



## **Companion Guide**

### **ASC X12N 277 (005010X213) Health Care Claim Request for Additional Information**

**Version 2  
April 2016**

**Preface**

The Cigna Companion Guide supplements the HIPAA ASC X12N 277 (005010X213) Implementation Guide for Health Care Claim Status Request for Additional Information.

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## **1. INTRODUCTION**

### **1.1. SCOPE**

This Companion Guide has been designed to describe to Cigna's trading partners the format and data content of the 277 Health Care Claim Status Request for Additional Information transaction in the Electronic Data Interchange (EDI) environment.

### **1.2. OVERVIEW**

This Companion Guide will replace, in total, the previous Cigna Companion Guide for the 277 Health Care Claim Status Notifications. This Companion Guide has been written to assist you in designing and implementing 277RFAI transactions to meet Cigna's processing standards. The Cigna Companion Guide identifies key data elements from the transaction set that we request you provide to us as well as key data elements from the transaction set that Cigna will provide to you. The recommendations made are to enable you to more effectively receive 277RFAI transactions.

### **1.3. REFERENCES**

This document is a companion to the ASC X12N Implementation Guide (005010X213) 277 Health Care Claim Status Request for Additional Information.

## 2. GETTING STARTED

### 2.1. WORKING WITH CIGNA

Cigna trading partners must have an active trading partner agreement. If a third-party has been elected to perform electronic transactions, additional trading partner information may be required for setup.

Trading partners who have an active trading partner agreement are given IDs and a URL to access the Cigna Technical Assessment Tool.

If you have additional questions please contact Cigna at this email address:

**EDIEscalatedRequests@Cigna.com**

### 2.2. TRADING PARTNER REGISTRATION

All trading partners who wish to receive 277 RFAI Request for Additional Information from Cigna via the ASC X12 277 (Version 005010X213) must work with CIGNA to establish connectivity. Upon successful connectivity CIGNA will begin system testing with each Trading Partner.

### 2.3. SYSTEM AVAILABILITY AND DOWNTIME

The 277RFAI will be transmitted at the time chosen by the trading partner. To allow for maintenance, the transactions may be unavailable on the first and third Sundays of the month from 6:00 p.m. until 10:00 p.m. EST. Batch files are queued for processing after the release window completes.

## 3. CONNECTIVITY WITH THE PAYER / COMMUNICATIONS

### 3.1. SYSTEM AVAILABILITY

The 277RFAI will be transmitted at the time chosen by the trading partner. To allow for maintenance, the transactions may be unavailable on the first and third Sundays of the month from 6:00 p.m. until 10:00 p.m. EST. Batch files are queued for processing after the release window completes.

### 3.2. PROCESS FLOWS

Cigna trading partners must have an active trading partner agreement. If a third-party has been elected to perform electronic transactions, additional Trading Partner information may be required for setup.

Cigna will send a 277RFAI to trading partners that are registered to receive the 277RFAI and submit 837 transactions to Cigna.

All trading partners who wish to receive 277 RFAI Request for Additional Information from Cigna via the ASC X12 277 (Version 005010X213) will be outreached by CIGNA. CIGNA will work with each Trading Partner to establish connectivity. Upon successful connectivity CIGNA will begin system testing with each Trading Partner.

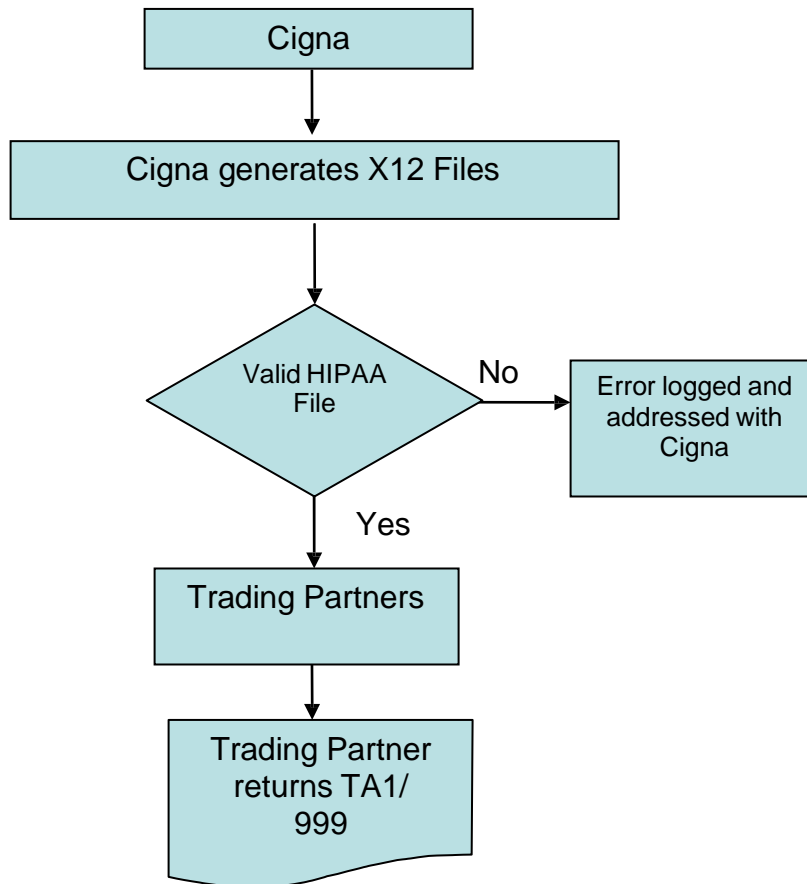
Trading partners should submit transactions according to current guidelines. Any questions regarding transmission must be submitted to Cigna EDI Customer Service at **EDIEscalatedRequests@Cigna.com**.

