

# EDI Support Services

## *Understanding Electronic Reports*

### **Summary of Electronic Reports**

The reports generated by the EDI Support Services (EDISS) front-end collection system are a vital part in following the claims as they process through EDISS. The information provided in this documentation gives Trading Partners a general overview of the reports they receive and information to look for when locating these reports. The reports are listed in the order they would be received from EDISS after the electronic file has been submitted. If errors are reported, it is the responsibility of the Trading Partner to correct and resend.

#### **In this document:**

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- Transaction Acknowledgement (TRN)
- TA1 Interchange Acknowledgement (TA1)
- 999 Functional Acknowledgement (999)
- 277CA Claims Acknowledgment (277CA\_

### *Transaction Acknowledgement (TRN)*

The Transaction Acknowledgement Report (TRN) sums up the basic attributes of a submitted electronic claim transaction. This report tells you if EDISS' front-end collection system is able to read the submitted claim file. The Transaction Acknowledgement Report will display three properties of the submitted file:

- Confirmation of receipt
- Descriptions of validation problems
- File recognition

This report is available for each electronic file submitted to EDISS. A Trading Partner may retrieve this report from their mailbox immediately following the file transmission. If the electronic file rejects at this level, no other reports will follow.

### *The TA1 Interchange Acknowledgment (TA1)*

The TA1 Interchange Acknowledgment (TA1) is used to acknowledge syntactical correctness of the envelope associated with an ANSI X12 claim transaction. **The**

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**TA1 report will only be delivered if the ISA\*14 is set to “1” and there are errors.** The TA1 report will not generate if no errors are detected.

### ***999 Functional Acknowledgement***

The 999 Functional Acknowledgment (999) will be available for each electronic claim file submitted to EDISS. The report is generally available the same day the claim file is submitted. After the user downloads the report, the data will appear in one long string of information at the top of the page. To verify if the file was accepted or denied at this level, look for the IK5 and AK9 segments. If these two segments are followed by an ‘A’ the file was accepted. If the two segments are followed by an ‘R’ the file was rejected at this level. If the file is rejected at this level, no other reports will follow. For more information regarding this report, visit [www.edissweb.com](http://www.edissweb.com). Select “State”, select “Reports” and then select “999 Claims Acknowledgement”.

**\*Note\*** There are software programs (i.e. ABILITY | PC-ACE) available to translate the 999 Functional Acknowledgment. If you use a vendor, you can contact your vendor to assist with translating the 999.

### ***277CA Claims Acknowledgement***

The 277CA Claims Acknowledgment (277CA) provides more detail about the status of a Trading Partner’s electronic claim file submitted to EDISS. After translating and validating the electronic claim file, EDISS’ front-end collection system creates and distributes the 277CA. A Trading Partner may dial into their mailbox to retrieve this report, typically within two to four hours from the time of file transmission. The 277CA report will be available for each logical file submitted. The entire file, or only certain claims, can be rejected on this report; if the claim(s) are denied on the 277CA, they will go no further. If the claims are accepted at this level, they will move on from EDISS’ collection system. At this point, claims are not paid, but they have processed cleanly through the front-end collection system. For more information regarding this report, visit [www.edissweb.com](http://www.edissweb.com), select “State”, select “Reports” and then select “277CA Claims Acknowledgement”.

**\*Note\*** There are software programs (i.e. ABILITY | PC-ACE) available to translate the 277CA Claims Acknowledgment. If you use a vendor, you can contact your vendor to assist with translating the 277CA.