FIRST COAST'S GUIDE TO THE EDI GATEWAY

Instruction Manual

Version 10.
November 2015

Florida Blue

Chapter 1 - Introduction

1.1 Overview

The Electronic Data Interchange (EDI) Gateway is the Florida Blue system for managing data and communications between its electronic trading partners and the various First Coast Service Options Inc. (First Coast) lines of business (Medicare A Florida, Puerto Rico, U.S. Virgin Islands & Medicare B Florida, Puerto Rico, U. S. Virgin Islands). The EDI Gateway is the only means of exchanging electronic transactions with First Coast. The EDI Gateway receives and delivers transaction data (claims, claim status, remittances, etc.) between First Coast and its trading partners only in the following format/version:

- American National Standards Institute (ANSI) v5010

The system is available 24/7, with schedule maintenance disruptions on Sundays. The Medicare EDI phone lines are open Monday - Friday. 8:00 AM to 5:00 PM ET excluding holiday closings and training dates. Notification of any upcoming changes in EDI requirements or procedures will be published on the First Coast provider website.

Medicare EDI will provide support to assist submitters and receivers with inquiries related to file transmission and acknowledgment, file retrieval, transaction requirements and specifications, and the use of free software, PC-ACE Pro32™ that is provided by First Coast.

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

If you are interested in contracting with another entity to provide some or all of the trading partner communications and data management, please visit our 5010 Approved Vendor list for contact information. Effective March 2, 2015, all Medicare EDI Trading Partners submissions and retrievals are required to use a Network Service Vendor (NSV) for connectivity to the EDI Gateway. A list of NSVs and their contact information can be found on our Medicare provider website. We do not exclusively endorse a specific NSV and suggest you research multiple vendors to ensure the services offered are the best solution for your business.

Currently there is no limitation on the number of 837s or providers for which a third party includes transactions in a single transmission. However, with the implementation of Accredited Standards Committee (ASC) X12 Version 5010 several recommendations are being made by Medicare Fee-for-Service (FFS) related to utilization of the enveloping structure to maximize Claims Processing Timeliness (CPT). Therefore, the following information is being shared to assist you in troubleshooting some of the difficulties you may be experiencing:

- Medicare recommends the ideal Interchange Envelope (ISA/IEA) sent should contain a single Functional Group (GS/GE) and less than 10,000 Transaction Sets (ST/SE) within said Functional Group (GS/GE).

- Medicare FFS is also encouraging all trading partners to follow the ASC X12 recommendation of limiting the number of Claim Information (CLM) segments within any Transaction Set (ST/SE) to no more than 5,000.

- Medicare recommends that all claims from a given billing provider be combined within a single Transaction Set (ST/SE). The Interchange Envelope (ISA/IEA) would then contain multiple ST/SEs, each for a different billing provider. There is no limit in regard to the number of ISA/IEAs submitted per day.

- In addition, Medicare FFS is strongly recommending that a single claim is not sent within an Interchange Envelope (ISA/IEA).

- Direct internet access is not authorized at this time. Transactions are accepted via CPU-to-CPU transmission, direct wire (T-1) and PC modem connections. We suggest using a NSV for your connection needs.

Note: A trading partner is any organization that conducts 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.**

Our EDI version of the File Transfer Protocol (FTP) service has been set up so that the only username it will accept for connecting to the FTP service is "anonymous". **The Florida Blue EDI Gateway FTP server does not prompt for any password after it receives a username of "anonymous".** Customers who are scripting their interactions with the EDI FTP service should be aware of this. A typical session FTP to transfer command files and data files between the trading partner and EDI Gateway and consists of the following steps:

- Trading Partner **connects** with the EDI Gateway

- Trading Partner uses FTP "PUT" commands to send commands

- 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**

It should be noted that since implementation of X12 5010 ANSI, acknowledgements are not generally available during the session when the files were submitted. Therefore, the OBTAIN command for acknowledgements should be utilized in a different session approximately 15 to 45 minutes after the submission.

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), using the 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 Medicare EDI. This document contains reference information regarding valid EDI Gateway **commands**, **options**, **codes,** and **messages**.

