Understanding the 277 Claims Acknowledgement (277CA) Transaction

Frequently Asked Questions

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What is the 277 Claims Acknowledgement (277CA)?

- The purpose of the 277CA is to provide a claim-level acknowledgement in response to the submission and receipt of an X12 837 transaction, submitted via the Incedo Provider Portal (IPP) or through your clearinghouse.

- This transaction provides a standard method of reporting acknowledgements for claims. The application acknowledgement identifies claims that are accepted for adjudication, as well as those that are not directly accepted (Incedo Exception).

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What are the benefits of using the 277CA?

The 277CA gives providers visibility into the status of individual claims submitted in an 837 early in the process, prior to adjudication. The 277CA reports on the status of every claim submitted on the 837 and will provide one of the following statuses for each individual claim line:

- **Accepted -** These claims have been successfully accepted into the system and will move forward for adjudication (which may result in payment or denial).

- **Rejected -** These claims have triggered a processing issue and require Optum Maryland manual intervention. The rejection status on the 277CA does not necessarily mean that the claim will be rejected, and it does not indicate the final status of the claim (paid, denied, or rejected).

  - Claims that are ultimately accepted into the system (and either paid or denied) will appear on the PRA
  - Claims that are ultimately rejected from the system will appear on the Claims Rejection Report

- **Please do not resubmit rejected claims until the final adjudication status is received.**

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What is the sequence of events for activation and testing?

The following is the sequence of events for providers who are interested in testing.

Requesting	Activation	Internal Provider Testing	Acceptance	Support
EDI survey respondents will be activated automatically. The 277CA can be requested by emailing omd_edisupport @optum.com for providers who do not use a clearinghouse or did not complete the survey. Further details for requesting the 277CA can be viewed on slides 6 and 7.	The 277CA is activated at the Incedo provider number level in the production environment. Optum Maryland will activate all Incedo provider numbers associated with the organization's TIN. Further instructions for requesting activation can be viewed on the next slide.	Providers will start receiving 277CAs and will use these files to conduct their own internal testing.	Providers can contact omd_edisupport @optum.com to verify results and offer feedback after activation.	Providers who move their 277CA into production mode must notify omd_edisupport @optum.com. OMD EDI will move provider into support channel.

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What is the process for activation, requesting and receiving the 277CA?

Providers who submit claims through a clearinghouse:

- Should coordinate with their clearinghouse to ensure delivery of the 277CA.

Providers who do not submit claims through a clearinghouse:

- Should send a request to omd_edisupport@optum.com for activation.
  - When submitting the request to the EDI Support team, please supply the following information in the email: TIN number, organization name, point of contact, email address, and phone number.

- Upon receipt of the request, the EDI Support team will activate the provider's 277CA within 72 hours. Once the EDI Support team has activated the Incedo provider numbers associated with their TIN number(s), the team will confirm activation with the provider via email.

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What is the process for activation, requesting and receiving the 277CA? (Continued)

- Once activated, providers will then be able to submit 837 files and will receive a 277CA transaction within 8 hours. The 277CA will be delivered to the provider's "download" folder in their IPP account. Depending on the volume of files being received, it could take up to 8 hours to receive this transaction after a file is submitted.

- See slides 8 and 9 for instructions on how to download your 277CA transaction.

Please note:

- **Providers who completed the EDI survey will be activated automatically** and will not need to send a request for activation to the EDI Support team.

- Providers will not receive a 277CA if there are processing issues with their 837 batch. EDI processing errors are communicated in the 999 and/or the EDI support team contacts you.

    o Providers can reference the *Understanding the 999 Functional Acknowledgement Quick Reference Guide* to view examples of processing errors.

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How can I download the 277CA in Incedo?

Providers who do not use a clearinghouse can obtain the 277CA under their corresponding "download" folder associated with the login that was used when submitting 837 files under.

Providers can download and access the 277CA by completing the following steps:

