



Utah Department of
Health & Human Services
Integrated Healthcare

**HIPAA Transaction
Standard Companion Guide**

**Health Care Claim: Professional (837)
ASC X12N/005010X222A1**

17th January 2023

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Disclosure Statement

Disclosure, distribution, and copying of this guide is permitted. However, be aware that changes to items found in this guide may occur at any time without notice.

The intended purpose and use of this guide is to provide information supporting a Health Care Claim: Professional transaction (837P).

Due to the copyright protection of the 5010 Implementation Guides (TR3), Utah Medicaid will not publish items found on the ASC X12 Implementation Guides (TR3), other than to convey the Utah Medicaid system limitations and usage iterations.

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 electronic health data with Utah Medicaid. 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.

The Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides that have been adopted for use under HIPAA. It is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

This Companion Guide will provide information regarding the exchange of an Electronic Data Interchange (EDI) transaction with Utah Medicaid regarding Health Care Claim: Professional. It also includes information about EDI enrollment, testing, and customer support.

Utah Medicaid is publishing this Companion Guide to clarify, supplement, and further define specific data content requirements to be used in conjunction with, and not in place of, the ASC X12N TR3 mandated by HIPAA. This Companion Guide can be accessed at <https://medicaid.utah.gov/hipaa/providers/#companion-guides>.

All References to Medicaid are used for simplicity, but other programs supported by the Utah Department of Health Division of Medicaid and Health Financing (DMHF) are also included, for example, Medicaid, CHIP, Integrated Medicaid, Baby Your Baby, and so forth.

Utah Medicaid provides services to eligible members using two coverage models:

- Managed Care Organizations (MCO) - Are Plans who provide medical, dental and behavioral health services to eligible Medicaid and CHIP members.
- Fee for Service (FFS) - Consists of all Medicaid plans where services are paid for a member who is not enrolled in an MCO or the service that is needed is not covered by the MCO plan.

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1 INTRODUCTION

The Health Insurance Portability and Accountability Act (HIPAA) requires all entities exchanging health data to comply with the Electronic Data Interchange (EDI) standards for healthcare as established by the Secretary of Health and Human Services. The Accredited Standards Committees (ASC) X12 Standards for Electronic Data Interchange Technical Report Type 3 (TR3) are the standards of compliance. The TR3s are published by the Washington Publishing Company (WPC) and are available at: <https://x12.org/products>.

This section describes how the ASC X12N Implementation Guides (IG) adopted under HIPAA will be detailed with the use of tables. The tables contain a row for each segment that, due to the Utah Medicaid system limitation and business needs, may require information in addition to, or over and above, the information in the IGs. That information can:

- Limit the repeat of loops, or segments.
- Limit the length of a simple data element.
- Specify a sub-set of the IGs internal code listings.
- Clarify the use of loops, segments, composite, and simple data elements.
- Any other information tied directly to a loop, segment, and composite or simple data element pertinent to trading electronically with Utah Medicaid.

In addition to the row for each segment, one or more additional rows are used to describe the Utah Medicaid usage for composite and simple data elements and for any other information. Notes and comments should be placed at the deepest level of detail.

Table 1 specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

Table 1. Columns and Usage

Page #	Loop ID	Reference	Name	Notes/Comments
88	2010AA	NM103	Name Last or Organization Name	Billing Provider Last or Organization Name(for professional group practice)
90	2010AA	NM109	Identification Code	Group or Provider NPI
91	2010AA	N301	Billing Provider Address	Use Street Address only. No PO Box or Lock Box addresses are allowed.

Page #	Loop ID	Reference	Name	Notes/Comments
263	2310B	NM103	Rendering Provider Last Name	Name of the Rendering or Servicing Provider
264	2310B	NM109	Identification Code	Rendering or Servicing Provider NPI

Scope

The Companion Guide addresses the Utah Medicaid technical and connectivity specifications for the Health Care Claim: Professional (837P) transaction. It highlights business rules, system limitations, and data requirements needed for a successful client search and response.

Table 2. Transactions Covered by this Companion Guide

Transactions	Versions
Health Care Claim: Professional (837)	005010X222A1
Implementation Acknowledgment for Health Care Insurance (999) Interchange Acknowledgment (TA1)	005010X231A1

Overview

The Companion Guide was written to assist providers in designing and implementing transaction standards to meet the Utah Medicaid processing methodology. The guide is organized in the following sections:

- Section 1 INTRODUCTION: Section includes scope, overview, references and additional information.
- Section 2 GETTING STARTED: Section includes information on enrolling as a Utah Medicaid Provider, EDI enrollment, and the testing process.
- Section 3 TESTING WITH UTAH MEDICAID: Section includes detailed transaction instruction on how to test with Utah Medicaid.
- Section 4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS: Section includes information on Medicaid transmission procedures, and communication and security protocols.
- Section 5 CONTACT INFORMATION: Section includes Medicaid telephone numbers, mailing and email addresses, and other contact information.

- Section 6 CONTROL SEGMENT/ENVELOPES: Section includes information needed to create the ISA/IEA, GS/GE, and ST/SE control segments to be submitted to Utah Medicaid.
- Section 7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS: Section includes detailed transaction testing information. Web services connection is needed to send transactions.
- Section 8 ACKNOWLEDGEMENTS AND/OR REPORTS: Section includes information on all EDI reports such as 999s, or TA1.
- Section 9 TRADING PARTNER AGREEMENTS: Section contains information regarding Trading Partner EDI Enrollment requirements for the 837P transaction.
- Section 10 TRANSACTION SPECIFIC INFORMATION: Section contains specific information regarding 837P transaction, system limitations, scheduled and non-scheduled system downtime notifications, holiday hours, and other information that would be helpful to Trading Partners.
- APPENDICES: This section will lay out transmission examples, frequently asked questions, an implementation checklist, business scenarios, and a change summary.

References

- **5010 ASC X12 Technical Report Type 3 (TR3) Guides**

Due to system limitation and business needs, Utah Medicaid will identify loops, segments, and data elements to convey additional information to process electronic requests successfully.

TR3s may be purchased through Washington Publishing Company (WPC) at: <https://x12.org/products>.

