



ANSI ASC X12N 835 Healthcare Claim
Payment/Advice 005010X221
DEPARTMENT OF LABOR
Companion Guide

ACS EDI GATEWAY, INC.



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ANSI ASC X12N 835 Healthcare Claim Payment/Advice

(Version 5010)

DEPARTMENT OF LABOR Companion Guide

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**ACS EDI GATEWAY, INC.
2324 Killearn Center Boulevard
Tallahassee, FL 32309**



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At a Glance

Chapter 1, Introduction

Chapter 1 includes a brief overview of ACS EDI Gateway and the services it provides.

Chapter 2, EDI Operations

Chapter 2 discusses the EDI Support Unit, the services provided and the hours of operation.

Chapter 3, Retrieval Methods

Chapter 3 highlights the 820 retrieval methods and requirements for connectivity.

Chapter 4, 835 Retrieval Information

Chapter 4 provides instructions for retrieving the 835 Remittance Advice via the Data Exchange.

Chapter 5, Important Information

Chapter 5 highlights important information necessary to promote successful RA retrieval.

Chapter 1 Introduction

ACS EDI Gateway, Inc., a leader in healthcare technology, provides clearinghouse services to providers enrolled in contracted healthcare plans. Our electronic transaction services provide the following functionalities:

- Submit all transactions to one source
- Submit transactions twenty-four hours a day, seven days a week
- Receive confirmation of receipt of each file transferred

Claims that are electronically transmitted to Department of Labor are accepted electronically into ACS's EDI (Electronic Data Interchange) Gateway data center in Tallahassee, Florida. After the adjudication and payment cycle, a Remittance Advice is produced by SCHC system. A Remittance Advice is a final status report of claim transactions. This manual is designed to provide detailed information concerning requirements needed to download a Remittance Advice. Remittance Advices can be produced on paper or electronic media and this guide only pertains to the electronic 835 Remittance Advice, as well as how to use the ACS Host Bulletin Board System. ACS offers the 835 Remittance Advices in a file format that allows submitters to download a data file to their system.

The 835 reports all finalized claim transactions on a weekly basis including paid, denied, adjusted, and credited claims. RAs are placed on the ACS Department of Labor Data Exchange website the first business day after the weekend payment cycle. They are available 24 hours a day, 7 days a week, and will remain posted on the Data Exchange for 30 days. Providers have the option of downloading the Remittance Advice format, or they may authorize their Billing Agent or Clearinghouse to download these for them. ACS EDI Support Unit is dedicated in assisting trading partners with any questions concerning the retrieval of Remittance Advices.

Audience

This 835 Companion Guide is intended for trading partner use in conjunction with the ANSI ASC X12N 835 National Electronic Data Interchange Transaction Set Implementation Guide, (005010X21 Health Care Claim Payment/Advice). The 835 guides can be accessed at http://www.wpc-edi.com/Insurance_40.asp. This Companion Guide outlines the procedures necessary for engaging in EDI with ACS EDI Gateway, Inc. and specifies data clarification where applicable.

Chapter 2 EDI Operations

EDI Support Unit

The ACS EDI Support Unit assists users with questions about electronic submission and 820 retrieval. The ACS EDI Support Unit is available to all Department of Labor billing agents and providers Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time at (800) 987-6717. The ACS EDI Support Unit:

- Provides information on available services
- Enrolls users for claims submission and RA retrieval
- Verifies receipt of electronic transmissions
- Provides technical assistance to users who are experiencing transmission difficulties

Enrollment Information

Any entity wishing to access reports and responses through ACS EDI Gateway must complete an EDI enrollment package. On the enrollment form, please indicate how you would like to receive your RA. This package provides ACS EDI Gateway the information necessary to assign a Logon Name, Logon ID, and Trading Partner ID, which are required to retrieve electronic transactions. To obtain an EDI enrollment package, contact the ACS EDI Support Unit or by download the EDI enrollment package from our website at <http://www.acs-gcro.com>.

Tracking Problems

Please have the following information available when contacting the EDI Support Unit regarding production problems:

Trading Partner ID: This six-digit number, assigned by ACS, uniquely identifies a submitter. Please have this number available each time you call our EDI Support Unit.

Logon Name and Logon User ID: This information allows submitters access to the host system for claims submission, and to download the Remittance Advice through the Data Exchange. The EDI Support Unit uses this information to reference your submitted data.



