

United Concordia (UCD) Real Time Claim Submission & Adjudication Connectivity Specifications

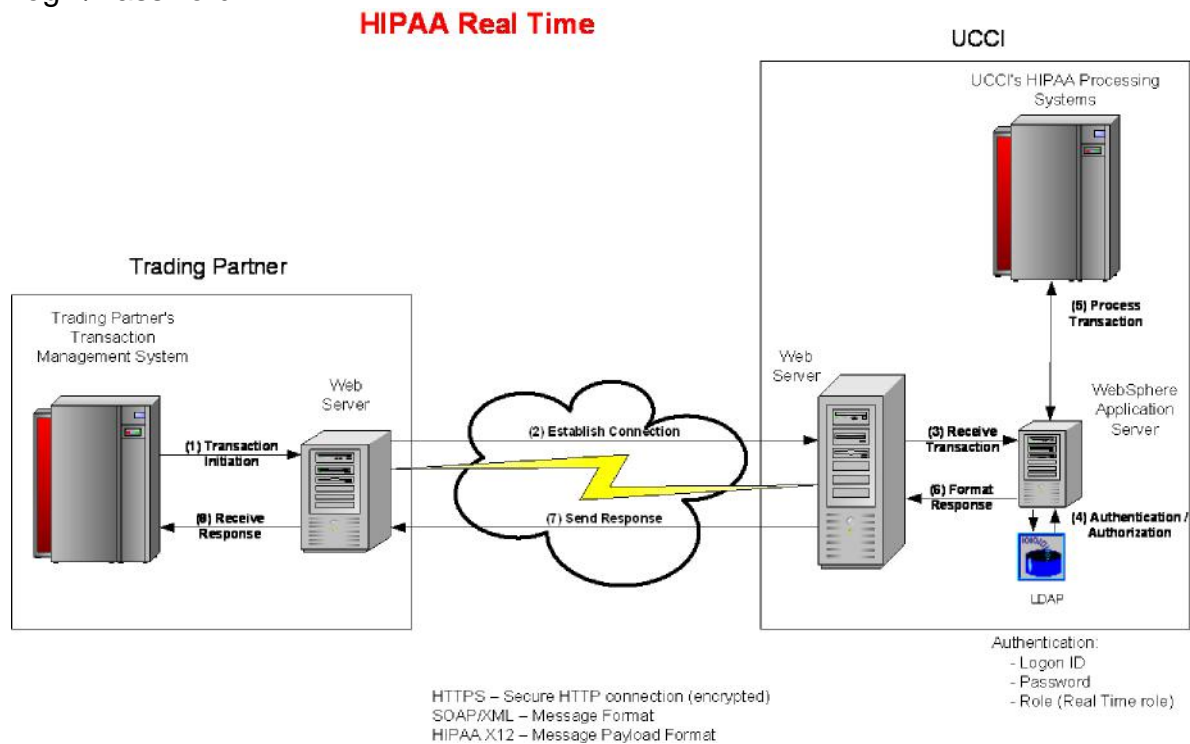
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1. Overview

Real Time transactions utilize Simple Object Access Protocol (SOAP). SOAP is a simple XML based protocol to let applications exchange information over HTTP. Since the Internet is being utilized to transport the data, encryption will be utilized to secure messages in the same way financial transactions are secured over the Internet. Access to UCD's networks will follow the same security model in place today, which requires a Login/Password.



In order to understand the lifecycle of the transaction, processes have been outlined below:

(1) Transaction Initiation

UCD Trading Partner's Transaction Management System will initiate a Real Time X12 HIPAA transaction.

(2) Establish Connection

The Trading Partner's Transaction Management System will establish a secure Internet connection (HTTPS) to UCD and send an encrypted SOAP message that contains a HIPAA X12 transaction payload, along with the Trading Partner logon id, and password assigned by UCD.

(3) Receive Transaction

UCD receives the Real Time request on its Web Server.

(4) Authentication/Authorization

When the SOAP message is received by UCD's WebSphere application, the SOAP message is validated and the Trading Partner's logon id, password and defined role are authenticated using LDAP (Lightweight Directory Access Protocol). Only Trading Partners that have signed a UCD Trading Partner Agreement are granted logon id's, passwords and defined roles. To obtain a copy of the Trading Partner Agreement and the Trading Partner Application, please visit:

<https://secure.ucci.com/ducdws/dentist.xhtml?content=dentist-trading-partners> .

