



TECHNOLOGY
SERVICES AND SOLUTIONS

837P/835

Integrating with Santa Clara County
Behavioral Health Systems



CONTENTS

| | |
|--|---|
| Summary | 3 |
| 1. Uploading 837Ps..... | 3 |
| 1.1. 837P Naming Conventions | 3 |
| 1.2. Troubleshooting | 4 |
| 2. Download Response Files (999, 277CA, 835) | 4 |
| 2.1. Email Notifications | 4 |
| 2.2. Understanding Response Files | 5 |
| 2.3. Troubleshooting | 9 |

Summary

As of 2022, County Contracted Providers (CCPs) will continue utilizing our existing Unicare Secure File Transfer Protocol (sFTP) servers to submit billing 837P files as well as downloading response files such as 999, 277CA, 835.

Reminder: there are separate login details to upload and download files for your organization. If your organization needs the connection details again, or to verify your IP address whitelisting settings, please reach out to the TSS BHS team for further information by emailing support@tss.sccgov.org with the subject line “HHS-BHS Triage”.

Note – If you don’t have an existing account to upload Unicare services, you must fill out a request form and account for an additional amount of time for testing and configuration of your sFTP accounts, folders and automations.

1. Uploading 837Ps

Uploading 837Ps follows the same Unicare process so please be careful to not upload duplicates as there is no inbound validation as to whether a file is a duplicate. Once uploaded to the sFTP, it will be processed typically within 15-30 minutes into the County’s myAvatar.

Use your Unicare Inbound account to drop us the 837P using your specified application such as FileZilla, WinSCP, WS_FTP, etc.

1.1. 837P Naming Conventions

All files uploaded by each CCP needs to have a completely unique identifier for tracking and processing purposes. Please see below for an example with spaces to show the different parts:

837v5010 x CCPIDNUMBER x 000 x MMDDYYYY.txt

- 837v5010 = Must be at the beginning of all files
- CCPIDNUMBER = Your 5-digit specific Company Code (this is most likely the same company code from Unicare)
- 000 = Unique Attempt Number, increment as you go each day until it is accepted – 001, 002, 003
- MMDDYYYY = The date the 837P is submitted to the county

Below would be a completed example ready for upload if “Mental Health SCVHHS” was submitting an 837P for the first attempt on February 29, 2020.

- 837v5010x30000x001x02292020.txt

1.2. Troubleshooting

If a duplicate file is uploaded by mistake, there is a chance that the TSS BHS team can catch it before it is automatically compiled by myAvatar. If this happens, please call the TSS Service Desk at (408) 970-2222 and request a P2 ticket to have an 837P removed from the Unicare SFTP

Another option is to email support@tss.sccgov.org with the subject line "HHS-BHS Triage" to have a ticket automatically generated and assigned to our team

2. Download Response Files (999, 277CA, 835)

The county can send all 3 response file types – 999, 277, and 835. A brief description of the response files is below:

