

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 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 response to a v5010 270 inquiry 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 0000 hours) of each designated day through 11:59 pm (2359 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 CORE 157: System Availability Rule version 1.0.0 for notification process of holidays.

Section 2: v5010 999 TA1 and 997 Batch Mode Response Time Requirements

A 005010X231 Implementation Acknowledgement for Health Care Insurance (999) (hereafter v5010 999) TA1 or 997 responses 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 inquiries and to the health plan (or information source) in the case of a batch of v5010 271 responses.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 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 CORE 105: Eligibility and Benefits Enforcement Policy version 1.0.0 for details on filing complaints and who is permitted to file complaints.*

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 either a v5010 999 TA1 to be sent only to indicate a rejection, and a 997 to be sent in all cases indicating rejection/acceptance of the batch.

CORE 155: Eligibility and Benefits Batch Response Time Rule

version 1.1.0

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.