If the Trading Partner is not authorized to submit a Real Time request, the WebSphere application will return a SOAP invalid security/unauthorized message to the Trading Partner via the secure Internet connection (HTTPS).

(5) Process Transaction

Trading Partners authorized to submit Real Time requests will have their transactions routed through the WebSphere application to the target system. The target system will generate the Real Time response.

(6) Format Response

The WebSphere Application Server will envelope the response in a SOAP response message.

(7) Send Response

The responses will be encrypted, and returned to the Trading Partner via the secure Internet (HTTPS) connection.

(8) Receive Response

The Trading Partner's Web Server will return the response message to the Trading Partner's Transaction Management System that initiated the request.

2. Trading Partner Requirements for Real Time

Trading Partners must submit claim transactions using HTTPS over a public line.

TESTING

837D Real Time Trading Partners have the ability to test their secure Internet connection to UCD as well as submit a test claim which will be edited for X12 syntax and United Concordia Business Edits. Trading Partners must be able to connect to the following URL to send Test claims (ISA15 = 'T'):

<https://services.ucci.com/urcrpc/Core/demo>

Note: If the correct URL is not utilized with the correct ISA15 value, a TA1 rejection will be returned.

PRODUCTION

- Trading Partners must be able to connect to the following URL to send Production claims (ISA15 = 'P'): <https://services.ucci.com/urcrpc/Core>

Note: If the correct URL is not utilized with the correct ISA15 value, a TA1 rejection will be returned.

- Trading Partners must ensure that only authorized persons and/or applications will be able to submit requests to UCD with their “logon ID” and password.
- UCD Real Time transactions (Request and Response) are based on standard SOAP 1.2 formats (see the SOAP 1.2 specification at <http://www.w3.org/TR/soap12-part1/> for details of the SOAP 1.2 standards).

In Test, you can obtain the WSDL files to create your SOAP messages by downloading them from the following URL:

<https://servicestenv7.ucci.com/urcrpc/wSDL/core/2.2.0/CORERule2.2.0.wsdl>

In Production, you can obtain the WSDL files to create your SOAP messages by downloading them from the following URL:

<https://services.ucci.com/urcrpc/wSDL/core/2.2.0/CORERule2.2.0.wsdl>

***Note:** Trading Partners will need to add the SOAP header to the SOAP message.

The HTTP protocol header must contain the following required properties for all UCD Real Time transactions:

Content-Type = "application/soap+xml;action="RealTimeTransaction"

The SOAP message "header" must contain the following required data elements for all UCD Real Time transactions:

- **Username** = (7 positions, Upper Case)
UCD assigned Login ID
- **Password** = (8 positions, case sensitive)

Following are key points to consider regarding the handling of CORE™ Envelope Metadata. They are not intended to be all inclusive. ***For additional information, please refer to Phasell CORE™ 270: Connectivity Rule, Table 4.4.2 - Table of CORE™ Envelope Metadata.*** (see <http://www.caqh.org/pdf/CLEAN5010/270-v5010.pdf>)

The SOAP message “body” must contain the following required data elements for all UCD Real Time transactions:

- **PayloadType (Request) =**
 - 'X12_837_Request_005010X224A1_2' (837 Dental Claim)
- **PayloadType (Responses) =**

UCD will return the following values in PayloadType on Real-Time response transactions:

- 'X12_277Ca_Response' (277 claim Acknowledgment) - (not a CORE enumerated value, UCD will deliver version 005010X214 of the 277Ca in the actual PayLoad)
 - 'X12_TA1_Response_005010X231A1' (TA1 Interchange Acknowledgement)
 - 'X12_999_Response_005010X231A1' (999 Functional Acknowledgement)
 - 'PRE-D_Response'
- **ProcessingMode = 'RealTime'**
 - **PayloadID** = Trading Partner defined. Unique within the domain from the domain of the party that sets this value. PayloadID is a payload identifier assigned by the Sender in the Real Time processing mode.
 - **TimeStamp** = XMLSchema dateTime representation;
 - See <http://www.w3.org/TR/xmlschema11-2/#dateTime>
Includes CORETM-compliant restrictions:
 - *Year must be four (4) digits*
 - *Must include a “time zone offset”*
 - **SenderID** = (7 position, Upper Case) UCD assigned login id. Must be same value as Username in the SOAP Header.
 - **ReceiverID** = Receiver plan NAIC Code. Must be one of the following values:
 - '89070'

CORE Rule Version = '2.2.0'

Payload = The Payload must be embedded using the Inline method (using CDATA element as shown in the examples below), except when sending or receiving payloads which contain non-printable characters, e.g., separator characters in an ASC X12 Interchange payload, the payload must be Base64 encoded.

