
ASH Clearinghouse

American Specialty Health

HIPAA Transaction Standard Companion Guide

**Refers to the Implementation Guides
Based on ASC X12 version 005010**

July 2021

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ASH Clearinghouse COMPANION GUIDE

Preface

This Companion Guide to the v5010 ASC X12 Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with American Specialty Health via ASH Clearinghouse. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12 Implementation Guides, are compliant with both ASC X12 syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12 Implementation Guides adopted for use under HIPAA. The Companion Guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

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1. INTRODUCTION

SCOPE

This companion guide is specific to X12 transactions supported by ASH Clearinghouse.

OVERVIEW

The implementation of transaction(s) follows the requirements of the Implementation Guides (TR3) ASC X12 version 005010.

REFERENCES

This document references the following:

1. 837 Professional Claims 005010X222A1
2. 999 Acknowledgment 005010X231
3. 277 Health Care Claim Acknowledgment 005010X214

ADDITIONAL INFORMATION

It is important that the reader has access to the referenced ASC X12 guides and CAQH-CORE rules that this guide supports. The documents can be located/purchased at:

[X12 Products](#)

[CAQH CORE](#)

2. GETTING STARTED

WORKING WITH ASH CLEARINGHOUSE

ASH Clearinghouse can accept claims from individual providers/groups through American Specialty Health's "ASHLink" web portal, or from other clearinghouses/trading partners with which a trading partner agreement has been established.

Providers wishing to utilize the "ASHLink" system to submit claims can get started by visiting www.ashlink.com, or by calling (888) 511-2743 (Monday through Friday 8:00 a.m. to 5:00 p.m. PST).

ASH Clearinghouse will establish a trading partner agreement with any interested clearinghouse, if the clearinghouse has at least 25 ASH-contracted providers as its clients. To request a Trading Partner Agreement packet, please email ASHClearinghouse@ashn.com.

Testing is required for both providers and clearinghouse trading partners. Testing is described in further detail below.

TRADING PARTNER REGISTRATION

The Trading Partner will complete a Trading Partner Agreement.

CERTIFICATION AND TESTING OVERVIEW

All providers wishing to utilize “ASHLink” for direct submissions, and clearinghouses/other trading partners that wish to establish a trading partner arrangement with ASH Clearinghouse, must successfully complete testing with ASH Clearinghouse. The testing process is straightforward and can be completed in as little as one day. Testing involves submission of an 837 test file, processing and review of the file by ASH Clearinghouse, and the return of standard acknowledgments/reports to the submitter. Providers will not be required to test if they intend to submit to ASH Clearinghouse through another clearinghouse with which ASH Clearinghouse has a pre-existing relationship.

3. TESTING WITH THE PAYER

For **providers wishing to submit directly via “ASHLink”**, testing is done via the “ASHLink” system. The following are the steps and requirements involved in testing:

1. To establish an account, please call (888) 511-2743 (Monday through Friday 8:00 a.m. to 5:00 p.m. PST). All providers will begin with their “ASHLink” accounts set to testing mode.
2. An 837 test file, containing at least 25 claims, should be uploaded via the “ASHLink” portal. Instructions for uploading files can be found on the portal.
3. ASH Clearinghouse will receive your file from “ASHLink” within two hours; the file will be reviewed and tested within 24 hours of submission.
4. Upon completion of processing of your test file, a post-processing report will be sent back to you (via your “ASHLink” mailbox) indicating either success or failure.
5. If testing was successful, the account will automatically be updated to production status.
6. If testing was unsuccessful, the post-processing report will contain information on the issue(s) identified, and if applicable, guidance on corrective action. The provider should make any necessary corrections and re-submit, until testing has been completed successfully.

For **providers that will submit to ASH Clearinghouse through an already-approved clearinghouse trading partner***, no additional/special testing is required with ASH Clearinghouse.

For **clearinghouses/other trading partners**:

1. Complete the Trading Partner Agreement.
2. An account will be established on American Specialty Health’s SFTP server, for purposes of supporting exchange of files (transmittal of 837 files to ASH Clearinghouse, and transmittal of acknowledgments/other reports back to the trading partner). Please note that full account setup may take up to 72 hours.
3. Once the Trading Partner Agreement has been executed by both parties, testing may begin.
4. Review the requirements and other information outlined in this document.
5. An 837 test file, containing at least 25 claims, should be uploaded to the SFTP account that has been created for you.
6. ASH Clearinghouse will review and test the submitted file.