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Highlights

To promote efficient, accurate electronic transaction processing, please note:

- 835s will be available for a period of 30 days from the creation date.
- The Logon Name and Password used to log on to the Department of Labor Data Exchange is the same one used to log on to the ACS Host System for claim submission.
- Login User IDs (passwords) are nine characters.
- The Trading Partner Enrollment Form determines where 835s are delivered.
- For security purposes, each Logon Name limits file access. Users can only access their own files. Other users' reports and files will be hidden from view.
- The Data Exchange is available for download 24 hours a day, 7 days a week except for scheduled maintenance.

Chapter 3 835 Retrieval Methods

There are three ways in which your RAs can be retrieved. The information below details the three ways and gives a brief description of each.

- Data Exchange
- Web Portal
- ACS Host Bulletin Board System

Department of Labor Data Exchange

This innovative use of Internet technology provides easy and efficient access to Department of Labor with only standard Internet service. Providers have access to their reports and responses 24 hours a day and 7 days a week.

The Electronic Data Interchange EDI Support Unit can assist users who have questions about Data Exchange. The ACS EDI Support Unit is available to all Department of Labor providers Monday through Friday from 8:00 a.m. to 8:00 p.m., Eastern Standard Time. To contact the EDI Support Unit, please call 1800-987-6717. EDI Support will:

- Provide information on available services
- Assist in registering users for Data Exchange
- Provide user names and user numbers for Department of Labor Data Exchange

Web Portal

The Web Portal method allows a Trading Partner to initiate the retrieval of batch files. The Trading Partner must be an authenticated portal user who is a provider. Only active Department of Labor providers are authorized to access files via the Web. The provider accesses the Web Portal via a Web browser and is prompted for login and password. The provider may select files from their PC or work environment using the "Browse" function in conjunction with the "Add" and "Remove" functions. To download the selected files, the provider must click the "Download" link.



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ACS Host Data Exchange

ACS EDI Gateway, Inc. specializes in innovative Electronic Data Interchange (EDI) services. Our EDI services provide an array of tools that allow you to retrieve response transactions 24 hours a day, 7 days a week. The purpose of this guide is to outline the procedure for retrieving responses and/or reports from our Bulletin Board System (BBS). The following transactions can be downloaded via the BBS.

- X12N 835 Claims Payment (Electronic Remittance Advice)
- 997 Functional Acknowledgement (Confirmation Report)

For information regarding submission of transactions, please go to www.acs-gcro.com and retrieve the appropriate companion guide.



Chapter 4 X12N 835-RA Retrieval Information

Hours of Availability

We provide availability for claims transmission and download retrieval 24 hours a day, 7 days a week. This availability is subject to scheduled and unscheduled host downtime. It is operational policy to schedule preventative maintenance periods on weekends whenever possible. ACS EDI Gateway notifies the Department of Labor Fiscal Agent Services EDI Support Unit during this process.

Testing

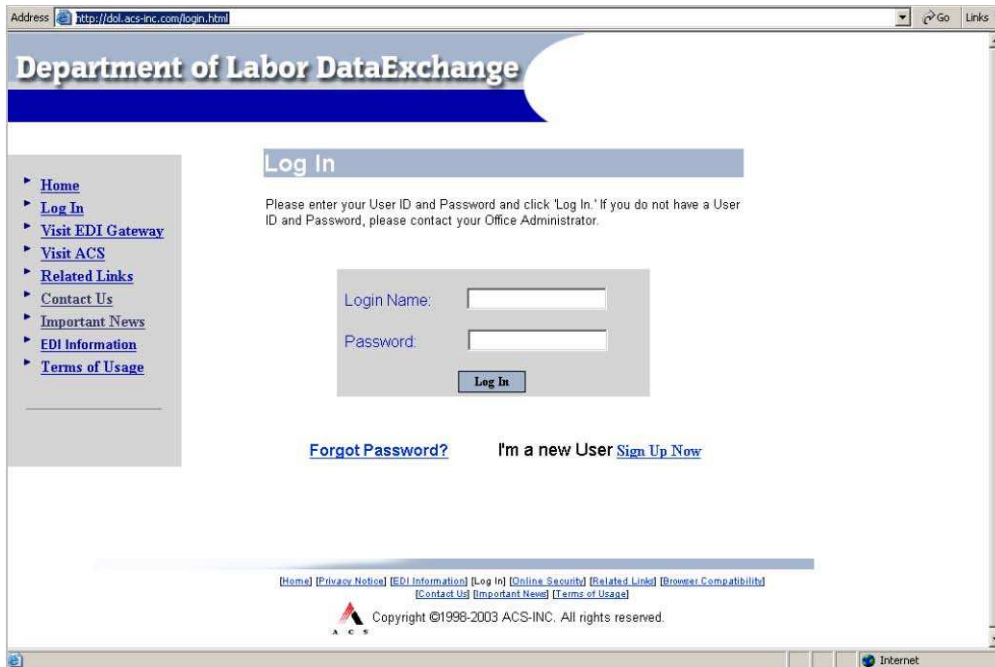
To initiate the 835 testing process, please call the EDI Support Unit at 1-800-987-6717 and follow the prompts.