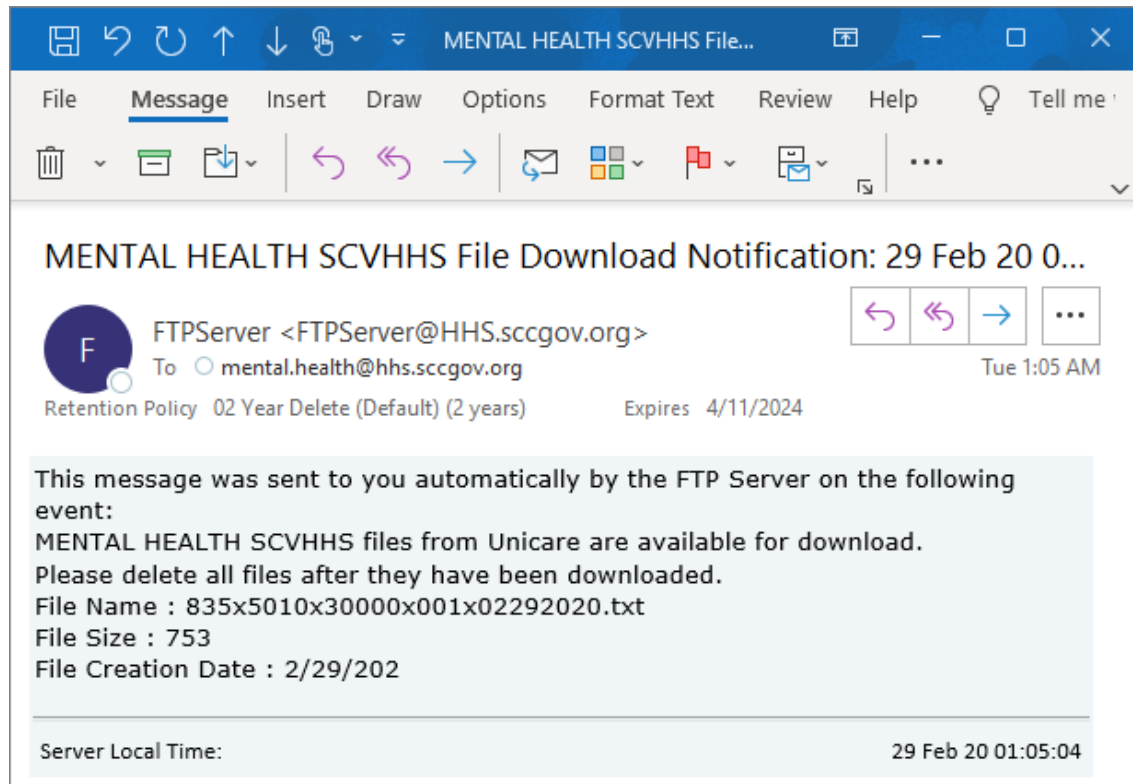
- 999 – 1st level confirmation that the county has received and processed your 837P. It will also tell you if the file was accepted or rejected completely along with the errors. The County will manually process 837Ps during the initial implementation period, therefore receipt of 999 files will be delayed until each file is posted. Once this period is over and 837P set-up and processing validated, the County will automate processing for 837Ps and you can expect to receive a 999 file within an hour.
- 277CA – 2nd level confirmation that the county has received and processed your 837P along with any specific line level errors. This file will contain your claim number. If the 837P was rejected completely, you will not receive this file, only the 999.
- 835 – Healthcare Claim Payment and Remittance Advice. You will load this into your own EHR which will show you what was paid, reduced, or denied at the line level. This is all we typically will send.

Use your Unicare Outbound account to pick up the requested response files from above

Note – Please download your files in a timely manner and delete the files afterward. We cannot guarantee that we will store your files past 30 days

2.1. Email Notifications

Once your 837P is processed, and your response files are ready to download, you will receive an email notification. Please let us know where to send these notifications. We request that you provide a generic email address in case users at your organization come and go.



2.2. Understanding Response Files

The county can return the following response files via sFTP. For issues with accessing these files, please call the TSS Service Desk at (408) 970-2222 and request the BHS Triage team's help in locating a missing response file. Another option is to email support@tss.sccgov.org with the subject line "HHS-BHS Triage" to have a ticket automatically generated and assigned to our team.

999 – 1st level confirmation that the county has received and processed your 837P. 999s will indicate if the 837P conforms to the required EDI formatting.

