About Us / Introduction

Welcome to the BlueCross BlueShield of South Carolina EDI Gateway. This document offers instructions for submitting electronic transmissions to the BlueCross commercial lines of business and PGBA TRICARE. It includes information about our trading partner enrollment process, gateway connectivity options and HIPAA transactions specifics.

EDI Gateway processes electronic transactions for the following BlueCross subsidiaries:

Healthcare Payers
BlueCross BlueShield of South Carolina
BlueChoice® HealthPlan
Instil Health
PGBA, LLC (TRICARE)

Third Party Administrators
Carolina Benefit Administrators
Employee Benefit Administrators
Planned Administrators, Incorporated
Thomas H. Cooper & Company

Companion Companies
Companion Life Insurance Company

EDI Gateway's production environment is accessible 24 hours a day, seven days a week, with the exception of weekly maintenance performed Sundays between 3:00 p.m. – 10:00 p.m. EDI Gateway's test environment is accessible Monday through Saturday 5:00 a.m. – 10:00 p.m.

We send notifications of EDI Gateway outages to trading partners via e-mail. We generally send notifications of scheduled outages with two days prior notice. We send notifications of unscheduled outages as quickly as the outage is reported.

Please call the BlueCross Technology Support Center at 803-736-5980 or 1-800-868-2505 with questions or to report problems.

Additional information is available via the Internet at www.SouthCarolinaBlues.com for BlueCross' lines of business and www.MyTRICARE.com for PGBA, LLC (TRICARE).

Trading Partner Enrollment

Trading Partner Enrollment Form

The purpose of the *BlueCross EDIG Trading Partner Enrollment Form* is to enroll providers, software vendors, clearinghouses and billing services as trading partners and recipients of electronic data. It is important you follow these instructions, and complete all the required information. We will return incomplete forms to the applicant, which could delay the enrollment process.

The enrollment form can be found at the back of this manual in the Appendix and is also available via the Internet at http://www.southcarolinablues.com/enrollmentform. You should complete enrollment forms electronically. Use your **TAB** key to move forward through the form fields or click your cursor in a desired field or box. Be sure to save the file after you have completed the form.

If you are a prospective BlueCross commercial, BlueChoice® HealthPlan, or Instil Health payer trading partner, print and mail a hard copy of the completed form to:

BlueCross BlueShield of South Carolina
Technology Support Center: EDI Enrollment
I-20 at Alpine Road, AA-E05
Columbia, SC 29219

If you are a prospective PGBA LLC (TRICARE) trading partner, e-mail the completed form to edig.ops@PalmettoGBA.com. Or, you can fax a copy to (803) 763-4954 or print and mail a hard copy to:

Palmetto GBA
Attention: EDIG Operations, AG-280
2300 Springdale Drive, Building One
Camden, SC 29020-1728

EDIG Operations will acknowledge receipt of your enrollment form via e-mail within four business days.

This table will help trading partners complete the enrollment form:

Form Field Name	Instructions for Field Completion	Req.
Date	Enter today's date.	1 2 3
Action Requested:	Indicate the action to be taken on the enrollment form. Note: Depending on the requested action, different fields of this form are required. These are identified in the column at right.	
New Trading Partner ID	1. To apply for a new Trading Partner ID, check **New Trading Partner ID**.	1
Change	2. To change Trading Partner information, check **Change**.	2
Cancel	3. To cancel your enrollment, check **Cancel**.	3
Trading Partner Name	Enter the name of the entity that will be submitting/receiving electronic transactions with BlueCross EDIG.	1 2 3