After establishing a transmission method, each trading partner must successfully complete testing. Information on this phase is provided in the next section of this companion guide.

#### 3.2.1. TRADING PARTNER TESTING

Before receiving outbound production files, each trading partner should test to ensure they can successfully process a Cigna HIPAA compliant X12 file. First, trading partners will download outbound X12 files from the self-service Cigna Validation Tool. Next, trading partners will run the test files in their system to ensure that the file processes as expected.

## Batch Submission Flow



### 3.3. TRANSMISSION ADMINISTRATIVE PROCEDURES

The 277RFAI transaction is only sent when a claim is pended and requires additional information from the health care professional. The 277RFAI will be transmitted at the time of the day as chosen by Trading Partner.

#### 3.3.1. RE-TRANSMISSION PROCEDURE

Retransmission of RFAI must use a new file name to avoid rejection for duplicate submission.

### 3.4. COMMUNICATION PROTOCOL SPECIFICATIONS

Communication Protocol Specifications are not required for Batch Processing.

### 3.5. SECURITY AND AUTHENTICATION REQUIREMENTS

#### TRADING PARTNER SET UP REQUEST FORM

Trading partners who have an active trading partner agreement are given IDs, passwords, and a URL to access the Cigna Technical Assessment Tool. Trading Partners will complete a minimum of three technical assessments to provide Cigna with their contact information, desired connectivity method, and transaction-specific information.

Trading partners should submit transactions according to current guidelines. Any questions regarding transmission must be submitted to Cigna EDI Customer Service.

Cigna offers the following transmission methods for securely exchanging batch transactions using the Cigna Gateway:

SFTP/SSH-2 (PGP encryption optional)

FTP/s SSL (PGP encryption optional)

AS2

VPN

HTTP/HTTPS

Connect:Direct (NDM)

**Please Note:** These are Cigna Standard offerings. If these methods cannot be applied, contact the Cigna Trading Partner Management help desk at [CHCTradingPartnerManagement@Cigna.com](mailto:CHCTradingPartnerManagement@Cigna.com) to schedule a meeting with a Cigna TPM representative.

After establishing a transmission method, each trading partner must successfully complete testing. Information on this phase is provided in the next section of this companion guide.

Before submitting production inbound files, each trading partner should be tested.

Trading partners should test by uploading inbound X12 files to the self-service Cigna HIPAA Validation Tool. The tool analyzes files and generates reports listing any HIPAA validation errors encountered. Once test files successfully pass the Cigna HIPAA Validation Tool, trading partners should proceed to the next step to test a file through the Cigna system.

Trading partners should test by submitting inbound X12 files and receiving validation from Cigna that the data in the file processes as expected. Trading partner testing includes HIPAA compliance testing as well as validating the use of conditional, optional, and mutually defined components of the transaction.



## **4. CONTACT INFORMATION**

### **4.1. EDI CUSTOMER SERVICE**

Most questions can be answered by referencing this Companion Guide. If you have additional questions related to Cigna's 277RFAL transactions, contact the Claim Intake Team for reporting of 5010 status/issues: [EDIEscalatedRequests@Cigna.com](mailto:EDIEscalatedRequests@Cigna.com)

### **4.2. EDI TECHNICAL ASSISTANCE**

For technical questions related to Cigna's 277RFAL transactions, contact the Customer Support Center at 1.800.794.4954.

### **4.3. PROVIDER SERVICE NUMBER**

Contracting, Provider Service and Credentialing questions, contact 1.800.88Cigna (882.4462).

### **4.4. APPLICABLE WEBSITES / E-MAIL**

For information about Cigna policies, coverage positions and claim edits access the secure provider website at [www.cignaforhcp.com](http://www.cignaforhcp.com). Registration is required.

