Safe Harbor Connectivity
Companion Guide

Companion Guide Version Number: 1.1

December 2014

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.

Disclosure Statement

This template is Copyright © 2010 by the Workgroup for Electronic Data Interchange (WEDI) and the Data Interchange Standards Association (DISA), on behalf of the Accredited Standards Committee (ASC) X12. All rights reserved. It may be freely redistributed in its entirety provided that this copyright notice is not removed. It may not be sold for profit or used in commercial documents without the written permission of the copyright holder. This guide is provided “as is” without any express or implied warranty. Note that the copyright on the underlying ASC X12 Standards is held by DISA on behalf of ASC X12.

This document can be reproduced and/or distributed; however, its ownership by ForwardHealth must be acknowledged and the contents must not be modified.

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.

2014 © Wisconsin Department of Health Services

All rights reserved. This document may be copied.

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).

(This page was intentionally left blank.)

Table of Contents

1 Introduction 5
1.1 Overview 5
1.2 References 5
1.3 Scope 5

2 Getting Started 6
2.1 Trading Partner Registration 6
2.2 Acquire Access to Safe Harbor 6

3 Connection Details 7
3.1 ForwardHealth-Supported Transactions 7
3.2 Control Segments and Metadata Elements Definitions 7
3.3 Rules of Behavior 7
3.4 Connection Limitations 7
3.5 System Availability 7

4 Batch Submission and Retrieval 8
4.1 Specifications for SOAP+WSDL 9
4.2 Specifications for HTTP MIME Multipart 11

5 Real Time Submission 13
5.1 Sample Envelope for Real Time Request Using SOAP+WSDL 13
5.2 Sample Envelope for Real Time Request Using HTTP MIME Multipart 13

6 Contact Information 15
6.1 EDI Customer Service 15
6.2 Electronic Data Interchange Technical Assistance 15
6.3 Provider Services 15
6.4 Relevant Web Sites 15

7 Appendix 1. Change Summary 16

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: www.caqh.org/pdf/CLEAN5010/270-v5010.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 identification 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. Users of the Safe Harbor Connectivity must obtain a Trading Partner ID, create a Portal user account, and complete Production Authorization testing. Additional information is provided in the next section 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 **Trading Partner Profile** on the bottom right side of the screen.
- Download to your desktop the **Trading Partner Profile Testing Packet for ASC X12 transactions**.
- Click **Submit online** at the top of the screen.
- 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 personal identification number (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. Please contact the ForwardHealth EDI Helpdesk by telephone at (866) 416-4979 or via e-mail using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/ if you have any questions.

2.2 Acquire Access to Safe Harbor

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 electronic submission of production transactions. 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.

3 Connection Details

3.1 ForwardHealth-Supported Transactions

ForwardHealth supports batch and real time HIPAA X12 transactions over the Safe Harbor Connectivity. The following transactions are supported on the Safe Harbor 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 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 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	Trading partner ID as supplied by ForwardHealth ('100000001' in examples).
Receiver ID	"WISC_DHFS".
User Name	Your ForwardHealth Portal user name.
Password	Your ForwardHealth Portal 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 users should not send executable (.exe), Portable Document Format (.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 trading partner 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 Helpdesk at (866) 416-4979.

3.5 System Availability

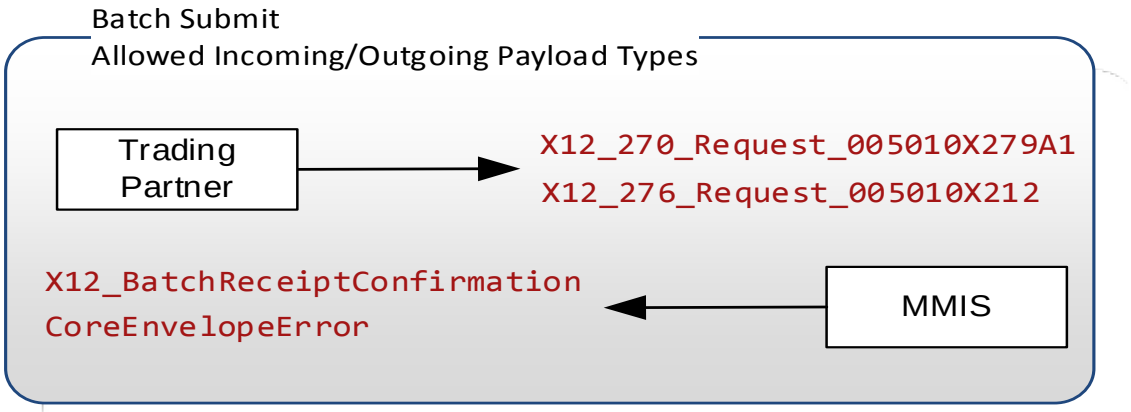
The Safe Harbor Connectivity will be available 24 hours a day, 7 days a week outside the regularly scheduled system maintenance window (nightly between 00:00 a.m. to 01:00 a.m. Central Standard Time [CST] and every Sunday from 00:00 a.m. to 04:00 a.m. CST) and if there are unforeseen technical difficulties.