1.4 Command Files

The following *commands* can be used to interface with the EDI Gateway: **LOGON**, **SUBMIT**, **OBTAIN**, **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 $BCBSF$

1.5 Options

It is highly recommended that the trading partner include *options*, whenever possible, to increase the efficiency of each session and reduce cost.

Example: One option provides the capability to specify the number of files to be received.

(COUNT=XX with no space on either side of the = sign).

$BCBSF$ SUBMIT **EDI COUNT=10** $BCBSF$

1.6 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	N/A	• MED (ALL)
Health Care – Claim Status Response	**EDI**	277	CSR	• 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)
Health Care Claim Payment/Advice	**EDI**	835	ERN	• Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare B Puerto Rico (PRB) • Medicare A Puerto Rico/U.S. Virgin Islands (PVA) • Medicare B U.S. Virgin Islands (VIB)

Description	DATA TYPE	TRAN CODE	TRAN TYPE	LOB Availability – TRANSACTIONS
Health Care Claim	**EDI**	837	CLM	• MED (ALL)
Interchange Acknowledgment	**EDI**	TA1	FAK	N/A
Implementation Acknowledgment	**EDI**	999	FAK	• MED (ALL)
Claims Acknowledgment	**EDI**	277	FAK	• MED (ALL)

Options utilizing the above codes can be used to further define lines of business and specific transactions. See Chapters 4 and 5 for more options and strategies.

1.7 Phone Numbers

Medicare EDI -Customer Support

☎	Medicare EDI help desk – all lines of business	1-888-670-0940x1

BCBSF PPP Phone Number

☎	File Transfer Protocol (FTP)	1-904-360-6220

1.8 Technical Things You Need To Know

- 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 FTP.

- Trading partners need to know the process for connecting to another system with their communications software or NSV.

- Trading partners need to know the NSV.

- Server capacity is adequate to support simultaneous sustained file transfers from all configured communications lines.

1.9 Legend

- 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 **mailboxid password** $BCBSF$

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

- **LOGON**, **SUBMIT**, **OBTAIN, LOGOFF** and **PASSWORD.**
- 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 LOGON
SEND

$BCBSF$ **LOGON** *mailboxid password* $BCBSF$

If session 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 password was entered correctly; the password is case sensitive.

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

2.2 SUBMIT a Professional or Institutional Claim File
SEND

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

2.3 OBTAIN Acknowledgments and or 835 Remittance Advice
SEND

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

RECEIVE

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 be used to further define lines of business and specific transactions.

Note: A 999 acknowledgment indicates the file was evaluated for HIPAA Implementation Guide requirements and was either rejected or forwarded for further processing. The 277 claim acknowledgement indicates whether the claims were accepted or rejected and why. In ANSI 5010 both the 999 and the 277 acknowledgements are subject to variable creation timeframes based on file size, the volume of files being processed, etc. Therefore, our suggestion is to wait 30 – 60 minutes after submitting a file before reconnecting and sending the **OBTAIN** acknowledgements command(s). If you do not receive an acknowledgement within that timeframe, try logging back on to the system later to see if the file is in the mailbox or call the Automated Confirmation Line at (888) 670-0940 which will tell you if your file was received.

2.4 LOGOFF
SEND

$BCBSF$ **LOGOFF** $BCBSF$

RECEIVE

Session Messages

Note: The Session Messages File is sent immediately after LOGOFF and before disconnect. If the trading partner does not receive the Session Messages File, this file cannot be retransmitted later.

Chapter 3 – General Session Instructions

3.1 Basic Concepts

Each interaction that the trading partner has with the EDI Gateway, from the time the connection is made, to the time that it disconnects, is called a *session*. The EDI Gateway assigns each session an ID. Each session is divided into the following phases:

1. The **LOGON** phase involves initiating an FTP connection, and sending a LOGON command file. 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.

2. The **ACTION** phase consists of two parts. First, the system must transmit a command file to the EDI Gateway. Next, the EDI Gateway will perform the requested action. If the command is **OBTAIN**, then the EDI 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 the EDI Gateway will enter receive mode, and will receive the transmitted file.

