ForwardHealth
Wisconsin serving you

**Safe Harbor Connectivity
Companion Guide**

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Disclaimer: The information contained in this companion guide is subject to change. Electronic Data Interchange (EDI) submitters are advised to refer to the Companion Guide page of the Trading Partners area of the ForwardHealth Portal at www.forwardhealth.wi.gov/ for the latest updates.

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Companion guides may contain two types of data, instructions for electronic communications with the publishing entity (Communications/Connectivity Instructions), and supplemental information for creating transactions for the publishing entity while ensuring compliance with the associated ASC X12 Implementation Guide (Transaction Instructions). Either the Communications/Connectivity component or the Transaction Instruction component must be included in every companion guide. The components may be published as separate documents or as a single document.

The Communications/Connectivity component is included in the companion guide when the publishing entity wants to convey the information needed to commence and maintain communication exchange.

Preface

This Companion Guide to the Council for Affordable Quality Healthcare (CAQH) Committee on Operating Rules for Information Exchange (CORE) Operating Rules 153 & 270 (Safe Harbor Connectivity) adopted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) clarifies and specifies the data content when exchanging transactions electronically with ForwardHealth. Transmissions based on this companion guide, used in tandem with Rules 153 & 270, are compliant. This companion guide is intended to convey information that is within the framework of the CAQH CORE Operating Rules 153 & 270 (Safe Harbor Connectivity) 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 CAQH CORE Operating Rules 153 & 270 (Safe Harbor Connectivity).

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Table of Contents

1 Introduction

Section 1104 of the Patient Protection and Affordable Care Act (ACA) establishes new requirements for administrative transactions that will improve the utility of the existing HIPAA transactions and reduce administrative costs.

1.1 Overview

Section 1104 of the ACA requires the Secretary of the Department of Health and Human Services (HHS) to adopt and regularly update standards, implementation specifications, and operating rules for the electronic exchange and use of health information for the purposes of financial and administrative transactions.

In compliance with this requirement, HHS designated CAQH CORE to be the authoring entity for the required rules. The CAQH CORE Operating Rules defined a Connectivity/Security Rule, which is a safe harbor that required the use of the HTTP/S transport protocol over the public internet. Since the CORE Phase I Connectivity Rule is a safe harbor, CORE-certified entities are required to support the adopted CORE Phase I Connectivity method at a minimum.

1.2 References

CAQH CORE Operating Rules: www.caqh.org/ORMandate_index.php

Phase II CORE 270: Connectivity Rule version 2.2.0: https://www.caqh.org/sites/default/files/core/phase-ii/Phase%20II.Connectivity%20Rule.pdf

1.3 Scope

The instructions in this companion guide are not intended to be stand-alone requirements documents. This companion guide conforms to all the requirements of any associated ASC X12 Implementation Guide and is in conformance with ASC X12's Fair Use and Copyright statements.

The information contained in this companion guide applies to ForwardHealth, which includes the following programs: BadgerCare Plus, Wisconsin Medicaid, SeniorCare, Wisconsin Chronic Disease Program (WCDP), the Wisconsin Well Woman Program (WWWP), and Medicaid managed care programs. All of these programs use ForwardHealth interChange for processing.

ForwardHealth interChange will accept and process any HIPAA-compliant transaction; however, a compliant transaction that does not contain ForwardHealth-specific information, though processed, may be denied. For example, a compliant 270 Health Care Eligibility and Benefit Inquiry (270) created with an invalid ForwardHealth member ID number will be processed by ForwardHealth but will be denied. For questions regarding appropriate billing procedures, as well as for policy and billing information, providers should refer to their policy-specific area of the ForwardHealth Online Handbook.

2 Getting Started

This section contains payer-specific business rules and limitations for the Safe Harbor Connectivity, also referred to as Safe Harbor Health Direct EDI (HDE) Connectivity or Safe Harbor HDE. Users of the Safe Harbor HDE Connectivity need a Trading Partner account and a Safe Harbor HDE account to use the Safe Harbor HDE Connectivity. A user must obtain a Trading Partner ID, create a Trading Partner Portal user account, complete the Production Authorization testing, and acquire a Safe Harbor HDE account to use Safe Harbor HDE Connectivity. Additional information is provided in the next sections of this companion guide.

