



HIPAA Transaction
Companion Guide
837 – Institutional Health Care Claim

**Refers to the Implementation Guides
Based on X12 version 005010
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Disclaimer Statement

The Health Insurance Portability and Accountability Act (HIPAA), sections 160 and 162, require that health care providers, health plans, and health care clearing houses comply with the EDI standards for health care. The HIPAA implementation specifications for ASC X12N standards may be obtained through the Washington Publishing Company on the Internet at <http://www.wpc-edi.com>. The complete Implementation Guide is derived from the 5010 version for use under the HIPAA regulation. Our version is referred in this document as the X12N 5010.

The purpose of this companion guide is solely to supplement the HIPAA ASC X12N standards, to provide clarification to the ASC X12N standards, and should not be interpreted as a contract, amendment to a contract or an addendum to a contract. In any instance where this companion guide differs from the HIPAA ASC X12N Implementation Guides, the HIPAA ASC X12N standards shall govern.

Substantial effort has been taken to minimize errors; however, SummaCare, Inc, its agents, employees, directors and shareholders shall not be liable or responsible for any errors, omissions or expenses resulting from the use of the information in this document.

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1 Introduction

1.1 Overview

The purpose of this Companion Guide is to provide support for the submission of the HIPAA compliant 837 Institutional claim and ensure the proper processing of claims submitted to SummaCare, Inc. This Companion Guide identifies unique information processing or adjudication needs specific to SummaCare, Inc in its implementation of the 837 Institutional Health Care Claim transaction and should be used in conjunction with the *HIPAA Implementation Guide*. Throughout this document, “SummaCare” represents SummaCare, Inc. This companion guide contains three categories of information:

- General information applicable to the processing of claims and business edits performed by SummaCare.
- The transaction table outlining specific requests for data format or content within the transaction, or describing SummaCare handling of specific data types.
- Additional information containing a sample scenario and frequently asked questions (FAQ).

While SummaCare accepts all ASCX12 compliant transactions, the HIPAA Implementation Guides allow for some discretion in applying the regulations to existing business practices. Understanding SummaCare business practices may expedite claims processing for trading partners as they exchange EDI transactions with SummaCare.

Electronics submission of claims will follow these guidelines:

- Claims currently filed on CMS-1500 format will be sent as an 837P.
- Claims currently filed on ADA format will be sent as an 837D.
- Claims currently filed on UB-92 format will be sent as an 837I.

1.2 EDI Registration

As of May 23, 2007, any provider that submits claims using their National Provider ID (NPI) and Tax Identification Number (TIN) at the required levels specified in section five of this guide is not required to go through the registration process.

All Trading Partners (Entities submitting claim files directly to SummaCare) must complete the EDI registration process before sending any transactions to SummaCare. This process is detailed separately in the Communication Companion Guide and on the SummaCare Website.

Furthermore, all providers are required to file a change in registration with SummaCare when the following situations occur:

- Changes in Clearinghouse, Billing Service, Software Vendor or any Vendor handling the provider’s electronic data information.
- Change in address.
- Change or addition of your Tax Identification Number (TIN).
- Change in name.

1.3 NPI Implementation

Beginning October 1, 2010, SummaCare will reject claims that do not contain a NPI(at the Billing, Paid To or Rendering level). The lone exception for this will be provider submitting a claim with a valid taxonomy exception. We will reject a claim containing an invalid NPI number based on check digit validation.

1.4 Testing Prior to Production

All Trading Partners must complete transaction testing prior to submission of transactions in production. This process is detailed separately in the Communication Companion Guide and on the SummaCare Website.

Prior to submitting production claims electronically, all providers or their designated vendor must complete successful transaction testing. Providers must maintain a successful level of transaction submission to remain in production.

2 Claims Processing

2.1 Special Billing Situations

2.1.1 Service Lines

Any claim submitted that contains more than 85 service lines will be split into two claims by SummaCare for payment.

