

New Mexico Medicaid Benefit Claim Status Inquiry/Response Companion Guide

Version: 005010X212
Claim Status Inquiry/Claim
Status Response

Conduent
September 2022
Version 6.0

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Document Version: 6.0 (ASC X12, 2021) (September 2022).

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Disclosure Statement

The purpose of the New Mexico Medicaid Benefit Claim Status Inquiry/Response Companion Guide

This companion guide has been created for use in conjunction with the ASC X12 TR3s. It should not be considered a replacement but rather used as an additional source of information. The companion guide contains data clarifications derived from specific business rules that apply exclusively to Medicaid processing for the State of New Mexico. The guide also includes useful information about sending and receiving data to and from Conduent EDI Solutions, Inc.

Submitters are therefore encouraged to check the New Mexico Human Services Department (HSD) Medical Assistance Division (MAD) website periodically for updates to the companion guides at the following website:

<https://www.hsd.state.nm.us/providers/hippa-standard-companion-guides/>

Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides - Technical Report Type 3 (TR3) and associated errata adopted under HIPAA, clarifies and specifies the data content when exchanging electronically with the New Mexico Medicaid program. Transmissions based on this Companion Guide, used in tandem with the v5010 ASC X12N Implementation Guides (TR3), are compliant with both ASC X12N syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides (TR3) 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 (TR3).

Disclaimer

For accurate and precise New Mexico Medicaid claim status and other New Mexico Medicaid specific information the reader or user of this Guide is directed to:

New Mexico Health Insurance Portability and Accountability Act (HIPAA) Helpdesk via email at: HIPAA.DeskNM@hsd.nm.gov or telephone 800-299-7304.

Provider Relations Call Center at: 800-299-7304.

New Mexico Medicaid Website at:
<https://nmmedicaid.acsinc.com/static/index.htm>

New Mexico Human Services Department (HSD) Medical Assistance Division (MAD) at: <https://www.hsd.state.nm.us>

This Guide attempts to provide the best information available at the time of publication but that information may not be the most current or accurate at the time the Guide is being utilized by the reader or user.

1 Introduction

This 276/277 Companion Guide is intended for trading partner use in conjunction with the ASC 005010X212 276/277 National Electronic Data Interchange Transaction Set Implementation Guide. The ASC X12 TR3 implementation guides can be accessed at <http://store.x12.org/store>.

This Companion Guide outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with the New Mexico Medicaid Management Information System (MMIS) and specifies data clarification where applicable. [Section 10 Transaction Specific](#)

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[Information](#) contains provider data clarifications for fields and values that are required for New Mexico Medicaid.

Transaction specific data will be detailed using a table with the following information included (if applicable):

- TR3 Page
- Loop
- Segment
- Data Element
- Industry Name
- 276 Comments
- 277 Comments

Scope

This Companion Guide is intended for use by New Mexico Medicaid Trading Partners for the submission of the ASC X12N 276/277 transactions to Conduent. This Companion Guide is to be used in conjunction with the ASC X12N 276/277 TR3. Conduent is the Fiscal Agent for New Mexico Human Services Department (HSD) Medical Assistance Division (MAD). Conduent will accept and process ASC X12N transactions on behalf of New Mexico MMIS (OmniCaid).

Conduent provides connectivity for the flow of medical information and data between medical providers, facilities, vendors, claim payment agencies, clearinghouses and the Front-end Online Transaction Processor (OLTP). Beyond the receipt and delivery of this data, Conduent EDI Solutions provides translation to and from ASC X12N standard formats.

The 276 Claim Status Inquiry transaction data will be submitted to Conduent EDI Solutions for processing and validation of the ASC X12N format(s). Please refer to [Chapter 4 Connectivity with the New Mexico MMIS](#) for more information regarding transmission methods.

Overview

This Companion Guide is divided into ten sections. Each section will describe the process or requirement that each Trading Partner must complete to submit and receive ASC X12N transactions for New Mexico Medicaid.

Each section will provide the needed information of how Trading Partners will be required to complete successful transmissions to the New Mexico MMIS.

This Companion Guide will provide contact information for obtaining assistance from the New Mexico HIPAA Help Desk team as well as data clarifications, including New Mexico Medicaid specific data requirements.

References

This document serves as a companion to the ASC X12N TR3 as adopted under HIPAA. These can be purchased at: <http://store.x12.org/store>

Additional Information

For more information on New Mexico Medicaid services for providers, including provider enrollment and claim transaction information, please visit:

<https://nmmedicaid.portal.conduent.com/static/index.htm>

For more information on Conduent EDI Solution's EDI services please visit:

<https://edionline.portal.conduent.com/EDIOnline/redirect.action>

2 Getting Started

Working with New Mexico Medicaid

Conduent administers the Medicaid program for the State of New Mexico and establishes policies around claim status processing. New Mexico HSD MAD is comprised of the Director's Office and several bureaus or units. To find out more about each office, bureau, or unit go to the following link:

<http://www.hsd.state.nm.us/mad/>

Conduent EDI Solutions provides availability for transaction transmission and download retrieval 24 hours a day. This availability is subject to scheduled downtime. Currently the system maintenance window on NM MMIS is Sunday 12:00 am – 7:45 am Eastern Standard Time (EST). The New Mexico web portal maintenance window is Sunday 1:00 pm - 4:00 pm Eastern Standard Time (EST).

In the event of unscheduled downtime, Conduent EDI Solutions will notify New Mexico Medicaid, and will resolve the outage as expeditiously as possible.

Ways to check claim status:

- EDI Solutions site - <https://edionline.portal.conduent.com/EDIOnline/redirect.action>
- Automatic Voice Response System (AVRS) 800-820-6901.

Trading Partner Registration

All entities that send electronic transactions to Conduent for processing and retrieve reports and responses must enroll as EDI Trading Partners. The New Mexico HIPAA New Mexico Medicaid ASC X12N 276/277-Version: 005010X212/09/30/2022 (TR3) Claim Status

Helpdesk administers the access into the New Mexico Medicaid Trading Partners site. If you need further information about EDI Online, please contact the New Mexico HIPAA Helpdesk via email HIPAA.DeskNM@hsd.nm.gov or phone 800-299-7304.

