



**CAQH CORE Attachments  
Health Care Claims Infrastructure Rule  
Version HC.1.0**

**April 2022**

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Attachments Health Care Claims Infrastructure Rule vHC.1.0**

**Revision History for CAQH CORE Attachments Health Care Claims Infrastructure Rule**

<b>Version</b>	<b>Revision</b>	<b>Description</b>	<b>Date</b>
HC.1.0	Major	CAQH CORE Attachments Health Care Claims Infrastructure Rule balloted and approved via CAQH CORE Voting Process.	April 2022

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Attachments Health Care Claims Infrastructure Rule vHC.1.0**

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**1. CAQH CORE Attachments Operating Rules: Background**

***1.1 CAQH CORE Overview***

CAQH CORE is an industry-wide facilitator committed to the creation, and adoption of healthcare operating rules that support standards, accelerate interoperability, and align administrative and clinical activities among providers, health plans, and patients. Guided by more than 100 participating organizations – including providers, health plans representing 75 percent of insured Americans, government entities, vendors, associations and standards development organizations – CAQH CORE Operating Rules drive a trusted, simple and sustainable healthcare information exchange that evolves and aligns with market needs.<sup>1</sup> CAQH CORE Operating Rules are developed using a consensus-based approach among industry stakeholders, and are designed to facilitate interoperability, improve utilization of administrative transactions, enhance efficiency and lower the cost of information exchange in healthcare. To date, this cross-industry commitment has resulted in operating rules that address many pain points of healthcare business transactions including eligibility and benefits verification, claims and claims status, claim payment and remittance, health plan premium payment enrollment and disenrollment, prior authorization, and aspects of value-based healthcare such as patient attribution.

***1.2 Industry Interest in Attachments Operating Rules***

Attachments refer to the exchange of patient-specific medical information or supplemental documentation to support an administrative healthcare transaction and are the bridge between clinical and administrative data. They provide health plans vital information for adjudication of a subset of claims, prior authorizations, referrals, post-adjudication appeals, audits and more. However, the attachments workflow is primarily manual and a source of significant administrative burden. According to the 2020 CAQH Index, only 22 percent of attachments are processed using a fully electronic method.<sup>2</sup> The Index also estimated that adoption of electronic attachment transactions could reduce healthcare industry per-transaction costs for exchange of attachments by over \$377 million annually, \$4.09 per transaction.<sup>3</sup>

Industry has waited for federal action on an attachments standard for many years. In 1996, HIPAA mandated the adoption of an electronic standard for attachments, along with many other administrative transactions. In most cases, the HIPAA-mandated standards have been federally adopted, and companion operating rules have been developed to support these transactions. The extended wait for a federal attachment standard has driven a sense of uncertainty, deterred vendor development of a standardized approach, and resulted in a range of standards and specifications to support the exchange of attachments.

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<sup>1</sup> In 2012, CAQH CORE was designated by the Secretary of the Department of Health and Human Services (HHS) as the author for [federally mandated operating rules](#) under Section 1104 of the Patient Protection and Affordable Care Act (ACA).

<sup>2</sup> [2020 CAQH Index](#), CAQH.

<sup>3</sup> Ibid.

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Since 2012, CAQH CORE has maintained a focus on attachments, collaborating with industry to provide education and gather insights on industry opportunities via operating rule development input, national webinars, and surveys. In 2019, CAQH CORE published the [CAQH CORE Report on Attachments: Bridge to a Fully Automated Future to Share Medical Documentation](#), which examines the challenges associated with the exchange of medical information and supplemental documentation used for administrative transactions. The report identifies five areas to improve processes and accelerate the adoption of electronic attachments. These opportunity areas include:

- Workflows
- Data Variability
- Exchange Mechanisms
- Connectivity, Security and Infrastructure
- Resources

Building on the report findings, CAQH CORE launched a multi-stakeholder Attachments Advisory Group consisting of industry leaders representing health plans, providers, vendors, government entities and advisors. The group evaluated pain points caused by the exchange of additional documentation across use cases, prioritizing a list of opportunity areas for operating rule development to reduce administrative burden for the Prior Authorization and Claims Attachments Use Cases.

## **2. Issues to be Addressed and Business Requirement Justification**

### ***2.1 Problem Space***

Attachments uniquely combine data from two disparate systems – clinical and administrative. Due to limited administrative and clinical system integration, and the lack of a federally mandated electronic transaction standard for attachments by the Department of Health and Human Services (HHS), health plans, providers and vendors have been hesitant to develop standardized approaches to automate the exchange of attachments. This has led to varied and incomplete electronic solutions and work arounds.

The 2018 CAQH CORE Attachments Environmental Scan revealed the majority of attachments today are submitted manually, as paper forms and records sent through the mail or by fax, presenting an incredible administrative burden to both health plans and providers. A regional health plan participating in the CAQH CORE Attachments Environmental Scan indicated that it takes 792 labor hours, the equivalent of nearly 20 people working full-time, to process the attachments it receives by mail, fax and web portal in the course of one week.