1. Log into the Incedo Provider Portal and go to the "download" screen, listed under the "file transfer" drop-down tab.
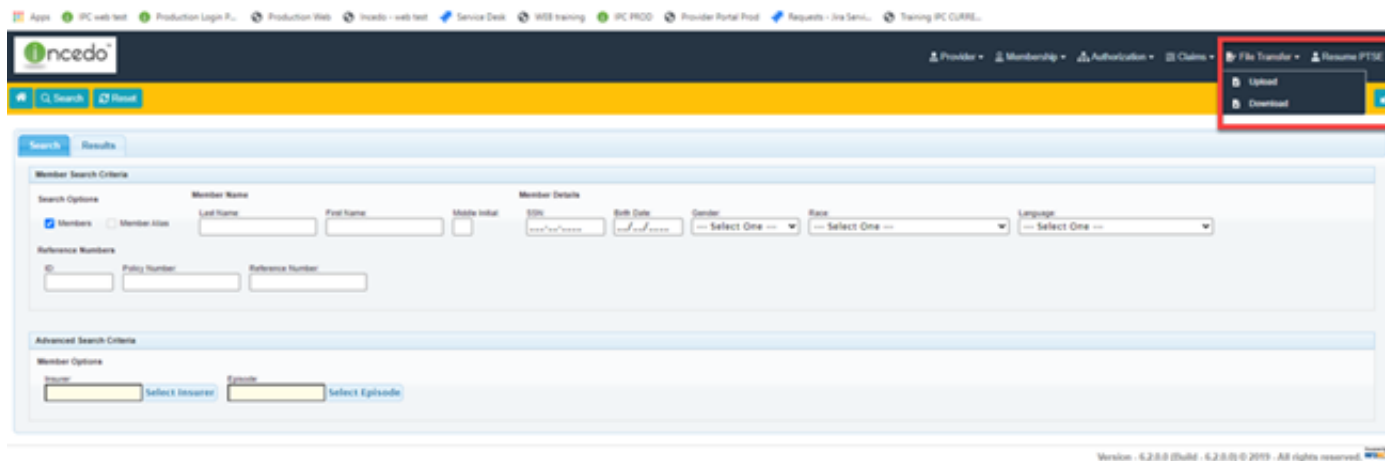
How can I download the 277CA in Incedo? (Continued)

2. In the "download folder," you will see all items that have not been downloaded (downloading means clicking on the file and opening/saving it).

3. There is a checkbox to display items already downloaded. This checkbox defaults to "unchecked" and will only show new items that have not been downloaded. Check the box to view all items; both new and those already downloaded.
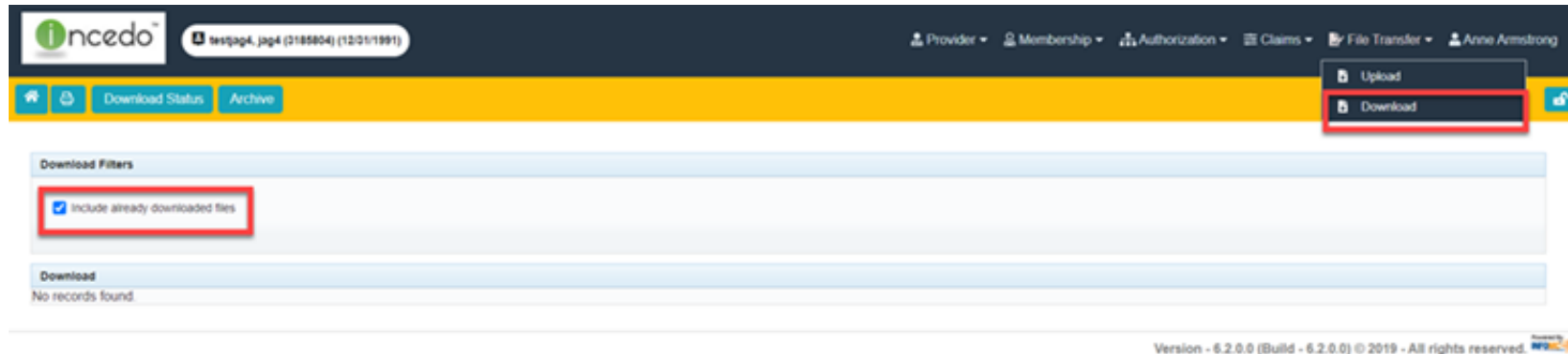
When can I expect to receive the 277CA?

- Once activation is completed, providers will receive their first 277CA transaction after submission of the first 837 files.

- Depending on the volume of files being received, it can take up to 8 hours to receive this transaction after a file is submitted.

- Note – you will not receive a 277CA if there are processing issues with your 837 files. EDI processing errors are communicated in the 999 and/or the EDI support team contacts you.

  o Providers can reference the *Understanding the 999 Functional Acknowledgement Quick Reference Guide* to view examples of processing errors.

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What does the 277CA look like?

- Although the 277CA is an industry-standard transaction, the appearance may vary depending on the following:
  - o Whether there were rejected claims
  - o How many files of claims were sent
  - o Your software vendor's programming (i.e., Electronic Medical Record, Provider Management System)

- Providers can contact their software vendor or clearinghouse (if applicable) to inquire about a reader-friendly version of the 277CA transaction.

- Providers can view the Health Care Claims Status Codes in the STC segments on the transaction, explaining the acceptance or rejections of the claims.