## 5. CONTROL SEGMENTS / ENVELOPES

### ST – SE (277)

This section indicates the beginning and the ending of a transaction set and provides the count of the transmitted segments including the beginning (ST) and ending (SE) segments. These segments also provide a Transaction Set Control Number which must be identical in each segment.

Segment ID	Element ID	Name	Code	Definition of Code / Notes
ST		Transaction Set Header		
	ST01	Transaction Set Identifier Code	'277'	Health Care Information Status Notification
	ST02	Transaction Set Control Number	<Transaction Set Control Number>	Transaction Set Control Number assigned by Cigna. The transaction set control numbers in ST02 and SE02 must be identical.
	ST03	Implementation Convention Reference	'005010X213'	Always matches GS08
SE		Transaction Set Trailer		
	SE01	Transaction Segment Count	<Total Segments>	Total number of segments included in a transaction set including ST and SE segments
	SE02	Transaction Set Control Number	<Transaction Set Control Number>	Transaction Set Control Number assigned by Cigna

### BHT (277)

To define the business hierarchical structure of the transaction set and identify the business application purpose and reference data, i.e., number, date, and time

Segment ID	Element ID	Name	Code	Definition of Code / Notes
BHT				
	BHT01	Hierarchical Structure	0085	Code indicating the hierarchical application structure of a transaction set
	BHT02	Transaction Set Purpose Code	'48	Code identifying purpose of transaction set
	BHT03	Reference Identification	Concatenate the current date in CCYYMMDD format with the current time in HHMM format to create a value in the format of – CCYYMMDDHHMM i.e. – 201602121804	Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier <b>SEMANTIC:</b> BHT03 is the number assigned by the originator to identify the transaction within the originator's business application system.
	BHT04	Date		Date expressed as CCYYMMDD where CC represents the first two digits of the
	BHT05	Time	Current time in the format – HHMMSS	Time expressed in 24-hour clock time as follows: HHMM, or HHMMSS, or
	BHT06	Transaction Type Code	RQ	Code specifying the type of transaction

## 6. PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

Cigna will send a 277RFAI to trading partners that are registered to receive the 277RFAI and submit 837 transactions to Cigna. If the claim is pended requiring additional information from the health care professional, a 277RFAI will be sent to the trading partner.

Cigna strongly encourages any trading partner that submits 837s to Cigna to accept the 277RFAI in order to provide the health care professional with the most complete claim status.

## 7. TRADING PARTNER AGREEMENTS

Trading Partner Agreements for existing Partners are currently on file with Cigna. For new Trading Partners please contact: **EDIEscalatedRequests@Cigna.com**

## 8. TRANSACTION SPECIFIC INFORMATION (LOOPS)

A Transaction Loop is a group of related segments. Cigna specific values are required for the elements which comprise the segments for the 277 Transaction Loops. The following section identifies these loops, their segments and their required element values:

### LOOP 2100A (277) – PAYER NAME

Loop	Segment	Element	Name	Code	Definition of Code
2100A	NM1	NM101	Entity Identifier Code	PR	Payer Loop
2100A	NM1	NM102	Entity Type Qualifier	2	Payer Loop
2100A	NM1	NM103	Payer Name		Individual last name or organizational name
2100A	NM1	NM108	Identification Code Qualifier	'PI'	PI: Payer Identification Code Qualifier
2100A	NM1	NM109	Payer Identifier	'06-0303370'	Payer Identifier for Cigna

### LOOP 2100B (277) – INFORMATION RECEIVER NAME

Loop	Segment	Element	Name	Code	Definition of Code
2100B	NM1	NM101	Entity Identifier Code	41	INFORMATION RECEIVER LOOP
2100B	NM1	NM102	Entity Type Qualifier		INFORMATION RECEIVER LOOP
2100B	NM1	NM103	Information Receiver Last or Organization Name		INFORMATION RECEIVER LOOP
2100B	NM1	NM104	Information Receiver First Name		INFORMATION RECEIVER LOOP
2100B	NM1	NM105	Information Receiver Middle Name		INFORMATION RECEIVER LOOP
2100B	NM1	NM108	Identification Code Qualifier	46	INFORMATION RECEIVER LOOP
2100B	NM1	NM109	Information Receiver Identification Number		INFORMATION RECEIVER LOOP

**LOOP 2100C (277) – SERVICE PROVIDER NAME**

Loop	Segment	Element	Name	Code	Definition of Code
2100C	NM1	NM101	Entity Identifier Code	1P	SERVICE PROVIDER LOOP
2100C	NM1	NM102	Entity Type Qualifier		SERVICE PROVIDER LOOP
2100C	NM1	NM103	Provider Last or Organization Name		SERVICE PROVIDER LOOP
2100C	NM1	NM104	Provider First Name		SERVICE PROVIDER LOOP
2100C	NM1	NM105	Provider Middle Name		SERVICE PROVIDER LOOP
2100C	NM1	NM107	Provider Name Suffix		SERVICE PROVIDER LOOP
2100C	NM1	NM108	Identification Code Qualifier		SERVICE PROVIDER LOOP
2100C	NM1	NM109	Provider Receiver Identification Number		SERVICE PROVIDER LOOP