Certification and Testing Overview

Trading partners must test and certify each transaction type that they wish to submit to New Mexico Medicaid. Conduent requires that all trading partners certify via EDIFECS' Ramp Management Compliance Check engine that they can create valid ASC X12N transactions prior to submitting transactions to New Mexico Medicaid. EDIFECS' Ramp Management Compliance Check engine provides validation of HIPAA ASC X12N transactions. For New Mexico Medicaid, X12N validation is limited to SNIP level 1 EDI Syntax and SNIP level 2 HIPAA Syntax. Testing is conducted to verify the integrity of the format not the integrity of the data. However, in order to simulate a production environment, we request that test files contain realistic data.

Conduent ASC X12N transaction code sets are certified by EDIFECS Ramp Management Compliance Check engine, which provides accurate validation of HIPAA transactions (Type 1 EDI Syntax and Type 2 HIPAA Syntax). Testing entities will validate their applications with Conduent EDI Solutions utilizing Companion Guides in conjunction with the national ASC X12N Implementation Guides. These guides will be used to validate that software applications fulfill X12N. Assistance from the New Mexico HIPAA Helpdesk is available throughout the testing processes, first through EDIFECS and then through Conduent EDI Solutions. Successful completion of both testing processes is required before a submitter will be approved for production. Testing is specific to the Transaction Set.

Each test transmission is validated to ensure no format errors are present. Testing is conducted to verify the integrity of the format not the integrity of the data. However, in order to simulate a production environment, we request that test files contain realistic healthcare transaction data. The number of test transmissions required depends on the number of format errors in a transmission and the relative severity of these errors. Additional testing may be required in the future to verify any changes made to New Mexico's MMIS or HIPAA mandated changes.

New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov or 800-299-7304) staff will assist submitters with EDIFECS testing. However, the process has proven to be user-friendly, intuitive, and capable of guiding the tester to select a Transaction Set, submission of a text-formatted file and utilization of Implementation Guides to verify compliance.

Submitters are required to address any errors discovered during compliance testing prior to moving on to the next stage of testing with Conduent EDI Solutions. When a file passes compliance testing that Transaction Set will be flagged as "PASSED" by EDIFECS. EDIFECS keeps an electronic file that reports the status of Transaction Sets that have been passed.

When a submitter has successfully passed their Transaction Sets through EDIFECS they can contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov or 800-299-7304) for approval to begin submitting files to Conduent EDI Solutions.

3 Testing with the New Mexico EDI

Trading Partner Testing Procedures

New Mexico HSD MAD makes available companion guides and enrollment packages for download via the web portal at:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#EDI>

The Testing Steps –

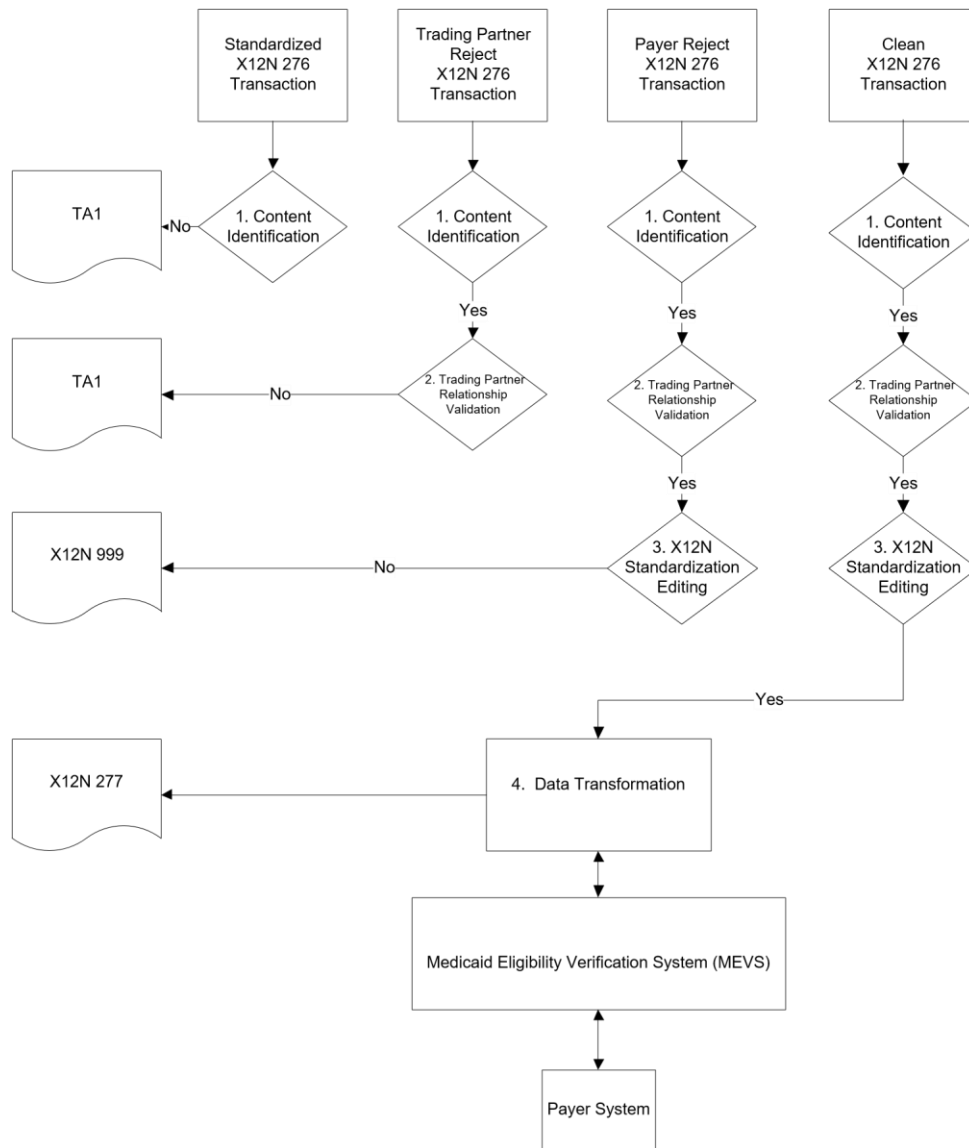
1. Complete a new Trading Partner Agreement (TPA) for 5010 transactions if you currently are not registered to conduct electronic transactions with New Mexico Human Services Department.
 - a. The form is available on the New Mexico Medicaid Website at: <https://nmmedicaid.portal.conduent.com/static/index.htm>
 - b. Complete the form and return it by email using the information shown on the form.
2. Complete an Electronic Data Interchange Provider Enrollment Authorization form if you currently have a valid Trading Partner Agreement (TPA) for 5010 transactions on file with New Mexico Human Services Department.
 - c. The form is available on the New Mexico Medicaid Website at: <https://nmmedicaid.portal.conduent.com/static/index.htm>
 - d. Complete the form and return it by mail or fax using the information shown on the form.
3. Once the New Mexico HIPAA Helpdesk receives your signed TPA, they will enter your information into our Trading Partner Management System (TPMS) and provide you details on submission of your 276 transactions for testing.
 - a. You will be granted access to the EDIFECS (Commerce Desk) for HIPAA transaction format validation.
 - b. You will also be granted access to the Conduent EDI Solutions file submission portal - <https://edionline.portal.conduent.com/EDIOOnline/redirect.action>
4. Validate your files using EDIFECS (Commerce Desk). Your files only need to pass SNIP levels 1 and 2 without errors. (That is, if you have a SNIP level 5 error, or a SNIP level 1 warning (not error), then your file is considered “passed” for 5010 validation.)
 - a. You should submit your files to this location first to ensure they pass 5010 validation.
5. Submit your valid files to the Conduent EDI Solutions.