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Chapter 4 835 Retrieval Instructions

Site Access

The web address to access data from ACS EDI Gateway is <http://dol.acs-inc.com/login.html>. Web browsers must be able to support 128-bit encryption to enter the Data Exchange area of the site. We recommend using Internet Explorer 5.5 or above for best results. Upon reaching the site, enter a valid User Name and User Password (issued by ACS EDI Support Unit). Click on the "Submit" button to request access to the secure Data Exchange area.



Address: <http://dol.acs-inc.com/login.html>

Department of Labor DataExchange

- Home
- Log In
- Visit EDI Gateway
- Visit ACS
- Related Links
- Contact Us
- Important News
- EDI Information
- Terms of Usage

Log In


Please enter your User ID and Password and click 'Log In.' If you do not have a User ID and Password, please contact your Office Administrator.

Login Name:

Password:

[Forgot Password?](#) I'm a new User [Sign Up Now](#)


[Home](#) [Privacy Notice](#) [EDI Information](#) [Log In](#) [Online Security](#) [Related Links](#) [Browser Compatibility](#)
[Contact Us](#) [Important News](#) [Terms of Usage](#)

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Site Access Error Screen

Address <https://dol.acs-inc.com/cgi-bin/auth.exe> Go Links »

Department of Labor DataExchange



You have not logged in successfully.. Please Try Again

Note: This information appears on the purple logon form in your Welcome Packet. It is the same as the User Name and User Number provided for Electronic Claim Submission direct to ACS

Provider Log In

Login Name:

Password:

[Forgot Password?](#) I'm a new User [Sign Up Now](#)

[Home](#) [Privacy Notice](#) [Help](#) [EDI Information](#) [Log In](#) [AuthGood](#) [AuthBad](#)

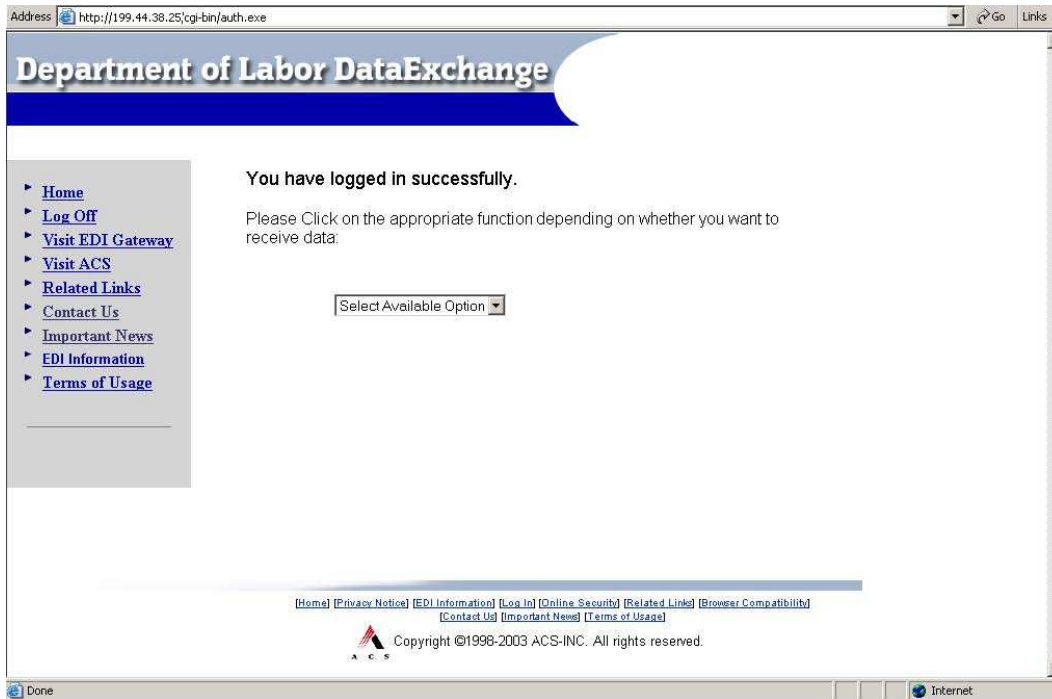
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Entering an invalid User Name or User Password, will cause an error screen to show and entry will not be allowed. Remember to enter access information exactly as it is specified, including case and spaces, if any. If the correct user name and password have been entered to access the Data Exchange area and a failure occurs, please contact our EDI Support Unit at (800) 987.6717 for assistance.