2.1 Trading Partner Registration

ForwardHealth maintains a profile for all trading partners. All ForwardHealth trading partners are required to do the following:
- Complete a Trading Partner Profile. Go to https://www.forwardhealth.wi.gov/.
- Click the Trading Partner Profile link in the Trading Partners box on the right side of the screen.
- Download the **Trading Partner Profile Testing Packet for ASC X12 transactions** to your desktop.
- Click **Submit online** at the top of the Trading Partner Profile and Testing Packet page.
- Enter the information requested and select the transaction types you will be exchanging.
- Agree to the Trading Partner Agreement (TPA) at the end of the Trading Partner Profile process.
- You will be assigned a Trading Partner ID (TPID), which you should save.
- Create a Portal user account using the PIN (that will be mailed to you) and the TPID.
- Complete Production Authorization testing (using the Trading Partner Testing Packet as your guide).

If you have already completed this process, you will not be required to complete it again. Contact the ForwardHealth EDI Help Desk by telephone at 866-416-4979 or via email using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/ if you have any questions.

2.2 Complete Production Authorization Testing

ForwardHealth does not require certification of trading partners and their transactions, but we do require some minimal transaction testing. All trading partners will be "certified" through the completion of trading partner authorization testing. All trading partners that exchange electronic transactions with ForwardHealth must complete trading partner authorization testing. Completion of the testing process must occur prior to requesting a Safe Harbor HDE account. 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 you send live transmission data. The 270 transaction is an inquiry and response transaction and does not result in any data changing upon completion; therefore, test transactions (ISA15 value of "T") with production data can be sent to our production environment without any negative impact. More than one test transmission may be required depending on the number of format errors on a transmission and the relative severity of these errors. Additional testing may be required in the future to verify any changes made to the ForwardHealth interChange system. Also, changes to the American National Standards Institute (ANSI) formats may require additional testing.

Reminder: Testers are responsible for the preservation, privacy, and security of data in their possession. While using production data that contains personal health information (PHI) to conduct testing, the data must be guarded and disposed of appropriately.

2.3 Acquire Access to Safe Harbor

Once a ForwardHealth trading partner has completed the Production Authorization Testing, the ForwardHealth trading partner is eligible to request a Safe Harbor HDE account. The username of the Safe Harbor HDE user account is based on your TPID. In addition, there is a Safe Harbor HDE user account password that is different from the Trading Partner Portal account password.

To request a Safe Harbor HDE user account do the following:

- Contact the ForwardHealth EDI Help Desk and request a Safe Harbor HDE user account be created for your Trading Partner ID. The EDI Operations team will need your TPID. The TPID can either be an existing TPID or a newly created TPID. For a newly created TPID all the items in Sections 2.1 and 2.2 of this guide must be completed. Refer to Section 6 of this guide for contact information.
- The ForwardHealth EDI Help Desk will verify the TP ID information and initiate a process to establish a Safe Harbor HDE user account for the ForwardHealth trading partner. It may take several days for the Safe Harbor HDE user account to be created.
- Once the Safe Harbor HDE user account password is available, the ForwardHealth EDI Help Desk will send the password to the ForwardHealth trading partner contact of record.
- The ForwardHealth trading partner can use their Safe Harbor HDE user account once the Safe Harbor HDE user receives the Safe Harbor HDE user account password.

Notes:
1. The Safe Harbor HDE user account will have a Safe Harbor HDE user account ID and a Safe Harbor HDE user account password, also referred to as a Safe Harbor HDE password. The Safe Harbor HDE user account ID is the TPID prefixed with "WI-". For example: for a TPID of 100000001 the Safe Harbor HDE user account id is WI-100000001. The Safe Harbor HDE user account password will be created when the Safe Harbor HDE user account is created.
2. The Safe Harbor HDE user account password is different from the ForwardHealth trading partner Portal password. Each password has its own password expiration dates.
3. The Safe Harbor HDE user password expires six months from the date of the initial password or the last password change. For instructions on changing the Safe Harbor HDE user password, refer to Section 5.3 of this guide.
4. Contact the ForwardHealth EDI Help Desk by telephone at 866-416-4979 or via email using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/ if you have any questions.

3   Connection Details

3.1 ForwardHealth-Supported Transactions

ForwardHealth supports batch and real-time HIPAA X12 transactions over the Safe Harbor HDE Connectivity. The following transactions are supported on the Safe Harbor HDE Connectivity:

1. 999 Acknowledgement for Health Care Insurance (999)
2. 270/271 Health Care Eligibility Benefit Inquiry and Response (270/271)
3. 276/277 Health Care Claim Status Request and Response (276/277)
4. 835 Health Care Claim Payment/Advice (835)

Additional transactions will become available over the Safe Harbor HDE Connectivity according to the CAQH CORE Operating Rules.