- a. There are 2 methods for submitting files:
 - i. EDI Online, which requires a human submitting files, and
 - ii. EDI DMZ, an SFTP connection, which allows automated delivery and receipt of files.
 - b. You can use either or both methods.
 - c. In either case, you will receive response files and reports (999, TA1).
6. Number of files to be submitted for testing.
 - a. Submit three files containing at least one valid client. Based on your anticipated volume, you as a Submitter can include multiple clients within one file for testing if desired.
7. Conduent EDI Solutions will process and send back an X12N 277 transaction.

4 Connectivity with the New Mexico MMIS

Process Flows

4.1 Editing and Validation Flow Diagram



LEGEND:

1. **Content Identification:** Data identification is attempted. If the data is corrupt or intended for another resource, a TA1 (Interchange Acknowledgement) will be returned. If the data can be identified, it is then checked for Trading Partner Relationship Validation.
2. **Trading Partner Relationship Validation:** The trading partner information is validated. If the trading partner information is invalid, a TA1 (Interchange Acknowledgement) will be returned to the submitter. If the trading partner relationship is valid, the data will be passed for ASC X12N syntax validation.
3. **X12N Syntax Validation:** A determination will be made as to whether the data is ASC X12N. A 999 (Functional Acknowledgement) will be returned to the submitter. The 999 contains **ACCEPT** or **REJECT** information. If the file contained syntactical errors, the segment(s) and element(s) where the error(s) occurred will be reported. If the data passes X12N syntax validation, it will be passed for data transformation.
4. **Data Transformation:** The data is transformed and sent to the MEVS. An ASC X12N 277 will be returned for submitter pickup.

Transmission Administration Procedures

Access to the site for New Mexico Medicaid Trading Partners is administered through the New Mexico HIPAA Helpdesk. If you need further information about EDI Online, please contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov).

Enrolled New Mexico Trading Partners will submit ASC X12N 276 transaction data to Conduent EDI Solutions for processing. Conduent validates submission of ASC X12N format(s). The TA1 Interchange Acknowledgement reports the syntactical analysis of the interchange header and trailer. If the data (Interchange Envelope) is invalid, the file will be rejected.

Note: A “space” is not allowed in the inbound file name. An “underscore” may be used in the inbound file name instead of a space.

An ASC X12C 999 Implementation Acknowledgement is generated when a file has passed the interchange header and trailer validation. A negative ASC X12C 999 is generated if the file contains one or more Type 1 or Type 2 EDI or HIPAA Syntax errors. The segment(s) and element(s) where the error(s) occurred will be reported to the submitter in the ASC X12C 999 response.

The EDIFECs Error Report will only be produced for Type 1 and Type 2 HIPAA Syntax errors.

If you have questions or require assistance with your TA1 or ASC X12C 999 please contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov). Please include your Trading Partner ID and telephone number in your email.


Sending X12 Files Through the Conduent EDI Solutions

To get started, access the Conduent EDI Solutions Login page:

<https://edionline.portal.conduent.com/EDIOnline/redirect.action>

Enter the TPMS user name and password that you were assigned when you enrolled for Conduent EDI Solutions, and click the Log In button.

Once you login successfully, the next window confirms your login information was correct. To submit files, click on “Submit Files” button.



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[SIGN OUT](#)

Welcome to EDI Online

Make a Selection

File Exchange

[Send File](#)
[Retrieve File](#)

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The next window prompts you to navigate to the location of the file you wish to upload using the “Browse” button.



[HOME](#)
[ABOUT US](#)
[CONTACT US](#)
[SIGN OUT](#)

Welcome TMP250578 to EDI Online



Send File

To **Send** a file, click the Browse button on the form below. It will open a window in your browser, that will allow you to navigate to where the file is located on your computer. Select it and then press the open button. The file will then appear in the Send File box below. When you are satisfied with your selection, press the Submit.

Select a File

Browse...

Submit

****You can send a X12 file in any of the following formats - plain text, zip, cab, gzip.**

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Once you’ve used the Browse button to locate your file, you are ready to click the “Submit” button.

EDI Online will return a window stating that your file was successfully submitted. There is a link to view the confirmation report. You can either click the link or click on the menu item "Retrieve Files".