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Access Reports

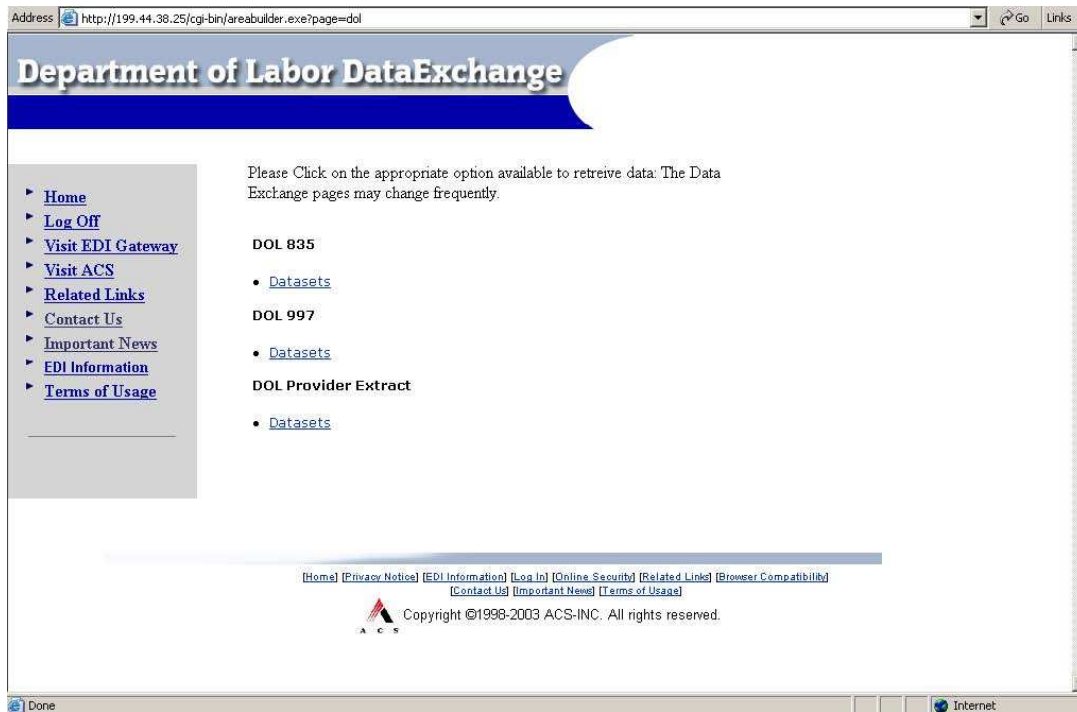
Enter a valid User Name and User Password to access the Data Exchange area. This is the area in which users can retrieve data. After reaching the access page for Data Exchange; click on "Access Reports"; to proceed. The main page is shown below.



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Report Selection

The Report Selection area lists the available reports and files. The types of data available may vary per user, depending on the user profile.



The screenshot shows a web browser window with the address bar displaying `http://199.44.38.25/cgi-bin/areabuilder.exe?page=dol`. The page title is "Department of Labor DataExchange". On the left, there is a navigation menu with the following items: Home, Log Off, Visit EDI Gateway, Visit ACS, Related Links, Contact Us, Important News, EDI Information, and Terms of Usage. The main content area contains the following text: "Please Click on the appropriate option available to retrieve data: The Data Exchange pages may change frequently." Below this, there are three sections: "DOL 835" with a link to "Datasets", "DOL 997" with a link to "Datasets", and "DOL Provider Extract" with a link to "Datasets". At the bottom of the page, there is a footer with a horizontal line, a row of links: [Home] [Privacy Notice] [EDI Information] [Log In] [Online Security] [Related Links] [Browser Compatibility] [Contact Us] [Important News] [Terms of Usage], the ACS logo, and the text "Copyright ©1998-2003 ACS-INC. All rights reserved." The browser's status bar at the bottom shows "Done" and "Internet".