- The Trading Partner must use a „~“ as the segment terminator, the '{' as the repetition separator, the „^“ element delimiter and the „:“ Component Element Separator.
- The Trading Partner must include a prefix of “R” along with their sender UCD assigned Trading Partner number in the data element GS02 of the X-12 837 file.
- The “Payload” tag in the SOAP body can only contain a single claim with no more than 20 lines of service. Multiple claims cannot be processed through the Real-Time process.
- The Trading Partner will be responsible to evaluate the response returned, and to resubmit the request with corrections required as indicated by the SOAP fault.
- No XML exception characters (&, <, >, “) or non-printable characters will be used as a delimiter or contained within the data of the message.

NOTE: UCD recommends the CDATA tag to handle special characters. (See examples of SOAP Message and XML Message below)

DISCLAIMER

Real Time claim transactions are designed to respond to individual end-user claim requests. For typical requests (requests with a single claim), the average response time should be within 45 seconds. Actual response time will be dependent upon Real Time transaction activity. Attempts to send batched claim transmissions will result in rejected 997s.

Note: For additional 837 Real Time detailed information, refer to the Electronic Data Interchange link at <https://secure.ucci.com/ducdws/dentist.xhtml?content=dentist->

[trading-partners](#)

3. SOAP MESSAGES – The following are examples of valid UCD Real Time claim transactions (Request and Response) with properly formatted SOAP envelopes.

Sample 837 Request Message:

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
<soap:Header>
  <wss:Security xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-
1.0.xsd">
    <wss:UsernameToken>
      <wss:Username>V999999</wss:Username>
      <wss:Password>xxxxxxx</wss:Password>
    </wss:UsernameToken>
  </wss:Security>
</soap:Header>
<soap:Body>
  <cor:COREEnvelopeRealTimeRequest>
    <PayloadType>X12_837_Request_005010X224A1_2</PayloadType>
    <ProcessingMode>RealTime</ProcessingMode>
    <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID>
    <TimeStamp>2013-08-22T08:58:34Z</TimeStamp>
    <SenderID>V999999</SenderID>
    <ReceiverID>89070</ReceiverID>
    <CORERuleVersion>2.2.0</CORERuleVersion>
    <Payload><![ ISA*00*                *00*                *ZZ*V999999          *33*89070
*130822*0858*|*00501*153275704*0*P*:
GS*HC*R955555*89070*20130822*0858*153275704*X*005010X224A2
ST*837*153275704*005010X224A2
BHT*0019*00*153275704*20130822*0858*CH
NM1*41*2*TRADINGPARTNER*****46*955555
PER*IC*JOE
CONTACT*TE*6318888888*EM*CONTACT@TRADINGPARTNER.COM*FX*631777777
NM1*40*2*UNITED CONCORIDA PROD*****46*89070
HL*1**20*1
NM1*85*2*SAMPLE DENTIST*****XX*122222222
N3*2036 CENTER ROAD, SUITE 200
N4*ANYTOWN*PA*170611111
REF*EI*222222222
HL*2*1*22*1
SBR*P**256511000*****CI
NM1*IL*1*PATIENT*KEVIN****MI*177777777
NM1*PR*2*UNITED CONCORIDA PROD*****PI*89070
HL*3*2*23*0
PAT*19
NM1*QC*1*PATIENT*KALEB
N3*3302 RIVER DRIVE
N4*SOMETOWN*PA*170681111
DMG*D8*20080305*M
CLM*YO8MN00DI*342***11:B:1*Y*C*N*Y
DTP*472*D8*20130821
REF*D9*YO8MN00DI
NM1*82*1*PERFORMING*SUSAN*****XX*1666666666
PRV*PE*PXC*122300000X
```

