Aetna Provider eSolutions℠

Claim Status Inquiry
5010 Transaction Upgrade

Regulatory Update August 2010

The 5010 Transaction Upgrade

The U.S. Department of Health and Human Services (HHS) published a final rule January 16, 2009 adopting X12 Version 5010 for HIPAA electronic health care transactions. Exclusive use of version 5010 by HIPAA Covered Entities is required by **January 1, 2012**. (Visit the HHS website for details.)

If you electronically submit or receive provider transactions (claim, claim status inquiry, eligibility, referral, precertification or electronic remittance advice), you may notice some differences in the information you need to input, as well as information you receive in the transaction response. These changes may occur at different times between August 2010 and December 2011, depending on whether the required changes are performed by Aetna or the vendors or clearinghouses involved in processing your transactions.

Aetna will provide additional information about the changes we are making at Aetna.com. Information specific to Aetna's secure provider website via NaviNet® and Aetna EDI Connect℠ will be made available on those websites as well. Your vendor or clearinghouse should also offer you specific information on the changes that may affect you.

Aetna will have its suite of upgraded transactions available for testing by **directly connected vendors and clearinghouses** as early as **January 1, 2011**. If you submit your transactions using vendor software through a clearinghouse or a vendor website, we recommend you review their information sources or contact them to discuss their 5010 timeline. You may also wish to ask about any specific changes you'll experience based on changes they will be implementing.

Highlights

This document will cover:

- National Provider Identifier (NPI) Enforcement
- 5010 Claim Status Inquiry (CSI) Transaction Changes
  - – Input Changes
  - – Response Changes
- 5010 Readiness

NPI Enforcement

Federal regulations require you to identify yourself using your NPI in HIPAA-standard electronic transactions. Aetna will reject any version 5010 Claim Status Inquiry transaction that does not include an NPI as your primary identifier. For more information, refer to FAQs.

NPI exemption for noncovered entities

If you are not a health care provider as defined under HIPAA and the regulations do not apply to you, your transactions will be processed with other identifiers if we have been advised of your exempt status. To notify us of your noncovered entity status, submit the NPI Exemption Notification Form.

5010 CSI Transaction Changes

Input Changes

- Patients with unique Aetna identification numbers (an identifier that is different from that of the family member considered the "subscriber" to our plan) should be included in the transaction as if they are the "subscriber." Information about the family member considered the "subscriber" to our plan is no longer required when we have issued each family member a unique ID number.
- Gender is no longer a required field; however, we recommend you input the gender if known.

Response Changes

- You will be receiving additional claim level information in your response. You will also be receiving additional information on the status of your claim.
- Status information has to be sent using a standard list of "Category Codes," "Status Codes" and "Entity Codes."
- Your vendor or software supplier needs to be prepared to accept and process the additional information. For example, they need to be prepared to provide an appropriate explanation of all codes Aetna can send.
- Dependents with unique identification numbers will be returned as the subscriber. (As noted above under "Input Changes," information about the family member considered as the "subscriber" to our plan is no longer required when we have issued each family member a unique ID number.)

5010 Readiness

- If you use a Web-based solution, refer to the appropriate website(s) for information about 5010 transaction changes.
- If you submit electronic transactions using computer software, contact your computer system vendor support area for assistance.
- We recommend you obtain any necessary software upgrades well in advance to help ensure successful transition before the January 1, 2012 compliance date.
- Check with your vendor or software supplier about their 5010 readiness and testing plan.