- **Utah Health Information Network (UHIN) Standards and Specifications**

All payers in Utah, including Medicaid, have adopted the UHIN Standards and Specifications set forth by the Utah Health Insurance Commission. UHIN is an independent, not-for-profit, value added network serving providers and payers in Utah. To access specific documents such as Standards, Technical Manuals, Specifications, and so forth, a provider must request access to <https://my.uhin.org> from UHIN.

- UHIN Home Page: <http://www.uhin.org>
- UHIN Standards: <https://support.uhin.org/hc/en-us/categories/360002051651-Standards>
- UHIN UTRANSEND Technical Reference Manual (TRM): <https://support.uhin.org/hc/en-us/articles/360038190411-Technical-Reference-Manual-v2>

- UHIN EDI Enrollment Specification: <https://support.uhin.org/hc/en-us/articles/360037342132-UHIN-EDI-Enrollment-Specification-v1-1>
- **Washington Publishing Company (WPC):**
<https://www.wpc-edi.com/>
- **WPC Code List:**
<https://x12.org/Codes>
- **CMS transaction and Code Sets Standards:**
<https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/HIPAA-ACA/AdoptedStandardsandOperatingRules.html>
- **CMS Electronic Billing and EDI Transactions Help Lines (Part A and B):**
<http://www.cms.gov/ElectronicBillingEDITrans>
- **Accredited Standards Committee (ASC):**
<https://x12.org/>

Additional Information

Utah Medicaid does not offer EDI software. Some software vendors charge for each electronic transaction type (claims, eligibility, reports, and remittance advice). There are no regulations as to what software vendors can charge for the software license or their services. It is the responsibility of the provider to procure software that best fits their business needs.

Things to consider when looking for EDI software:

1. Fees and Function – What EDI transactions are included with the software license? Examples include:
 - a. Health Care Eligibility Benefit Inquiry and Response (270/271)
 - b. Health Care Claim Status Request and Response (276/277)
 - c. Health Care Claims: Professional (837P), Institutional (837I), Dental (837D)
 - d. Health Care Claim Acknowledgment (277CA)
 - e. Acknowledgment Reports (Interchange Acknowledgement (TA1), Implementation Acknowledgment for Health Care Insurance (999))
 - f. Health Care Claim Payment/Advice (835)
 - g. Health Care Services Review - Request for Review and Response (278)
 - h. Payroll Deducted and Other Group Premium Payments for Insurance Products (820)
 - i. Benefits Enrollment and Maintenance (834)
2. Software License – Will the license include free regulatory updates?

3. Technical Support – Is the installation, set-up and any subsequent assistance included with the subscription?
4. System Requirements – Will the software function with your current Operating System, hardware, and Practice Management software, or will new Operating System, Practice Management software, or hardware be needed?
5. Reports – Are data elements on received transactions viewable, for example, Claims Adjustment Reason Codes, Remittance Remark Codes, PLB segments on the 835, and so forth?
6. UHIN provides software for their members. Contact UHIN at (877) 693-3071 for more information.
7. Providers that use a billing company or clearinghouse, contact the billing company or clearinghouse for software.
8. Proprietary software can be used provided it meets HIPAA standards and mandated CORE requirements.

2 GETTING STARTED

Working with Utah Medicaid

Providers must enroll as a Utah Medicaid provider. The Utah Medicaid Provider Enrollment team may be reached at (801) 538-6155 or (800) 662-9651, option 3, then option 4, for questions regarding provider enrollment. Provider Enrollment forms, instructions, and contact information are available on the Utah Medicaid website: <https://medicaid.utah.gov/become-medicaid-provider>.

A provider who enrolled online will receive a Welcome Letter to access provider enrollment information.

Providers who wish to submit EDI transactions directly into PRISM through PRISM screens, must select the Electronic batch option as part of the provider enrollment process. Providers must be able to create HIPAA X12 compliant transactions using their own software when submitting through the Electronic batch. An Electronic batch submission is not available for providers enrolled as a Managed Care plan.

Providers who wish to employ UHIN and use their tools and services to submit EDI claims, Client Eligibility and Response, Claim Status Inquiry and Response, Health Care Services Review - Request for Review and Response, or receive Electronic Remittance Advice may contact UHIN at (877) 693-3071 or see the UHIN EDI Enrollment Specification at: <https://support.uhin.org/hc/en-us/articles/360037342132-UHIN-EDI-Enrollment-Specification-v1-1>. The Provider must ask UHIN for membership information and how to obtain an Electronic Data Interchange (EDI) Trading Partner Number (TPN).

Providers who elect to transmit or receive electronic transactions using a third party, such as a billing agent, clearinghouse, or network service, do not need to contact UHIN or acquire a TPN if the billing agent, or network service is a member of UHIN.

In this case, providers must obtain the billing company's TPN to complete the Utah Medicaid EDI enrollment online.

Trading Partner Registration

Utah Medicaid requires all trading partners to complete the Utah Medicaid EDI Enrollment online. Any other form of EDI Enrollment is not accepted. To become a trading partner with Utah Medicaid, visit our website at:

<https://medicaid.utah.gov/become-medicaid-provider>.

Using the information provided on the Welcome Letter (when you first enrolled to become a Utah Medicaid provider), you may access and complete or modify the EDI Enrollment. If a Welcome Letter was not received, contact Medicaid Provider Enrollment at (801) 538-6155 or (800) 662-9651, option 3, then option 4, to request one.

Providers may need to obtain the TPN for each EDI transaction from their clearinghouse or billing agency prior to EDI enrollment.

For Brand New Providers – Never Validated:

1. Acquire a Utah Identification (ID) from <https://id.utah.gov/login> if you do not have one.
 - a. Create an Account
 - b. Complete all the required fields
 - c. Set the password interval to 90 days, using the following State of Utah password requirements:
 - Minimum of 8 characters
 - Upper case letters
 - Lower case letters
 - At least 1 number
 - Special characters
2. Visit our website at: <https://medicaid.utah.gov/become-medicaid-provider>.
3. Click the PRISM Portal hyperlink.
4. Enter your Utah ID and password to log in.
5. Click the Submit Enrollment Access (Converted Providers Accessing the New PRISM System for the First Time).
6. Complete and Submit Enrollment Access form. Upon successful validation the system will redirect you to the profile selection domain page.
7. Click Manage Provider Information.
8. Complete all the validation requirements in Steps 1-3.

