

## About Us/Introduction

Welcome to the BlueCross® BlueShield® of South Carolina EDI Gateway. This document gives instructions for submitting electronic transmissions to the BlueCross BlueShield of South Carolina 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 these companies:

### Health Care Payers

BlueCross BlueShield of South Carolina  
BlueChoice HealthPlan  
PGBA, LLC (TRICARE)

### Third Party Administrators

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

On behalf of BlueCross BlueShield of South Carolina, Carolina Benefit Administrators, Employee Benefit Administrators, Planned Administrators, Inc. (PAI) and Thomas H. Cooper and Company provide third party administration services. Carolina Benefit Administrators, Employee Benefit Administrators, PAI and Thomas H. Cooper and Company are separate companies.

### Companion Companies

Companion Life Insurance Company

Companion Life is a separate life insurance company that does not offer BlueCross BlueShield of South Carolina products. These services are offered by Companion Life, not BlueCross BlueShield of South Carolina. BlueCross BlueShield of South Carolina has no responsibility for these services.

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 p.m. and 10 p.m. EDI Gateway's test environment is accessible Monday through Saturday from 5 a.m. to 10 p.m.

We send notifications of EDI Gateway outages to trading partners via email. 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 BlueShield of South Carolina Technology Support Center at 803-736-5980 or 800-868-2505 with questions or to report problems.

Additional information is available online at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) for BlueCross BlueShield of South Carolina's lines of business and [www.MyTRICARE.com](http://www.MyTRICARE.com) for PGBA, LLC (TRICARE).

# Trading Partner Enrollment

The purpose of the BlueCross® BlueShield® of South Carolina 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 is in the Appendix of this manual and is also available online at the [HIPAA Critical Center](#). 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 BlueShield of South Carolina commercial or BlueChoice® HealthPlan 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, email the completed form to [EDIG.OPS@PalmettoGBA.com](mailto:EDIG.OPS@PalmettoGBA.com). You can also 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

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 <b>New Trading Partner ID</b> .	1
Change	2. To change Trading Partner information, check <b>Change</b> .	2
Cancel	3. To cancel your enrollment, check <b>Cancel</b> .	3
Trading Partner Name	Enter the name of the entity that will be submitting/receiving electronic transactions with BlueCross BlueShield of South Carolina EDIG.	1 2 3
Trading Partner ID	EDIG assigns the Trading Partner ID to identify trading partners in 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 BlueShield of South Carolina Commercial or PGBA TRICARE.	1

Form Field Name	Instructions for Field Completion	Req.
Start Date	Indicate, in mm/dd/ccyy format, the date the trading partner plans to begin transaction testing with BlueCross BlueShield of South Carolina 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 to download your files in a compressed format, check <b>PKZIP</b> or <b>UNIX</b> . If not, check <b>No Compression</b> .	1
Protocol	Check the preferred communication method. If you select <b>Secure FTP or VPN</b> , complete and return the "SFTP/VPN Customer Parameter Survey" and attach your public key ID file to your email. If you select <b>TCPIP via VPN</b> , complete and return the "BlueCross BlueShield of South Carolina Commercial TCPIP via VPN Customer Connectivity Parameter Survey" and/or the "PGBA TRICARE TCPIP via VPN Customer Connectivity Parameter Survey." If you select <b>NDM</b> , complete the "BlueCross BlueShield of South Carolina Commercial NDM Customer Connectivity Parameter Survey" and/or the "PGBA TRICARE NDM Customer Connectivity Parameter Survey." All Customer Connectivity Parameter Survey forms are in the Appendix of this manual. Please complete and return the form to EDIG.SUPPORT@PalmettoGBA.com.	1
Service Address	Enter the trading partner's complete address (including street, city, state and ZIP). This address must be 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's Information	The name, email address, telephone number and fax number of the trading partner's primary contact. This is the person BlueCross BlueShield of South Carolina EDIG will contact if there are questions regarding the enrollment or future questions about the account.	1 2
Technical Contact's Information	The name, email address, telephone number and fax number of the trading partner's technical contact. This is the person BlueCross BlueShield of South Carolina EDIG will contact if there are technical questions or problems.	1 2
After Hours Technical Contact's Information	The name, email address, telephone number and fax number of the trading partner's after hours technical contact. This is the person BlueCross BlueShield of South Carolina EDIG will contact if there are technical questions or problems after normal business hours.	1 2
On-Call Technical Contact's Information	The name, email address, telephone number and fax number of the trading partner's on-call technical contact. This is the person BlueCross BlueShield of South Carolina EDIG will contact if there are technical questions or problems after normal business hours when it 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.

These tests must be performed for each different transaction type that a trading partner is approved to submit to EDIG:

<b>Test Plan</b>	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 a test to production transition that considers volume testing and transaction acceptance ratios.
<b>Connectivity</b>	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.
<b>Security</b>	EDIG will validate approved trading partners are submitting transactions allowed per our enrollment applications.
<b>Data Integrity</b>	<p>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 in which 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.</p> <p>EDIG returns transmission acknowledgement and edit&lt;&lt;s?&gt;&gt; result response transactions from this process. The trading partner should correct transactions reported as errors and resubmit them.</p>
<b>Acknowledgement / Response Transactions</b>	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.
<b>Results Analysis</b>	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.