

Understanding the 999 Implementation Acknowledgement

For X12N 837 Submissions Only

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What is the 999?

 A Health Insurance Portability and Accountability Act (HIPAA)-required standard transaction to acknowledge initial receipt of your claim file and whether it was accepted or rejected by Novitas Solutions, Inc. (The 999 is also used by other health insurance plans.)

Why should I use the 999?

- To see if your file was received by Novitas Solutions, Inc.
- To see if your file was initially accepted at the first level.
- If rejected, to determine what errors are in your file.
- To see if your file was accepted with errors. Files that are accepted with errors will continue to receive a 277CA. Refer to the last page for more information on the 277CA.

When is the 999 Available?

- Novitas Solutions, Inc. creates the 999 for you immediately after you send your claim file.
- It is normally available in less than five minutes from the time that you finish sending your claims but could take up to 15 minutes to be created.
- The acknowledgement is available for you to retrieve for 60 business days only.

How do I get the 999?

- Your vendor may have programmed your software to automatically retrieve the 999 for you. If you are unsure, you should contact your vendor.
- If you are enrolled to use our Novitasphere Portal, please review the Novitasphere User Manual that's located in the Novitasphere reference section for steps on downloading your reports.

What Does the 999 Look Like?

- The appearance may vary, depending on several things:
 - How many batches of claims were sent.
 - Whether the file was accepted or rejected.
 - Whether your vendor programmed the 999 to appear in a readable format (i.e., File Accepted or File Rejected) or just provides the "raw data."
- If you receive raw data, the following slides will show you how to read the report.

Example of 999 for Accepted File

 This example is shown in a wrapped format for ease in viewing. The files are sent to you in a streaming format.

```
ISA*00* *00* *27*12502 *ZZ*SSSSSS *110418*0843*^*00501*1111111111*0*T*:

GS*FA*12502*SSSSSSS*20110418*0843*111111111*X*005010X231A1

ST*999*0001*005010X231A1

AK1*HC*35*005010X222A1

AK2*837*HHHH*005010X222A1

IK5*A

AK9*A*1*1*1

SE*6*0001

GE*1*111111111

IEA*1*11111111
```

How Do I Read the 999?

- Each line on the 999 is known as a "segment."
- However, you do not have to read every line of the report.
- The segments that indicate if your file was accepted or rejected are:
 - IK5
 - AK9

The IK5 and AK9 Segments

- You need to look at every IK5 and AK9 segment in the 999.
- The IK5 and AK9 segments are normally consecutive in the file.
 There will be an IK5 segment for each batch contained in the file and possibly multiple AK9 segments.
- Examples are on the next slide.

IK5 and AK9 - accepted or rejected

- If there is an A in a segment, the corresponding batch was accepted.
 - BATCH ACCEPTED

IK5*A AK9*A*1*1*1

- If there is an R in a segment, the corresponding batch was rejected.
 If there is an E in a segment, there are errors in the file but the batch has not rejected. See information on the next page for accepted with errors.
 - BATCH REJECTED

IK5*R*5

AK9*R*1*1*0

IK5 and AK9 - accepted with errors

Batch accepted with errors:

IK5*E AK9*E*1*1*1

• If there is an E in a segment, the corresponding batch was accepted with errors. The batch will be forwarded for further processing.

"Rule of Thumb"

- If you see all A's in all the IK5 and AK9 segments, your file was received and accepted at the first level by Novitas Solutions, Inc. Remember: A=Accepted.
- If you see an R in any or all of the IK5 or AK9 segments, your file was rejected by Novitas Solutions, Inc.. Remember: R= Rejected.
- Any time there are IK3 and IK4 segments in the 999, there is an error in the file.