2.1.2 Coordination of Benefits

When submitting an 837 transaction for members after billing their other insurance sources, the other payer's adjudication details that were provided on the 835 Remittance transaction must be supplied to SummaCare. The other payer's adjudication details, both at the line level and the claim level, are required to process the claim.

Trading partners should review the Implementation Guides for both the 837 HealthCare Claim transaction and the 835 HealthCare Claim Payment/Advice transaction plus the crosswalks provided to fully understand the COB process. Reviewing section 1.4.5 of the 837 Implementation Guides will explain where to place the data within the 2320 loop.

2.1.3 Sending Attachments or Paperwork to Support a Claim

SummaCare accepts supporting documentation by mail only. Illegible information will delay processing. All documentation and Attachment Cover Sheets must be received within 14 calendar days of the electronic transmission otherwise the claim will be denied.

2.1.4 Late Charges/Corrected Bills

The Claim Frequency Type Code located in segment CLM05-03 determines the processing of late charges or corrected bills.

- A late charge is indicated by placing a "5" in this field. Please do not combine the amount of the late charge with the amount of the original charge.
- A corrected bill is indicated by placing a "7" in this field.

2.2 Code Sets

When entering codes in an 837 Institutional transaction, carefully follow the 837 Institutional Implementation Guide (IG). Use HIPAA-Compliant codes from the current versions of the sources listed in the 837 Institutional IG, Appendix C: External Code Sources

- Only use standard CPT/HCPSC Codes that are valid at the date of service.
- Currently use only ICD-9-CM diagnosis codes. No decimal point should be used for diagnosis codes. The decimal point is assumed. This is consistent with the specifications of the 837 Institutional IG.
- SummaCare will accept all HIPAA standard codes, however acceptance of these codes or modifiers will not alter the plan's covered benefits or current payment policies, guidelines or processes.

2.3 Data Format/Content

SummaCare accepts all compliant data elements on the 837 Institutional Claim. Follow the points outlined below for consistent data format and content issues:

2.3.1 Dates

- All dates that are submitted on an incoming 837-claim transaction should be valid calendar dates in the appropriate format based on the respective qualifier.
- Future dates will be rejected.

2.3.2 Decimals

- No decimals should be used in a diagnosis code.

2.3.3 Monetary Amounts, Unit Amounts, and Numeric Values

- The transaction will be rejected if the monetary amounts do not balance.
- SummaCare accepts monetary amounts only in US dollars. If codes related to foreign currencies are used, the claim will be denied.
- Unit amounts must be in whole numbers only.
- Negative values for monetary or unit amounts may not be processed and may result in the claim being rejected if submitted in the following segments, Loop 2400, Loop 2320:
 - SV203 Monetary amount – Line Item Charged Amount
 - SV205 Quantity – Service Unit Count
 - SV Monetary amount – Line Item Charge of Non-Covered Charge Amount
 - AMT02 Monetary amount – COB Allowed Amount
 - AMT02 Monetary amount – COB Payer Prior Payment

2.3.4 Phone Numbers

Telephone numbers should be presented as contiguous number strings. Do not use dashes or parenthesis markers. Area codes should always be used.

2.4 HIPAA Compliance Checking and Business Edits

997 Acknowledgement will be returned at the file level. The 997 will return a status reflecting accepted, rejected and accepted with error.

2.5 Data Retention

All claims data will be held for seven years.

2.6 Time Frames for Processing

All claim files received by 7:00 PM EST will be processed the day received. Any claim files received after 7:00 PM EST will be processed the next business day.

2.7 Batch Volume

There are no limits placed on volumes.

3 Identification Codes and Numbers

3.1 Provider Identifiers

SummaCare requires all submitters to use one of the following combinations of identifiers until further notice:

- Combination of the NPI or Taxonomy_Exception with the TIN.

Failure to use the correct number will result in the claim being rejected, denied or paid to the incorrect provider.