In late 2019, CAQH CORE conducted an industry-wide survey to further inform the development of operating rules to support a more standardized workflow. Surveys were received from over 340 organizations across three stakeholder types: providers, health plans and vendors/clearinghouses. The results, which showed wide variability in how attachments are exchanged, highlighted the prevalence of mail and fax with nearly 60% of organizations using mail and fax to exchange prior authorization and claims attachments.<sup>4</sup>

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<sup>4</sup> [CAQH CORE Attachments Survey Issue Brief](#).

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Health plans and providers participating in CAQH CORE attachments research identified multiple pain points throughout the attachments workflow. For example, because payer requirements to support coverage decisions for a prior authorization or claim submission vary and are often unclear, providers frequently send unsolicited attachments with too much, too little or incorrect information to health plans based on past experience with the provision of a specific service. Health plans must sort through the clinical information sent by the provider and identify what is required to complete the prior authorization or claim submission, and what is incorrect or missing from the submission. Once all the necessary clinical documentation is received from the provider, which may require multiple communications back and forth between providers and health plans, health plans must spend additional time linking the original submission with the relevant attachments. Throughout this process, providers are often not aware whether an attachment was received by the health plan, resulting in further unnecessary duplicate attachments sent to the health plan and manual follow up by providers who attempt to confirm if the additional documentation was received successfully, leading to patient care delays.

Clearly defined exchange standards, accurate data and supporting infrastructure requirements are needed to ensure attachments flow seamlessly through the healthcare system. During the development of the CAQH CORE Attachments Operating Rules, the following priorities rose to the top:

- Enhance attachments workflow process via electronic methods for identifying attachment-specific data to support adjudication of a claim or prior authorization.
- Establish standard codes for providers to communicate when additional documentation is being sent to a health plan.
- Streamline attachment documentation requests and reassociation of attachments.
- Establish requirements for acknowledgements, data errors and response times by health plans when attachments are sent electronically.
- Develop data file format requirements for quality, readability and size efficiency.

### ***2.2 Business Requirement Justification and Focus of the CAQH CORE Attachment Health Care Claims Infrastructure Rule***

For each transaction addressed by the CAQH CORE Operating Rules, the CAQH CORE Participants developed foundational infrastructure rules addressing response time, appropriate Batch and Real Time acknowledgements, system availability, common companion guide formats and a connectivity safe harbor. By promoting consistent connectivity and infrastructure expectations between health plans and providers, manual processes are reduced, and electronic transaction usage increased.

This CAQH CORE Attachment Health Care Claims Infrastructure Rule addresses the X12 006020X314 275 Additional Information to Support a Claim Submission (hereafter referred to as the X12 v6020X314 275).

This rule continues to facilitate industry momentum to increase access to electronic administrative transactions, and encourages all HIPAA-covered entities, business associates, intermediaries and vendors to build on or extend the infrastructure they have established for other business transactions, including the X12 005010X222 Health Care Claim (837) Professional, X12 005010X223 Health Care Claim (837) Institutional, and X12 005010X224 Health Care Claim (837) Dental transactions and their associated errata (collectively hereafter referenced as X12 v5010 837).

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This CAQH CORE Attachments Health Care Claims Infrastructure Rule is designed to bring consistency and reduce time to adjudication of a claim submission that requires additional documentation. These infrastructure rule requirements include:

- Use of the public internet for connectivity
- Batch and Real Time exchange of the X12 v6020X314 275 transaction
- Minimum system availability uptime
- Consistent use of the v6020X290 999 Acknowledgement for Batch and Real Time exchanges
- Use of uniform data error messages
- Minimum supported file size
- Use of best practice template for format and flow of Companion Guides for entities that issue them
- Standard electronic policy access for required information
- Support for multiple electronic attachments to support a single claim submission

During the development of this rule, CAQH CORE participants used discussion, research and straw poll results to determine which infrastructure requirements should be applied to the exchange of the X12 v6020X314 275 transaction and additional documentation sent without using the X12 v6020X314 275 transaction (i.e., using CORE Connectivity as the exchange method and any non-X12 payload including, HL7 FHIR Resources, HL7 C-CDA, .PDF, etc.). The table below lists the infrastructure requirements incorporated into this rule in §4 and §5.

<b>Infrastructure Requirements for the X12 v6020X314 275 Transaction</b>		
<b>CAQH CORE Infrastructure Requirement Description</b>	<b>Apply to Attachments Sent Using the X12 v6020X314 275 (§4)</b>	<b>Apply to Attachments Sent without the X12 v6020X314 275 (§5)</b>
Processing Mode	Y	N
Connectivity	Y	Y
System Availability	Y	Y
Real Time Processing Mode Response Time	Y	N
Batch Processing Mode Response Time	Y	N
Real Time Acknowledgements (errors only)	Y	N
Batch Acknowledgement (errors and acceptance)	Y	N
Data Error Handling Messages	Y	N
File Size	Y	Y
Companion Guide	Y	N
Electronic Policy Access of Required Information	Y	Y

As with all CAQH CORE Operating Rules, the CAQH CORE Attachments Health Care Claim Infrastructure Rule requirements are intended as a base or minimum set of requirements, and it is expected that many entities will go beyond these requirements as they work toward the goal of administrative interoperability.