Chapter 5 Host Bulletin Board System

Communication Requirements

The general specifications for communication with the ACS EDI Gateway BBS are:

Table Error! No text of specified style in document.

1. General Specifications for Communications with BBS

Telecommunications *Dial up phone line required.	Hayes compatible 2400 – 56K BPS asynchronous modem using: • V.22bis (2400 BPS MNP Levels 1-5), or • V.32 (9600 BPS V.42bis compression or MNP Levels 15), or • V.32bis (14.4k BPS V.42bis compression), or • V.34bis (28.8kbps V.42bis compression) • V.42 (Same transfer rate as V.32, V.32bis, and other standards but with better error correction and therefore more reliable) • V.90 (Provides up to 56,000 bits per second downstream) Most computers manufactured within the last two to three years should have a V.90 modem.
Compression Techniques	PKUNZIP will decompress files zipped from the ACS EDI Gateway BBS. Proprietary formatted responses will be the only files that are compressed by ACS EDI Gateway.
Data Format	8 data bit, 1 stop bit, no parity, full duplex

Transmission Protocol	ZMODEM uses 128 bytes to 1024 byte variable packets and a 16-bit or 32 bit CRC (Cyclical Redundancy Check) XMODEM uses 128 byte blocks and a 16-bit CRC or checksum YMODEM uses 1024 byte blocks and a 16-bit CRC KERMIT can be accepted if X, Y, or ZMODEM capabilities are not available with your communication software
Control Characters *Proprietary formats only.	Files you download will have control characters on every record. Both a carriage return (hex 0D) character and a line feed (hex 0A) character will be at the end of every line



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These specifications should be used in conjunction with a dial up connection utility (i.e. ProComm, HyperTerminal, etc.) Please refer to the manufactures specifications or instructions on how to configure these utilities. The dial up connection will generally default to the acceptable specifications for communication with the ACS EDI Gateway BBS.



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Chapter 6 Contacting Electronic Data Interchange Support

Please have the following information available when contacting the ACS EDI Gateway Support Unit regarding retrieval concerns:

- 1 **Trading Partner/Submitter ID.** The five or six-digit trading partner ID assigned by ACS EDI Gateway, uniquely identifies a trading partner/submitter.
- 2 **User Name and Logon ID.** This information allows trading partners/submitters to access electronic response/reports via the BBS.

Chapter 7 Enrollment for Transaction Responses

ACS Electronic Data Interchange Trading Partner Enrollment Packet

The information requested in the enrollment packet is necessary for us to create a user profile and to generate logon information for you to access the BBS. This packet is available on our website at www.acs-gcro.com. Follow the links to the Federal Department of Labor page, and then to Enrollment. Upon completion and receipt of these forms, the ACS EDI Support Unit will assign a User Name and a Logon ID, which will allow you to access the BBS to retrieve your response transactions.

Hours of Availability

ACS EDI Gateway provides availability for electronic response retrieval 24 hours a day, 7 days a week. This availability is subject to scheduled and unscheduled host downtime. It is operational policy to schedule preventative maintenance periods on weekends whenever possible.

Download Phone Numbers

To access the ACS EDI Gateway BBS for retrieving responses and/or reports, please use one of the following toll free numbers:

- (800) 334.2832 – X12 Submissions
- (800) 334.4650– X12 Submissions

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Download Procedures

Trading Partners transmitting to the ACS Host System via third party communications software (such as **HyperTerminal**) can directly logon and retrieve their responses/reports using the following procedure:

