
Automating the 278 Transaction Response

Health
Information
Technology
Version 1

Contents

Transaction Information3

 278 Flow3

 Checking for HCPCS3

 LOB Requests and Emails.....4

 Pre-Authorization Code Maintenance4

 Web Service Calls.....4

 Payment Disclaimer*4

Transaction Information

Incoming 278 transactions will be evaluated based on the criteria in the ANSI 278 codes table. Matching codes will be pended and routed to the appropriate email for review and authorization or denial.

An immediate automated response should be generated via a return ANSI 278 transaction that states the preauthorization request is under review, and defines how the final response will be transmitted to the requesting party. In addition, the return transaction will return the legal disclaimer which states that there is no guarantee of payment (payment disclaimer*).

If the incoming CPT/DIAG code request does not match a corresponding code in the ANSI 278 table, a No Authorization is Required (NAR) message will be returned immediately along with the payment disclaimer.

278 Flow

The following table represents the 278 flow for each LOB:

Segment	ASE/PSE	Walmart	Tyson	All other LOBs
2000E UM04 = A 2000E UM04 -1 =11, 18, 21, 28, 41, 65 ,66, 84, 86	Return Health Advantage Customer Service info.	Return Walmart Customer Service info.	Return Tyson Customer Service info.	Pend/ Email transaction to LOB
UM04-2 = B UM04-1 = 21, 61	Same as above	Same as above	Same as above	Same as above
UM04-1 = 51	Return New Directions info.	Return New Directions info.	Return New Directions info.	Return New Directions info.
Outpatient	Check for HCPCS	Check for HCPCS	Check for HCPCS	Check for HCPCS

When patients are not found, return a “Member/Patient not found” message.

Checking for HCPCS

Incoming requests that are not for inpatient services will be checked for HCPCS. When a HCPCS/CPT is not present, the AAA segment response “HCPCS required for authorization request when not inpatient services” will be generated.

All requests with no codes on the AIM list will be pended, and an email will be sent to the LOB.

ASE/PSE

Incoming codes on the AIM list will return the AIM phone number 877-642-0722.

Walmart & Tyson

Incoming codes on the AIM list will return the AIM phone number 866-688-1449.

All other LOBs

Incoming codes on the AIM list will return the AIM phone number 877-642-0722.

LOB Requests and Emails

Each line of business will be identified by scanning the DEPID field, and the request will be routed to the appropriate email.

Line of Business	DEPID Field	Email Address
ASE/PSE	PXGY00	
Blue Advantage/Wal-Mart	011B63	
Blue Advantage/Tyson	15028	
Blue Advantage/USABLE Admin	0119C7	
Blue Advantage/USABLE	0119C8	
Health Advantage	3	
Arkansas BCBS	1	ansi278@arkbsccross.com

Pre-Authorization Code Maintenance

Maintenance of pre-authorization codes (adding, deleting, etc.) will be performed by the BANA Medical Officer’s group. Any new pre-authorization codes will be provided by Medical Review.

Web Service Calls

Each ANSI 278 inquiry/response will make a web service call to CSW so that inquiry screens can be populated with the correct/current information. This data should be retained for seven years.

Payment Disclaimer*

Walmart/Tyson Disclaimer

No Authorization Required. Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member status on the date of service. If you have questions you may contact (omitted)

Disclaimer for all other LOBs

No further information regarding this request will be forwarded electronically. A decision will be communicated to you via FAX if requestor or service provider contact information was provided. Otherwise please provide this information to (omitted). This is not a guarantee of payment.