3.1.1 Facilities in a Health System

If you are a facility in a Health System and your checks are issued to the Parent Company, please use the NPI number specifically assigned to your facility. If you use another facility's NPI number under the Parent Company, it will result in the check being issued correctly to the Parent Company, however, the Explanation of Payment (EOP) or the 835 Health Care Payment Advice will indicate the incorrect facility. An example follows:

XYZ Skilled Nursing is part of ABC Health System, which uses the NPI Number of the system. If the 837 Health Care Claim Institutional is submitted with the incorrect NPI, which is assigned to New Ambulatory Center in the same system, the payment will be issued to the ABC Health System, but the EOP or 835 Health Care Payment Advice will list New Ambulatory Center as the servicing facility.

If you are a facility in a Health System and your checks are issued to the individual facility, please use the NPI number assigned to you specifically. If you use another facility's NPI number, the claim will be processed erroneously. The EOP or 835 Health Care Payment Advice will be issued to the facility associated with the RNPI that was submitted. An example follows:

ABC Skilled Nursing has its own NPI Number. New Ambulatory Center has its own NPI Number. If ABC Skilled Nursing submits a claim using the NPI number assigned to New Ambulatory Center. The EOP or 835 Health Care Payment Advice will be returned to New Ambulatory Center along with the payment.

3.2 Subscriber Identifiers

Submitters should be careful to use the member’s identification number as it appears on their SummaCare member ID card. If the member’s identification number is not submitted, the claim may be rejected or denied. Each member of the family is listed on the member identification card. **Make sure the name of the patient is the same as the name on the identification card.**

4 Reporting

4.1 Audit Report

The day following receipt of 837 Institutional Health Care Claims, an audit report will be sent. The table below defines the status codes found in the audit report.

CLAIMS STATUS CROSS REFERENCE					
SummaCare EDI #	Description	Return Status	Return Status Description	Action	Action Description
0000	Valid Claim	A9	Payer acknowledges receipt of claim, no further updates to follow	W	Do not resubmit
0001	More Than 99 Service Lines Per Claim	8Z	Claim receiver is unable to process this claim electronically	Y	Resubmit on paper
0002	Member Not on File	BF	Subscriber/member id not found	W	Do not resubmit
0005	Provider Not on File	5Z	Incoming provider data invalid or missing - please call payer for further instructions on this claim	X	Resubmit electronically with the corrected information
0006	Not in Member Date Range	8L	Inactive patient for claim date of service	W	Do not resubmit
0008	Invalid Medicaid Number	5Z	Incoming provider data missing/incorrect - attending physician UPIN number	X	Resubmit electronically with the corrected information
0011	No Rendering Provider	5Z	Invalid provider id prevents carrier from processing claim	X	Resubmit electronically with the corrected information
0013	Invalid Primary Diagnosis	8P	Primary diagnosis invalid for this carrier	X	Resubmit electronically with the corrected information
0014	Procedure Code Missing	8U	Invalid procedure code for this carrier	X	Resubmit electronically with the corrected information
0017	Attending Provider Invalid	61	Carrier unable to receive claim provider not approved as an electronic submitter	X	Resubmit electronically with the corrected information
0022	Missing or invalid data prevents processing of claim	51	Missing or invalid data prevents carrier from processing this claim	X	Resubmit electronically
0024	Payable	3L	Pending: claim waiting for final approval	W	Do not resubmit
0025	Pended	30	Claim is pending at receiver site	W	Do not resubmit
0026	Denied	40	Claim adjudication process has been completed by payer	W	Do not resubmit
0027	Denied	5T	Member sent under the wrong Payer ID	W	Do not resubmit
0028	Denied	QA1	Invalid billed amount submitted on claim- Negative dollar amounts are not accepted	X	Resubmit electronically with the corrected information
0029	Denied	5B9	Claim rejected by Payer(This claim is not HIPAA compliant)	W	Do not resubmit

5 Data Element Table: Institutional

After the claim transmissions have passed Implementation Guide compliance checks for acceptance into the SummaCare system, business edits, specific to SummaCare, are then applied to the incoming HIPAA compliant claims. The business edits include security validation and the verification of proprietary business requirements. The following 837 Institutional Health Care Claim – Detail Data Element Table contain only data elements that require instructions to efficiently enhance the claims processing through SummaCare systems. If a data element does not need specific information for SummaCare processing, then it is not documented in this Data Element Table. Use this table in conjunction with the ASC X12N 837 Implementation Guide (837 IG) for Institutional Claims. All alpha characters should be formatted as UPPERCASE only.