Re-Transmission Procedures

Transmission/Production Issues

Please have the following information available when calling the NM HIPAA Helpdesk regarding transmission and production issues:

- **Trading Partner ID:** Your Trading Partner ID is our key to accessing your trading partner information. Please have this number available each time you contact the New Mexico HIPAA Helpdesk.
- **UserName and Password/User ID:** These allow asynchronous Trading Partners access to the host system for claim status inquiries. The New Mexico HIPAA Helpdesk uses this information to reference your submitted data.
- **Submitter ID:** Use your Conduent EDI Solutions submitter ID number in conjunction with your software application to transmit files to Conduent EDI Solutions.

Communication Protocol Specifications

New Mexico Trading Partners can submit X12N files and download files such as the ASC X12N 835, ASC X12N 277CA, TA1, and ASC X12C 999 via Asynchronous Dial-Up and Secure FTP.

Secure FTP

Secure FTP is an appropriate alternative for large volume Trading Partners (i.e. files in excess of 10MB each). For submitting and retrieving files via Secure FTP, access to the Conduent Grab-It site (powered by MOVEit DMZ®) is available free of charge to Trading Partners. It should be noted that the Conduent Grab-It site is completely separate from New Mexico Medicaid. Trading partners may use the separate secured Web site for submission and retrieval of files, or any secured FTP product that is compatible with MOVEit DMZ. See [MOVEit-Compatible FTP Applications as Appendix at end of this Guide.](#)

Note: File Name is a maximum of 128 Characters. A "space" is not allowed in the inbound file name. An "underscore" may be used in the inbound file name instead of a space.

Secure FTP Setup and Support

Secure FTP setup will usually occur during Trading Partner Enrollment. If the Trading Partner wishes to create a Secure FTP account, or requires additional support (i.e.

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account becomes locked or experiences connectivity issues), the Trading Partner should contact the Conduent New Mexico HIPAA Helpdesk at 1-800-299-7304 or HIPAA.DeskNM@hsd.nm.gov

Note: Secure FTP setup is separate from Trading Partner Enrollment, but still coordinated through the Conduent New Mexico HIPAA Helpdesk. The Conduent New Mexico HIPAA Helpdesk can be contacted by phone or e-mail at 1-800-299-7304 or HIPAA.DeskNM@hsd.nm.gov

You may request additional information not obtained during the Trading Partner Enrollment during Secure FTP setup

Trading Partners set up for submission and/or retrieval of files via the secure FTP mechanism will receive connectivity details from the HIPAA Helpdesk once setup is complete. This information will include login credentials, policies concerning passwords, file retention, and basic information on site navigation.

MOVEit DMZ

MOVEit DMZ® is a software product that manages logins, folders, and data as an Internet-exposed secured landing zone. Only secured communications protocols may be used to access the DMZ. These include HTTPS, SFTP, and FTP/s. Data is stored in encrypted format while residing on the DMZ.

There are two methods for accessing MOVEit DMZ:

1. Uploading files through a secure Web site
<https://moveit.services.conduent.com/>
2. Sending and receiving files via an SFTP connection.

Asynchronous Dial-Up

Conduent EDI Solutions provides an interactive, menu-driven Host Data Exchange System (HDE) that allows you to upload your transaction files and receive immediate confirmation of the status of your transfer. The HDE can be accessed using a standard modem and supports modem speeds of up to 56,000 BPS. Transaction transmission is available twenty-four hours a day, seven days a week. This availability is subject to scheduled and unscheduled downtime. It is operational policy to schedule preventative maintenance periods on weekends whenever possible.

Communication Protocols

Conduent EDI Solutions currently supports the following asynchronous dial-up communication options:

XMODEM, YMODEM, ZMODEM, Kermit

Table 3: Transmission Procedures Table
Submitter

Host System

1. Dials ACS Host

Answers call, negotiates a common baud rate, and sends to the Trading Partner:

“Please enter your User Name=>”

2. Enters User Name <CR>

Receives User Name and sends to the Trading Partner:

“Please enter your Password/User ID=>”

3. Enters Password/User ID <CR>
- Receives User Name and verifies if Trading Partner is an authorized user. Sends HOST selection menu followed by a user prompt: **“Please Select from the Menu Options Below=>”**
4. Enters Desired Selection <CR>
- #1. Electronic File Submission:** Assigns and sends the transmission file name then waits for ZMODEM (by default) file transfer to be initiated by the Trading Partner.
#2. View Submitter Profile
#3. Select File Transfer Protocol: Allows you to change the protocol for the current submission only. The protocol may be changed to **(k)**ermit, **(x)** Modem, **(y)** Modem, or **(z)** Modem. Enter selection **[k,x,y,z]:**
#4. Download Confirmation
5. Enters "1" to send file <CR>
- Receives ZMODEM (or other designated protocol) file transfer. Upon completion, initiates file confirmation. Sends file confirmation report.
Sends HOST selection menu followed by a user prompt=> **“Please Select from the Menu Options Below=>”**

Teleprocessing Requirements

#9. Exit & Disconnect:
Terminates connection

The general specifications for asynchronous dial-up communication with Conduent are:

Telecommunications

Hayes-compatible 2400-56K BPS asynchronous modem.

File Format ASCII
text data.

Compression Techniques

PKZIP will compress one or more files into a single ZIP archive.
WINZIP will compress one or more files into a single ZIP archive.
Conduent accepts transmission with any of the above compression techniques, as well as non-compression files.

Data Format

8 data bit, 1stop bit, no parity, and full duplex.

Transmission Protocol

ZMODEM uses 128 byte to 1024 byte variable packets a 16-bit or 32-bit Cyclical Redundancy Check (CRC).
XMODEM uses 128 byte blocks and a 16-bit CRC.
YMODEM uses 1024 byte blocks and a 16-bit CRC.

KERMIT can be accepted if X, Y, or ZMODEM capabilities are not available with your communication software.

Teleprocessing Settings

ASCII Sending

Send line ends with line feeds (should not be set).