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

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

The command files created for use in the above phases of the EDI Gateway Session should reside in an accessible location with a common naming convention that can easily identify their purpose. Changes in Medicare and/or submitter processes can often be accommodated by changes in the command options. Problem identification and resolution can also benefit from submitter access to their command files.

3.2 Obtaining and Submitting Files

Because the EDI 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 their needs.

For files that trading partners submit, such as claims, the flow is two-way. Trading partners can send the files to the EDI 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. This may need to take place 30 - 60 minutes or more after file submission. If so, a new session must start with LOGON.

To submit a file, an example session would be:

1.	Establish connection.	
2.	Transmit **LOGON** command file.	$BCBSF$ LOGON Mailbox Password $BCBSF$
3.	Transmit **SUBMIT** command file.	$BCBSF$ SUBMIT EDI $BCBSF$
4.	Transmit *EDI* file.	You name File
5.	Transmit **LOGOFF** command file.	$BCBSF$ LOGOFF $BCBSF$
6.	Receive Session Messages file.	You name file
7.	Disconnect.	

Then after 30 – 60 minutes
OBTAIN acknowledgements or remittances an example session would be:

1.	Establish connection.	
2.	Transmit LOGON command file.	$BCBSF$ LOGON Mailbox Password $BCBSF$
3.	Transmit **OBTAIN** command file.	$BCBSF$ OBTAIN **XXX** $BCBSF$
4.	Receive acknowledgment file or **MSG** file.	You name file
5.	Transmit **LOGOFF** command file.	$BCBSF$ LOGOFF $BCBSF$
6.	Receive Session Messages file.	
7.	Disconnect.	

To Send or Receive Multiple Files

Note that for the OBTAIN command, step 3 causes the oldest acknowledgment/remittance file to be transmitted in step 4. Steps 3 and 4 may be executed more than once. Thus, it is possible to repeat steps 3 and 4 until any and all queued acknowledgment/remittance files have been received. When no more acknowledgment/remittance files remain, the file received in step 4 will contain a single **MSG** record, reporting that no data of type *XXX* remains. (**No Files Queued**)

Chapter 4 – COMMANDS

4.1 LOGON
After establishing an FTP connection, the trading partner can proceed immediately to sending the **LOGON** command file.

$BCBSF$ **LOGON mailboxid password** $BCBSF$

4.2 SUBMIT
The trading partner's system should **PUT** the **SUBMIT** 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*** $BCBSF$

Send an ANSI Claims File

4.3 SUBMIT Options

File Compression Option
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.
If using the ZIPPED command option, the file sent must be zipped

$BCBSF$ **SUBMIT *EDI ZIPPED*** $BCBSF$

$BCBSF$ **SUBMIT** *EDI* ***PACKED*** $BCBSF$

$BCBSF$ **SUBMIT *EDI COMPRESSED*** $BCBSF$

4.4 OBTAIN
The trading partner's system should ***PUT*** the **OBTAIN** command file. For example:

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

4.5 OBTAIN Options

Data Type Codes and Transaction Type Codes
Trading partners have the capability to obtain files for specific *transaction type and/or transaction code*. In ANSI 5010, all **Data Types** for Medicare files are **EDI.**
When using **TRANCODE, TRANTYPE** or **COUNT** there should be no space on either side of the = sign.
For example:

$BCBSF$ OBTAIN **EDI TRANCODE=835** $BCBSF$

Note: Both Puerto Rico and U.S. 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	• 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	CSR	• Medicare A FL (MDA) • Medicare B FL (MDB) • Medicare A PR/VI (PVA) • Medicare B PR/VI (PVB)
Implementation Acknowledgment	EDI	999	FAK	MED (ALL)
Claims Acknowledgment	EDI	277	FAK	MED (ALL)

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

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

$BCBSF$ OBTAIN **EDI TRANCODE=835** $BCBSF$

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** $BCBSF$

OR

$BCBSF$ OBTAIN **EDI ALL TRANCODE=835** $BCBSF$

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*.
For Example: Trading partners that are eligible to receive Health Care **Claim Payment/Advice** for *multiple lines of business* 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** $BCBSF$

Utilizing Multiple Codes

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

For example: Trading partners that are eligible to receive Health Care Claim Payment/Advices from both **Medicare B and Medicare A** will receive **all** Payments/Advices from Medicare **B** only by formatting the **OBTAIN** command file as shown below.