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By applying these CAQH CORE infrastructure requirements to the conduct of the X12 v6020X314 275 transaction for exchanging additional documentation in support of X12 v5010 837 Health Care Claim Submissions, this CAQH CORE Attachments Health Care Claim Infrastructure Rule helps provide the information that is necessary to electronically send attachments uniformly and consistently, reducing administrative burden, and payment and patient care delays.

### **3 Scope**

#### **3.1 What the Rule Applies To**

This CAQH CORE Attachments Health Care Claim Infrastructure Rule applies to the conduct of the following X12 transactions sent in Batch or Real Time Processing Modes:

- X12 005010X222 Health Care Claim (837) Professional, X12 005010X223 Health Care Claim (837) Institutional, and X12 005010X224 Health Care Claim (837) Dental transactions and their associated errata (collectively hereafter referenced as X12 v5010 837).
- X12 006020X314 275 Additional Information to Support a Health Care Claim or Encounter Technical Report Type 3 (hereafter referenced as X12 v6020X314 275).<sup>5,6</sup>
- X12 006020X290 999 Implementation Acknowledgement for Health Care Insurance Technical Report Type 3 (hereafter referenced as X12 v6020X290 999).
- X12 006020X257 824 Application Advice Technical Report Type 3 (hereafter referenced as X12 v6020X257 824).
- X12 v6020X313 277 Health Care Claim Request for Additional information Technical Report Type 3 (hereafter referred to as X12 v6020X313 277).

This rule optionally applies to other payload types (e.g., HL7 C-CDA, .pdf, etc.) exchanged using the most recent CAQH CORE Connectivity Rule (hereinafter “CORE Connectivity”).

#### **3.2 When the Rule Applies**

This CAQH CORE Attachments Health Care Claim Infrastructure Rule applies when:

- A provider and its agent electronically send patient-specific information or supplemental documentation (solicited or unsolicited) to a health plan and its agent to support an X12 v5010 837 Health Care Claim.

And

- A health plan and its agent electronically process patient-specific information or supplemental documentation and respond to a provider and its agent to support an X12 v5010 837 Health Care Claim.

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<sup>5</sup> Given the X12 attachment standards have not been mandated under HIPAA, health plans, providers, vendors, and their agents are not federally required to support the X12 6020X314 275 transaction.

<sup>6</sup> Stakeholders and their agents may choose to implement higher versions of the X12 v6020X314 275 transaction but must also continue to support X12 v6020X314 275 in accordance with this rule.

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### **3.3 What the Rule Does Not Require**

While the rule requirements address the optional use of non-X12 additional documentation submission methods, the rule does not require any entity and its agent to:

- Exchange documentation using an electronic, non-X12 additional documentation submission method (e.g., HL7 C-CDA, .pdf, .doc, etc.) via CORE Connectivity.

### **3.4 Outside the Scope of This Rule**

This rule does not address any data content requirements of the X12 v6020X314 275 transaction. This CAQH CORE Attachments Health Care Claims Infrastructure Rule facilitates uniform methods for exchange of additional information to support a Health Care Claim submission and not addressing data content requirements for transactions identified in §3.1.

Additional transactions outside the scope of this rule, but that are addressed in existing CAQH CORE Operating Rules include:

- X12 v5010X212 276/277 Health Care Claim Status Request/Response Transactions (see [CAQH CORE Claim Status \(276/277\) Infrastructure Rule vCS.1.0](#))
- X12 v5010X214 277 Claim Acknowledgement see CAQH CORE Health Care Claims Operating Rules (see [CAQH CORE Health Care Claim \(837\) Infrastructure Rule vHC.1.0](#))
- X12 v5010X221 835 Health Care Claim/Payment Remittance Advice Transaction (see [CAQH CORE Payment & Remittance \(835\) Infrastructure Rule vPR.1.0](#))

### **3.5 Maintenance of This Rule**

Any substantive updates to this rule (i.e., change to rule requirements) will be made in alignment with federal processes for updating versions of the operating rules, as determined by industry need, or by CAQH CORE Participants.

### **3.6 Assumptions**

A goal of this rule is to adhere to the principles of electronic data interchange (EDI) in assuring that transactions sent are accurately received and to facilitate correction of errors for electronically submitted additional documentation requests.

The following assumptions apply to this rule:

- A successful communication connection has been established.
- This rule is a component of the larger set of CAQH CORE Operating Rules; as such, all the CAQH CORE Guiding Principles apply to this rule and all other rules.
- This rule is not a comprehensive companion document addressing any content requirements of the X12 v6020X314 275 Additional Information to Support Health Care Claim transactions, X12 v5010 837, X12 v6020X290 999, X12 v6020X257 824, or X12 v6020X313 277.
- Compliance with all CAQH CORE Operating Rules is a minimum requirement; any HIPAA-covered entity is free to offer more than what is required in the rule.