3.2 Control Segments and Metadata Elements Definitions

The ForwardHealth ASC X12 interchange rules and limitations will be unchanged from the Portal (https://www.forwardhealth.wi.gov/) submission methods for all transactions supported over the Safe Harbor HDE Connectivity. Refer to the specific transaction's companion guide for details about functional group formatting.

CAQH CORE Operating Rule 270 specifies the data elements which should be present in the CORE envelope. The following are payer-specific requirements for the envelope metadata elements.

Element	Value
Sender ID	The Sender ID is the Trading Partner ID as supplied by the ForwardHealth TPP process prefixed with the text "WI-". This is also called the Safe Harbor HDE username. For example, if the Trading Partner ID is 100000001, the Sender ID is WI-100000001. The Sender ID is only for use in SOAP and MIME envelopes. The ForwardHealth-assigned TP ID (for example, 100000001) must be used in the X12 ISA and GS segments.
Receiver ID	"WISC_DHFS"
Username	The Sender ID as described above
Password	Your ForwardHealth Safe Harbor HDE password
Payload ID	Payload ID (UUID) must be unique for each batch submission or real time transaction. Payload ID values can be re-used for batch results retrieval. Refer to Section 4 of this guide for more information.

3.3 Rules of Behavior

Safe Harbor HDE users should not send executable (.exe), PDF (.pdf) or any other file type that is not a text document. Users must not deliberately submit batch files that contain viruses.

3.4 Connection Limitations

A single Safe Harbor HDE user may send up to 60 transactions per minute via Safe Harbor batch or interactive methods. Batch files should contain no more than 5000 transactions per file.

If a higher transaction volume is needed, contact the EDI Help Desk at 866-416-4979.

3.5 System Availability

The Safe Harbor HDE Connectivity will be available 24 hours a day, seven days a week outside the regularly scheduled system maintenance windows (nightly between 00:00 a.m. to 01:00 a.m. Central time [CT] and every Sunday from 00:00 a.m. to 04:00 a.m. CT) and if there are unforeseen technical difficulties.

Batch files will be available for retrieval via Safe Harbor HDE for 15 days. If a batch file is needed after 15 days or if you have questions, contact the EDI Help Desk at 866-416-4979 or via email using the Contact link at the bottom of the Portal homepage at https://www.forwardhealth.wi.gov/.

4 Batch Submission and Retrieval

The CAQH CORE described a specific set of web services that can be used over the Safe Harbor HDE connection. The *BatchSubmission* service will allow Safe Harbor HDE users to submit a single batch file through Safe Harbor for processing. ForwardHealth will respond with a message indicating whether the submission was accepted or encountered an error using the same operation.

Note: The BatchSubmissionResponse from ForwardHealth will only contain standard HTTP messaging, not ASC X12 999 payloads.

Batch Submit
Allowed Incoming/Outgoing Payload Types

Trading Partner → X12_270_Request_005010X279A1
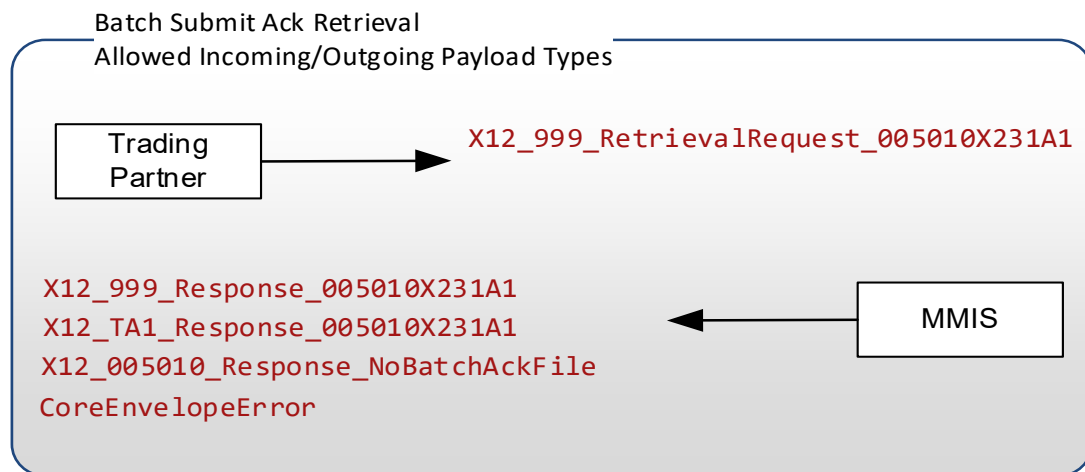X12_276_Request_005010X212