5.1 837 Institutional Health Care Claim - Header

The 837 Header identifies the start of a transaction, the specific transaction set, and the transaction's business purpose. Also, when a transaction set uses a hierarchical data structure, a data element in the header, BHT01 (Hierarchical Structure Code) relates the type of business data expected within each level. The following table explains the header segments and data elements that require specific information for SummaCare processing.

Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Beginning of Hierarchical Transaction	BHT06	Transaction Type Code	CH	SummaCare recognizes all submissions as chargeable
Beginning of Hierarchical Transaction	REF02	Transmission Type Code	005010X223	The REF02 (Transmission Type Code) will not be used to distinguish between test and production. SummaCare will determine "Test" or "Production" based on the value in the ISA15 data element only.
Individual or Organizational Name	NM109	Identification Code	Sender/Submitter Identifier	Enter the EDI Sender ID assign to you by SummaCare. This Sender ID should be identical to the value in ISA06 and GS02.
Individual or Organizational Name	NM103	Last Name or Organization Name	SummaCare	Represents the Receiver Name as SummaCare
Individual or Organizational Name	NM109	Identification Code	95202	The receiver primary identifier (SummaCare Payer Identification number)

5.2 837 Institutional Health Care Claim - Detail

The 837 Detail level has a hierarchical level (HL) structure based on the participants involved in the transaction. The three levels for the participant types include:

- Information Source (Billing provider)
- Subscriber (can be the patient when the subscriber is the patient)
- Dependent (when the patient is not the subscriber)

5.2.1 837 Detail: Information Source/Provider Hierarchical Level

The first hierarchical level (HL) of the 837 details is the Information Source HL, also known as the Billing/Pay-to Provider HL.

Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Provider Information	PRV01	Provider Code	BI or BT	BI - Billing Provider PT - Pay-to
Currency	CUR02	Currency Code	USD or "Blank"	USD - US Dollars SummaCare recognizes monetary amounts as US dollars only.
Individual or Organizational Name	NM108	Identification Code Qualifier	XX	Number XX – National Provider ID (NPI)
Individual or Organizational Name	NM109	Identification Code	NPI Number	Enter the billing provider's NPI number. **Please do not send dashes or leading zeroes. "
Billing Provider Secondary Identification	REF01	Reference Identification Qualifier	EI	Employer's Identification Number.
Bill Provider Secondary Identification	REF02	Reference Identification	Billing Provider's Employer's Identification Number	The Employer's Identification Number must be sent when the provider's NPI is sent in the NM108/NM109 segment. **Please do not send dashes or leading zeroes. Only send the 9 digit tax identification number**

5.2.2 837 Detail: Subscriber Hierarchical Level

The second hierarchical level (HL) of the 837 detail is the Subscriber HL. SummaCare encourages our trading partners to submit one claim per transaction set (ST-SE) to eliminate the impact of errors on other clean claims within the same interchange; our X12 and HIPAA compliance edits will reject the entire transaction set if an error is found.

Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Subscriber Information	SBR01	Payer Responsibility Sequence Number Code	P, S, T	P – Primary S – Secondary T – Tertiary Usage of 'S' or 'T' accompanies information populated in loop 2320. This will give us the other payer's information.
Subscriber Information	SBR02	Individual Relationship Code	18	18 - Self
Subscriber Information	SBR03	Reference Identification	Contract Holder's Member ID Number	Enter the ID number exactly as it appears on the front of the contract holder's ID card, including the two-digit suffix.
Individual or Organization Name	NM108	Identification Code Qualifier	MI	Member Identification Number
Individual or Organization Name	NM109	Identification Code	Patient's Member ID Number	Enter the ID number exactly as it appears on the front of the ID card, including the two-digit suffix.

