Phase I CORE 156: Eligibility and Benefits Real Time Response Time Rule

version 1.1.0 March 2011

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<u>**RULE**</u>

Section 1: v5010 270 Real Time Mode Response Time Requirements

Maximum response time when processing in real time mode[1] for the receipt of a ASC X12 005010X279A1 Eligibility Benefit Request and Response (270/271) (hereafter v5010 271) or in the case of an error, a ASC X12 005010X231A1 Implementation Acknowledgement for Health Care Insurance (999) (hereafter v5010 999) from the time of submission of a v5010 270 must be 20 seconds (or less). V5010 999 errors must be returned within the same response timeframe.[2] *See Phase I CORE 157: System Availability Rule version 1.1.0 for notification process of holidays.*

Section 2: Conformance

Conformance with this maximum response time rule shall be considered achieved if 90 percent of all required responses 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.

<u>**CONFORMANCE**</u>

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.*

2. *All CORE-certified entities are required to conform to this and other CORE rules 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.*

4. *The recommended maximum response time between each participant in the transaction is 4 seconds or less per hop as long as the 20-second total roundtrip requirement is met.*

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.

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[1] Real time mode is defined in the CORE Glossary of Terms.
[2] See CORE 151: Real Time Acknowledgements Rule version 1.1.0, which requires return of either a 999 or 271 response.