X12_BatchReceiptConfirmation
CoreEnvelopeError ← MMIS
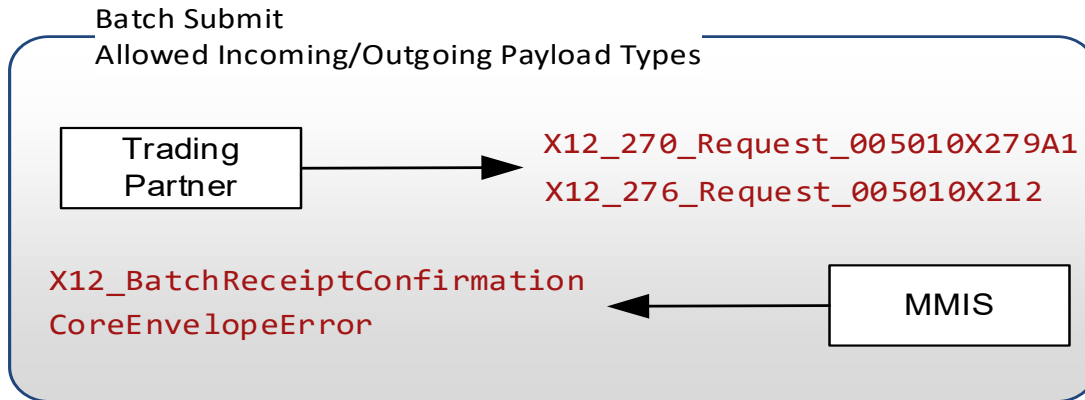
The Batch Submit Ack Retrieval and Batch Results Retrieval services can be used to retrieve a specific acknowledgement or response file by using the Payload ID of the originally submitted batch file. The original transaction's Payload ID should appear as the Payload ID on the BatchSubmissionAckRetrievalRequest or the BatchResultsRetrievalRequest. ForwardHealth will respond with the specified file in the Payload if a file can be found with that Payload ID; otherwise, the response from ForwardHealth will not include a Payload and will have the Payload Type X12_005010_Response_NoBatchResultsFile.

If the Payload ID of the original transaction is not known or the Safe Harbor HDE user is attempting to retrieve an unsolicited transaction such as the 835, then the Safe Harbor HDE user can use the Generic Batch Retrieval services to see a list of available files. Generic Batch Retrieval is described in Section 4.1.3 of this guide.

Batch Submit Ack Retrieval
Allowed Incoming/Outgoing Payload Types

Trading Partner → X12_999_RetrievalRequest_005010X231A1

X12_999_Response_005010X231A1
X12_TA1_Response_005010X231A1
X12_005010_Response_NoBatchAckFile
CoreEnvelopeError ← MMIS

Batch Submit Results Retrieval
Allowed Incoming/Outgoing Payload Types

Trading Partner → X12_005010_Request_Batch_Results_271

X12_835_Request_005010X221A1

X12_271_Response_005010X279A1
X12_277_Response_005010X212
X12_835_Response_005010X221A1
X12_005010_Response_NoBatchResultsFile
CoreEnvelopeError ← MMIS

The *BatchResultsAckSubmit* operation can be used to submit an ASC X12 999 or an ASC X12 Interchange Acknowledgement (TA1) for receipt of the batch response file. ForwardHealth will respond with a message indicating whether the submission was accepted or encountered an error.

Batch Results Ack Submit
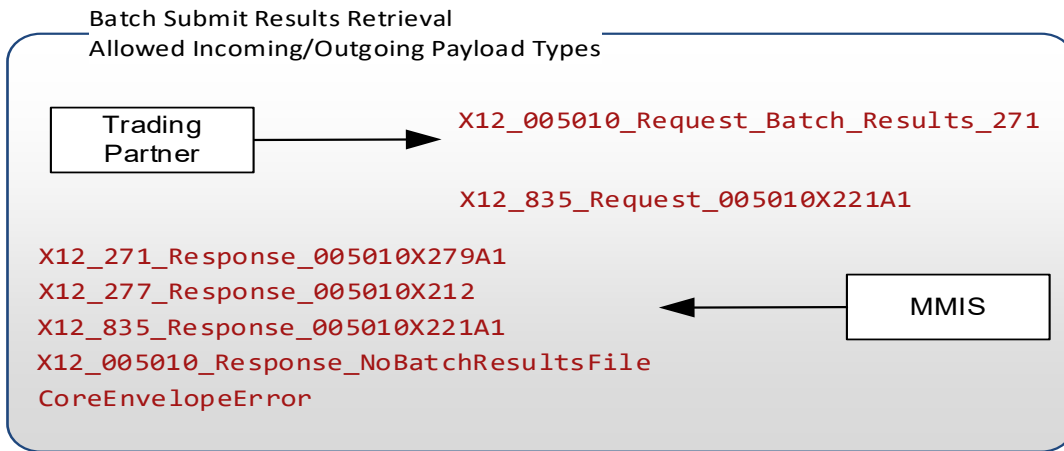Allowed Incoming/Outgoing Payload Types