5.2.3 837 Detail: Patient Hierarchical Level

The third hierarchical level (HL) of the 837 detail is the Patient HL. SummaCare encourages our trading partners to submit one claim per transaction set (ST-SE) to eliminate the impact of errors on other clean claims within the same interchange; our X12 and HIPAA compliance edits will reject the entire transaction set if an error is found.

Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Claim Information	CLM01	Patient Account Number	Provider's Patient Account Number	As indicated in the IG, SummaCare supports a maximum of 20 characters in this data element. This number is echoed back to the submitter in the 835 and other transactions.
Claim Information	CLM02	Monetary Amount	Total Claim Charge Amount	This field must equal the total amount of submitted charges in Loop 2400, SV102.
Claim Information	CLM05-3	Claim Frequency Type Code		Please see the NUBC UB-04 manual for definitions of these codes.
Claim Supplemental Information	PWK02	Report Transmission Code	BM	By Mail SummaCare accepts supporting documentation by mail only. Illegible information will delay processing. All documentation and Attachment Cover Sheets must be received within 14 calendar days of the electronic transmission otherwise the claim will be denied.
Claim Supplemental Information	PWK05	Identification Code	AC	Attachment Control Number
Claim Supplemental Information	PWK06	Identification Code	Self-Assigned	This field is reserved for a unique self assigned attachment control number.
Claim Identification Number For Clearing Houses and Other Transmission Intermediaries	REF01	Reference Identification Qualifier	D9	Unique number assigned by the clearinghouse/submitter of claims.
Claim Identification Number For Clearing Houses and Other Transmission Intermediaries	REF02	Reference Identification	Self-Assigned	Clearinghouse Trace Number The value carried in this element is limited to a maximum of 20 positions.
Claim Note	NTE01	Note Reference Code	ADD	General claim notes/remarks must be submitted with this qualifier.
Claim Note	NTE02	Description	Claim Note Text	Claim notes/remarks

Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Individual or Organizational Name	NM101	Entity Identifier Code	71	71 - Attending Physician If this segment is submitted, then the REF01 and REF02 segments with the specified data requested must also be submitted.
Individual or Organizational Name	NM102	Entity Type Qualifier	1, 2	1 - Person 2 - Non-person Entity
Individual or Organizational Name	NM103	Name Last	Attending Physician's Last Name	Represents the Attending Physician's Last Name
Individual or Organizational Name	NM104	Name First	Attending Physician's First Name	Represents the Attending Physician's First Name
Individual or Organizational Name	NM108	Identification Code Qualifier	XX	XX – National Provider ID (NPI)
Individual or Organizational Name	NM109	Identification Code	NPI Number	Enter the attending provider's NPI number. **Please do not send dashes or leading zeroes. **
Attending Physician Secondary Identification	REF01	Reference Identification Qualifier	EI	Employer's Identification Number
Attending Physician Secondary Identification	REF02	Reference Identification	Attending Physician's Employer's Identification Number	The Employer's Identification Number must be sent when the provider's NPI is sent in the NM108/NM109 segment. . **Please do not send dashes or leading zeroes. Only send the 9 digit tax identification number**
Individual or Organizational Name	NM101	Entity Identifier Code	FA	FA -Facility If this segment is submitted, then the REF01 and REF02 segments with the specified data requested must also be submitted.
Individual or Organizational Name	NM102	Entity Type Qualifier	1, 2	2 - Non-person Entity
Individual or Organizational Name	NM103	Name Last or Organization Name	Facility Name	Represents the Facility's Name
Individual or Organizational Name	NM108	Identification Code Qualifier	XX	XX – National Provider ID (NPI)
Individual or Organizational Name	NM109	Identification Code	NPI	Enter the Facility's NPI. **Please do not send dashes or leading zeroes. **
Service Facility Secondary Identification	REF01	Reference Identification Qualifier	EI	Employer's Identification Number.
Service Facility Secondary Identification	REF02	Reference Identification	Service Facility Employer's Identification Number	The Employer's Identification Number must be sent when the provider's NPI is sent in the NM108/NM109 segment. **Please do not send dashes or leading zeroes. Only send the 9 digit tax identification number**