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**4 Infrastructure Rule Requirements for Attachments using the X12 275 Transaction**

***4.1 Processing Mode Requirements for X12 275 Attachments***

A HIPAA-covered health plan and its agent must implement the server requirements for Batch Processing Mode for the X12 v6020X314 275 Attachment transaction as specified in the most recent CAQH CORE Connectivity Rule. Optionally, a HIPAA-covered health plan and its agent may elect to also implement the server requirements for Real Time Processing Mode as specified in the CAQH CORE Connectivity Rule.

The CAQH CORE Connectivity Rule Real Time Processing Mode requirements are applicable when Real Time Processing Mode is offered for this transaction. The CAQH CORE Connectivity Rule Batch Processing Mode requirements are applicable when Batch Processing is offered for this transaction.

A HIPAA-covered health plan and its agent conducting the X12 v6020X314 275 Attachment transaction is required to conform to the processing mode requirements specified in this section regardless of any other connectivity modes and methods used between trading partners.

***4.2 Connectivity Requirements for X12 275 Attachments<sup>7</sup>***

A HIPAA-covered entity and its agent must be able to support the most recent published and CAQH CORE adopted version of the CAQH CORE Connectivity Rule (hereafter referred to as the CAQH CORE Connectivity Rule).

This requirement addresses usage patterns for Real Time and Batch Processing Modes, the exchange of security identifiers, and communications-level errors and acknowledgements. It does not attempt to define the specific content of the message payload exchanges beyond declaring the formats that must be used between entities and that security information must be sent outside of the message envelope payload.

All HIPAA-covered entities must demonstrate the ability to implement connectivity as described in the CAQH CORE Connectivity Rule. The CAQH CORE Connectivity Rule is designed to provide a “Safe Harbor” that application vendors, HIPAA-covered providers and their agents and HIPAA-covered health plans and their agents (or other information sources) can be assured will be supported by any trading partner. Supported means that the entity is capable and ready at the time of the request by a trading partner to exchange data using the CAQH CORE Connectivity Rule as described in this section. These requirements are not intended to require trading partners to remove existing connections that do not match the rule, nor are they intended to require that all trading partners must use this method for all new connections. CAQH CORE expects that in some technical circumstances, trading partners may agree to use different communication mechanism(s) and/or security requirements than those described by these requirements.

The requirement to support the CAQH CORE Connectivity Rule does not apply to retail pharmacy. For retail pharmacy the entity should reference the NCPDP Connectivity Operating Rule v1.0 that can be obtained from [www.ncdp.org](http://www.ncdp.org). NCPDP and CAQH CORE support a shared goal of continued alignment for connectivity across retail pharmacy and medical.

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<sup>7</sup> [The HL7 CDA R2 Attachment Implementation Guide: Exchange of C-CDA Based Documents, Release 1](#) describes standards-based approaches to sending a CDA Document for Attachments using electronic transactions in Appendix F, including CORE Connectivity + X12 275.

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**4.3 System Availability and Reporting Requirements for X12 275 Attachments**

Many healthcare providers have a need to send additional information to support a Health Care Claims Submission outside of the typical business day and business hours. Additionally, many institutional providers are now allocating staff resources to performing administrative and financial back-office activities on weekends and evenings. As a result, providers have a business need to be able to submit additional information to support a health care claim transaction at any time.

On the other hand, HIPAA-covered health plans have a business need to periodically take their additional information processing and other systems offline to perform required system maintenance. This typically results in some systems not being available for timely processing of X12 v6020X314 275 Attachments transaction, X12 v6020X290 999, and X12 v6020X257 824 on certain nights and weekends. This rule requirement addresses these conflicting needs.

**4.3.1 System Availability Requirements**

**4.3.1.1 Weekly System Availability Requirement**

System availability must be no less than 90 percent per calendar week for both Real Time and Batch Processing Modes. System is defined as all necessary components required to process an X12 v6020X314 275 Attachment, X12 v6020X290 999, and X12 v6020X257 824 transactions. Calendar week is defined as 12:01 a.m. Sunday to 12:00 a.m. the following Sunday. This will allow for a HIPAA-covered health plan and its agent to schedule system updates to take place within a maximum of 17 hours per calendar week for regularly scheduled downtime.

**4.3.1.2 Quarterly System Availability Requirement**

A HIPAA-covered health plan and its agent may choose to use an additional 24 hours of scheduled system downtime per calendar quarter. System is defined as all necessary components required to process X12 v6020X314 275, X12 v6020X290 999, and X12 v6020X257 824 transaction. This will allow a HIPAA-covered health plan and its agent to schedule additional downtime for substantive system migration. This additional allowance in system downtime is in excess of the allowable weekly system downtime specified in Section 4.3.1.1.