```

LX*1
SV3*AD:D0120*72****1
LX*2
SV3*AD:D0220*39****1
LX*3
SV3*AD:D0230*32****1
LX*4
SV3*AD:D0272*60****1
LX*5
SV3*AD:D1120*84****1
LX*6
SV3*AD:D1208*55****1
SE*38*153275704
GE*1*153275704
IEA*1*153275704
</cor:COREEnvelopeRealTimeRequest>
</soap:Body>
</soapenv:Envelope>

```

Sample 277CA Response Message:

```

<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
  <soapenv:Body>
    <cor:COREEnvelopeRealTimeResponse>
      <PayloadType>X12_277CA_Response</PayloadType>
      <ProcessingMode>RealTime</ProcessingMode>
      <!--PayloadID from request, when available-->
      <PayloadID>a81d44ae-7dec-11d0-a765-00a0c91e6ba0</PayloadID>
      <TimeStamp>2013-08-22T08:53:34Z</TimeStamp>
      <!-- NAIC code of the response sender (the receiver ID from the request) -->
      <SenderID>89070</SenderID>
      <!-- The login ID of the response receiver (the sender ID from the
request) -->
      <ReceiverID>V999999</ReceiverID>
      <CORERuleVersion>2.2.0</CORERuleVersion><Payload><<![CDATA[ISA^00^
^00^
^33^89070      ^ZZ^V999999      ^130822^0853^{^00501^000000000^0^P^>
GS^HN^89070^R95555^20130822^08531795^153275704^X^005010X214
ST^277^00B2911E3^005010X214
BHT^0085^08^153275704^20130822^08531795^TH
HL^1^^20^1
NM1^PR^2^UNITED CONCORDIA COMPANIES INC.^PI^89070
TRN^1^153275704
DTP^050^D8^20130822
DTP^009^D8^20130822
HL^2^1^21^1
NM1^41^2^TRADINGPARTNER^^^46^955555
TRN^2^153275704
STC^A1>19>PR^20130822^WQ^342
QTY^AA^1
AMT^YY^342
HL^3^2^19^1
NM1^85^2^SAMPLE DENTIST^^^XX^122222222
HL^4^3^PT
NM1^QC^1^PATIENT^KALEB^^^MI^17777777
TRN^2^YO8MN00DI
STC^A3>24>85^20130822^U^342
REF^D9^YO8MN00DI

```

```

DTP^472^RD8^20130821-20130821
SE^22^00B2911E3
GE^1^153275704
IEA^1^000000000
~]]></Payload>
  <ErrorCode>Success</ErrorCode>
  <ErrorMessage>NA</ErrorMessage>
</cor:COREnvelopeRealTimeResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Sample Claim Determination Response Message:

```

<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
  <soapenv:Body>
    <cor:COREnvelopeRealTimeResponse>
      <PayloadType>Pre-D_Response</PayloadType>
      <ProcessingMode>RealTime</ProcessingMode>
      <!--PayloadID from request, when available-->
      <PayloadID>a81d44ae-7dec-11d0-a765-00a0c91e6ba0</PayloadID>
      <TimeStamp>2007-08-30T10:20:34Z</TimeStamp>
      <!-- NAIC code of the response sender (the receiver ID from the
request) -->
      <SenderID>89070</SenderID>
      <!-- The login ID of the response receiver (the sender ID from the
request) -->
      <ReceiverID>V999999</ReceiverID>
      <CORERuleVersion>2.2.0</CORERuleVersion>
      <Payload>
        <![Please see our "Real Time 837D Claim Result Interpretation" guide
which is located at
https://secure.ucci.com/ducdws/dentist.xhtml?content=dentist-trading-
partners for an explanation of United Concordia's claim determination
responses. ] ]>
      </Payload>
      <ErrorCode>Success</ErrorCode>
      <ErrorMessage>NA</ErrorMessage>
    </cor:COREnvelopeRealTimeResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

4. EDI Real Time SOAP Faults – When a Real Time transaction fails validation for the format or content of the SOAP message; the following error codes will be used when responding to the Trading Partner.

NOTE: All SOAP Faults will return a 500 HTTP Status Code

Fault Code	Fault Reason Text	Comments
Sender	A detailed message about what was wrong with the request SOAP message.	SOAP Request needs to be corrected and resubmitted.
Receiver	Could Not Respond	United Concordia's systems could not respond due to an error or a time out. Request can be resubmitted later.
Receiver	Real Time Not Available	United Concordia's real-time systems are down for scheduled maintenance. Request can be submitted again later.
Version Mismatch		Request SOAP message is using the wrong version of SOAP. SOAP Request needs to be corrected and resubmitted.

An example of a WSDL SOAP Receiver Fault response with PayloadID:

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
  <soapenv:Body>
    <soapenv:Fault>
      <soapenv:Code>
        <soapenv:Value>soapenv:Receiver</soapenv:Value>
      </soapenv:Code>
      <soapenv:Reason>
        <soapenv:Text xml:lang="en-US">Could Not Respond</soapenv:Text>
      </soapenv:Reason>
      <soapenv:Detail>
        <!-- The PayloadID from the request -->
        <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID>
      </soapenv:Detail>
    </soapenv:Fault>
  </soapenv:Body>
</soapenv:Envelope>
```