Trading Partner → X12_TA1_SubmissionRequest_005010X231A1

X12_Response_ConfirmReceiptReceived
CoreEnvelopeError ← MMIS
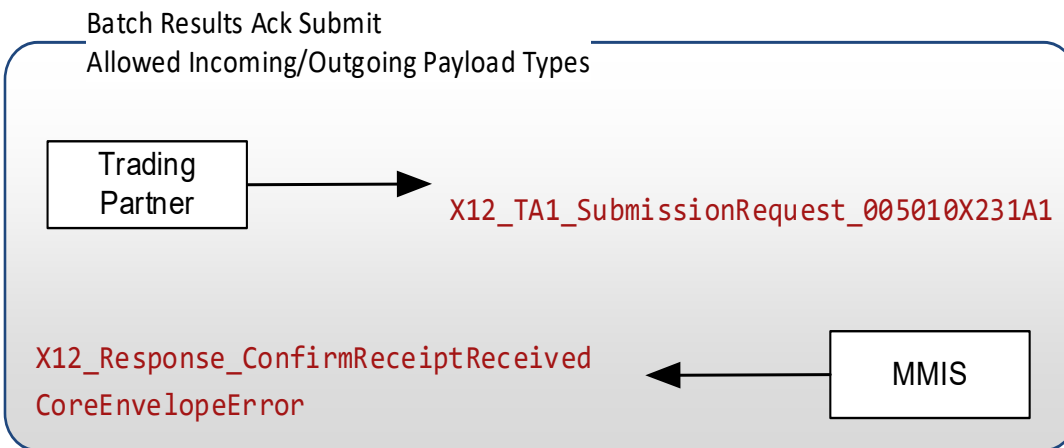
4.1 Specifications for SOAP+WSDL

The following is the URL for batch Safe Harbor HDE connection using SOAP+WSDL:
https://mft.oxisaas.com/soap?service=OXiHDEBatchRequest

Your Safe Harbor HDE username and password combination are required for Safe Harbor HDE authentication. Refer to Section 2.3 of this guide for information about creating your Safe Harbor HDE account.

Note: Most of the SOAP samples in this document do not include the SOAP envelope. Refer to the CAQH Phase II Cores 270: Connectivity Rule document listed in the reference section for details of the SOAP envelope.

4.1.1 Sample Envelope for Batch Submission Using SOAP+WSDL

```
<COREEnvelopeBatchSubmission
xmlns="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
    <PayloadType>X12_270_Request_005010X279A1</PayloadType>
    <ProcessingMode>Batch</ProcessingMode>
    <PayloadID>4d594f7a-d694-416a-bad6-5706dc9dcdc9</PayloadID>
    <PayloadLength>652</PayloadLength>
    <TimeStamp>2014-05-20T14:12:07Z</TimeStamp>
    <SenderID>WI-100000001</SenderID>
    <ReceiverID>WISC_DHFS</ReceiverID>
    <CORERuleVersion>2.2.0</CORERuleVersion>
```

```
        <CheckSum>1F4CBB86A7F6D72B0B7A6BEAFF84216A31A78FD0</CheckSum>
        <Payload> SVNBKjAwKiAg...</Payload>
</COREEnvelopeBatchSubmission>
```

4.1.2 Sample Envelope for Batch Results Retrieval Using SOAP+WSDL

```
<COREEnvelopeBatchResultsRetrievalRequest
xmlns="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
        <PayloadType>X12_005010_Request_Batch_Results_271</PayloadType>
        <ProcessingMode>Batch</ProcessingMode>
        <PayloadID>4d594f7a-d694-416a-bad6-5706dc9dcdc9</PayloadID>
        <TimeStamp>2014-05-20T22:38:58Z</TimeStamp>
        <SenderID>WI-100000001</SenderID>
        <ReceiverID>WISC_DHFS</ReceiverID>
        <CORERuleVersion>2.2.0</CORERuleVersion>
</COREEnvelopeBatchResultsRetrievalRequest>
```

Note: The Payload ID of this transaction matches the Payload ID of the submitted file in Section 4.1.1 of this guide. This is a demonstration of the ForwardHealth method for linking Safe Harbor batch transactions by Payload ID.