Table Error! No text of specified style in document. -2. Download Procedures

Calling System	Host System
1. Dials ACS Host	Answers call, negotiates a common baud rate and sends to the caller -> "Enter your User Name=>"
2. Enters User Name and press Enter	Receives User Name (Logon name) and sends to the caller-> "Enter your User Number=>"
3. Enters User Number and press Enter	Receives User Number (Logon ID) and verifies if caller is an authorized user. Sends Host selection menu followed by a user prompt-> "Please Enter Your Selection=>"
4. Enter Desired Selection areas and Press Enter	(5) File Areas , allows you to select the file areas which you May enter. Each file area will contain a specific transaction Response. (9) Exit & Disconnect , hangs up the line and terminates the call.
5. Enter "5" and press Enter	List the file areas that you access in alphabetical order. If you have more file areas than will fit on a normal screen, the list will stop before listing all areas. If you have many areas, the following prompt will be sent: " [F]ileArea [L]ist [C]ontinue [M]ain Menu [G]oodbye Enter Selection=> "
6. Enter Desired Selection and press Enter	[F]ile Area , allows you to enter the Name or Number of a file reference. [L]ist , relists the file areas starting with the first one, return to step 5. [C]ontinue , will continue listing file areas from where the list was interrupted, return to step 5. [M]ain Menu , returns to step 4.



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Calling System	Host System
	[G]oodbye, hangs up the line and terminates the call.
7. Enter "F" and press Enter	Prompts you for the File Area Name or Number. "Enter Area Name Or Number(#NNN)[ESC=CANCEL]=>" If you enter the name, you only need to type enough of the name to make it unique. If you enter the number, you MUST include the "#" character to indicate to the system that you are typing a File Area's number (e.g., to select area number one, type "#1").
8. Enter the Name or Number	Lists the files in the selected area in file creation order (i.e., the newest file will be listed as #1. If you have more files than will fit on a normal screen, the list will stop before listing all files. If you have many files, the following prompt will be sent: "[Download] [F]ile Area [L]ist [N]ew Files [U]nretrieved" "[C]ontinue [R]emove [M]ain Menu [G]oodbye" "Enter Selection=>" otherwise you will see the following menu "[Download] [F]ileArea [L]ist [N]ewFiles [U]nretrieved" "[R]emove [M]ain Menu [G]oodbye" "Enter Selection=>"



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Calling System	Host System
9. Enter Desired Selection	<p>[D]ownload, allows you to enter the Name or Number of a file to download. [F]ile Area, returns you to step 5. [L]ist, relists the files starting with the first one, return to step 8. [N]ew Files, filters the file lists to show only files created after your last logon, return to step 8. [U]nretrieved, lists the files that have not been downloaded. [R]emove, allows you to enter the Name or Number of a file to remove from the BBS (prevents the file from being listed in current or future sessions). Any files not removed after sixty days will be purged from the system. [M]ain Menu, returns to step 4. [G]oodbye, hangs up the line and terminates the call.</p>
10. Enter "D" and press Enter	<p>Prompts you for the File Name or Number. "Enter File Name or Number (#NNN)[ESC=CANCEL]=>" If you enter the Name, you only need to type enough of the name to make it unique. If you enter the number, you MUST include the "#" character to indicate to the system that you are typing a file's number (ex: to select file number one, type "#1". A list of transfer protocols and a compression option will be sent, followed by the prompt: "Enter Selection [K, X, Y, Z, C or ESC to Cancel]=>"</p>



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Calling System	Host System
11. Enter Desired Selection	<p>K – selects Kermit as the transfer protocol and begins transmitting file. Initiate file reception on your software. X – selects Xmodem as the transfer protocol and begins transmitting file. Initiate file reception on your software. Y – selects Ymodem as the transfer protocol and begins transmitting file. Initiate file reception on your software. Z – selects Zmodem as the transfer protocol and begins transmitting file. Initiate file reception on your software (many software packages automatically detect Zmodem transfers and will begin reception of the file, check your software documentation). C – compresses the selected file using Pkware’s PKZip 2.04g. A message indicating the file is being zipped will be displayed followed by a list of transfer protocols and a prompt: “Enter Selection [K, X, Y, Z or ESC to Cancel]=>” Return to step 11. (Note: if you select a protocol that preserves the file name (ex: Zmodem or Ymodem), the file name will remain the same except for the extension, which will be .zip).</p>
12. Completion	After the file transfer is complete, return to step 8.

Companion Guide Documentation Change Control

Documentation change control is maintained in this document through the use of the Change Control Table shown below. All changes made to this companion guide after the creation dates are noted along with the author, date, and reason for the change.

Change Control Table				
Author of Change	Page	Change	Reason	Date
M. Shields	All	Changes to reference ACS EDI Support Unit in place of EDI Gateway	Due to FA Support Unit Transaction 2005	3/1/2005
G. Roe	All	Changes to reference ACS, A Xerox Company	Business merger.	5/4/2010