An example of a WSDL SOAP Sender Fault response with PayloadID:

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
```

```
<soapenv:Body>
  <soapenv:Fault>
    <soapenv:Code>
      <soapenv:Value>soapenv:Sender</soapenv:Value>
    </soapenv:Code>
    <soapenv:Reason>
      <soapenv:Text xml:lang="en-US">Illegal Value for Payload
      Type</soapenv:Text>
    </soapenv:Reason>
    <soapenv:Detail>
      <!-- The PayloadID from the request -->
      <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID>
    </soapenv:Detail>
  </soapenv:Fault>
</soapenv:Body>
</soapenv:Envelope>
```

5. CORE-Compliant Error Responses – When a Real-Time transaction fails validation for the format or content of the SOAP message, a CORE-compliant SOAP response message will be sent to the Trading Partner. The following error codes are those which are not defined by the CORE Phase II 270 Connectivity Rule, Section 4.3.3.2:

Error Code	Error Message	Comments
PayloadTypeNotSupported	X12 Type Version [{\$X12Version}] Not Supported	A CORE-enumerated payload type was submitted, but it is not supported by this service.
UsernameSenderIDMismatch		The Username in the SOAP header and the SenderID in the SOAP body were not the same value.

An example of a CORE-Compliant Error Response:

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.cagh.org/SOAP/WSDL/CORERule2.2.0.xsd">
  <soapenv:Body>
    <cor:COREEnvelopeRealTimeResponse>