Echo typed characters locally (should not be set).

Line delay 0 milliseconds.

Character delay 0 milliseconds.

ASCII Receiving

Append line feeds to incoming line ends should not be checked.

Wrap lines that exceed terminal width.

Terminal Emulation VT100
or Auto.

Transmission Procedures

Passwords

Log in Credentials: In order to receive your authorized user log in credentials all Trading Partners, regardless of submission method, must be setup through the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov or 1-800-299-7304) and approved as Trading Partners with New Mexico. Log in credentials include names/ids and passwords, that will be required for the submission of transactions to NM Medicaid.

User Name and Password/User ID: These allow asynchronous Trading Partners access to the host system for claim status inquiries. The Conduent New Mexico HIPAA Helpdesk uses this information to reference your submitted data.

Trading Partner ID: Your Trading Partner ID is our key to accessing your trading partner information. Please have this number available each time you contact the Conduent New Mexico HIPAA Helpdesk.

- Each user is assigned a Conduent EDI Solutions Trading Partner ID, 6-digits long.
- User Name, 9-characters long.
- Password/User ID, 9-characters long.
- Conduent EDI Solutions Trading Partner/Submitter ID, 6-digits long.

5 Contact Information

EDI Customer Service

The New Mexico HIPAA Helpdesk team is available to all New Mexico Medicaid Trading Partners, Monday through Thursday from 8:00 a.m. to 5:00 p.m., Friday 8:00 a.m. to 4:00 p.m. Mountain Standard Time, at the following numbers:

Toll Free: 1 (800) 299-7304

Email: New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov)

EDI Technical Assistance

See EDI Customer Service, above.

Provider Services Number

Please call 1 (800) 299-7304 or 505-246-0710.

Applicable Web site/E-mail

Please visit the link below for NM Medicaid provider information.

<https://nmmedicaid.portal.conduent.com/static/index.htm>

6 Control Segments/ Envelopes

ISA-IEA

Conduent EDI Solutions will read the Interchange Control Segments to validate the Interchange Envelope of each ASC X12 file received for processing. If the Interchange Envelope is invalid, the Trading Partner will receive a TA1 Interchange

Acknowledgement. In the event a TA1 is generated, the TA1 will be delivered to the Trading Partner mailbox. The ISA table provides sender and receiver codes, authorization and delimiter information.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Interchange Control Header (ISA)					
C.4	Envelope	ISA	01	Authorization Information Qualifier	Please use '00' – No Authorization Present.
TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
C.4	Envelope	ISA	06	Interchange Sender ID	New Trading Partner ID assigned by New Mexico HIPAA Helpdesk. Please make sure this ID is left justified with trailing spaces to complete the 15-digit element.
C.5	Envelope	ISA	08	Interchange Receiver ID	Value is '100000' left justified with trailing spaces to complete the 15-digit element.
C.6	Envelope	ISA	16	Component Element Separator	Please use ':' (colon)

GS-GE

Conduent EDI Solutions permits Trading Partners to submit single or multiple functional groups within an X12 file. If the X12 file contains multiple functional groups, Conduent EDI Solutions will split a file containing multiple functional groups in several files for processing. As a result, the Trading Partner will receive multiple 999 Implementation Acknowledgments.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Functional Group Header (GS)					

C.7	Envelope	GS	02	Application Sender's Code	New Trading Partner ID assigned by New Mexico HIPAA Helpdesk. This is a 6 digit number.
C.7	Envelope	GS	03	Application Receiver's Code	Please use New Mexico's receiver code 77048.

ST-SE

Conduent EDI Solutions will require a unique Transaction Set Control Number in the ST02. The ST02 value should match the SE02 value. Should a file contain multiple ST to SE Transaction Sets, each transaction set control number may not be duplicated within the same interchange (ISA to IEA).

There are no set limits on the number of batches a trading partner can submit in a day or in the file. It is generally recommended to keep the request small and limit transaction sets to 999 requests per ST-SE group.

7 New Mexico Medicaid Specific Business Rules and Limitations

Note on decimal/amount fields: Even though the X12N transaction defines Amount fields as having an 18-byte maximum, there is an additional HIPAA rule that limits all decimal fields to a maximum of 10 characters, including the two implied or reported decimal places. Accordingly:

- "123456789012" is not an acceptable amount, because it is greater than 10 bytes.
- "12345678.90" is acceptable because the number of digits is not greater than 10; the decimal point itself is not limited by the rule.
- However, "1234567890" is not acceptable because the X12N engine assumes that a decimal point and succeeding zeroes are implied so that the actual number being communicated is "1234567890.00", which is greater than 10 bytes.

Always use a tilde (~) as the segment terminator, an asterisk (*) as the element separator and a colon (:) as the sub-element separator. Alpha characters should always be submitted in ALL CAPS.

8 Acknowledgements and/or Reports

Transmission Errors and Reports

The acceptance/rejection reports generated depend on the type of error, and the level where the error occurs. Depending on the error level, the result may be the rejection of an entire file or a single transaction.

Report Inventory

The three acceptance/rejection reports are:

- TA1 Interchange Acknowledgement
- X12C 999 Implementation Acknowledgement
- EDIFECs Error Report

TA1 Interchange Acknowledgement Rejection Report

The ISA and GS segments contain the header and footer information within the Interchange (ISA-IEA) and Functional Group (GS-GE) envelopes. Some ISA-IEA and GS-GE problems will result in the entire submission being rejected with a TA1 Interchange Acknowledgement. A TA1 will be delivered to the Trading Partner mailbox. If the trading partner relationship does not exist (a missing or invalid Trading Partner ID) a TA1 will be generated because the relationship does not exist within the NM Medicaid EDIFECs Trading Partner Management Database. For additional information regarding the TA1, please refer to the ASC X12C 999 (v005010X231 TR3) Implementation Guide.