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7. ASH Clearinghouse will post an initial acknowledgment (of receipt) file, 999 Implementation Acknowledgment for Health Care Insurance, and a 277Health Care Claim Acknowledgment file to your SFTP account for your review.
8. ASH Clearinghouse and the trading partner will select a mutually-agreeable production start date.

**A current list of approved clearinghouse trading partners can be found at the following address:*

https://www.ashlink.com/ASH/WCMGenerated/ClearinghouseList_tcm17-104452.pdf

4. CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOWS

For **ASHLink submitters**:

1. 837 claims files will be uploaded to the ASHLink web portal by the provider.
2. Files will be processed within two business days.
3. Post-processing reports will be returned to you via your ASHLink mailbox.

For **providers submitting through a clearinghouse trading partner**:

1. Upload file(s) to your clearinghouse (e.g. Change Healthcare, Office Ally, Trizetto, etc.) according to your clearinghouse's specific requirements.
2. Your clearinghouse will submit the claims to ASH Clearinghouse in accordance with ASH Clearinghouse requirements.
3. ASH Clearinghouse will process your claims within two business days and return post-processing reports to your clearinghouse.
4. Your clearinghouse will subsequently make this data available to you via your account or other mechanism.

TRANSMISSION ADMINISTRATIVE PROCEDURES

N/A

RE-TRANSMISSION PROCEDURE

N/A

COMMUNICATION PROTOCOL SPECIFICATIONS

Providers submitting via ASHLink use HTTPS to upload files to ASH. Clearinghouses/other trading partners submit to, and receive from, ASH Clearinghouse via SFTP.

PASSWORDS

ASH Clearinghouse does not require the use of passwords on individual files/batches. However, a password is required to connect to ASH’s SFTP server or to log into the ASHLink web portal. Provider and clearinghouse/other trading partner registration, as well as technical specifications, ensure the correct trading partner and file type approved.

5. CONTACT INFORMATION

EDI CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

For technical issues, questions about rejections and similar support needs, you may reach ASH Clearinghouse by sending an email to ASHClearinghouse@ashn.com, or by phone at (877) 513-2746; representatives are available Monday through Friday, from 5:00am – 6:00pm PST.

For assistance with provider ASHLink accounts, provider record updates, and claims payment, please contact ASH Provider Services at (800) 972-4226; representatives are available Monday through Friday, from 5:00am – 6:00pm PST. Please note that ASH Clearinghouse technical support is unable to assist with ASHLink account support or inquiries on provider records.

Neither ASH Clearinghouse technical support, nor ASH Provider Services, can provide software support for provider practice management or other billing systems; for support with these products, please contact your software vendor. For providers that use a clearinghouse to submit claims to ASH, please contact your clearinghouse for any issues in transmitting data to your clearinghouse, inquiries on missing reports, and similar.

APPLICABLE WEBSITES/E-MAIL

Access to ASHLink provider accounts, our approved clearinghouse list, and other resources can be found at www.ashlink.com.

6. CONTROL SEGMENTS/ENVELOPES

837 Professional Claims

INTERCHANGE CONTROL SEGMENTS (ISA-IEA)

This section describes ASH Clearinghouse’s use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

Loop ID	Reference	Name	Codes	Length	Notes/Comments
	ISA01	Authorization Information Qualifier	00	2/2	Required
	ISA02	Authorization Information		10/10	Not valued
	ISA03	Security Information Qualifier	00	2/2	
	ISA04	Security Information		10/10	Not valued
	ISA05	Interchange ID Qualifier	ZZ	2/2	
	ISA06	Interchange Sender ID	Tax ID	15/15	
	ISA07	Interchange ID Qualifier	ZZ	2/2	
	ISA08	Interchange Receiver ID	ASH	15/15	
	ISA09	Interchange Date	YYMMDD	6/6	
	ISA10	Interchange Time	HHMM	4/4	
	ISA11	Repetition Separator	^ (carrot)	1/1	