      <PayloadType>Core_Envelope_Error</PayloadType>
      <ProcessingMode>RealTime</ProcessingMode>
      <!--PayloadID from request, when available-->
      <PayloadID>a81d44ae-7dec-11d0-a765-00a0c91e6ba0</PayloadID>
      <TimeStamp>2007-08-30T10:20:34Z</TimeStamp>
      <!-- NAIC code of the response sender (the receiver ID from the
request) -->
      <SenderID>89070</SenderID>
      <!-- The login ID of the response receiver (the sender ID from the
request) -->
      <ReceiverID>V999999</ReceiverID>
      <CORERuleVersion>2.2.0</CORERuleVersion>
      <!--Note that there is no Payload when the response PayloadType is
Core_Envelope_Error-->
      <ErrorCode>PayloadTypeIllegal</ErrorCode> <!--Just one of many possible
error codes-->
      <ErrorMessage>Illegal value for PayloadType</ErrorMessage>
    </cor:COREEnvelopeRealTimeResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

6. UCD EDI WebServices Certificate

This section will explain how to save to a file the certificate used by the UCD Web Services Gateway. UCD offers the use of web services to perform EDI transactions. Since these transactions require the utmost security, all data is encrypted and transmitted over Secure Sockets Layer Protocol (SSL). This section will provide some links to information about SSL and instructions for downloading to a file the UCD certificate that would be required to be setup as a Truststore to establish a SSL connection with the web services gateway server. **Note:** This information is meant for individuals whom have information technology experience and an understanding of SSL and web services.