The TA1 Interchange Acknowledgement Report may result from various sources:

- The submitted file is not recognized as an X12N file due to file corruption or data errors in the ISA-IEA or GS-GE envelopes.
- The submitted file has errors that would prevent the translation engine from uniquely identifying the file, transaction type, or submitter.
- The data elements are not the correct length in the ISA segment. The ISA segment is the only segment in an X12 transaction that is fixed length.
- The Trading Partner identified in GS02 is not recognized or is not authorized to submit test or production files of that transaction type.
-

Interchange-Level Errors and the TA1 Rejection Report

Envelope problems that make it impossible to identify the ISA-IEA envelope will result in a TA1 Interchange Acknowledgement rejection of the entire submission.

Examples of Interchange-Level errors that will result in a TA1:

- Leading spaces before the start of the data makes the file unrecognizable. Compliance Check expects “ISA” in the first three spaces.
- The submitter ID in ISA06 should include trailing spaces to populate the fixed length 15-byte field. The blank fields in the ISA segment, such as ISA02, must be populated with the correct number of spaces.
- The Header Interchange Control Number in ISA13 does not match the Trailer Interchange Control Number in IEA02. The interchange envelope cannot be validated when the ISA13 and IEA02 do not contain the same values.

Functional Group Level Errors and the TA1 Rejection Report

When the ISA-IEA and GS-GE envelopes are identifiable, but the Trading Partner is not authorized for the transaction, the entire submission is rejected with a TA1.

Example of a Functional-Group-Level error that will result in a TA1 rejection:

- The Trading Partner identified in GS02 is not recognized or is not authorized to submit this transaction type in Production.

The items shown in bold text **ISA**, **GS**, **GE** and **IEA** show the sections where errors can occur.

ISA Interchange Control Header: contains sender information.

GS Functional Group Header: starts a group of related transaction sets.

ST Transaction Set Header: starts a transaction set.

Contains detail segment information within a transaction

SE Transaction Set Trailer: ends a transaction set.

ST Transaction Set Header: starts a transaction set.

Contains detail segment information within the next transaction if it exists

SE Functional Group Trailer: ends a group of related transaction sets. **GE**

Functional Group Trailer: ends a group of related transaction sets.

IEA Interchange Control Trailer: counts total number of functional groups within a batch.

ASC X12C 999 Implementation Acknowledgment

If the file, envelope, and submitter are recognized, the file is passed through Compliance Check to determine the syntactical validity of the X12N submission. An ASC X12C 999 Implementation Acknowledgment will be generated whether errors are found or are not found. If errors are found, a rejected or partial ASC X12C 999 will be generated. If errors are not found, an accepted ASC X12C 999 will be generated. If the Trading Partner receives a rejected or partial 999, the Trading Partner will review, correct and resubmit. For additional information regarding the ASC X12C 999, please refer to the ASC X12C 999v005010X231 TR3. If the Trading Partner requires additional assistance with the 999, please contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov) or 800-299-7304).

This method of acknowledgement is required by Trading Partner Agreement between Conduent EDI Solutions and the Trading Partners.

The examples below show an accepted and a rejected ASC X12 N 999.

```
ISA*00*          *00*          *ZZ*100000          *ZZ*145960          *121219*2348*^^*00501*000000001*0*T*:~
GS*FA*77048*145960*20121219*2348*1*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*HR*100000003*005010X212~
AK2*276*1001*005010X212~
IK5*A~
AK2*276*1002*005010X212~
IK5*A~
AK2*276*1003*005010X212~
IK5*A~
AK9*A*3*3*3~
SE*10*0001~
GE*1*1~
IEA*1*000000001~
```

A=Accepted

```
ISA*00*          *00*          *ZZ*100000          *ZZ*145960          *121219*2348*^^*00501*000000001*0*T*~
GS*FA*77048*145960*20121219*2348*1*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*HR*100000003*005010X212~
AK2*276*1001*005010X212~
IK5*R~
AK2*276*1002*005010X212~
IK5*R~
AK2*276*1003*005010X212~
IK5*R~
AK9*R*3*3*3~
SE*10*0001~
GE*1*1~
IEA*1*000000001~
```

R=Rejected

Refer to National Electronic Data Interchange Implementation Guide.

Transaction Set Level Errors and the X12C 999

If an error is identified within the Submitter, Receiver, or Provider loops, the entire Transaction Set (ST and SE segments and all segments in between) is rejected with an ASC X12C 999. However, if the functional group consists of additional transactions without errors, the other transactions will be processed.

EDIFECs Error Report

Every ASC X12N transaction that does not receive a TA1 or 999 transaction rejection will pass through the EDIFECs Compliance Check engine.

Retrieving the Confirmation Report

Once you click on the Confirmation Report link (or Retrieve Files), the next window will display a “Reports” link under the heading “Confirmation Reports”. Click on the link to navigate to the confirmation report.

The screenshot displays the Conduent EDI Online interface. At the top, the Conduent logo is on the left, and navigation links for HOME, ABOUT US, CONTACT US, and SIGN OUT are on the right. A welcome message "Welcome TMP250578 to EDI Online" is also present. Below the navigation bar, the "Retrieve File" section is active, showing a dropdown menu for "NEW MEXICO 5010 271". A table with columns "File Name", "Created Date", "File Size", and "Download" is shown, but it contains no data, with a message "No data available in table". Below the table, there are links for "Confirmation Reports", "NEW MEXICO 5010 ERROR REPORT", and "NEW MEXICO 5010 999". The footer contains copyright information and links to Home, About Us, and Contact Us.

File Name	Created Date	File Size	Download
No data available in table			

Showing 0 to 0 of 0 entries

Confirmation Reports

NEW MEXICO 5010 ERROR REPORT

NEW MEXICO 5010 999

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The available confirmation report(s) will be displayed in the next window.

The screenshot shows the Conduent EDI Online interface. At the top, there is a navigation bar with links for HOME, ABOUT US, CONTACT US, and SIGN OUT. Below this, a welcome message reads "Welcome TMP250578 to EDI Online". The main section is titled "Retrieve File" and contains a list of files. The first file is "NEW MEXICO 5010 271". Below this, there is a section for "Confirmation Reports". A table displays the details of the selected report:

File Name	Created Date	File Size	Download
170526CR.001	05/26/17 23:41	723	View / Download

Below the table, it says "Showing 1 to 1 of 1 entries". At the bottom of the interface, there is a footer with copyright information: "© Copyright 2017 Conduent - All Rights Reserved" and links for Home, About Us, and Contact Us.