**4.3.2 Reporting Requirements**

**4.3.2.1 Scheduled Downtime**

A HIPAA-covered health plan and its agent must publish its regularly scheduled system downtime in an appropriate manner (e.g., on websites or in Companion Guides) such that the HIPAA-covered health plan's trading partners can determine the health plan's system availability so that staffing levels can be effectively managed.

**4.3.2.2 Non-Routine Downtime**

For non-routine downtime (e.g., system upgrade), a HIPAA-covered health plan and its agent must publish the schedule of non-routine downtime at least one week in advance.

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**4.3.2.3 *Unscheduled Downtime***

For unscheduled/emergency downtime (e.g., system crash), a HIPAA-covered health plan and its agent are required to provide information within one hour of realizing downtime will be needed.

**4.3.2.4 *No Response Required***

No response is required during scheduled, non-routine, or unscheduled downtime(s).

**4.3.2.5 *Holiday Schedule***

Each HIPAA-covered health plan and its agent will establish its own holiday schedule and publish it in accordance with the rule requirements above.

**4.4 *Payload Acknowledgements and Response Time Requirements for X12 275 Attachments***

Providers are often not aware whether an attachment sent to support a Health Care Claim Submission was received. As a result, providers often re-send the attachment or revert to manual processes (e.g., fax, phone, etc.) to determine the status of the Health Care Claim and corresponding attachment. The following rule requirements address the method and response time for a health plan and its agent to return an acknowledgement of receipt to providers and their agents when sending an X12 v6020X314 275 or non-X12 attachment (e.g., HL7 C-CDA, .pdf, etc.).

**4.4.1 *Payload Acknowledgements for X12 275 Attachments***

**4.4.1.1 *Use of the X12 999 Implementation Acknowledgement***

The requirements in this section apply to a HIPAA-covered health plan and its agent when it receives an X12 v6020X314 275 in Real Time or Batch to support an X12 v5010 837 Health Care Claim.<sup>8</sup>

When any Functional Group of an X12 v6020X314 275 Attachment Transaction Set is accepted, accepted with errors, or rejected the HIPAA-covered health plan and its agent must return an X12 v6020X290 999 transaction. The X12 v6020X290 999 transaction must report each error detected to the most specific level of detail supported by the X12 v6020X290 999 transaction.

**4.4.1.2 *Response Time Requirements for Availability of Acknowledgements***

Each HIPAA-covered entity and its agent must support this maximum response time requirement to ensure that at least 90 percent of all required responses are returned within the specified maximum response time as measured within a calendar month.

Each HIPAA-covered entity and its agent must 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.

Each HIPAA-covered entity and its agent must support these response time requirements in this section and other CAQH CORE Operating Rules regardless of the connectivity mode and methods used between trading partners.

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<sup>8</sup> Health plans and their agents should refer to the [CAQH CORE Health Care Claim \(837\) Infrastructure Rule](#) for specific requirements pertaining to response times to notify providers and their agents that the original X12 v5010 837 Health Care Claim was processed.

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**4.4.1.3 Batch Mode Response Time Requirements**

Maximum elapsed time for the availability of an X12 v6020X290 999 transaction to any X12 v6020X314 275 Attachment transaction that is submitted by a provider, or on a provider's behalf by a clearinghouse/switch in Batch Processing Mode, by 9:00 pm Eastern Time of a business day must be no later than 7:00 am Eastern Time the second business day following submission.

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 HIPAA-covered health plan and its agent.

**4.4.1.4 Real Time Response Time Requirement**

*Maximum* response time for the receipt of an X12 v6020X290 999 Response from the time of submission of an X12 v6020X314 275 must be 20 seconds when processing in Real Time Processing Mode. The recommended maximum response time between each participant in the transaction routing path is 4 seconds or less per hop as long as the 20-second total roundtrip *maximum* requirement is met.

**4.4.1.5 Basic Requirements for Receivers of Acknowledgments**

The receiver (defined in the context of this CAQH CORE Operating Rule as the HIPAA-covered provider and its agent) of an X12 v6020X290 999 transaction is required to:

- Process any X12 v6020X290 999 transaction within one business day of its receipt  
And
- Recognize all error conditions that can be specified using all standard acknowledgements named in this rule  
And
- Pass all such error conditions to the end user as appropriate  
Or
- Display to the end user text that uniquely describes the specific error condition(s), ensuring that the actual wording of the text displayed accurately represents the error code and the corresponding error description specified in the related X12 v6020X290 999 specification without changing the meaning and intent of the error condition description.

The actual wording of the text displayed is at the discretion of the HIPAA-covered provider and its agent.