9. Complete all the steps for EDI Enrollment to add or modify the EDI enrollment information. Fill out the form completely and associate the Trading Partner Number (TPN) to each EDI transaction based on business needs. A different TPN may be used for each EDI transaction.
10. Click the Submit button in the last step to submit the form for processing.

For Existing Providers – Validated:

1. Visit our website at: <https://medicaid.utah.gov/become-medicaid-provider>.
2. Click the PRISM Portal hyperlink.
3. Enter your Utah ID and password to log in.
4. Select a Domain and Profile.
5. Click the Manage Provider Information.
6. Complete all the steps that pertain to the EDI Enrollment to add or modify the EDI enrollment information. Fill out the form completely and associate the TPN to each EDI transaction based on business needs. Different TPNs may be used for each EDI transaction.
7. Click the Submit button in the last step to submit the form for processing.

Training is available by clicking the link for the Provider Enrollment and EDI Enrollment tutorial: <https://medicaid.utah.gov/pe-training>.

Certification and Testing Overview

All payers in Utah, including Utah Medicaid, have adopted the UHIN Standards and Specifications set forth by the Utah Health Insurance Commission. UHIN is an independent, not-for-profit, value added network serving providers and payers in Utah.

All providers who wish to submit EDI transactions through UHIN must test with UHIN prior to submission of electronic transactions. Contact UHIN at (877) 693-3071 to coordinate acceptance testing.

3 TESTING WITH UTAH MEDICAID

Providers who wish to submit EDI transactions through the PRISM Electronic batch are not required to do testing. If a provider wants to test prior to production, send test transactions to the Medicaid Test Trading Partner Number: HT000004-004 (FFS).

Providers who wish to submit EDI transactions through UHIN, contact UHIN Help Desk at (877) 693-3071 for security access to their Test environment. Coordinate Acceptance Testing with UHIN first. UHIN will validate your EDI transactions and notify Utah Medicaid when Acceptance Testing is completed.

During provider enrollment, ensure that your UHIN Trading Partner Numbers (TPN) are associated for each transaction based on business needs prior to testing with Utah Medicaid. Registration can be done through the EDI Enrollment online at the

Medicaid website: <https://medicaid.utah.gov/become-medicaid-provider>. See detailed instructions under the Trading Partner Registration section.

Providers should coordinate testing with Utah Medicaid after completion of the Acceptance Testing with UHIN, contact Utah Medicaid at editestinggroup@utah.gov or by calling the EDI Customer Support at (801) 538-6155, option 3, then option 5. Medicaid EDI Customer Support will assist with testing issues and errors. Send your test transaction(s) to the Medicaid Test Trading Partner Number: HT000004-004 (FFS).

Providers using the UHIN software are not required to test. Contact UHIN Member Relations Team at (877) 693-3071 for technical support.

Providers using a third-party software or practice-management software need to work directly with their software vendor for software upgrades and technical support.

4 CONNECTIVITY WITH THE PAYER/ COMMUNICATIONS

Web Service connection is required to send electronic transactions through UHIN. For more information, see UHIN standards at: <https://support.uhin.org/hc/en-us/categories/360002051651-Standards>.

To initiate a Trading Partner relation with UHIN, contact UHIN at (877) 693-3071 for more information, or email at: customerservice@uhin.org.

UHIN Technical Specifications are available at: <https://support.uhin.org/hc/en-us/articles/360038190411-Technical-Reference-Manual-v2>.

5 CONTACT INFORMATION

EDI Customer Service

Contact your clearinghouse or billing agent for EDI Customer Support. The UHIN Help Desk can be contacted at either (877) 693-3071 or by email at customerservice@uhin.org.

Trading Partners may contact Utah Medicaid for assistance in researching problems with submitted EDI transactions. Utah Medicaid will not edit Trading Partner data or resubmit transactions for processing on behalf of a Trading Partner. The Trading Partner must correct any transmission or data errors found and resubmit.

For additional support, Utah Medicaid EDI Customer Support team may be contacted by calling the Medicaid Information Line at (801) 538-6155 or (800) 662-9651, option 3, then option 5.

You may also email the EDI Customer Support team at: HCF_OSD@utah.gov (there is an underscore between HCF and OSD). For testing related issues, contact EDI Customer Support at editestinggroup@utah.gov.

Notes: Do not send non-encrypted PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third-party during transmission.

This may be a reportable incident under the HIPAA Privacy and Security Rules. Please follow your organization's incident reporting procedure and notify your compliance officer.

If you need to send PHI or other sensitive information to us electronically, we strongly encourage you to use a secure method.

EDI Customer Support hours are Monday through Friday from 8 A.M. to 5 P.M.

On Thursdays, EDI Customer Support phone lines are open from 11 A.M. to 5 P.M.

EDI Customer Support is closed during Federal and State Holidays.

Utah Medicaid will broadcast messages through the Medicaid Information Line, ListServ, and through UHIN alerts for unexpected system down time, for unexpected delay in generation and transmission of EDI reports, delay in the release of provider payments, to announce the release of new or interim Medicaid Information Bulletin (MIB), and so forth.

To sign up for the Medicaid ListServ, click: <https://medicaid.utah.gov/utah-medicaid-official-publications>.

Trading partners may also sign up to receive UHIN alerts for urgent broadcast and notification sent by various Utah Payers including Utah Medicaid at: <http://www.uhin.org>.