4.1.3 Generic Batch Retrieval Using SOAP+WSDL

The *Generic Batch Results Retrieval and Generic Batch Submit Ack Retrieval* services will retrieve a list of Payload IDs for all available batch transactions for the specified Payload Type and Sender ID.

Safe Harbor HDE users can use the *Generic Batch Results Retrieval or Generic Batch Submit Ack Retrieval* service to identify the Payload ID for a desired file, and then use the *Batch Submit Ack Retrieval* or *Batch Results Retrieval* service to retrieve the specified file using that Payload ID.

For SOAP+WSDL, the generic batch retrieval service will be called when the SOAP operation *GenericBatchRetrievalTransaction* is used in the retrieval request.

The response payload to a Generic Batch Retrieval request will have the following format:

```
<FileList>
    <File>
            <PayloadType>X12_999_Response_005010X231A1</PayloadType>
            <ResultTimestamp>2014-05-20T22:38:58Z</ResultTimestamp>
            <PayloadID>4d594f7a-d694-416a-bad6-5706dc9dcdc9</PayloadID>
    </File>
    <File>
            <PayloadType>X12_999_Response_005010X231A1</PayloadType>
            <ResultTimestamp>2014-05-20T22:28:58Z</ResultTimestamp>
            <PayloadID>285438f8-fefc-4cbc-b7df-ca7a401b2f48</PayloadID>
    </File>
    <File>
            <PayloadType>X12_835 Request_005010X221A1</PayloadType>
            <ResultTimestamp>2014-05-19T02:18:58Z</ResultTimestamp>
            <PayloadID>8e1988af-35a6-4a78-b574-c60cfcbe7cb7</PayloadID>
    </File>
</FileList>
```

A file will no longer appear on the Generic Batch Retrieval list after the transaction has been explicitly retrieved by the Safe Harbor HDE user or after 15 days.

4.2 Specifications for HTTP MIME Multipart

The following is the URL for batch Safe Harbor HDE connection using HTTP MIME Multipart:
https://mft.oxisaas.com/OXiHDEMIME

Your Safe Harbor HDE username and password combination are required for Safe Harbor HDE authentication. Refer to Section 2.3 of this guide for information about creating your Safe Harbor HDE account.

4.2.1 Specifications for HTTP MIME Multipart

```
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="SenderID"
WI-100000001
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Password"
SamplePassword123
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ProcessingMode"
Batch
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ReceiverID"
WISC_DHFS
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="TimeStamp"
2014-05-20T14:28:29Z
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadID"
03171c34-bab8-4a17-8e1b-03ccd74a3090
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="UserName"
WI-100000001
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadType"
X12_270_Request_005010X279A1
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Payload"; filename="test270_5010_request.txt"
Content-Type: text/plain
ISA*00* *00* *ZZ*...
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve--
```

4.2.2 Sample Envelope for Batch Results Retrieval Using HTTP MIME Multipart

```
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="SenderID"
WI-100000001
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Password"
SamplePassword123
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ProcessingMode"
Batch
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ReceiverID"
WISC_DHFS
```

```
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="TimeStamp"
2014-05-20T19:13:58Z
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadID"
03171c34-bab8-4a17-8e1b-03ccd74a3090
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="UserName"
WI-100000001
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadType"
X12_005010_Request_Batch_Results_271
-------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve--
```

Note: The Payload ID of this transaction matches the Payload ID of the submitted file in Section 4.1.1 of this guide. This is a demonstration of the ForwardHealth method for linking Safe Harbor batch transactions by Payload ID.

4.2.3 Generic Batch Retrieval Using HTTP MIME Multipart

The *Generic Batch Results Retrieval* and *Generic Batch Submit Ack Retrieval* services will retrieve a list of Payload IDs for all available batch files for the specified Payload Type and Sender ID.

Safe Harbor HDE users can use the *Generic Batch Results Retrieval* or *Generic Batch Submit Ack Retrieval* service to identify the Payload ID for a desired file, and then use the *Batch Submit Ack Retrieval* or *Batch Results Retrieval* service to retrieve the specified file using that Payload ID.

For HTTP MIME Multipart, the generic batch retrieval service will be called when the request payload is FILELIST.