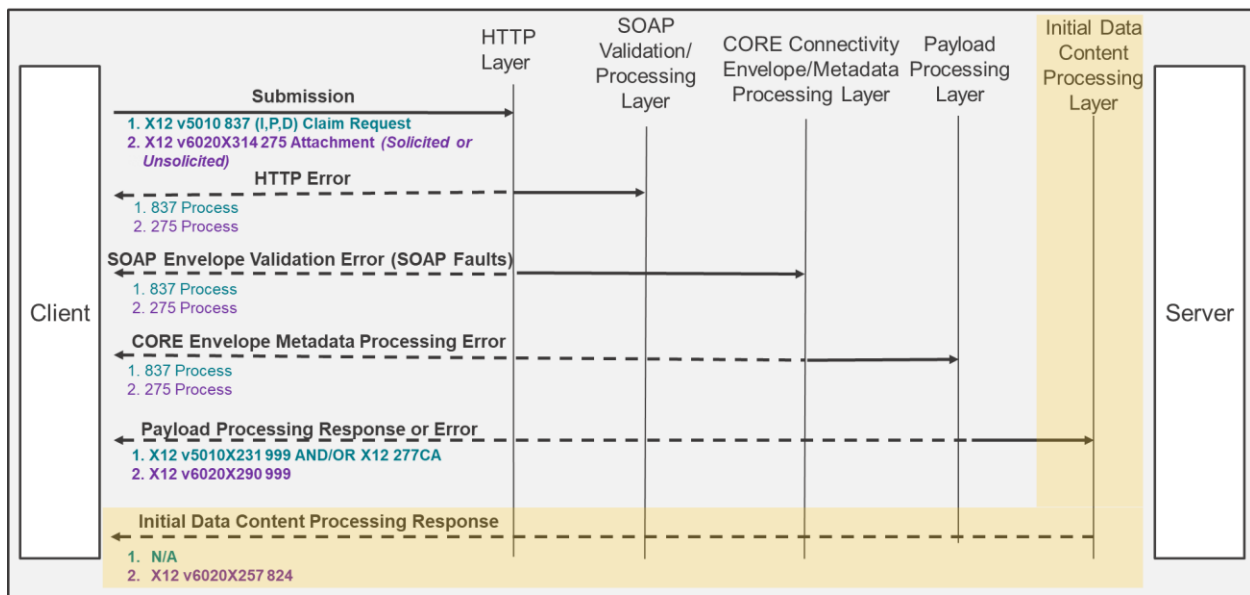
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**4.5 Data Error Handling Requirements for Attachments using the X12 275 Transaction**

This section of the rule details data error handling requirements pertaining to attachments sent via the X12 v6020X314 275 transaction.

CAQH CORE Connectivity specifies that when an X12 v6020X314 275 is submitted using either SOAP or REST, it goes through several initial layers of error handling, identified in Figure 4.5 CAQH CORE Connectivity. If no errors are encountered at any HTTP Layer through Payload Processing Layer, the submission is passed to the next processing layer. If there is an error at any HTTP layer preceding the Payload Processing Layer the payload does not get passed to the next HTTP layer. The receiver (server) must return an X12 v6020X290 999 whether or not there is an error processing the payload at the Payload Processing Layer.

**Figure 4.5 CAQH CORE Connectivity – Data Error Handling**



**NOTE:** Claim Status (276/277) is not depicted in this diagram

**NOTE:** In Figure 4.5 above, the dotted line arrows indicate error messages being returned to the Submitter (client) if there is a processing error at the corresponding logical processing layer. The straight-line arrows indicate the request and response messages.

Once the Payload Processing Response or Error Layer is completed, the receiver (server) must return an X12 v6020X290 999 to notify providers and their agents (submitter/client) of the acceptance, acceptance with error, or rejection of the X12 v6020X314 275 transaction (See §4.4.). Though a response is not required at the Initial Data Content Processing Layer, if the receiver (server) responds, it must also return an X12 v6020X257 824 to notify providers and their agents (submitter/client) of the acceptance, acceptance with error, or rejection of the X12 v6020X314 275 transaction and the content of the Binary Data Segment (BDS) segment in the X12 v6020X314 275 transaction in addition to the X12 v6020X290 999.<sup>9</sup>

<sup>9</sup> Usage of the X12 v6020X257 824 is independent from other X12 responses to the X12 v5010 837 and X12 v6020X290 999.

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**4.5.1 Use of the X12 999 Implementation Acknowledgement for Functional Group Acknowledgement of the X12 824 Transaction**

A receiver of an X12 v6020X257 824 transaction must return an X12 v6020X290 999 for each Functional Group of X12 v6020X257 824 transactions to indicate that the that it was either accepted, accepted with errors or rejected.

**4.6 File Size Requirements for X12 275 Attachments**

Each HIPAA-covered entity and its agent must support the receipt and processing of the *minimum* file size requirements to ensure attachments can be processed across varying systems.<sup>10</sup>

**4.6.1 Front-End Server File Size Requirement for Attachments using an X12 275 Transaction**

A HIPAA-covered entity and its agent must be able to accept a *Minimum* 64MB of Base64 encoded data by their front-end servers when the encoded data received is exchanged via the X12 v6020X314 275 transaction.