**LOOP 2100D (277) – PATIENT LOOP**

Loop	Segment	Element	Name	Code	Definition of Code
2100D	NM1	NM101	Entity Identifier Code	QC	Patient loop
2100D	NM1	NM102	Entity Type Qualifier	1	Patient loop
2100D	NM1	NM103	Patient Last or Organization Name		Patient loop
2100D	NM1	NM104	Patient First Name		Patient loop
2100D	NM1	NM105	Patient Middle Name		Patient loop
2100D	NM1	NM107	Patient Name Suffix		Patient loop
2100D	NM1	NM108	Identification Code Qualifier	MI	Patient loop
2100D	NM1	NM109	Patient Identification Number		Patient loop

**LOOP 2200D (277) – PAYER CLAIM CONTROL NUMBER**

Loop	Segment	Element	Name	Code	Definition of Code
2200D	TRN	TRN01	Trace Type Code	1	Code identifying which transaction is being referenced
2200D	TRN	TRN02	Payer Claim Control Number	ACNGenerator	Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier

**REF SEGMENTS**

Loop	Segment	Element	Name	Code	Definition of Code
2200D	REF	REF01	REF - PATIENT CONTROL NUMBER	QC	Reference Identification Qualifier
2200D	REF	REF02	REF - PATIENT CONTROL NUMBER	1	Patient Control Number
2200D	REF	REF01	REF - INSTITUTIONAL TYPE OF BILL		Reference Identification Qualifier
2200D	REF	REF02	REF - INSTITUTIONAL TYPE OF BILL		Reference Identification
2200D	REF	REF01	REF - MEDICAL RECORD IDENTIFICATION NUMBER		Reference Identification Qualifier
2200D	REF	REF02	REF - MEDICAL RECORD IDENTIFICATION NUMBER		Medical Record Identification Number
2200D	REF	REF01	REF - CLAIM IDENTIFIER NUMBER FOR CLEARINGHOUSE AND OTHER TRANSMISSION INTERMEDIARIES	D9	Constant
2200D	REF	REF02	REF - CLAIM IDENTIFIER NUMBER FOR CLEARINGHOUSE AND OTHER TRANSMISSION INTERMEDIARIES		Required for claims when D9 claim number was received on the claim.

Loop	Segment	Element	Name	Code	Definition of Code
2220D	REF	REF01	Reference Identification Qualifier	'FJ'	
2210D	REF	REF02	Line Item Control Number		
2210D	DTP	DTP01	Date/Time Qualifier	'472'	
2210D	DTP	DTP02	Date Time Period Format Qualifier	Date/Time	
2210D	DTP	DTP03	Service Line Date	Date/Time	

## 9. APPENDICES

### 9.1. IMPLEMENTATION CHECKLIST

Trading Partners will be provided with an active ID and password, and a URL.

### 9.2. BUSINESS SCENARIO

When one line or many lines within a claim are pended for additional information, the claim status will be pended. If the claim is pended requiring additional information from the health care professional, a 277RFAI will be sent to the trading partner. See Transmission Example in Appendix 3 for an example of a 277RFAI for a claim that was pended requiring additional information from the health care professional.

### 9.3. TRANSMISSION EXAMPLE

Transmission Example for the 277RAI is currently under construction.

### 9.4. TRADING PARTNER SET UP REQUEST FORM

Trading partners who have an active trading partner agreement are given IDs, passwords, and a URL to access the Cigna Technical Assessment Tool. Trading Partners will complete a minimum of three technical assessments to provide Cigna with their contact information, desired connectivity method, and transaction-specific information.

Trading partners should submit transactions according to current guidelines. Any questions regarding transmission must be submitted to Cigna EDI Customer Service.

## 9.5. ROLES AND ESPONSIBILITIES

### Trading Partner

- Provide CIGNA with accurate contact information
- Complete the Technical assessments. This information will be used to set the trading partner up in the system.
- Coordinate testing with CIGNA for the communication option selected.

### CIGNA

- The CIGNA Trading Partner Management team will contact your trading partner regarding any connectivity set-up/testing.
- Trading Partner communications of actual production date.
- Install changes based upon the pre-established CIGNA production release procedures.

### Cigna Business Area/Application Technical Support

Completion of data testing as needed.

## 9.7. CHANGE SUMMARY

This section describes the differences between the current Companion Guide and previous guide(s).

Date	Version	Description	Author
04/19/2016	1.0	Initial Version	Gurina Bajai
04/22/2016	2.0	Changes based on input from Sandra Swyers	Gurina Bajai