The response payload to a Generic Batch Retrieval request will have the following format:

```
<FileList>
<File>
<PayloadType>X12_999_Response_005010X231A1</PayloadType>
<ResultTimestamp>2014-05-20T19:13:58Z</ResultTimestamp>
<PayloadID>4d594f7a-d694-416a-bad6-5706dc9dcdc9</PayloadID>
</File>
<File>
<PayloadType>X12_999_Response_005010X231A1</PayloadType>
<ResultTimestamp>2014-05-20T19:13:58Z</ResultTimestamp>
<PayloadID>03171c34-bab8-4a17-8e1b-03ccd74a3090</PayloadID>
</File>
</FileList>
```

A file will no longer appear on the Generic Batch Retrieval list after the transaction has been explicitly retrieved by the Safe Harbor HDE user or after 15 days.

5   Real-Time Submission

The following are the URLs for the Real-Time Safe Harbor HDE connection:
- Production Soap Real-Time: https://hde.oxisaas.com/OXiHDEServices/v1.0
- Production MIME Real-Time: https://hde.oxisaas.com/OXiHDEServicesMIME/v1.0

The Safe Harbor HDE username and password combination are required for Safe Harbor HDE authentication. Refer to Section 2.3 of this guide for information about creating your Safe Harbor HDE account.

There are no payer-specific business rules for the *Real Time Transaction* service. These transactions will behave as defined by CAQH CORE in Operating Rule 270.

5.1   Sample Envelope for Real-Time Request Using SOAP+WSDL

```
<COREEnvelopeRealTimeRequest
xmlns="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
    <PayloadType>X12_270_Request_005010X279A1</PayloadType>
    <ProcessingMode>RealTime</ProcessingMode>
    <PayloadID>b220b650-0b00-439d-8b26-4d5b53d5fed7</PayloadID>
    <TimeStamp>2014-05-20T22:38:58Z</TimeStamp>
    <SenderID>WI-100000001</SenderID>
    <ReceiverID>WISC_DHFS</ReceiverID>
    <CORERuleVersion>2.2.0</CORERuleVersion>
    <Payload><![CDATA[ISA*00*         *00*ZZ  ...]]></Payload>
</COREEnvelopeRealTimeRequest>
```

Note: ForwardHealth has implemented the TA1 and 999 acknowledgement transactions for real-time submissions. If the compliance check or the translation of the transaction fails, one of the following error messages will be returned:
- TA1—X12 envelope error
- 999—X12 compliance error

5.2   Sample Envelope for Real-Time Request Using HTTP MIME Multipart

```
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="SenderID"
WI-100000001
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Password"
SamplePassword123
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ProcessingMode"
RealTime
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="ReceiverID"
WISC_DHFS
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="TimeStamp"
2014-05-20T14:28:29Z
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadID"
e85886b0-5c8e-4701-9ecf-642c3862b013
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="UserName"
```

WI-100000001

```
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadType"
X12_270_Request_005010X279A1
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Payload"
ISA*00* *00*ZZ...
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve--
```

5.3 Sample of Safe Harbor HDE Account Password Change

A Safe Harbor HDE user is responsible for keeping their Safe Harbor HDE user account password up to date. The Safe Harbor HDE password expires six months from the date of the initial password or the last password change.

The real-time Safe Harbor HDE connection can be used to change the Safe Harbor HDE password. If a password is locked, the ForwardHealth EDI Help Desk must be contacted for a Safe Harbor HDE password reset. Refer to the contact information section for contact details.

Send password change requests to the Production SOAP real-time URL:
https://hde.oxisaas.com/OXiHDEServices/v1.0

The examples in this section include the SOAP envelope. Refer to the Phase II CORE 270: Connectivity Rule version 2.2.0 document for details.

Password change request:

```
<soapenv:Envelope xmlns:soapenv=http://www.w3.org/2003/05/soap-envelope
xmlns:gat=http://hde.oxisaas.com/schema>
   <soapenv:Header>
      <wsse:Security xmlns:wsse=http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-secext-1.0.xsd xmlns:wsu=http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-utility-1.0.xsd>
         <wsse:UsernameToken wsu:Id="UsernameToken-1">
            <wsse:Username>WI-100000001</wsse:Username>
            <wsse:Password Type=http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
username-token-profile-1.0#PasswordText>CurrentPassword</wsse:Password>
         </wsse:UsernameToken>
      </wsse:Security>
   </soapenv:Header>
   <soapenv:Body>
      <gat:changePassword>
         <oldPwd>CurrentPassword</oldPwd>
         <newPwd>NewPassword</newPwd>
      </gat:changePassword>
   </soapenv:Body>
</soapenv:Envelope>
```