**4.6.2 Internal Document Management System File Size Requirement for Attachments using an X12 275 Transaction**

A HIPAA-covered entity and its agent must be able to accept a *Minimum* 64MB file size document by their internal document management systems used for holding and processing attachments.

**4.6.3 Use of Multiple LX Loops on an X12 275 Transaction when Sending Multiple Attachments for a Single Claim**

Multiple attachments are often needed to support a single claim for which the overall size could exceed 64MB.<sup>11</sup> As the X12 v6020X314 275 transaction supports a single BDS Segment in each LX Loop, the submitter (client) may decide to use more than one LX loop to submit multiple attachments. The receiver (server) must support the capability to receive multiple LX loops per X12 v6020X314 275 when the submitter (client) chooses to send multiple LX loops for one Health Care Claim Submission.

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<sup>10</sup> The minimum file size that must be supported by front end servers and internal document management systems applies to the entire content of the BDS segment of the X12 v6020X314 275 transaction. Therefore, multiple attachments may be included in a single X12 v6020X314 275.

<sup>11</sup> The standard BDS segment can support substantially more than 64MB. The submitter (client) is not required to limit the Base64 encoded data to this minimum and may elect to insert substantially more than 64MB in the BDS segment, but receivers (servers) are only required to support a base of 64MB per X12 v6020X314 275, in accordance with §4.6.1 and §4.6.2 of this rule.



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**4.7 Companion Guide for X12 275 Attachments**

A HIPAA-covered health plan and its agent have the option of creating a “Companion Guide” that describes the specifics of how it will implement the X12 transactions. The Companion Guide is in addition to and supplements the X12 TR3 Implementation Guide.

Historically, HIPAA-covered health plans and their agents have independently created Companion Guides that vary in format and structure. Such variance can be confusing to trading partners/providers who must review numerous Companion Guides along with the X12 TR3 Implementation Guides. To address this issue, CAQH CORE developed the CAQH CORE Master Companion Guide Template for health plans and information sources. Using this template, health plans and information sources can ensure that the structure of their Companion Guide is similar to other health plan’s guides, making it easier for providers to find information quickly as they consult each health plan’s guides on these important industry EDI transactions.

Developed with input from multiple health plans, system vendors, provider representatives, and health care industry experts, this template organizes information into several simple sections – General Information (§1-9) and Transaction-Specific Information (§10) – accompanied by an appendix. Note that the Companion Guide template is presented in the form of an example from the viewpoint of a fictitious Acme Health Plan.

The requirements specified in this section do not apply to retail pharmacy.

**4.7.1 Companion Guide Requirements for X12 275 Attachments**

If a HIPAA-covered entity and its agent publishes a Companion Guide covering the X12 v6020X314 275, the Companion Guide must follow the format/flow as defined in the CAQH CORE Master Companion Guide Template for X12 transactions available [HERE](#).

**NOTE:** This rule does not require any HIPAA-covered entity to modify any existing Companion Guides that cover HIPAA-mandated/non-HIPAA-mandated transactions.

**4.8 Electronic Policy Access of Required Information**

A health plan and its agent must offer a readily accessible electronic method to be determined by health plan and its agent for identifying the attachment-specific data needed to support a claim adjudication request by any trading partner (e.g., a healthcare provider). To support patient care, such information must be accurate and current and must clearly communicate to providers what supporting documentation is needed. This rule DOES NOT establish which policy requirements a health plan and its agent must use for claims adjudication (e.g., requiring what information/data or ‘attachment’ would be needed for adjudication).

However, CAQH CORE recommends specifying the following list. The list is not intended to be either exhaustive or prohibitive as the specific details of a trading partner relationship are outside the scope of the CAQH CORE Rules.

- Billing Policies
- Claim Process & Procedures
- Coverage Guidelines/Policies
- Documentation Requirements
- Medical Policies
- Payment Policies
- Provider Appeal & Grievance Policy
- Provider Manual
- Services that Require UM Review
- UM Timeliness Standards

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**5 Infrastructure Rule Requirements for Additional Documentation Using the Non-X12 275 Method**

The rule requirements in this section apply only when an entity and their agent use CORE Connectivity without an X12 payload format to exchange an electronic attachment, such as those listed in §3.1.

***5.1 Connectivity Requirements for Additional Documentation using CORE Connectivity***

If a HIPAA-covered entity and its agent elect to use CORE Connectivity as their non-X12 method of additional documentation submission, the most recent published and CAQH CORE adopted version of the CAQH CORE Connectivity Rule (hereafter referred to as CAQH CORE Connectivity Rule) must be supported.

This requirement addresses SOAP and REST usage patterns for Real Time and Batch Processing Modes, the exchange of security identifiers, and communications-level errors and acknowledgements. It does not attempt to define the specific content of the message payload exchanges beyond declaring the formats that must be used between entities and that security information must be sent outside of the message envelope payload.