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	ISA12	Interchange Control Version Number	00501	5/5	
	ISA13	Interchange Control Number		9/9	Assigned by trading partner. Must be unique for each file.
	ISA14	Acknowledgement Requested	1	1/1	Per ASH policy, an acknowledgement and/or post-processing report(s) will be sent regardless of whether ISA14 is set to 0 or 1
	ISA15	Interchange Usage Indicator	P, T	1/1	
	ISA16	Component Element Separator	: (colon)	1/1	

Loop ID	Reference	Name	Codes	Length	Notes/Comments
	IEA01	Number of Functional Groups		1/5	Required
	IEA02	Interchange Control Number		9/9	Must match ISA13

FUNCTIONAL GROUP CONTROL SEGMENTS (GS-GE)

This section describes ASH Clearinghouse's use of the functional group control segments. It includes a description of expected application sender and receiver codes.

Loop ID	Reference	Name	Codes	Length	Notes/Comments
	GS01	Functional Identifier code	HS	2/2	Required
	GS02	Application Sender's code	Tax ID	2/15	
	GS03	Application Receiver's Code	ASH	2/15	
	GS04	Date	CCYYMMDD	8/8	
	GS05	Time	HHMM	4/8	
	GS06	Group Control Number		1/9	
	GS07	Responsible Agency Code	X	1/2	
	GS08	Version Identifier	005010X223A1	1/12	

Loop ID	Reference	Name	Codes	Length	Notes/Comments
	GE01	Number of Transaction Sets included		1/6	Required
	GE02	Group Control Number		1/9	

TRANSACTION SET CONTROL NUMBERS (ST-SE)

This section describes ASH Clearinghouse's use of transaction set control numbers.

Loop ID	Reference	Name	Codes	Length	Notes/Comments
	ST01	Transaction Set Identifier Code	837	3/3	Required
	ST02	Transaction Set Control Number		4/9	Required
	ST03	Implementation Reference	005010X223A1	1/35	Required

Loop ID	Reference	Name	Codes	Length	Notes/Comments
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NA	SE01	Transaction Segment Count		1/10	Required
NA	SE02	Transaction Set Control Number		4/9	Required

The segment terminator is expected to be a tilde (~). It is important to remove double segment terminators or the file will not process (e.g. carriage return and tilde). ASH Clearinghouse will not remove the extra terminator; this is the responsibility of the provider or other trading partner.

7. PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

ASH Clearinghouse attempts to provide a straightforward claims submission process to ASH providers and other trading partners. As such, ASH Clearinghouse do not require any repurposing of segments or custom values, and will accept any HIPAA compliant version 5010 837 transaction provided that a few rules are observed:

1. **Provider information submitted on claims should be accurate and allow us to match to a provider record in ASH's provider database.** If a provider cannot be matched, due to discrepancies or lack of any matching provider record in ASH's system, the claim will be rejected indicating that the entity is not affiliated. In this scenario, the provider should contact ASH Provider Services directly, at the number given earlier in this document; once the issue is resolved, the claim(s) can be resubmitted to ASH Clearinghouse.
2. **ASH Clearinghouse are only able to support a single interchange control segment (ISA-IEA), and a single functional group control segment (GS-GE), within a single file.** However, there is no limit to the number of transactions sets that can be included.
3. Procedure codes and diagnosis codes should be valid and current.
4. Service units must be whole numbers; ASH only supports professional claims, for specific specialties that are within the scope of ASH's contracts with its client health plans; ASH's systems only support whole numbers of units because these specialties only bill in full units.

8. ACKNOWLEDGEMENTS AND/OR REPORTS

ASH Clearinghouse supports the use of acknowledgements as an important part of the electronic claims lifecycle. It is the trading partner's responsibility to review return reports, and to correct and resubmit claims/files if/when necessary. If unsure about the reason(s) for a claim rejection and/or otherwise need assistance with determining necessary corrections, please contact ASH Clearinghouse promptly.

Important: In calculation of timely filing, claims are not considered to be "received" by ASH until they have been successfully processed (accepted) by ASH Clearinghouse. Failure to review returned acknowledgements and other reports, or failure to correct rejections in a timely manner, may cause claims to extend beyond timely filing limits, resulting in an irremediable non-payment situation.