Utah Medicaid mailing address is:

Bureau of Medicaid Operations
PO Box 143106
Salt Lake City, UT 84114-3106

Applicable Websites/E-mail

Utah Medicaid EDI email address: HCF_OSD@utah.gov. (there is an underscore between HCF and OSD) and editestinggroup@utah.gov (testing issues)

Utah Medicaid Web Page: <https://medicaid.utah.gov/>

Utah Medicaid Companion Guide:

<https://medicaid.utah.gov/hipaa/providers/#companion-guides>

Utah Medicaid Provider training: <https://medicaid.utah.gov/provider-training-0/>

Utah Medicaid EDI Enrollment: <https://medicaid.utah.gov/become-medicaid-provider>

Utah Medicaid Registration and EDI Enrollment Tutorial:

<https://medicaid.utah.gov/pe-training>

To sign up for the Utah Medicaid ListServ: <https://medicaid.utah.gov/utah-medicaid-official-publications>

UHIN: <https://uhin.org>

UHIN Help Desk: customerservice@uhin.org

UHIN Standards and Specifications: <https://support.uhin.org/hc/en-us/categories/360002051651-Standards>

Connectivity requirements, click the UHIN website at this link: <https://support.uhin.org/hc/en-us/articles/360038190411-Technical-Reference-Manual-v2/>

To sign up to receive UHIN alerts: <https://uhin.org>

UHIN Hardware Requirements: <https://support.uhin.org/hc/en-us/articles/360038190411-Technical-Reference-Manual-v2>

6 CONTROL SEGMENT/ENVELOPES

In all transactions, the ISA06 and ISA08 must contain the designated Trading Partner Number (TPN) of the submitter and receiver, respectively. The trading partner defines the value carried in the GS02 and GS03. If there is not an agreement between trading partners as to the value carried in these segments, then the default will be the TPN of the submitter and receiver (that is, the same numbers that are in ISA06 and ISA08, respectively).

For security purposes, neither the ISA04 nor the GS02 will be used to carry the Trading Partner Password or User ID. The Password and User ID values will be transmitted in an outside wrapping of the transaction for authentication. For this reason, the ISA01 and ISA03 values are '00' and the ISA02 and ISA04 are space filled. See Table 3 for proper usage and required value for various data elements in the ISA and GS segments.

ISA-IEA (Interchange Control Number)

To facilitate tracking and debugging, the Interchange Control number used in the ISA13 must be unique for each transaction.

Group Control Number

To facilitate tracking and debugging, the Group Control number used in the GS06, must be unique.

In a 999 Acknowledgement or interactive response transaction, the GS03 carries the value sent in the GS02 of the 837P transaction that is being acknowledged. Table 3 identifies the values to be carried in the ISA and GS of the transaction acknowledgment.

Originator Application Transaction Identifier

To facilitate tracking and debugging, the Originator Application Transaction Identifier used in BHT03, must be unique for each transaction.

For more information regarding the use of ISA/IEA and GS/GE control segments, see the Utah Standards available on the UHIN website at: <https://support.uhin.org/hc/en-us/categories/360002051651-Standard>.

Table 3. 837 – Health Care Claim: Professional Interchange Control Header

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
			Loop – Interchange Control Header	
	ISA		Segment – Interchange Control Header	
	ISA	ISA01	Authorization Information Qualifier	"00" (No Authorization Information Present (No Meaningful Information in I02))
	ISA	ISA02	Authorization Information	10 Spaces
	ISA	ISA03	Security Information Qualifier	"00" (No Security Information Present (No Meaningful Information in I04))
	ISA	ISA04	Security Information	10 Spaces
	ISA	ISA05	Interchange ID Qualifier	"ZZ" (Mutually Defined)
	ISA	ISA06	Interchange Sender ID	UHIN - Trading Partner ID obtained from UHIN (HTXXXXXXX-XXX) PRISM Electronic batch – use NPI or PRISM Provider ID
	ISA	ISA07	Interchange ID Qualifier	"ZZ" (Mutually Defined)
	ISA	ISA08	Interchange Receiver ID	HT000004-001 – FFS HT000004-801 – Atypical

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
				HT000004-005 – Crossover HT000004-004 – Test-FFS left justified followed by spaces.
	ISA	ISA13	Interchange Control Number	Set of 9 numbers. Must be unique for each transaction.
	ISA	ISA14	Acknowledgment Requested	Always use number “1” for Interchange Acknowledgment Requested (TA1). Without this indicator, acknowledgment will not be returned for the submitted transaction if an error on the ISA segment is detected. And the submitted EDI file will not be processed.
	ISA	ISA15	Interchange Usage Indicator	Always use “P” for Production Data and “T” for Test Data.
			Loop – Functional Group Header	
	GS		Segment – Functional Group Header	If a Trading Partner Number is shared between multiple providers, acknowledgment/response files generated for the Trading Partner Number will not be accessible from PRISM screens to download.

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Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
	GS	GS02	Application Sender's Code	UHIN - Trading Partner ID obtained from UHIN (HTXXXXXXX-XXX) PRISM Electronic batch – use NPI or PRISM Provider ID
	GS	GS03	Application Receiver's Code	HT000004-001 – FFS HT000004-801 – Atypical HT000004-005 – Crossover HT000004-004 – Test-FFS

7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Utah Medicaid accepts and supports Batch Health Care Claim: Professional (837P) transactions. Batch 837P will be responded with a 999 and Health Care Claim Acknowledgement (277CA) transactions within 24 hours of submission.

Utah Medicaid requires a unique value in the ISA13 and GS06 for all X12 transactions.

You may transmit electronic 837P transactions anytime, 24 hours a day, 7 days a week.

Regular Scheduled System Downtime

Utah Medicaid systems are available to process Batch transactions 24/7 except during regularly scheduled system downtime, defined as:

Routine downtime

Regularly scheduled system downtime is Sundays, from 1 A.M. to 2 A.M.

Non-routine downtime

Medicaid will notify providers through the email ListServ, UHIN alerts, or message broadcast through the phone system, for unscheduled or emergency downtime, within one hour of discovery.

No response or acknowledgment will be returned during scheduled or non-scheduled downtime.

System Holiday Schedule

Utah Medicaid systems are available to process Batch 837P transactions 24 hours a day, 7 days a week, except for our regularly scheduled system downtime, as stated previously.