$BCBSF$ OBTAIN **EDI ALL TRANCODE=835 LOB=MDB** BCBSF$

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

File Compression

Note: Only one file may be included when using file compression options. If using the ZIPPED command option, the file sent must be zipped

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

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

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

COUNT or ALL

It is recommended 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.

• To receive up to **ten** files matching the *datatype* of **EDI**.

```
$BCBSF$ OBTAIN EDI COUNT=10 $BCBSF$
```

• To receive **ALL** files matching the *datatype* of **ERN**.

```
$BCBSF$ OBTAIN EDI 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 it takes for the file to be ready 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 $BCBSF$
```

4.6 LOGOFF

The trading partner's system should **PUT** 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 $BCBSF$
```

4.7 Password

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/.

System Generated Password
SEND

> $BCBSF$ LOGON **mailboxid 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:
1IQNPI: 2015/03/05 11:18:12 LOGON RESTRICTED: PASSWORD EXPIRED ON 06/11/2015 FOR MAILBOX MAILBOX01 1IQNPI: 2015/03/05 11:19:12 Password successfully changed to "**QV367SCJ**" in database.
1IQNPI: 2015/03/05 11:19:12 **PASSWORD CHANGE SUCCEEDED**
1IQNPI: 2015/03/05 11:19:23 LOGOFF MAILBOX01 MBAG=1IQNPI ACCEPTED

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 **mailboxid# 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:
1IQQBJ: 2015/03/05 11:49:33 LOGON MAILBOX01, MBAG=1IQQBJ ACCEPTED
1IQQBJ: 2015/03/05 11:49:33 PASSWORD expires on '05/05/2015'
1IQQBJ: 2015/03/05 11:50:08 **PASSWORD CHANGE SUCCEEDED**
1IQQBJ: 2015/03/05 11:50:20 LOGOFF MAILBOX01 MBAG=1IQQBJ ACCEPTED

Chapter 5 – Techniques for a Better Session

5.1 Overview

Years of EDI Gateway technical support have propelled the EDI 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.

5.2 Suggestions to Build or Re-Build a Robust Process

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.

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.

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

Failure to either send or transfer a file with the EDI Gateway will cause the 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.

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

Operators 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 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 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 retrieval of the file following failed, display to operator **"Obtain Failure - Unable to receive data - transfer timed out"**

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:

- **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

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.

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 the EDI 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

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 the EDI 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.

Additionally, if using the **ALL** option, changing to the **COUNT = X** option with X being a reasonable number of files will reduce the size for downloading.

Chapter 6 - Session Message(s)

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**.

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

Below are some of the messages that may be encountered in the Session Log

> **MSG** 03/07/2015 11:47:19 NO COMMAND FILE RECEIVED!

> **MSG** 03/07/2015 12:47:19 EMPTY COMMAND RECEIVED!

> MSG 03/07/2015 11:47:19 LOGON REJECTED:passwd IS THE INCORRECT PASSWORD FOR MailBox

> MSG 03/07/2015 11:47:19 LOGON REJECTED:mailboxid # ALREADY LOGGED ON

> MSG 03/07/2015 11:47:19 NO FILES QUEUED

⇨ NO FILES QUEUED indicates "there are no files of the requested data type waiting to be transmitted."

> MSG 03/07/2015 11:49:25 5 FILES QUEUED

⇨ 5 FILES QUEUED indicates "there are 5 files of the requested data type waiting to be transmitted."

> MSG 03/07/2015 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."

> MSG 03/07/2015 11:50:19
> OBTAIN (TYPE=*datatype*), lob *trantype trancode* NO FILES QUEUED

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 7 - Acknowledgment Examples

7.1 ANSI Acknowledgment Examples

When submitting ANSI transactions, a TA1 (Interchange Acknowledgment) or ANSI 999 (Functional Acknowledgment) is created for each submitted ANSI file. (A TA1 is only created if requested by the presence of a 1 in the ISA13on the 837). The examples below have been 'unwrapped' for easier viewing but are normally received in wrapped format.

1. TA1 - Interchange Acknowledgment - File Rejected

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

2. 999 - Implementation Acknowledgment - File Accepted