To interpret the information included in a 999:

1. Look for the IK and AK segment
 - a. Accepted
 - i. IK5*A~
 - ii. AK9*A*1*1*1~
 - b. Rejected
 - i. IK5*R~
 - ii. AK9*R*1*1*0~
 - c. Accepted with errors
 - i. IK5*E~
 - ii. AK9*E*1*1*1~
2. 999s are currently unable to populate the details of why a file was rejected. Until this is fixed, the CSC Claim's Team will continue to send the error information directly to CCPs via email.

| Line Number | Line |
|-------------|---|
| 1 | ISA*00* *00* *30*681234567 *30*943305725 *220603*2039*I*00501*000715842*1*P*~ |
| 2 | GS*FA*681234567*943305725*20220603*2039*715843*X*005010X231A1~ |
| 3 | ST*999*0001*005010X231A1~ |
| 4 | AK1*HC*715843*005010X222A1~ |
| 5 | AK2*837*0001*005010X222A1~ |
| 6 | IK5*A~ |
| 7 | AK9*A*1*1*1~ |
| 8 | SE*6*0001~ |
| 9 | GE*1*715843~ |
| 10 | IEA*1*000715842~ |

Accepted 999

| Line Number | Line |
|-------------|---|
| 1 | ISA*00* *00* *30*946000533 *30*946129071 *221122*1607*I*00501*000019618*1*T*~ |
| 2 | GS*FA*946000533*946129071*20221122*1607*19618*X*005010X231A1~ |
| 3 | ST*999*0001*005010X231A1~ |
| 4 | AK1*HC*19618*005010X222A1~ |
| 5 | AK2*837*1235*005010X222A1~ |
| 6 | IK3*N4*9**3~ |
| 7 | CTX*SITUATIONAL TRIGGER*N4*09~ |
| 8 | IK5*R*5~ |
| 9 | AK9*R*1*1*0~ |
| 10 | SE*8*0001~ |
| 11 | GE*1*19618~ |
| 12 | IEA*1*000019618~ |

Rejected 999

277CA – 2nd level confirmation that the County has received and accepted your 837P along with any specific line level errors. This response document is only returned for files that are accepted by the system. Files with EDI errors that become invalid will not generate a 277CA.

*Claims that are rejected do not enter the County Avatar system; rejected claims must be sent again via a new 837 as if being billed for the first time.

To interpret the information included in a 277CA:

1. Look for the STC segment
 - a. You will be able to see Claim Status Category Codes within the STC segments of the 277CA.
2. Access the X12 website for code descriptions:
 - a. Claim Status Category Codes: [Claim Status Category Codes | X12](#)
3. Locate segments to determine total accepted/rejected claims and quantity.
 - a. TRN01=Provider Reference ID from the 837P–BHT03
 - b. STC01=Claim Status Category Code
 - c. QTY*90=Acknowledged quantity
 - d. QTY*AA=Unacknowledged quantity
 - e. QTY*QA= Acknowledged quantity
 - f. QTY*QC= Unacknowledged quantity
 - g. AMT*YU= Accepted claim count
 - h. AMT*YY= Rejected claim count

```
ISA*00* 00* *30*946000533 *30*942295953 *221006~
GS*HN*946000533*942295953*20221006*054608*2*X*005010X214~
ST*277*0002*005010X214~
BHT*0085*08*2*20221006*054608*TH~
HL*1**20*1~
NM1*PR*2*Santa Clara County BHSD*****FI*94-6000533~
TRN*1*20221006054608~
DTP*050*D8*20221006~
DTP*009*D8*20221006~
HL*2*1*21*1~
NM1*41*2*PACIFIC CLINICS*****46*30400~
TRN*2*78406~
STC*A1:19.40*20221006*WQ*5277.62~
QTY*90*4~
QTY*AA*15~
AMT*YU*554.05~
AMT*YY*4723.57~
HL*3*2*19*1~
NM1*85*2*PACIFIC CLINICS*****XX*1114162260~
TRN*1*0~
STC*A1:19.40*WQ*5277.62~
QTY*QA*4~
QTY*QC*15~
AMT*YU*554.05~
AMT*YY*4723.57~
HL*4*3*PT~
NM1*QC*1*UPLIFTMH*CRU***MI*CSC3086~
TRN*2*2492633F~
STC*A7.21*20221006*U*2646*****A7.454~
REF*1K*2492633F~
DTP*472*D8*20220701~
```

```
HL*7*3*PT~
NM1*QC*1*UPLIFTMH*MOBILE CRISIS***MI*CSC3090~
TRN*2*2492637F~
STC*A7.21*20221006*U*173.04*****A7.454~
REF*1K*2492637F~
DTP*472*D8*20220708~
TRN*2*2492699C~
STC*A2.20*20221006*WQ*138.96~
REF*1K*1583~
DTP*472*D8*20220707~
```