Business Limitations:

- **ANSI ASC X12 837 – Health Care Claim: Professional Transaction Set Companion Guide Rules**

Table 4. Health Care Claim: Professional Transaction Set Companion Guide Rules

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
			Transaction Set Header	
	ST		Segment - Transaction Set Header	PRISM accepts a maximum of 5,000 CLM segments in a single transaction (ST - SE) as recommended by the HIPAA mandated implementation guide. Submissions greater than 5,000 CLM segments in a single transaction will be rejected.
	BHT		Segment - Beginning of Hierarchical Transaction	
	BHT	BHT06	Transaction Type Code	<Claim or Encounter Identifier> "CH" (Chargeable) for claims
1000A			Loop - Submitter Name	
1000A	NM1		Segment - Submitter Name	
1000A	NM1	NM109	Identification Code	Trading Partner ID UHIN submissions, use Trading Partner ID obtained from UHIN (HTXXXXXXX-XXX) PRISM Electronic batch – use NPI or PRISM Provider ID

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
1000B			Loop - Receiver Name	
1000B	NM1		Segment - Receiver Name	
1000B	NM1	NM109	Identification Code	<Receiver Primary Identifier> HT000004-001 – FFS HT000004-005 - Crossover HT000004-801 - Atypical HT000004-004 – Test-FFS
2000A			Loop – Billing Provider Hierarchical Level	
2000A	PRV		Billing Provider Specialty Information	
2000A	PRV	PRV02	Reference Identification Qualifier	"PXC" (Health Care Provider Taxonomy Code)
2000A	PRV	PRV03	Provider Taxonomy Code	RHC Providers must submit Taxonomy Code 261QR1300X Hospice use Taxonomy 315D00000X or 251G00000X
2010AB			Loop – Pay-to Address Name	Pay-to Address is pulled from the Provider Enrollment record and does not utilize the Pay-to Address submitted
2000B	SBR		Segment - Subscriber Information	

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Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
	SBR	SBR01	Payer Responsibility Sequence Number Code	"P" if Utah Medicaid is the only payer (patient has no Medicare or other insurance).
2000B	SBR	SBR09	Claim Filing Indicator Code	"MC" (Utah Medicaid)
2010BA			Loop - Subscriber Name	
2010BA	NM1		Segment - Subscriber Name	
2010BA	NM1	NM104	Name First	Send "NoFirst" if there isn't a first name for the subscriber
2010BA	NM1	NM108	Identification Code Qualifier	"MI" (Member Identification Number)
2010BA	NM1	NM109	Identification Code	<Subscriber Primary Identifier> 10-digit beneficiary ID number
2010BB			Loop - Payer Name	
2010BB	NM1		Segment - Payer Name	
2010BB	NM1	NM103	Identification Code Qualifier	"Medicaid of Utah" (Payer Name)
2010BB	NM1	NM108	Identification Code Qualifier	"PI" (Payer Identification)
2010BB	NM1	NM109	Identification Code	<Payer Identifier> HT000004-001 - FFS HT000004-005 - Crossover HT000004-801 - Atypical

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
				HT000004-004 – Test-FFS
2010BB	REF	REF01	Reference Identification Qualifier	<p>“G2” Provider Commercial Number</p> <p>To ensure proper processing of Atypical claims sent to roster format where there is a single 2010AA - Billing Provider Name loop repetition, providers must repeat the 2010BB REF: G2 segment with corresponding Provider ID for each client.</p>
2010BB	REF	REF02	Billing Provider Secondary Identifier	Atypical Provider ID
2000C			Loop - Patient Hierarchical Level	PRISM business rules require that the patient is always the subscriber. Therefore, PRISM does not expect providers to submit any Loop - 2000C Patient Hierarchical Levels in a transaction set. Transaction sets that contain Loop - 2000C Patient Hierarchical Level information will be rejected.
2300			Loop - Claim Information	Note that the HIPAA mandated implementation guide allows a maximum of 100 repetitions of the Loop - 2300 Claim Information within each Loop - 2000B Subscriber Hierarchical Level. Transaction sets that do not associate Loop - 2300 Claim Information with Loop - 2000B will be rejected.

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
2300	CLM		Segment - Claim Information	
2300	CLM	CLM5-3	Claim Frequency Type Code	<p><Claim Frequency Code></p> <p>"1" Original claim submissions</p> <p>"7" claim replacement</p> <p>"8" claim void/cancel</p> <p>For both "7" and "8" include the original 17 or 18-digit PRISM TCN, as indicated in Loop - 2300 REF (Payer Claim Control Number).</p> <p>Adjustments and Voids can only be performed on previously Paid claims. An Adjustment to a Denied claim should be submitted as a new original claim.</p> <p>The Billing Provider NPI or PRISM Provider ID must be same as what was submitted on the original claim.</p>
2300	DTP		Segment – Admission Date	Required for Inpatient Services
2300	DTP	DTP01	Date/Time Qualifier	"435" (Admission)
2300	DTP	DTP03	Date Time Period	If place of service is Inpatient, report the related Hospitalization Admission Date
2300	REF		Segment - Payer Claim Control Number	
2300	REF	REF01	Reference Identification Qualifier	"F8" (Original Reference Number)

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
2300	REF	REF02	Reference Identification	<Payer Claim Control Number> Include the 17 or 18-digit PRISM TCN of the previously adjudicated claim when CLM05-3 <Claim Frequency Code> indicates this claim is a replacement "7" or void "8".
2310B			Loop – Rendering Provider Name	
2310B	REF		Segment – Rendering Provider Secondary Identification	
2310B	REF	REF01	Reference Identification Qualifier	"G2" (Provider Commercial Number)
2310B	REF	REF02	Reference Identification	Only use if REF01 is used. In the case of atypical provider or providers that do not have an NPI report PRISM Provider ID.
2320			Loop - Other Subscriber Information	If Utah Medicaid is the primary payer, this loop should not be reported.
2320	SBR		Segment - Other Subscriber Information	
2320	SBR	SBR03	Reference Identification	<Insured Group or Policy Number> Subscriber's group number (assigned by the other payer), not the number that uniquely identifies the subscriber.
2320	SBR	SBR04	Other Insured Group Name	Enter the Payer Name

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
2320	CAS		Segment – Claim Level Adjustments	Report all other payer adjustments in this segment. Information should match both CARC and RARC reported in 835 to the provider. Report RARC in MOA.
2320	CAS	CAS01	Claim Adjustment Group Code	Value reported by other payer
2320	CAS	CAS02	Claim Adjustment Reason Code	Value reported by other payer
2320	CAS	CAS03	Monetary Amount	Value reported by other payer
2320	MOA		Segment – Outpatient Adjudication Information	Report all RARC codes associated to other payer adjustments in this segment.
2320	MOA	MOA03	Reference Identification	Value reported by other payer
2320	MOA	MOA04	Reference Identification	Value reported by other payer
2320	MOA	MOA05	Reference Identification	Value reported by other payer
2320	MOA	MOA06	Reference Identification	Value reported by other payer
2320	MOA	MOA07	Reference Identification	Value reported by other payer
2330A			Loop - Other Subscriber Name	Use the name of the subscriber as it appears on the files of the other payer.
2330A	NM1		Segment - Other Subscriber Name	
2330A	NM1	NM108	Identification Code Qualifier	"MI" (Member Identification Number)
2330A	NM1	NM109	Identification Code	<Other Insured Identifier>