```
ISA*00*      *00*       *ZZ*592015694    *ZZ*999999999   *110126*1316*^*00501*000000001*0*P*:~
GS*FA*09101*A9999*20150126*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~
```

3. 999 - Implementation Acknowledgment - File Accepted with Errors

```
ISA*00*      *00*       *ZZ*592015694    *ZZ*999999999   *110111*1315*^*00501*000000001*0*P*:~
GS*FA*09101*A9999*20150111*131550*1*X*005010X231~
 ST*999*0001*005010X231~
AK1*HC*17001*005010X223A1~
AK2*837*000000001*005010X223A1~
IK3*SE*60*2430*4~
IK5*E~
AK9*E*1*1*1~
SE*7*0001~
GE*1*1~
IEA*1*000000001~
```

4. 999 - Implementation Acknowledgment - File Rejected

```
ISA*00*      *00*       *ZZ*592015694    *ZZ*999999999   *110126*1316*^*00501*000000001*0*P*:~
GS*FA*09101*A9999*20150126*131612*1*X*005010X231~
 ST*999*0001*005010X231~
AK1*HC*17001*005010X223A1~
AK2*837*000000001*005010X223A1~
IK5*R~
AK9*R*1*1*1~
SE*6*0001~
GE*1*1~
IEA*1*000000001~
```

5. 277CA - Claim Acknowledgment

```
ISA*00*      *00*      *ZZ*592015694    *ZZ*999999999  *110113*1022*^*00501*000000001*0*P*:~
GS*HN*09101*A9999*20150113*102222*1*X*005010X214~
 ST*277*000000001*005010X214~
BHT*0085*08*11013*20150113*102222*TH~
HL*1**20*1~ NM1*PR*2*FIRST COAST SERVICE OPTIONS*****46*09101~
TRN*1*0910220110113000001~
DTP*050*D8*20150113~
DTP*009*D8*20150113~
HL*2*1*21*1~
NM1*41*2*FCSO BASE FILE*****46*A9999~
TRN*2*244579~
STC*A1:19:PR*20150113*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*20150113*WQ*100.00~
REF*1K*0211013001010~
REF*D9*17312345600006351~
DTP*472*RD8*20061003-20061010~
SE*27*000000001~
GE*1*1~
IEA*1*000000001~
```

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

Chapter 8 – Alternate File Transfer Examples

8.1 FTP Example 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. First Coast EDI FTP server is a stripped down standard FTP server. **Note: This FTP option still uses a dial up modem as the means of connection. This is not server to server.**

- At the FTP user logon prompt you must enter "anonymous" with no password.
- Then do a put logon.txt with the content of the file being the EDI logon. ($BCBSF$ LOGON mailboxid# password $BCBSF$) MAILBOX ID IS 9 characters and Password is 8 Alpha/numeric case sensitive.
- You have to use ACTIVE Mode ftp. You must use ports 20, 21. 21 is the control port. 20 is the data port.
- Your firewall must allow the data connection from First Coast port 20 to any port from 1025 to 64k at your site.
- Don't do any FTP query commands. The EDI FTP server does not allow most of those and will immediately disconnect with no warning if a query command is entered.
- Send all files on text format not binary

EXAMPLE
Connected to 157.174.235.101
220-BCBSF ediprodc1 FTP server ready.
220 Connection will close if idle for more than 300 minute(s)
Name (157.174.235.101:xxxxxxx): anonymous enter "anonymous" here / no password
After the anonymous logon is complete, client must do an EDI logon

put logon.txt
put edisubmit.txt
put your-claims-file in ANSI FORMAT
put logoff.txt

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