A. Introduction

Prior to obtaining the UCD Public Certificate for the enablement of the EDI web services one should have an understanding of SSL. Here's a link to an SSL Introduction.

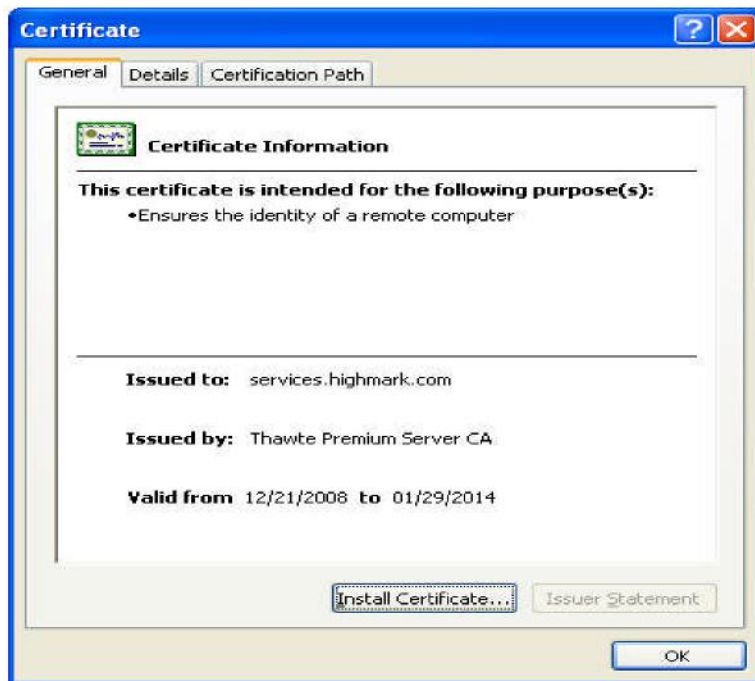
<http://www.pseudonym.org/ssl/sslintro.html>

B. Downloading the Digital Certificate.

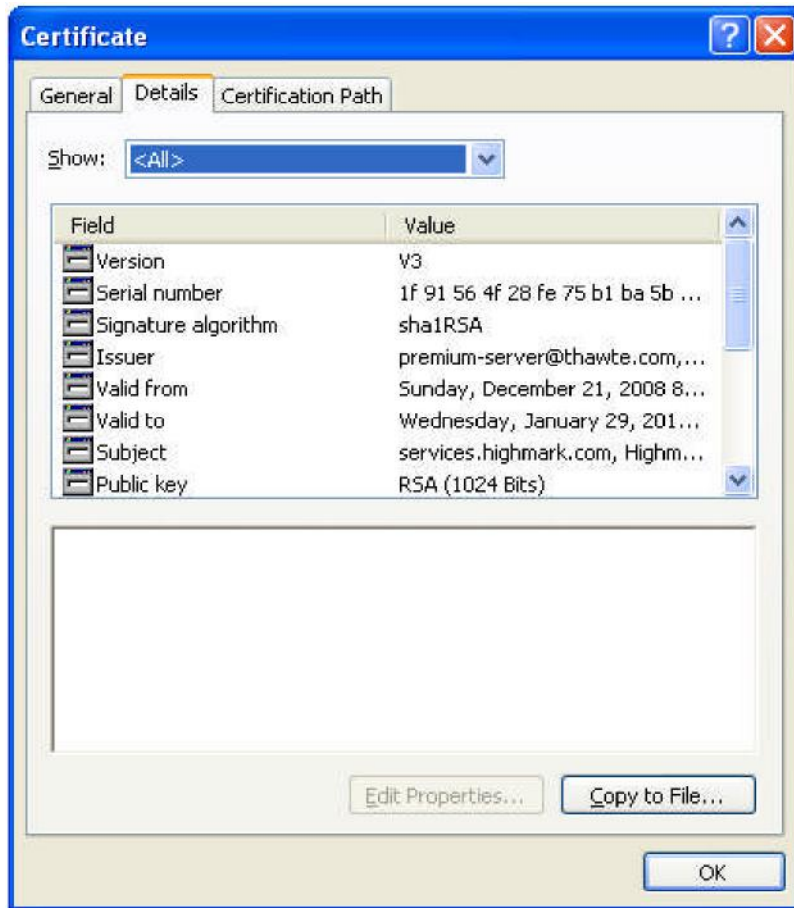
These instructions are for Windows Internet Explorer.

First, open a web browser to the <https://webservices.ucci.com> home page. In order to download the certificate, you need to double click on the gold "LOCK" icon at the bottom right status bar of your Windows Internet Explorer Browser.

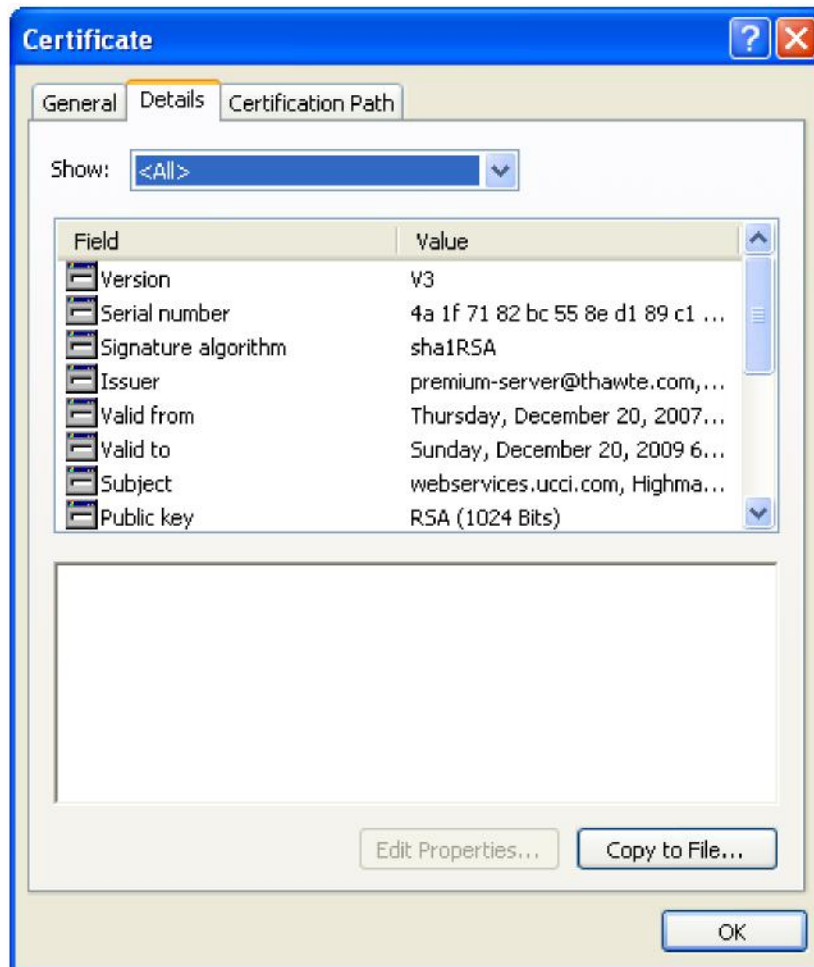
You will see the Certificate Window which displays the general information about the Certificate.



Select the Details tab.



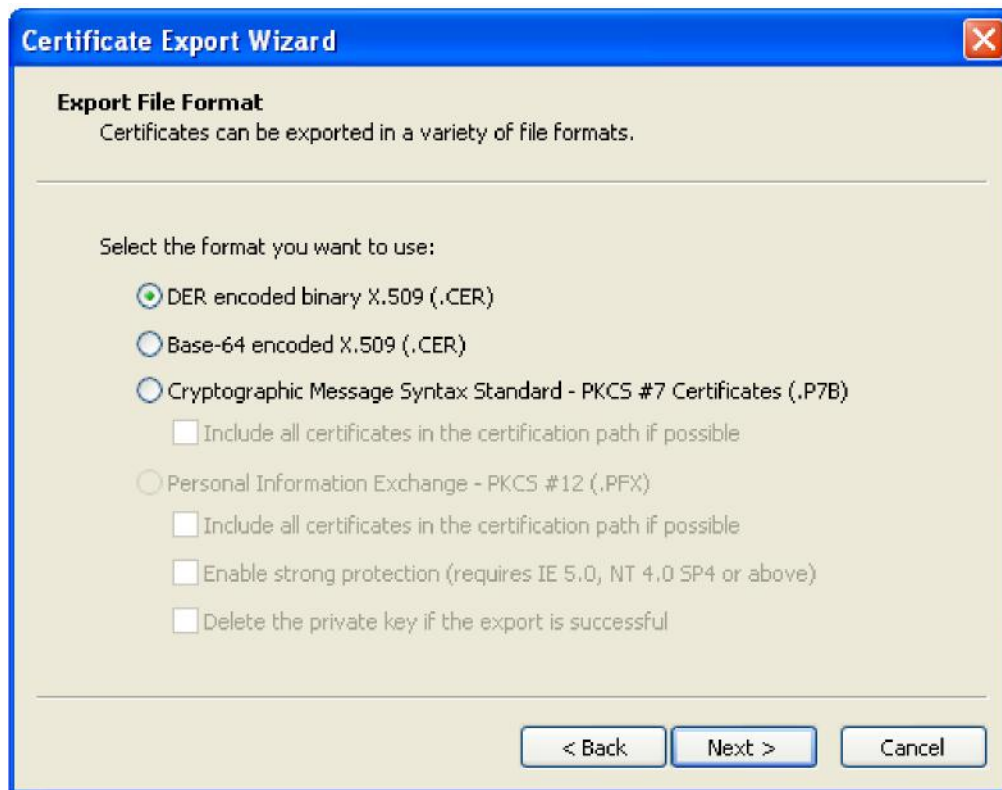
On the Details tab, select the “Copy to File...” button at the lower right corner.



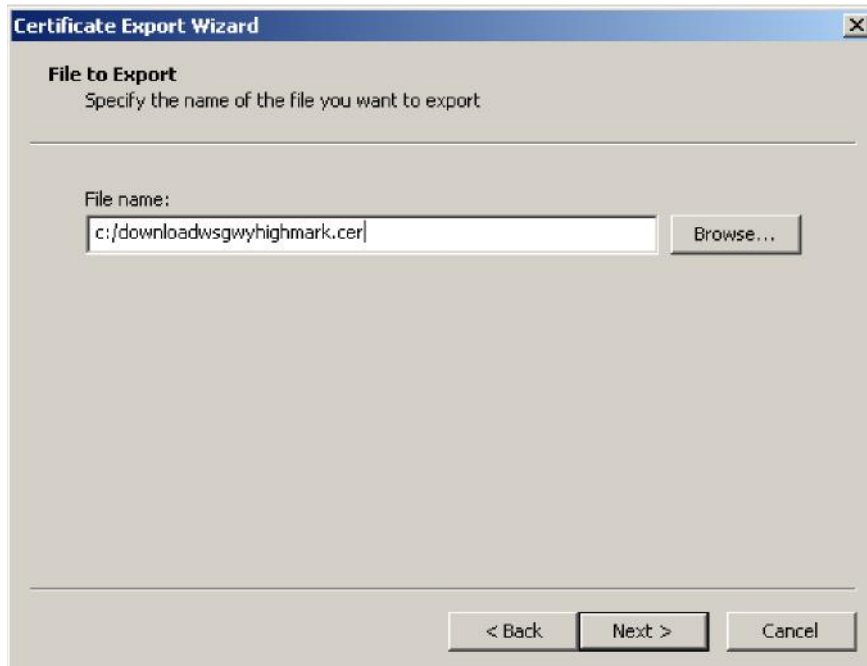
You should now see the Welcome window for the Certificate Export Wizard for windows. Select the Next Button.



Select the File Format. In this example, the default DER encoded binary X.509 is selected. Click Next.



Enter the file name to save the certificate under. In this example [C:/downloadwsgwyhighmark.cer](#) was used. Click Next.



Select Finish Button...



C. What to do next.

In order to establish a SSL connection via a web services client usually one needs to load the certificate to the “Truststore” file configured for the client’s platform in which the web service will be invoked. Since, there are too many web services client platforms to mention in this guide, one will need to review the documentation associated with the web services client platform. For example, to obtain information for a client platform like IBM’s WebSphere Application Server one could perform a search on Google(www.google.com) for: “ibm websphere Truststore how to” or examine the Websphere Information Center Documentation.

D. Renewing the Certificate

Digital Certificates have a specific expiration date and will need to be renewed. In the following example, the **General Tab** identifies the **Valid From and To dates** for the Certificate. Each Real Time Trading Partner will receive an email 4 weeks before the certificate expires. (Note: Email addresses should be supplied by the EDI Trading Partner upon applying for Real Time access.) The email will include the date the new certificate will be available for download and the date the new certificate will be activated. Repeat the above steps to incorporate the renewed certificate in your application.