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Envelope/Section Label	Element	Description	Value Options for SummaCare	Description/Comments
Other Subscriber Information	SBR01	Payer Responsibility Sequence Number Code	See page 360 of IG	Usage of 'S' requires that 'P' be present Usage of 'T' requires that both 'P' and 'S' be present
Other Payer Name	NM108	Amount Qualifier Code	PI	Submitters are required to send all known information on other payers in this Loop ID-2330.
Other Payer Name	NM109	Other Payer Primary Identifier	Self-Assigned	This number must be identical to SVD01 (Loop ID-2430) for COB.
Service Line Number	LX01	Assigned Number		Any claim submitted that contains more than 85 service lines will be split into two claims by SummaCare for payment.
Institutional Service line	SV201	Product/Service ID	Revenue Code	Enter the service line revenue code
Institutional Service line	SV202-1	Product/Service ID Qualifier	HC	HC - health care financing administration common procedural coding system
Institutional Service line	SV202-2	Product/Service ID	Procedure Code	SummaCare requires the use of CPT and HCPCS from the current manuals to be compliant.
Institutional Service line	SV202-3	Procedure Modifier	Procedure Modifier 1	SummaCare considers the modifiers listed in the CPT and HCPCS manuals to be compliant. An anesthesia modifier must be used with any anesthesia service to correctly identify the service as anesthesia.
Institutional Service line	SV202-4	Procedure Modifier	Procedure Modifier 2	SummaCare considers the modifiers listed in the CPT and HCPCS manuals to be compliant. An anesthesia modifier must be used with any anesthesia service to correctly identify the service as anesthesia.
Institutional Service line	SV202-5	Procedure Modifier	Procedure Modifier 3	SummaCare considers the modifiers listed in the CPT and HCPCS manuals to be compliant. An anesthesia modifier must be used with any anesthesia service to correctly identify the service as anesthesia.
Institutional Service line	SV202-6	Procedure Modifier	Procedure Modifier 4	SummaCare considers the modifiers listed in the CPT and HCPCS manuals to be compliant. An anesthesia modifier must be used with any anesthesia service to correctly identify the service as anesthesia.
Institutional Service line	SV203	Monetary Amount	Line Item Charge Amount	The sum of the service lines charges reported in this field must be equal the Total Claim Charge Amount in Loop 2300, CLM02
Institutional Service line	SV204	Unit or Basis of Measurement Code	DA or UN	DA – Days UN - Units
Institutional Service line	SV205	Quantity	1-999	SummaCare accepts values greater than or equal to one The service unit count may not exceed 999. If the quantity exceeds 999 the claim will be rejected.

6 837 Institutional Claim Transaction Sample

6.1 Claim Scenario

On September 2, 2003, Jonathan Doe was experiencing pain in his leg and ankle. He was taken to Healthy Hospital for an x-ray of his foot and ankle. The hospital submitted the bill to their clearinghouse. The clearinghouse transmitted the claim to SummaCare in the 837I file format.

