



Phase I CORE 155: Eligibility and Benefits Batch Response Time Rule
version 1.1.0 March 2011

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BACKGROUND

When ASC X12 005010X279A1 Eligibility Benefit Request and Response (270/271) (hereafter v5010 270) eligibility inquiries submitted in batch processing mode are subsequently converted to real-time processing by any intermediary clearinghouse or switch for further processing by the health plan (or information source) before being returned to the submitter as a batch of ASC X12 005010X279A1 Eligibility Benefit Request and Response (270/271) (hereafter v5010 271) responses, the Phase I CORE 155: Eligibility and Benefits Batch Response Time Rule version 1.1.0 shall apply.

RULE

Section 1: v5010 270 Batch Mode Response Time Requirements

Maximum response time when processing in batch mode¹ for the receipt of a v5010 271 to a v5010 270 submitted by a provider or on a provider's behalf by a clearinghouse/switch by 9:00 pm Eastern time of a business day must be returned by 7:00 am Eastern time the following business day. A business day consists of the 24 hours commencing with 12:00 am (Midnight or 00:00 hours) of each designated day through 11:59 pm (23:59 hours) of that same designated day. The actual calendar day(s) constituting business days are defined by and at the discretion of each health plan or information source. See Phase I CORE 157: System Availability Rule version 1.1.0 for notification process of holidays.

Section 2: v5010 999 Batch Mode Response Time Requirements

An ASC X12 005010X231A1 Implementation Acknowledgement for Health Care Insurance (999) (hereafter v5010 999) must be available to the submitter within one hour of receipt of the batch; to the provider in the case of a batch of v5010 270; and to the health plan (or information source) in the case of a batch of v5010 271.²

Section 3: Conformance

Conformance with this maximum response time rule shall be considered achieved if 90 percent of all required responses as specified in the Phase I CORE 150: Eligibility and Benefit Batch Acknowledgement Rule version 1.1.0 are returned within the specified maximum response time as measured within a calendar month.

Each CORE-certified entity must demonstrate its conformance with this maximum response time rule by demonstrating its ability to capture, log, audit, match and report the date (YYYYMMDD), time (HHMMSS) and control numbers from its own internal systems and the corresponding data received from its trading partners.

CONFORMANCE

The CORE test suite for this rule includes the following:

1. *The actual delivery of statistics by a CORE-certified entity will be required only in response to a verified compliance complaint. Otherwise, a CORE-certified entity's compliance with the response time requirements will be based on good faith. Please see Phase I CORE 105: Eligibility and Benefits Enforcement Policy version 1.1.0 for details on filing complaints and who is permitted to file complaints.*
2. *All CORE-certified entities are required to conform to this rule regardless of the connectivity mode and methods used between CORE-certified trading partners.*
3. *This rule assumes that all parties in the transaction routing path are CORE-certified and compliant.*

Conformance with this rule must be demonstrated through successful completion of the approved CORE test suite for this rule with a CORE-authorized testing vendor.

¹ Batch mode is defined in the CORE Glossary of Terms

² See CORE 150: Batch Acknowledgements Rule version 1.1.0, which requires return of a v5010 999 to be sent in all cases indicating rejection/acceptance of the batch.