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
				Use the unique member number assigned to the subscriber by the other payer indicated in Loop – 2330B Other Payer Name.
2330B			Loop - Other Payer Name	
2330B	NM1		Segment - Other Payer Name	
2330B	NM1	NM103	Name Last or Organization Name	<Other Payer Organization Name> Submit the name of the Other Payer Organization as reported on EOB from the other payer
2400			Loop - Service Line Number	Note that the HIPAA mandated implementation guide allows a maximum of 50 repetitions of Loop - 2400 Service Line Number within each Loop - 2300 Claim Information.
2400	SV1		Segment – Professional Service	
2400	SV1	SV103	Unit or Basis for Measurement Code	“MJ” for Minutes for anesthesia only and “UN” for Unit.
2410	LIN		Segment – Drug Identification	
2410	LIN	LIN02	National Drug Code	“N4” (National Drug Code in 5-4-2 Format)
2410	LIN	LIN03	National Drug Code	NDC code

Loop ID	Segment ID	Data Element ID	Loop/Segment/Element Name	Companion Guide Rules
				Do not use special characters. Leading zero should be used if NDC code is less than 11 digits
2430			Loop - Line Adjudication Information	
2430	CAS		Segment - Line Adjustment	Report all other payer adjustments in this segment. Report all line level RARC in header MOA.
2430	CAS	CAS01	Claim Adjustment Group Code	Value reported by other payer
2430	CAS	CAS02	Claim Adjustment Reason Code	Value reported by other payer
2430	CAS	CAS03	Monetary Amount	Value reported by other payer

8 ACKNOWLEDGEMENTS AND/OR REPORTS

Implementation Acknowledgment for Health Care Insurance (999) – ASC X12N/005010X231

Edits for syntactical quality of the functional group or implementation guide compliance are documented in the 999 Acknowledgment and are returned for all batch 837P transactions.

An Accepted 999 means the transaction file was accepted into the system for processing. A Rejected 999 means the file transmitted does not comply with the HIPAA standards identified by the syntactical analysis or implementation guide compliance.

The 999 Acknowledgment will identify the segment name, segment location (line number), Loop ID, and data element in error. For multiple errors, all errors found will be listed in the 999 Implementation Acknowledgment. Errors must be corrected before resubmitting the 837P transaction.

Interchange Acknowledgment

The Interchange Acknowledgment (TA1) report provides the capability for the interchange receiver to notify the sender that a valid envelope was received, or that problems were encountered with the interchange control structure. The TA1 verifies the envelopes only. It is unique in that it is a single segment transmitted without the GS/GE envelope structure.

The TA1 Acknowledgment encompasses the interchange control number, interchange date and time, interchange acknowledgment code, and the interchange note code. The interchange control number and interchange date and time are identical to those that were present in the transmitted interchange from the trading partner. This provides the capability to associate the TA1 with the transmitted interchange.

TA104, the Interchange Acknowledgment Code, indicates the status of the interchange control structure. This data element stipulates whether the transmitted interchange was accepted with no errors, accepted with errors, or rejected because of errors.

TA105, the Interchange Note Code, is a numerical code that indicates the error found while processing the interchange control structure. Values for this data element indicate whether the error occurred at the interchange or functional group envelope.

EDI submitters wishing to receive a TA1 Acknowledgment must request it through data elements ISA14, using data element “1” in the transmitted interchange. If a TA1 Acknowledgment is not requested and the submitted EDI file has an envelope error, Medicaid will not generate or send an acknowledgment for the file.

9 TRADING PARTNER AGREEMENTS

Contact UHIN at: <https://uhin.org> or call (877) 693-3071 for membership enrollment information and Web Services connection. UHIN will assign a Trading Partner Number (TPN) for EDI.

Providers who elect to submit or receive electronic transactions using a third-party such as a billing agent, clearinghouse, or network service may not need to contact UHIN to acquire a TPN if the billing agent, clearinghouse, or network service has obtained a TPN on their behalf.

Providers who elect to submit or receive electronic transactions through the PRISM Electronic Batch screen do not need to contact UHIN to acquire a TPN. Providers must use their PRISM Provider ID or NPI as the TPN in their electronic transactions.

Providers who wish to exchange electronic transactions with Medicaid must complete a provider enrollment application through PRISM, including all EDI steps.

If submitting through a billing agent, clearinghouse or UHIN, associate the TPN to each transaction (based on business needs). Different TPNs may be used for each transaction excluding 835, 834, and 820. For PRISM Electronic Batch submission, identify the transactions to be submitted through this method.

Utah Medicaid does not offer EDI software. It is the responsibility of the Provider to procure software capable of generating an X12 transaction that is compatible with their Practice-Management software to meet their business needs.

Some software vendors charge for each transaction type (claims, eligibility, reports, and remittance advice). There is no federal regulation as to how much a software vendor can charge for the software license or their services.

UHIN provides software for UHIN members and it can be downloaded from <https://uhin.org>. For assistance with the download, contact UHIN at (877) 693-3071.

Providers using a billing company or clearinghouse, contact the billing company or clearinghouse for software. Proprietary software can be used provided it meets HIPAA standards and the mandated CAQH CORE Operating Rules requirements.

10 TRANSACTION SPECIFIC INFORMATION

The information under this section is intended to help the trading partner understand the business context of the 837P transactions, where applicable.

There are multiple methods available for sending and receiving electronic transactions. The two most common methods for EDI transactions are Batch and Real-Time modes. Utah Medicaid supports Batch 837P transactions only.

Access to the 837P transactions by Batch requires trading partners to register on-line with Medicaid and define usage of these transactions. Click the following link to register: <https://medicaid.utah.gov/become-medicaid-provider/>.

An EDI Enrollment Tutorial is also available at: <https://medicaid.utah.gov/pe-training>.

Providers must be enrolled and open with Utah Medicaid for the date of service being billed. Utah Medicaid Providers with an open NPI or Provider ID can transmit an 837P transaction.