Clearinghouses submitting claims to ASH Clearinghouse on behalf of providers receive all the reports within our report inventory. Each clearinghouse is responsible for loading return report/file data and making this data available to its provider clients.

As providers submitting through ASHLink typically do so due to lack of more sophisticated billing systems/applications - and thus generally do not have the capabilities to parse/interpret 999

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Implementation Acknowledgment for Health Care Insurance and 277 Health Care Claim Acknowledgment files - these submitters will only receive the more friendly “Human-Readable Post-Processing Report” (described in more detail below).

REPORT INVENTORY

Initial Acknowledgement (Clearinghouse submitters only)

Upon receipt and download of a new file/submission, ASH Clearinghouse will automatically generate an initial acknowledgement of receipt within five (5) minutes of the file being downloaded. This report is posted back to the submitter’s account/directory on ASH’s SFTP server within two (2) hours.

This report only acknowledges receipt of your file; at the time that this report is generated, no processing has yet begun on your submission and the report is not an indication of acceptance or rejection of the submitted claim(s).

999 Implementation Acknowledgment for Health Care Insurance (Clearinghouse submitters only)

A 999 Implementation Acknowledgment for Health Care Insurance will be generated at beginning of file processing; any HIPAA syntax/compliance issues will be reported in the 999. Details of the issue(s) will be included in the 999 Implementation Acknowledgment for Health Care Insurance to the extent possible.

277 Health Care Claim Acknowledgment Post-Processing Report (Clearinghouse submitters only)

At completion of processing, a 277 Health Care Claim Acknowledgment is generated with final disposition of the submitted claims. All claims that passed the 999 syntax validation will be included on this file, with an indication of acceptance or rejection. If a claim is rejected, the applicable Claim Status Codes will be provided. For a complete and current list of all Claim Status Codes, please visit the following web site:

<https://x12.org/codes/claim-status-codes>

Human-Readable Post-Processing Report (ASHLink and Clearinghouse submitters)

The Human-Readable Post-Processing Report is a more “friendly” version of the 277 Health Care Claim Acknowledgment file, for submitters that do not have the necessary systems/applications in place to parse/interpret 277 Health Care Claim Acknowledgment files. It can easily be opened in any text editor and will be sufficiently readable to determine disposition of submitted claims. Instead of CARCs, this report provides a brief explanation to describe any rejections. This report is included by default, but can be disabled at the submitter’s request, through a service request to ASHClearinghouse@ashn.com.

9. TRADING PARTNER AGREEMENTS

A trading partner agreement is required for all clearinghouses/other trading partners before connectivity can be established; these agreements will be kept on file at ASH Clearinghouse. Providers submitting

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directly via ASHLink are not required to complete a trading partner agreement with ASH Clearinghouse; this scenario is already covered by the ASHLink user agreement.

TRADING PARTNERS

An EDI Trading Partner is defined as any ASH Clearinghouse customer (except a provider submitting directly to ASH via the ASHLink web portal) that transmits to or receives electronic data from ASH Clearinghouse. Examples include clearinghouses, billing service, software vendors, financial institutions and others.

10. TRANSACTION SPECIFIC INFORMATION

At this time, the implementation of the 837 transaction is based on the X12 Implementation Guides and applicable CAQH CORE Operating Rules. No enhancements have been made.

11. SYSTEM OUTAGE

Scheduled Maintenance

ASH Clearinghouse will send email notification to clearinghouse trading partners 7 days prior to the scheduled maintenance date(s). If applicable, the down time range will also be noted in the notification. During these times, if a file is delivered, the file will be logged, held, and processed once maintenance is completed*.

Unplanned Downtime

If downtime will extend beyond a short period of time, and if it is practical to do so, ASH Clearinghouse will send email notification to clearinghouse trading partners with an estimated time for restoration of service. During these times, if a file is delivered, the file will be logged, held, and processed once maintenance is completed*.

***Certain situations may arise (e.g. SFTP server downtime) that prevent a clearinghouse trading partner from submitting a file. In such cases, and if SFTP server downtime extends beyond one (1) business day, appropriate allowances will be made with respect to timely filing.**

12. APPENDICES

1. Trading Partner Agreement (blank)
2. Change Summary

07/21/2021	Initial creation date.
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