following naming standard: CLM.MMDDYY.HHMMSS.837

The file should be placed in **170.68.41.129** – FTP/XXXXX/CLAIMS/ECSIN or ECSOUT/TEST, where xxxxxx = the trading partner's 5-digit submitter-ID. ECSIN is used for inbound transactions, such as the 837. ECSOUT is used for outbound transactions, such as the 835. This process mirrors current production processes.

After the test file is placed in the test folder, please email MQD via hipaatcs@medicaid.dhs.state.hi.us, the file name and the date and time that the file was submitted. In addition, include the original claim / batch submission date when the original file was sent to production. This information will allow us to identify selected claims in our production region and compare it to the test results.

Please contact the Med-QUEST HIPAA testing team via email to inquire about file naming standards for inbound 270 and 276 batch transactions.

Outbound transactions will be named according to standards published in the respective Companion Documents.

For outbound transactions, the following transaction delimiters apply:

- Element delimiter = "{" (changed from the "^")
- Composite delimiter = "|" (the pipe, no change)
- Segment delimiter = "~" (a tilde, no change)

For incoming transactions, any character from the Basic and/or Extended Character Set can be used, providing it is not used in a data element value following the interchange header.

Submission Schedule

Electronic claims submissions will be accepted for the current day's test processing between 6:00 a.m. and 4:00 p.m. Arizona Standard Time (AST). Please note this is three (3) hours ahead of Hawaii Standard Time (HST).

Due to the new file naming standards, trading partners will be able to submit multiple batches per day.

Review of Results

The daily processing cycles begin at 4:00 p.m. AST. Results from the current day's run will be available the next business day. Please note the HIPAA testing team, located in Hawaii, operates three hours behind AST.

The HIPAA testing team will describe how to review and discuss testing results as trading partners contacts us to announce their intentions to begin testing.

Completion of Testing Process

Trading partners that have successfully completed applicable test cycles (see Testing Thresholds, below) should submit an email to the HIPAA testing team at hipaatcs@medicaid.dhs.state.hi.us

The contents of the email should indicate successful completion of the testing phase by transaction. Med-QUEST will respond with questions or with confirmation, as applicable. Providers will be advised of test completions upon notification to the submitter.

6 Testing Thresholds

At a minimum, trading partners must adhere to the testing thresholds described in the table below:

Transaction	# Submissions/Receipts Required	Testing Requirements
837 P, I, D	Minimum of 2 batch submissions	Minimum of 25 claims/ batch Maximum of 500 claims/ batch At least one exchange should include replacements/voids
835	Minimum of 2	In conjunction with ECS exchanges **

** Trading partners responsible for 835 transactions only should contact Med-QUEST via email to discuss testing options. Trading partners that share responsibility across functional teams for 837 and 835 development are required to coordinate their communication to facilitate the testing validation process. Please ensure Med-QUEST has appropriate contact information.

7 Acknowledgements and Error Handling

Please refer to the documentation distributed on July 1, 2003. The documentation was delivered via email to known trading partners. If you did not receive a copy, please contact us at hipaatcs@medicaid.dhs.state.hi.us

A consolidated copy of the document will be posted to the Web site in the near future.

8 Problem Reporting and Resolution

All problems and their resolution must be documented in writing. Email to the HIPAA testing team at hipaatcs@medicaid.dhs.state.hi.us is the preferred media. Trading partners must provide the HIPAA testing team with a document containing the following:

- Type of Transaction (837 Professional, 835, etc.).
- A detailed explanation of the problem.
- A date and time of when the problem occurred.
- Contact name and phone number.
- A batch or file identifier of where the input records can be found.
- A listing of the exact input X12 records.
- Any output records as a result from the problem.
- A cross-reference to the problem identifier formulated by the testing group.

Reporting of the error and copies of the input records in X12 format in electronic form should be made available to the HIPAA testing team by the end of business day of when the error event happened.

Resolution of errors will be reported on a matrix with a narrative restating the problem, date completed, the problem identifier, and the resolution of the problem. Acknowledgement of the problem or incident will be made by the HIPAA testing team by the next business day, and turn around on the resolution will be considered on a case by case basis. Notification will be made if the companion document updates will be needed.

9 Documentation

Trading partners will be notified immediately of changes to Companion Documents. Until the updated documents can be posted on the Web site, interim notification will be provided via email, to the addresses provided at the start of testing.

10 Trading Partner Agreements

Please see the Web site for trading partner agreement information. There are no HIPAA-specific trading partner agreement requirements related to testing. Prior to October 16, 2003, the HIPAA TCS Testing Team will not test with any trading partner that does not currently submit electronic claims with Med-QUEST/ACS.