With Utah Medicaid, the subscriber is always the patient. There are no dependents in the Utah Medicaid program.

The Patient Control Number in the 837 transaction needs to be unique to each claim. This number is returned in the 277CA Health Care Claim Acknowledgment for matching to the claim.

Providers, billers, and clearinghouses must submit 837P transactions separately based on the receiving TPN, HT000004-001 (FFS), HT000004-005 (Crossover), and HT000004-801 (Atypical).

For Inbound Transactions, colon (:) is not accepted in any non-composite fields. If submitted, file will be rejected with a SNIP level error in the respective TA1/999 Acknowledgement Response file.

Diagnosis codes should not contain the same diagnosis more than once within the 2310 HI segment based off the situational rule in the implementation guide. Utah Medicaid will not accept claims with duplicate diagnoses.

Medicaid Trading Partner Numbers (TPN)

Providers using NPI must submit 837P transactions to the following mailbox:

HT000004-001 (Fee-for-Service)

HT000004-005 (Crossover)

Atypical providers must submit 837P transactions to the following mailbox:

HT000004-801

Test Trading Partner Number:

HT000004-004

Timely Filing

Claims and adjustment for services must be received by Utah Medicaid within 365 days from the date of service. The timely filing period is determined by the “from” date of service.

Original claims received past the 365-day filing deadline will be denied.

Medicare/Medicaid Crossover Claims and adjustments must be received within 365 days or six months (180) days from notification of the Medicare decision. Medicare paid date must be submitted on the claim.

Replacement/Adjustment of a claim must also be processed within the same 365-day time frame.

Providers may request a change to correct a claim outside of the timely deadline. However, no additional reimbursement will be made. Example: Claim to be replaced was denied, the payment on the replacement claim will be zero.

Replacement and Void Claims

Providers should submit their own corrections by submitting either a replacement or void claim.

If the original claim was denied, make the necessary correction(s) and resubmit claim as an original claim.

Use “7” as the Claim Resubmission Code for Replacement claims and “8” for Void claims.

The provider NPI or PRISM Provider ID on the original professional claim must match the provider NPI or PRISM Provider ID being submitted on the replacement or voided claim, otherwise the claim will reject.

The TCN of the claim to be replaced or voided must be reported. Do not submit hyphens or spaces when reporting the TCN.

If the TCN of the original claim cannot be identified in the Utah Medicaid system, or the claim has already been reprocessed, the replacement/void claim will be rejected.

A replacement claim voids the original claim. The replacement claim is then processed in the Utah Medicaid system as an original claim.

If there is a line item that did not pay on the original claim, it is not necessary to submit a replacement claim. You may submit a new claim with the services not paid on the original claim.

If additional units are being added to an already paid professional procedure code, or you are changing professional procedure codes, a replacement claim must be submitted.

If a claim is paid under the wrong provider, submit a Void claim with the provider NPI of the original paid claim, and the correct NPI on the new original claim.

Batch Transactions

In a batch mode, the sender does not remain connected while Utah Medicaid processes the transaction. A 999 Acknowledgement and 277CA Acknowledgement will be returned and made available for download within 24 hours of receipt of a batch 837P transaction.

If a Trading Partner Number is shared between multiple providers, the acknowledgment or response files generated for the Trading Partner Number will not be accessible from PRISM screens to download.

Contact Medicaid EDI Customer Support at (801) 538-6155 or (800) 662-9651, option 3, then option 5 or email HCF_OSD@utah.gov, if a Utah Medicaid 999 Acknowledgement is not returned or for questions pertaining to a rejection on a Utah

Medicaid 999 Acknowledgement. For testing related issues, contact EDI Customer support at editestinggroup@utah.gov.

APPENDICES

Appendix A – IMPLEMENTATION CHECKLIST

1. Acquire a Utah ID at <https://id.utah.gov/login>.
2. Create an account (username and password).
3. Enroll as a Utah Medicaid Provider.
4. Acquire a Trading Partner Number from billing agent, clearinghouse, or UHIN (Not applicable to PRISM Electronic Batch).
5. Register transactions to be submitted to Utah Medicaid.
6. Register Trading Partner Number online with Utah Medicaid (billing agent, clearinghouse, or UHIN).
7. Contact UHIN for Acceptance Testing and Connectivity testing (billing agent, clearinghouse, or UHIN Submission).
8. Test with Utah Medicaid.
9. Go live with Utah Medicaid.

Appendix B – BUSINESS SCENARIOS

1. Trading Partners are required to submit provider information. Utah Medicaid will validate the NPI or PRISM Provider ID (for Atypical providers), and Tax ID for all providers sending electronic professional claim (837P) transactions.
2. Billing Replacement and Void Claims. Use Claim Resubmission Code “7” for Replacement claim, and “8” for Void Claims.

Transmission Examples

1. NPI or PRISM Provide ID validation:

Billing NPI Providers					
Loop	Segment	Name	Code	Length	Notes/Comments
2010AA	NM101	Entity ID Code	85	2	Billing Provider
2010AA	NM108	Identification Code Qualifier	XX		Qualifier for the National Provider ID (NPI) must be submitted “if reporting a NPI”
2010AA	NM109	Billing Provider Identifier		10	The Billing NPI must be reported here. If billing with a Group

					NPI, use group NPI here and report the Rendering Provider NPI in the Rendering loop.
--	--	--	--	--	--

or

Atypical Providers					
Loop	Segment	Name	Code	Length	Notes/Comments
2010AA	NM101	Entity ID Code	85	2	Billing Provider
2010AA	NM102	Entity Type Qualifier	1 or 2		1 – Person 2 – Non-person
2010AA	NM103	Billing Provider Last Name			Billing Provider Last Name
2010AA	NM104	Billing Provider First Name			Billing Provider First Name
2010BB	REF01	Reference Identification Qualifier	G2		Provider Commercial Number
2010BB	REF02	Billing Provider Secondary Identifier		7	PRISM Provider ID
2010AA	REF01	Employer’s Identification Qualifier	EI	2	Tax ID qualifier
2010AA	REF02	Reference Identification		9	Billing Provider Tax ID Number without dash or special characters.