Form Field Name	Instructions for Field Completion	Req.
Trading Partner ID	The Trading Partner ID is assigned by BlueCross EDIG to identify trading partners to our system.	2 3
Federal Tax ID #	Enter the trading partner's Federal Tax Identification Number.	1
Type of Business	Select the type of primary business the trading partner conducts. If you check "Other," indicate the type of business on the line provided.	1
Line of Business	Check one box per enrollment form indicating if transactions are BlueCross Commercial or TRICARE.	1
Start Date	Indicate, in mm/dd/ccyy format, the date the trading partner plans to begin transaction testing with BlueCross EDIG.	1
End Date	If you are using this form to cancel an account, indicate, in mm/dd/ccyy format, the date the trading partner intends to terminate its trading partner account.	3
Compression	If you wish your files to be downloaded in a compressed format, check **PKZIP** or **UNIX**. If not, check **No Compression**.	1
Protocol	Check the preferred communication method. If ASYNC dial-up is checked, then specify the product. If Other is checked, please specify.	1
Service Address	Enter the trading partner's complete address (including street, city, state and ZIP) that is the physical location for your business.	1 2
Billing Address	If different from the service address, enter the trading partner's billing (or mailing) address (including street, city, state and ZIP).	1 2
Primary Contact Information	The name, e-mail address, telephone number and fax number of the trading partner's primary contact. This is the person BlueCross EDIG will contact if there are questions regarding the enrollment or future questions about the account.	1 2
Technical Contact Information	The name, e-mail address, telephone number and fax number of the trading partner's technical contact. This is the person BlueCross EDIG will contact if there are technical questions or problems.	1 2
After Hours Technical Contact Information	The name, e-mail address, telephone number and fax number of the trading partner's after hours technical contact. This is the person BlueCross EDIG will contact if there are technical questions or problems after normal business hours.	1 2
On-Call Technical Contact Information	The name, e-mail address, telephone number and fax number of the trading partner's on-call technical contact. This is the person BlueCross EDIG will contact if there are technical questions or problems after normal business hours and is unable to contact the After Hours Technical Contact.	1 2
Transaction Volume Estimates	Mark yes (Y) or no (N) for each mode. If you mark yes, indicate the average number of transactions you anticipate submitting each week.	1

Enrollment Testing Procedures

There are fewer problems with trading partner exchange of electronic transactions in the production environment when you conduct testing. EDI Gateway requires trading partners test every transaction for every payer prior to approval for production status. This testing includes security validation, connectivity, compliance (for HIPAA X12N transactions) and front-end payer edits when available in the test environment.

The following must be performed for each different transaction type that a trading partner is approved to submit to EDIG.

Test Plan	EDIG and the trading partner will agree to a predefined set of test data with expected results. The matrix will vary by transaction and trading partner. Also, we will develop a plan for test to production transition that considers volume testing and transaction acceptance ratios.
Connectivity	You will find EDIG supported connectivity protocols in the "Connectivity" topic in this section. This first level of testing is complete when the trading partner has successfully sent to and received from EDIG a test file via one of the EDIG supported connectivity options.
Security	EDIG will validate approved trading partners are submitting transactions allowed per our enrollment applications.
Data Integrity	When HIPAA X12 transactions are transmitted, data integrity is determined by X12 and HIPAA Implementation Guide (IG) compliance edits performed by EDIG's translator. Testing cannot progress until a trading partner's data receives no compliance edit errors. EDIG expects there may be an occasional situation where a trading partner's translator IG compliance interpretation differs from our translator. We will work with our trading partner to resolve such differences on an individual basis. EDIG returns transmission acknowledgement and edit result response transactions from this process. The trading partner should correct transactions reported as errors and resubmit them.
Acknowledgement / Response Transactions	Trading partners must demonstrate the ability to receive acknowledgement and response transactions (see page 36 & 37) from EDIG. EDIG expects trading partners will also implement balancing or reconciliation processes and report transmission discrepancies to us immediately.
Results Analysis	EDIG and the trading partner will review acknowledgement and response transactions for consistency with the predefined expected results.

Payer Testing

Depending on the line of business and transaction, the payer may require additional testing. If so, EDIG Operations will inform the trading partner when test plans are discussed.

Transition from Test to Production Status

When test results have satisfied the test plan, we will change the trading partner's submission status from test to production. At this time, the trading partner can begin to send production transaction data to EDIG.

Privacy

EDIG and our trading partners are committed to protecting the privacy of patient information. When sending sensitive data (i.e., names, patient ID numbers, date of birth, etc.) via the Internet to EDIG Operations for research, please zip and password protect files.