What does the 277CA look like? (Continued)

- Naming format of the 277CA:
  277_ProvID#ProviderName_DateFileSubmitted_TimeCompleted.txt

Additional 277CA industry-standard resources are available through the Washington Publishing Company's (WPC) website.

- A copy of the External Codes List is available at www.wpc-edi.com.

- The WPC industry-standard TR3 (Implementation Guide) is available by visiting http://www.wpc-edi.com. The WPC TR3 provides additional insight regarding the 277CA.

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Example 277CA

Example of Health Care Claim Status Code 187: Claim detail lines cannot span dates

```
ISA*03*10807    *01*TEST    *ZZ*OMDBH    *ZZ*TEST7    *210329*1040*^*00501*000001911*0*P*:~
GS*HN*OMDBH*TEST7*20210329*104007*0*X*005010X214~
ST*277*0001*005010X214~
BHT*0085*08*22818*20210329*104007*TH~
HL*1**20*1~
NM1*PR*2*Optum Maryland*****46*1234567890~
TRN*1*2693464~
DTP*050*D8*20210329~
DTP*009*D8*20210329~
HL*2*1*21*1~
NM1*41*2*TEST BEHAVIORAL HEALTH  LLC*****46*10888~
TRN*2*22818~
STC*A2:275*20210329*WQ*189.64~
QTY*90*1~
QTY*AA*0~
AMT*YU*189.64~
AMT*YY*0~
HL*3*2*19*1~
NM1*85*2*TEST BEHAVIORAL HEALTH  LLC*****XX*1053788888~
TRN*1*2693464~
STC*A2:275**WQ*189.64~
QTY*QA*0~
QTY*QC*5~
AMT*YU*0~
AMT*YY*189.64~
HL*4*3*PT~
NM1*QC*1*BROWN*RONALD*T***MI*99999999999~
TRN*2*837EXCEP187SPANDATES~
STC*A5:717*20210329*WQ*189.64~
REF*1K*202030473921~
REF*D9*9898080000000000B3D6~
DTP*472*RD8*20210101-20210122~
SVC*HC:J0574*25.86*****3~
STC*A3:187**U~
REF*FJ*202030473921-4~
DTP*472*RD8*20210101-20210103~
SVC*HC:J0574*34.48*****4~
STC*A3:187**U~
REF*FJ*202030473921-5~
DTP*472*RD8*20210104-20210107~
SVC*HC:J0574*34.48*****4~
STC*A3:187**U~
REF*FJ*202030473921-1~
DTP*472*RD8*20210108-20210111~
SVC*HC:J0574*25.86*****3~
STC*A3:187**U~
REF*FJ*202030473921-2~
DTP*472*RD8*20210112-20210114~
SVC*HC:J0574*68.96*****8~
STC*A3:187**U~
REF*FJ*202030473921-3~
DTP*472*RD8*20210115-20210122~
SE*51*0001~
GE*1*0~
IEA*1*000001911~
```

Example 277CA (Continued)

Incedo Provider Portal example of **Health Care Claim Status Code 187: Claim detail lines cannot span dates**

Claim Number		Member		Claim Status		Date Received		Total Charge $		Total Approved $	Service Dates		Batch Number
⊖				Rejected ⓘ		03/26/2021 ⓘ		$189.64		$0.00 ⓘ	01/01/2021-01/22/2021		0

Line Item Control #	Service Dates	Service	Procedure/Modifiers	Service Status	Charge $	Approved $	Units	Exception/Adjudication Reason
	01/08/2021 - 01/11/2021	SA - Buprenorph - J0574	J0574	Rejected ⓘ	$34.48	$0.00 ⓘ	4	Claim detail lines cannot span dates. Must be sing...
	01/12/2021 - 01/14/2021	SA - Buprenorph - J0574	J0574	Rejected ⓘ	$25.86	$0.00 ⓘ	3	Claim detail lines cannot span dates. Must be sing...
	01/15/2021 - 01/22/2021	SA - Buprenorph - J0574	J0574	Rejected ⓘ	$68.96	$0.00 ⓘ	8	Claim detail lines cannot span dates. Must be sing...
	01/01/2021 - 01/03/2021	SA - Buprenorph - J0574	J0574	Rejected ⓘ	$25.86	$0.00 ⓘ	3	Claim detail lines cannot span dates. Must be sing...
	01/04/2021 - 01/07/2021	SA - Buprenorph - J0574	J0574	Rejected ⓘ	$34.48	$0.00 ⓘ	4	Claim detail lines cannot span dates. Must be sing...

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Who can I contact for support?

- If you have any questions on this transaction, you can contact omd_edisupport@optum.com, your software vendor, clearinghouse (if applicable) or Optum Maryland customer service at 1-800-888-1965.

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Thank you.