2. Replacement and Void Claim

Replacement Claim					
Loop	Segment	Name	Code	Length	Notes/Comments
2300	CLM05-3	Claim Frequency Code	7		Replacement of Prior Claim
2300	REF01	Reference Identification Qualifier	F8		Original reference number qualifier
2300	REF02	Reference Identification		17 or 18	TCN of the claim being replaced

Void Claim					
Loop	Segment	Name	Code	Length	Notes/Comments
2300	CLM05-3	Claim Frequency Code	8		Void/Cancel of Prior Claim
2300	REF01	Reference Identification Qualifier	F8		Original reference number qualifier
2300	REF02	Reference Identification		17 or 18	TCN of the claim being voided

3. Billing for Physician Administered Drug

Physician Administered Drug					
Loop	Segment	Name	Code	Length	Notes/Comments
2410	LIN02	National Drug Code	N4		Use this qualifier to report an NDC
2410	LIN03	National Drug Code		11	NDC code (Do not use special characters. Leading zero should be used if NDC code is less than 11 digits.)

Appendix C – FREQUENTLY ASKED QUESTIONS

Here is a compilation of Questions and Answers relative to Utah Medicaid and its providers.

1. Is there an enrollment requirement to utilize the electronic claims (837P)?

Yes. In order to successfully exchange electronic data like the electronic claims (837P) transaction, providers must be enrolled and currently open with Utah Medicaid for the service date.

Successful utilization of the electronic claims (837P) transactions requires trading partners to register the TPN on-line with Utah Medicaid, by submitting an Electronic Data Interchange (EDI) enrollment. Define usage of the electronic claims (837P) transactions on the EDI Enrollment.

Click the following link to register:

<https://medicaid.utah.gov/become-medicaid-provider/>

EDI Enrollment Tutorial:

<https://medicaid.utah.gov/pe-training>

2. Does Medicaid return acknowledgements for an 837P submission?

Medicaid will return a 999 Implementation Acknowledgement for Health Care Insurance. This report will identify if the submitted 837P was Accepted or Rejected.

A 277CA Health Care Claim Acknowledgement is returned within 24 hours of receipt of the 837P transaction that has been accepted on the 999 Acknowledgement.

An Accepted claim on the 277CA Acknowledgement is assigned a Transaction Control Number (TCN) and sent to the adjudication system.

A Rejected claim on this report is being returned unprocessed, therefore, the claim must be corrected and resubmitted. An unprocessed claim will not be in our system for future calls and claims status inquiry.

Refer to the Claim Status Codes from the HIPAA Code Listing at:

<https://x12.org/Codes> to determine why the claim was rejected.

3. What are the Connectivity Requirements for Medicaid?

UHIN serves as the front end to Utah Medicaid for electronic file submission. For information on connectivity requirements, see UHIN standards at <https://support.uhin.org/hc/en-us/categories/360002051651-Standards>, under Standards and Specifications.

To initiate a Trading Partner relation with UHIN, contact UHIN at (877) 693-3071 for more information, or email at: customerservice@uhin.org

UHIN membership is required to access the Security Specification, Hardware Requirements and Connectivity Companion Guides through UHIN.

For complete information on the Connectivity requirements, click UHIN's website at the following link:

<https://support.uhin.org/hc/en-us/articles/360038190411-Technical-Reference-Manual-v2/>

4. Do you support batch submission?

Yes, Utah Medicaid supports Batch electronic claims (837P, D and I) transactions.

5. What Trading Partner Number should a provider use to send the electronic professional claims (837P) to?

Providers using NPI to bill Utah Medicaid should submit electronic professional claims (837P) transactions to the following TPN:

HT000004-001 Fee-For-Service

HT000004-005 Crossover

Atypical providers should route the professional electronic claims (837P) transactions to the TPN using the below HT number.

HT000004-801 Atypical Providers Only

6. Does Medicaid require testing?

Providers should complete Acceptance Testing with UHIN prior to submitting testing to Utah Medicaid. Call Medicaid's EDI team to coordinate testing at (801) 538-6155, option 3, option 5 or contact EDI Customer Support at editestinggroup@utah.gov.

7. Who do I contact for EDI Customer Support?

Contact your clearinghouse or billing agent for EDI Customer Support. The UHIN Help Desk can be contacted at either (877) 693-3071 or by email at customerservice@uhin.org.

Trading Partners may call Utah Medicaid for assistance in researching problems with submitted EDI transactions. Utah Medicaid will not edit Trading Partner data or resubmit transactions for processing on behalf of a Trading Partner. The Trading Partner must correct any transmission or data errors found and resubmit.

For additional support, Utah Medicaid EDI Customer Support team may be contacted by calling the Medicaid Information Line at (801) 538-6155 or (800) 662-9651, option 3, then option 5.

You may also email the EDI Customer Support team at: HCF_OSD@utah.gov (there is an underscore between HCF and OSD). For testing related issues, contact EDI Customer support at editestinggroup@utah.gov.

Notes: Do not send non-encrypted PHI to this email address.

If Utah Medicaid receives a regular, unencrypted email containing protected health information (PHI), there may be some risk that the information in the email could be intercepted and read by a third-party during transmission.

This may be a reportable incident under the HIPAA Privacy and Security Rules. Please follow your organization’s incident reporting procedure and notify your compliance officer.

If you need to send PHI or other sensitive information to us electronically, we strongly encourage you to use a secure method.

EDI Customer Support hours are Monday through Friday from 8 A.M. to 5 P.M.

On Thursdays, EDI Customer Support phone lines are open from 11 A.M. to 5 P.M.

EDI Customer Support is closed during Federal and State Holidays.

Utah Medicaid will broadcast messages through the Medicaid Information Line, ListServ, and through UHIN alerts for unexpected system down time, for unexpected delay in generation and transmission of EDI reports, delay in the release of provider payments, to announce the release of new or interim Medicaid Information Bulletin (MIB), and so forth.

To sign up for the Medicaid ListServ, click: <https://medicaid.utah.gov/utah-medicaid-official-publications>.

Appendix D – LEGEND

Table 5 provides the color legend for Table 3 and Table 4.

Table 5. Legend of Colors

This color signifies a Loop information.
This color signifies a Segment within a Loop.
This color signifies a Composite Element within a Segment.

Appendix E – CHANGE SUMMARY

Date	Description	Change Summary
02/26/2021	Final Submission	N/A
01/17/2023	Final Submission	N/A