Claim Information

Claim Date: 9/18/2003

Claim Time: 9:33 am

Sender: Clearinghouse

Sender Electronic Transmitter ID: Type 46, 999999999

Receiver: SummaCare

Receiver Electronic Transmitter ID: Type 46 – 95202

Institutional Claim: 005010X223

Facility: Healthy Hospital

Facility TIN: 123456789

Provider Address: 789 Hospital Drive, Akron, OH 44308

Provider Phone Number: 330-555-5555

Patient: Jonathan Doe

Patient Address: 100 Patient RD Akron, OH 44308

Sex: M

Date of Birth: 2/5/1974

Patient ID: 98765432103

Group #: V99999

Patient Account #: 330866922

Diagnosis: Primary 719.7 – difficulty walking; Secondary 729.5 - pain in limb

Attending Physician: Dr. John Smith

Attending Physician TIN: 123456789

CPT Codes: 73610 – X-ray exam of ankle; 73630 – X-ray exam of foot

Revenue Codes: 320

Date of Service: 9/2/2003

6.2 837I – NPI Claim Example ANSI X12

ST*837*000000004*005010X223~
BHT*0019*00*1*20030918*0933*CH~
NM1*41*2*CLEARINGHOUSE*****46*999999999~
PER*IC*CLEARINGHOUSE*TE*8005555555~
NM1*40*2*SUMMACARE*****46*95202~
HL*1**20*1~
CUR*85*USD~
NM1*85*2*HEALTHY HOSPITAL***XX*1234567890~**
N3*789 HOSPITAL DRIVE~
N4*AKRON*OH*44308~
REF*EI*11122333~
PER*IC*HEALTHY HOSPITAL*TE*3305555555~
HL*2*1*22*0~
SBR*P*18*V99999*USPO*****CI~
NM1*IL*1*DOE*JONATHAN****MI*98765432103~
N3*100 PATIENT RD~
N4*AKRON*OH*44308~
DMG*D8*19740205*M~
NM1*PR*2*95202*****PI*95202~
CLM*330866922*583.70***13<A<1***Y*Y~
DTP*434*D8*20030902~
CL1*3*1*01~
AMT*C5*583.70~
REF*D9*091703003980700~
REF*EA*221109~
HI*BK:7917~
HI*BF:7295~
HI*BH:11<D8<20030902~
HI*BE:A3:::583.70~
NM1*71*2*SMITH*JOHN*****24*123456789~
REF*G2*1234~
LX*1~
SV2*0320*HC:73610*297.40*UN*1~
DTP*472*D8*20030902~
LX*2~
SV2*0320*HC:73630*286.30*UN*1~
DTP*472*D8*20030902~
SE*42*000000004~

7 Frequently Asked Questions – FAQ

1. What is Electronic Data Interchange?

Electronic Data Interchange (EDI) allows providers to submit claims, retrieve remittance advices and retrieve claim file acknowledgements from their computer system via modem and phone lines to the insurance carrier or clearinghouse.

2. How many claims do you currently receive electronically?

Approximately 84% of claims are received electronically.

3. Why submit claims electronically?

Electronic claims are not subject to postal delays, are faster and more accurate and claims may be transmitted 24 hours a day seven days a week.

4. Which claims may be submitted electronically?

We accept all claims electronically. However, if you are submitting a claim with an attachment such as Explanation of Benefits or other supporting documentation, then you must submit the claim with the attachment on paper and indicate that an attachment is coming. See section 5.2.3 on how to indicate attachments.

5. Do you accept secondary claims electronically?

We accept secondary claims electronically. However, the Explanation of Benefits information is required. It may be either sent with the claim electronically, detailing the COB information at the line level or an attachment will need to be indicated and sent via mail.

6. Will SummaCare reject claims submitted electronically without the NPI number?

Yes, unless the claim is submitted with a Taxonomy exception..

7. Are providers required to register their NPI with SummaCare prior to sending NPI on electronic claim transactions?

No. We will not employ a registration system for the NPI number. However, SummaCare encourages all providers to obtain their NPI and to share it. If you have your NPI number and have not yet communicated it to us, please do so by:

- Sending an e-mail to contactproviderservices@summacare.com. Please include your name, SummaCare RNPI number(s), tax identification number(s) (TIN), and NPI number(s).
- Downloading the [NPI Submission Form](#) from our website: www.summacare.com. Please click on the "Provider" section.
- Calling Provider Support Services at 800-996-8401.
- Contacting your Provider Relations Representative.