The last report is the one from your most recent file submission. Make sure that the date coincides with the date you submitted the file.

Sometimes, there is a lag of up to 15 minutes before your report appears in the list.

- If you don't see a report for your submission, then refresh the screen.
- If you submit multiple files in one day, the sequence number in the file name will be increased by 1.

Click on your report.

- You will be prompted to save the file. (You will not be allowed to view the report without first saving it).
- Once the file is saved to a desired location, you will be prompted to Open the file. □
You can use Notepad to open the report.

If you do not receive a confirmation report after 15 minutes, contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hsd.nm.gov or telephone 800-299-7304) to report the delay.

The following is an example of a confirmation report:

```

Date: 12/19/12          ACS Host System          Time: 18:31
User Name: TMP756368    User Number: *****

File Number  Payor  Frmt  Type  Ver  Claims  Batches  Tot. Charges  Status  Msg
-----
12190159.H82  77048  X12   276   5010    3       3         .00   Test   001

Messages
001 - File received, will not be processed for payment.

** End of Report **

```

The message, '001 – File received, will not be processed for payment. The above example is from test mode and will be updated with production message which will indicate that the 276 claim file upload was successful.

9 Trading Partner Agreements

Prior to engaging in EDI with the New Mexico Medicaid, prospective Trading Partners must complete a Trading Partner enrollment package, which includes a Trading Partner Signature Agreement Form that requires an original signature. Please follow all enrollment instructions and mail the signed Trading Partner Agreement Form to the Conduent NM Medicaid Fiscal Agent, along with any other required documents to complete the enrollment application process.

Please find all New Mexico Provider/Trading Partner Enrollment information at:

<https://nmmedicaid.portal.conduent.com/static/index.htm>

Provider Trading Partner Agreement is found under heading 5010 Testing.

The completed form should be sent back to the HIPAA help desk at:

E-Mail: HIPAA.DeskNM@hsd.nm.gov

Trading Partners

In simple terms, an EDI Trading Partner is defined as any provider or agent acting on behalf of a provider that transmits electronic transaction data to or receives electronic transaction data from a health plan.

EDI Trading Partners are Switch Vendors, Billing Agents, Clearinghouses and Providers who engage in Electronic Data Interchange (EDI).

10 Transaction Specific Information

This section contains New Mexico-specific data requirements.

Tracking Transmission/Production Problems

Please have the following information available when calling the Conduent New Mexico HIPAA Helpdesk (800-299-7304 or HIPAA.DeskNM@hsd.nm.gov) regarding transmission and production issues:

Trading Partner ID: Your Trading Partner ID is our key to accessing your trading partner information. Please have this number available each time you contact the Conduent New Mexico HIPAA Helpdesk.

Logon Name and Logon User ID: These allow asynchronous Trading Partners access to the host system for claim status inquiries. The Conduent New Mexico HIPAA Helpdesk uses this information to reference your submitted data.

Submitter ID: Use your Conduent EDI Solutions submitter ID number in conjunction with your software application to transmit files to Conduent EDI Solutions.

Highlights

To promote efficient, accurate electronic transaction processing, please note:

Each user is assigned a Conduent EDI Solutions Trading Partner ID: 6-digits long.

Logon Name: 8-characters long.

Logon User ID (password): 9-characters long.

Conduent EDI Solutions Submitter ID: 5-digits long.

All dates are in the CCYYMMDD format.

All date/times are in the CCYYMMDDHHMM format.

The same phone number will be used for transmitting test and production.

New Mexico Medicaid Provider ID: 8-digits long.

The Receiver ID for New Mexico Medicaid is 100000 and the receiver code for New Mexico Medicaid is 77048. Transmissions without this value in the appropriate fields will not be processed.

The Trading Partner Agreement determines where reports and responses will be delivered.

276 Claim Status Inquiry

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Interchange Control Header (ISA)					
	Envelope	ISA	01		Please use '00' – No Authorization Present
	Envelope	ISA	02		Please fill with spaces.
	Envelope	ISA	03		Please use '00' – No security Information Present'.
	Envelope	ISA	04		Please fill with spaces.
	Envelope	ISA	05		Please use 'ZZ' – Mutually Defined.
	Envelope	ISA	06		Please use the Trading Partner ID Do not use leading zeros. Right fill with spaces to keep length 15 characters.
	Envelope	ISA	07		Please use 'ZZ' – Mutually Defined.
	Envelope	ISA	08		This is the Interchange Receiver ID. Please use 100000. Right fill with spaces to keep length 15 characters.
	Envelope	ISA	11		Please use '▲' (Carat)
	Envelope	ISA	13		ISA control number – can be 000000001
	Envelope	ISA	14		'1' – Acknowledgement Requested
	Envelope	ISA	15		'T' – Test or 'P' – Production
	Envelope	ISA	16		Please use ':' (colon)
	Envelope	GS	02	.	Please use the Trading Partner ID Do not use leading zeros

	Header	BHT	06		The “Spend Down” functionality of the 276 will not be supported.
--	--------	-----	----	--	--

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
	2100A	NM1	03		Name Last or Organization Name ‘NM Medicaid’
	2100A	NM1	09		Identification Code ‘77048’
	2100C	General Note			A maximum of 99 subscriber loops per transaction can be processed in batch mode
	2100C	DTP	01		Please use ‘472’ (Service date).
	2100C	DTP	02		Please use ‘RD8’ if the date in DTP03 is a date of service range (CCYYMMDD-CCYYMMDD). Otherwise, use ‘D8’ if the date in DTP03 is a single service date (CCYYMMDD).
	2100C	DTP	03		Date of service request.