All HIPAA-covered entities and their agents must demonstrate the ability to implement connectivity as described in the CAQH CORE Connectivity Rule. The CAQH CORE Connectivity Rule is designed to provide a “Safe Harbor” that application vendors, HIPAA-covered providers and their agents and HIPAA-covered health plans and their agents (or other information sources) can be assured will be supported by any trading partner. Supported means that the entity is capable and ready at the time of the request by a trading partner to exchange data using the CAQH CORE Connectivity Rule as described in this section. These requirements are not intended to require trading partners to remove existing connections that do not match the rule, nor are they intended to require that all trading partners must use this method for all new connections. CAQH CORE expects that in some technical circumstances, trading partners may agree to use different communication mechanism(s) and/or security requirements than those described by these requirements.

The requirement to support the CAQH CORE Connectivity Rule does not apply to retail pharmacy. For retail pharmacy the entity should reference the NCPDP Connectivity Operating Rule v1.0 that can be obtained from [www.ncdp.org](http://www.ncdp.org). NCPDP and CAQH CORE support a shared goal of continued alignment for connectivity across retail pharmacy and medical.

***5.2 System Availability and Reporting Requirements for Additional Documentation using the Non-X12 Method***

Many HIPAA-covered providers and their agents have a need to send additional information to support health care claims outside of the typical business day and business hours. Additionally, many institutional providers are now allocating staff resources to performing administrative and financial back-office activities on weekends and evenings. As a result, providers have a business need to be able to submit additional information to support a health care claims transaction at any time.

On the other hand, HIPAA-covered health plans have a business need to periodically take their additional information processing and other systems offline to perform required system maintenance. This typically results in some systems not being available for timely processing of additional information or documentation on certain

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nights and weekends. This rule requirement addresses these conflicting needs.

**5.2.1 System Availability Requirements**

**5.2.1.1 Weekly System Availability Requirements**

System availability must be no less than 90 percent per calendar week for both Real Time and Batch Processing Modes. System is defined as all necessary components required to process additional documentation sent by the provider and its agent. Calendar week is defined as 12:01 a.m. Sunday to 12:00 a.m. the following Sunday. This will allow for a HIPAA-covered health plan and its agent to schedule system updates to take place within a maximum of 17 hours per calendar week for regularly scheduled downtime.

**5.2.1.2 Quarterly System Availability Requirements**

A HIPAA-covered health plan and its agent may choose to use an additional 24 hours of scheduled system downtime per calendar quarter. System is defined as all necessary components required to process additional documentation sent by the provider and its agent. This will allow a HIPAA-covered health plan and its agent to schedule additional downtime for substantive system migration. This additional allowance in system downtime is in excess of the allowable weekly system downtime specified in Section 5.2.1.1.

**5.2.2 Reporting Requirements**

**5.2.2.1 Scheduled Downtime**

A HIPAA-covered health plan and its agent must publish its regularly scheduled system downtime in an appropriate manner (e.g., on websites) such that the HIPAA-covered health plan's trading partners can determine the health plan's system availability so that staffing levels can be effectively managed.

**5.2.2.2 Non-Routine Downtime**

For non-routine downtime (e.g., system upgrade), a HIPAA-covered health plan and its agent must publish the schedule of non-routine downtime at least one week in advance.

**5.2.2.3 Unscheduled Downtime**

For unscheduled/emergency downtime (e.g., system crash), a HIPAA-covered health plan and its agent are required to provide information within one hour of realizing downtime will be needed.

**5.2.2.4 No Response Required**

No response is required during scheduled, non-routine, or unscheduled downtime(s).

**5.2.2.5 Holiday Schedule**

Each HIPAA-covered health plan and its agent will establish its own holiday schedule and publish it in accordance with the rule requirements above.

**5.3 File Size Requirements for Additional Documentation using the Non-X12 Method**

Each HIPAA-covered entity and its agent must support the receipt and processing of the *minimum* file size requirements to ensure attachments can be processed across varying systems.

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**5.3.1 Front-End Server File Size Requirement for Additional Documentation using the Non-X12 Method**

A HIPAA-covered entity and its agent must be able to accept a *Minimum* 64MB of Base64 encoded data by their front-end servers when the encoded data received is exchanged via a non-X12 method.

**5.3.2 Internal Document Management Systems File Size Requirement for Additional Documentation using the Non-X12 Method**

A HIPAA-covered entity and its agent must be able to accept a *Minimum* 64MB file size document by their internal document management systems used for holding and processing attachments.

**5.4 Electronic Policy Access of Required Information**

A health plan and its agent must offer an electronic method to be determined by health plan and its agent for identifying the attachment-specific data needed to support a claim adjudication request by any trading partner (e.g., a healthcare provider). This rule DOES NOT establish which policy requirements a health plan and its agent must use for claims adjudication (e.g., requiring what information/data or 'attachment' would be needed for adjudication).

However, CAQH CORE recommends specifying the following list. The list is not intended to be either exhaustive or prohibitive as the specific details of a trading partner relationship are outside the scope of the CAQH CORE Rules.

- Billing Policies
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