Successful password change response:

```
<soap:Envelope xmlns:soap=http://www.w3.org/2003/05/soap-envelope>
   <soap:Body>
      <ns2:changePasswordResponse xmlns:ns2=http://hde.oxisaas.com/schema
xmlns:ns3=http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd>
         <changePasswordReturn>true</changePasswordReturn>
      </ns2:changePasswordResponse>
   </soap:Body>
</soap:Envelope>
```

If you receive a "true," the password has been changed. For example,
<changePasswordReturn>true</changePasswordReturn>

If you receive a "false," the password has not changed. For example,
<changePasswordReturn>false</changePasswordReturn>

If your request contains an incorrect old password, you will get a response like the following:

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope">
        <soap:Body>
                <soap:Fault>
                        <soap:Code>
                                <soap:Value>soap:Sender</soap:Value>
                                <soap:Subcode>
                                        <soap:Value
                                        xmlns:ns1="http://ws.apache.org/wss4j">ns1:SecurityError
                                        </soap:Value>
                                </soap:Subcode>
                        </soap:Code>
                        <soap:Reason>
                                <soap:Text xml:lang="en">A security error was encountered when
                                verifying the message</soap:Text>
                        </soap:Reason>
                </soap:Fault>
        </soap:Body>
</soap:Envelope>
```

6 Contact Information

6.1 Electronic Data Interchange Customer Service

All EDI customer service inquiries may be directed to the ForwardHealth EDI Help Desk by telephone at 866-416-4979 or email via the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/.

6.2 Electronic Data Interchange Technical Assistance

The ForwardHealth EDI Help Desk can help with connectivity issues or transaction formatting issues at 866-416-4979 (Monday–Friday, 8:30 a.m.–4:30 p.m. CT) or via email using the Contact link at the bottom of the Portal homepage at https://www.forwardhealth.wi.gov/.

Safe Harbor HDE username and Trading partner ID: Your Safe Harbor HDE username and Trading Partner ID is our key to accessing your trading partner information. You should have these IDs available each time you contact the EDI Help Desk.

6.3 Provider Services

Contact Provider Services instead of the EDI Help Desk if you have questions regarding the details of a member's benefits, claim status information, credentialing, and many other services. Provider Services is available at 800-947-9627 (Monday–Friday, 7 a.m.–6 p.m. CT) or via email using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/.

Note: Have the applicable provider number—the provider's National Provider Identifier for health care providers or the Wisconsin Medicaid provider ID for atypical providers—available for tracking and faster issue resolution.

Provider relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. To find or contact the Provider Relations Representative for your area, use the Contact link at the bottom of the Portal homepage at https://www.forwardhealth.wi.gov/.

6.4 Relevant Websites

- ForwardHealth Portal (public site)—https://www.forwardhealth.wi.gov/
- CAQH CORE Operating Rules—https://www.caqh.org/ORMandate_index.php
- Phase II CAQH CORE 270: Connectivity Rule version 2.2.0—https://www.caqh.org/sites/default/files/core/phase-ii/Phase%20II.Connectivity%20Rule.pdf
- Washington Publishing Company—https://www.wpc-edi.com/

7 Appendix 1. Change Summary

Document Version #	Modified Date	Modified By	Section, Page(s), and Text Revised
Version 1.0	12/01/2013	Wil Joslyn	Creation of document. Reference C/O 49220.

Document Version #	Modified Date	Modified By	Section, Page(s), and Text Revised
Version 1.1	12/01/2014	Wil Joslyn	Section 3.1 ForwardHealth-Supported Transaction, Page 7, Removed date from reference to 835 transaction
Version 1.1	12/01/2014	Wil Joslyn	Section 3.5 System Availability, Page 7, Removed text "acknowledgement and response"
Version 1.1	12/01/2014	Wil Joslyn	Section 4.1.3 Generic Batch Retrieval Using SOAP+WSDL, Page 10, Added 835 example to generic batch retrieval request list

Document Version #	Modified Date	Modified By	Section, Page(s), and Text Revised
Version 1.2	12/15/2022	Joe D'Amico	Updated broken link to Phase II CORE 270: Connectivity Rule version 2.2.0
Version 1.3	03/18/2023	Rick Taylor	Multiple sections were changed to add the Safe Harbor HDE account information to the Companion Guide.