277 Claim Status Response

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
Interchange Control Header (ISA)					
C.4	Envelope	ISA	05	Interchange ID Qualifier : Mutually Defined	ZZ
C.4	Envelope	ISA	06	Interchange Sender ID	100000
C.4	Envelope	ISA	07	Interchange ID Qualifier: Mutually Defined	ZZ
C.4	Envelope	ISA	08	Interchange Receiver ID	Trading Partner ID assigned by New Mexico HIPAA Helpdesk
Functional Group Header (GS)					
C.7	Envelope	GS	02	Application Sender's Code	77048
C.7	Envelope	GS	03	Application Receiver's Code	Trading Partner ID assigned by New Mexico HIPAA Helpdesk
	Header	BHT	02		Transaction set purpose code. '08' = Status
	2100A	NM1	01		Entity Identifier Code 'PR'
	2100A	NM1	09		Identification Code '77048'
	2100A	PER	04		800-299-7304
	2100C	NM1	03		The name from the NM MMIS will overlay the name sent in on the 276 request. Please validate this name against your inquiry.
TR3 Page	Loop	Segment	Data Element	Industry Name	Comments

	2100C	NM1	04		The name from the NM MMIS will overlay the name sent in on the 276 request. Please validate this name against your inquiry.
	2100C	NM1	05		The name from the NM MMIS will overlay the name sent in on the 276 request. Please validate this name against your inquiry.
	2200D	STC	01		This segment contains the Health Care Claim Status for the claim level information.
	2220D	STC	01		This segment contains the Health Care Claim Status for the service line information. There will be an STC for each claim line.

Appendices

Implementation Checklist

Conduent does not offer an Implementation Checklist for our Trading Partner EDI services with New Mexico Medicaid. The New Mexico HIPAA Helpdesk assists new Trading Partners with enrollment and testing, but a formal implementation checklist is not necessary.

Business Scenarios

Please contact the New Mexico HIPAA Helpdesk to discuss your specific EDI related business needs with New Mexico Medicaid, should they not be covered in this guide or other available New Mexico Medicaid X12N transaction companion guides.

Transmission Examples

Please contact the New Mexico HIPAA Helpdesk for transmission examples beyond the samples already provided in this guide.

Frequently Asked Questions

For current Provider and Trading Partner FAQs, please visit the following page:

<https://edionline.portal.conduent.com/EDIOOnline/redirect.action>

<https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#EDI>

MOVEit-Compatible FTP Applications

Table 4: MOVEit-Compatible FTP Applications **MOVEit-Compatible FTP Applications**

HTTPS (HTTP over SSL) Clients

cURL (downloads only)

AIX; AmigaOS; BeOS; DOS; DragonFly BSD;
FreeBSD; HPUX; Linux; NetBSD; NetWare;

SSH2 SFTP and SCP2 Clients

OpenBSD; OS/2; OS X; QNX; RISC OS;
Solaris;

SunOS; Tru64 UNIX; UNIXware; VMS; Windows

Internet Explorer Web Browser

Macintosh, Windows

Firefox Web Browser

any supported OS

MOVEit Central

Windows Vista Business Ed., 2003, XP
Professional, 2000 Server

MOVEit Central API Java Class

Windows Vista Business Ed., 2003, XP
Professional, 2000 Server

MOVEit Central API Windows COM Component

Windows Vista Business Ed., 2003, XP
Professional, 2000 Server

MOVEit DMZ API Java Class

any
OS with Java v.1.4 or higher

MOVEit DMZ API Windows COM Component

Windows Vista Business Ed., 2003, XP, 2000,
NT 4.0

MOVEit Wizard ActiveX Plugin

Internet Explorer Windows

MOVEit Wizard Java Plugin

Firefox Linux and Windows; Mozilla Linux and
Windows; Netscape Linux and Windows; Opera
Linux and Windows; Safari OS X

MOVEit Xfer Java

Any OS with Java v.1.4 or higher

MOVEit Xfer Windows

Windows Vista Business Ed., 2003, XP, 2000,
ME, 98, NT

Mozilla Web Browser

any supported OS

Cyberduck

OS X v.10.3 or higher

Netscape Navigator Web Browser

Linux, Macintosh, Windows

Safari Web Browser

OS X, Unix (requires OpenSSH and FUSE)

Cyclone Commerce Interchange

Solaris

FileZilla

Windows

F-Secure SSH (including SCP2)

Solaris, UNIX, Windows

Fugu

OS X v.10.3 or higher

IBM Ported Tools (OpenSSH)

z/OS

Ipswitch WS_FTP Pro

Windows

J2SSH

Java

MacSSH

OS X v.10.3 or higher

Magnetk sftpdribe

Windows

MOVEit Central

Windows Vista Business Ed., 2003, XP
Professional, 2000 Server

NET::SFTP (uses Net::SSH::Perl)

Linux

OpenSSH for sftp

MVS; OS X v.10.3 or higher; Solaris; UNIX;
Windows; z/OS v.1.4 or higher

PuTTY PSCP and PSFTP

Windows, Windows NT for Alpha

Rbrowser

OS X v.10.3 or higher

SouthRiver Technologies WebDrive

Windows

SSH FileSystem (SSHFS)

Opera Web Browser

any supported OS

SSH Secure Shell FTP

Windows

SSH Tectia Client

AIX, HP-UX, Linux, Solaris, Windows

SSH Tectia Connector

Windows

Stairways Interarchy

OS X

Transmit

OS X v.10.3 or higher

WinSCP (in SFTP mode)

Windows

AS2 and AS3 (SSL) Clients

Clients that are AS2 or AS3 certified by Drummond will be compatible with MOVEit DMZ, including:

MOVEit Central

Windows Vista Business Ed., 2003, XP Professional, 2000 Server

Change Summary

Version	Date	Description	Description of Changes
1.0	12/28/2012	Document Creation	
2.0	2/21/2013		HHD Fax Number
3.0	8/22/2017	Conduent Rebranding	Rebranded to Conduent from Xerox
4.0	10/18/2017	Document Update	Conduent Finalization
5.0	02/25/2021	Document Update	Update email and site links
6.0	09/30/2022	Document Update	Update HHD email address