Quiz: Example 1

• Was this file accepted or rejected?

```
ISA*00*
          *00*
                 *ZZ*PPPPP *ZZ*SSSSSS
 *100429*1415*^*00501*119003967*0*P*:
GS*FA*PPPPP*SSSSSSS*20100429*1415*119003970*X*005010X231
ST*999*0001*005010X231
AK1*HC*7597*005010X223A1
AK2*837-000000001*005010X223A1
IK3*CLM*20*2300*8
IK4*1*1028*1
IK5*R*5
AK9*R*1*1*0
SE*8*0001
GE*1*119003970
IEA*1*119003967
```

Review: Example 1

- Look for an A, E, or R in the IK5 segment(s):
 The IK5 in Example 1 contains an R.
- Look for an A, E, or R in the AK9 segment(s):
 The AK9 in Example 1 contains an R.
- Look for the IK3 segment to determine the loop and segment of the error:

In Example 1, the error occurred in the loop 2300 CLM segment.

Answer: Example 1

Answer - the file rejected.

 We know this because there were Rs in the IK5 and AK9 segments. The file rejected at the batch level but since there was only one batch in the file, that means the entire file rejected.

Quiz: Example 2

Was this file accepted or rejected?

```
ISA*00*
          *00*
                 *77*PPPP
                             *ZZ*SSSSSS
 *100625*1637*^*00501*176009036*0*P*:
GS*FA*PPPPP*SSSSSSS*20100625*1637*176009039*X*005010X231
ST*999*0001*005010X231
AK1*HC*5134*005010X223A1
AK2*837*000000001*005010X223A1
IK3*NM1*30*2310*8
CTX*CLM01:837IPE 05134
IK4*7*1039*6*JUNIOR' '
IK5*E*5
AK9*E*1*1*1
SE*9*0001
GE*1*176009039
IEA*1*176009036
```

Review: Example 2

- Look for an A, E, or R in the IK5 segment(s).
 There is an E in the IK5 segment.
- Look for an A, E, or R in the AK9 segment(s).
 There is an E in the AK9 segment.
- Look for the segments in error in the IK3.
 There is an NM1 segment listed in the IK3.
- Look for the information in error in the IK4.
 There is "Junior" listed in the IK4. This would not be present if required data was missing.

Answer: Example 2

- Answer the file Accepted with Errors.
- We know this because there was an E in the IK5 and AK9.
- Remember to look at the IK3 and IK4 for the segment in error and the information that is in error.

Quiz: Example 3

Was this file accepted or rejected?

```
ISA*00* *00 *ZZ*PPPPP *ZZ*SSSSSS *100831*1425*^*00501* 243013828*0*P:

GS*FA*PPPPP*SSSSSSS*20100831*1425*243013832*X*005010X231

ST*999*0001*005010X231

AK1*HC*1111*005010X223A1

AK2*837*1111111111*005010X223A1

IK5*A

AK9*A*1*1*1

SE*6*0001

GE*1*243013832

IEA*1*243013828
```

Review: Example 3

- Look for an A, E, or R in the IK5 segment(s).
 The IK5 in Example 3 contains an A.
- Look for an A, E, or R in the AK9 segment(s).
 The AK9 in Example 3 contains an A.

Answer: Example 3

• Answer – File Accepted.

• We know this because there was an A in both the IK5 and AK9, so this file was accepted at the first level.

What to Do if the 999 Rejects

- If your file rejects at the 999, you will need to correct the errors on the file and resubmit your file to Novitas Solutions, Inc.
- Remember the loop and segment in error are in the IK3.
- More information on the correct data to report in the loops and segments is available on the 5010 Expectations and the Claim Crosswalks.

The More You Know

- If you want to be able to determine what errors caused your file to reject, you will need to obtain the 999 Technical Report 3 (TR3) from the Washington Publishing Company (WPC). The guide explains each element and segment contained in the 999.
- You can download the TR3s from the Washington Publishing Company Web site at: https://nex12.org.
- It is important to get in the habit of downloading these reports. Claims that reject on this report will not go any further.

What's Next?

- After your file is accepted on the 999, which is the initial level of editing, a secondary level of editing occurs to create your 277 Claims Acknowledgement (277CA).
- Important: The 999 only indicates whether Novitas Solutions, Inc. received your file. To determine if Novitas Solutions, Inc. will process your claims, you need to retrieve and read the 277CA after your file is accepted on the 999.
- Please review the <u>277CA training module</u> to learn:
 - How to read the 277CA.
 - The importance of the 277CA and what will happen if you receive rejections at that level.