835 - Healthcare Claim Payment and Remittance Advice. You will load this into your own EHR which will show you what was paid, reduced, or denied at the line level. This response document is only returned for files that are accepted by the system. Files with EDI errors that become invalid will not generate an 835.

*Claims that show as denied on an 835 can be resent on an 837 file as a replacement claim (if you would like to maintain the original submission date) or as an original claim (which will have a new submission date). Denied services do not have to be voided.

To interpret the information included in an 835:

1. Look for the CLP segment
 - a. You will be able to see individual claim level detail
2. Access the X12 website for code descriptions:
 - a. Claim Adjustment Reason Codes: [Claim Adjustment Reason Codes | X12](#)
3. Locate segments to determine total accepted/rejected claims and quantity.
 - a. CAS*CO=Claim Adjustment Reason Code for approval or denial
 - b. AMT*B6=Service line payout amount

| Line Number | Line |
|-------------|---|
| 1 | ISA*00* *00* *ZZ*CADMH *ZZ*30400 *221103*1535*!*00501*000000006*0*T*~ |
| 2 | GS*HP*CADMH*30400*20221103*153529*1*X*005010X221A1~ |
| 3 | ST*835*0744~ |
| 4 | BPR*I*1925.57*C*NON*****20221103~ |
| 5 | TRN*1*744*1912041922~ |
| 6 | REF*F2*AVATAR MSO 2022~ |
| 7 | DTM*405*20221103~ |
| 8 | N1*PR***SANTA CLARA COUNTY~ |
| 9 | N3*2325 ENBORG LANE STE 440~ |
| 10 | N4*SAN JOSE*CA*951282651~ |
| 11 | PER*CX**TE*4088857200~ |
| 12 | PER*BL *TE*4088857200~ |
| 13 | N1*PE*PACIFIC CLINICS*XX*942295953~ |
| 14 | N3* ~ |
| 15 | REF*PQ*30400~ |
| 16 | LX*1~ |
| 17 | CLP*2525086A*1*2646*0**MC*1654*11*3~ |
| 18 | NM1*QC*1*UPLIFTMH*CRU****MI*3086~ |
| 19 | REF*F8*1654~ |
| 20 | DTM*232*20220701~ |
| 21 | DTM*233*20220701~ |
| 22 | SVC*HC:S9484.HE:TG*2646*0**0**18~ |
| 23 | DTM*472*20220701~ |
| 24 | CAS*CO*16*2646~ |
| 25 | REF*BB*P3560~ |
| 26 | CLP*2511114D*1*154.5*120.5**MC*1655*11*1~ |
| 27 | NM1*QC*1*UPLIFTMH*KATIE*A***MI*3087~ |
| 28 | REF*F8*1655~ |
| 29 | DTM*232*20220702~ |
| 30 | DTM*233*20220702~ |
| 31 | AMT*AU*120.5~ |
| 32 | SVC*HC:I1017.HE*154.5*120.5**50~ |
| 33 | DTM*472*20220702~ |
| 34 | CAS*CO*45*34~ |
| 35 | REF*BB*P3510~ |
| 36 | AMT*B6*120.5~ |

Denied claim

Approved Claim

2.3. Troubleshooting

If you receive an email notification such as the screenshot above and a file is missing/not available for download in the sFTP, please call the TSS Service Desk at (408) 970-2222 and request the BHS Triage team's help in locating a missing 835 response file

Another option is to email support@tss.sccgov.org with the subject line "HHS-BHS Triage" to have a ticket automatically generated and assigned to our team