Batch files will be available for retrieval via Safe Harbor for 60 days. If a batch file is needed after 60 days or if you have questions, contact the EDI Helpdesk at (866) 416-4979 or via e-mail using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/.

4 Batch Submission and Retrieval

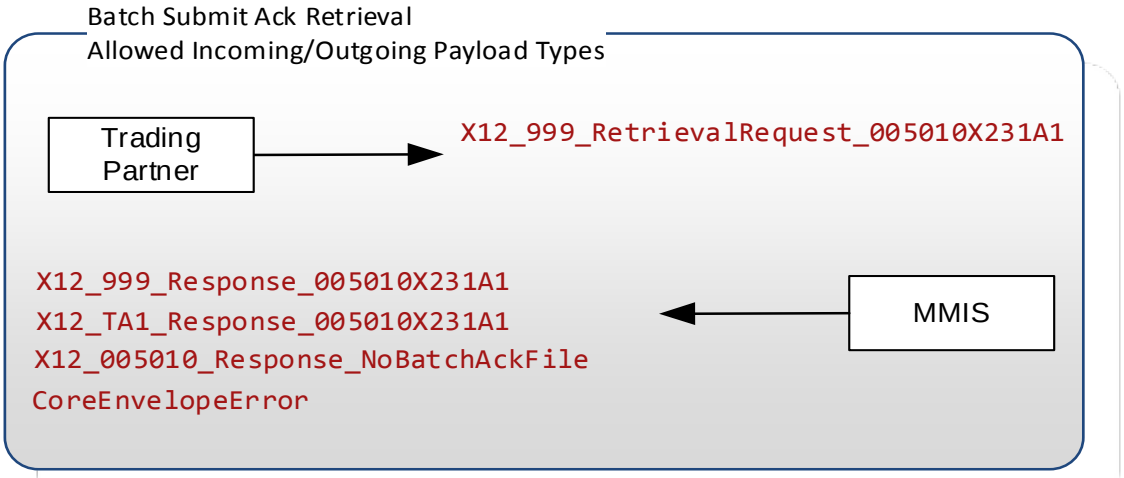
The CAQH CORE described a specific set of Web services that can be used over the Safe Harbor connection. The *BatchSubmission* service will allow trading partners to submit a single batch file through Safe Harbor for processing. ForwardHealth will respond with a message indicating whether the submission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

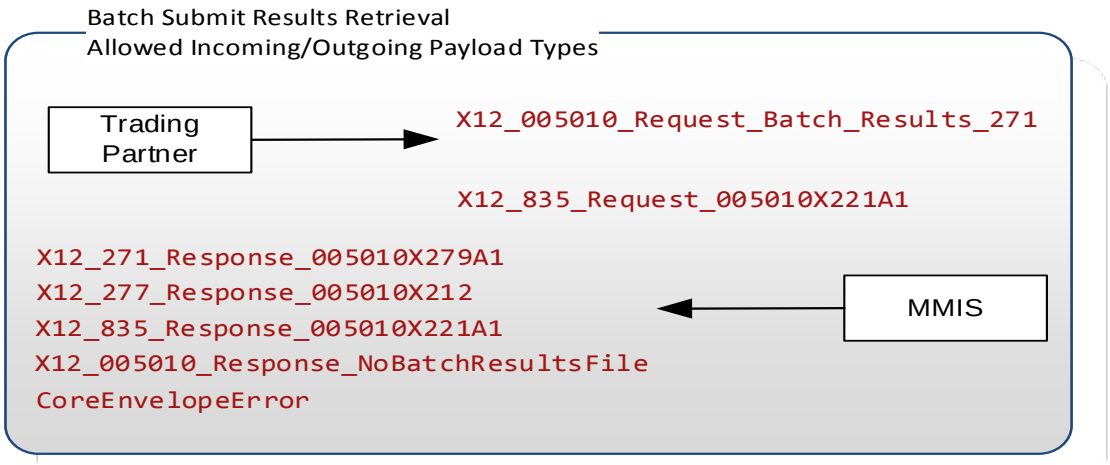
Note: The BatchSubmissionResponse from ForwardHealth will only contain standard HTTP messaging, not ASC X12 999 payloads.



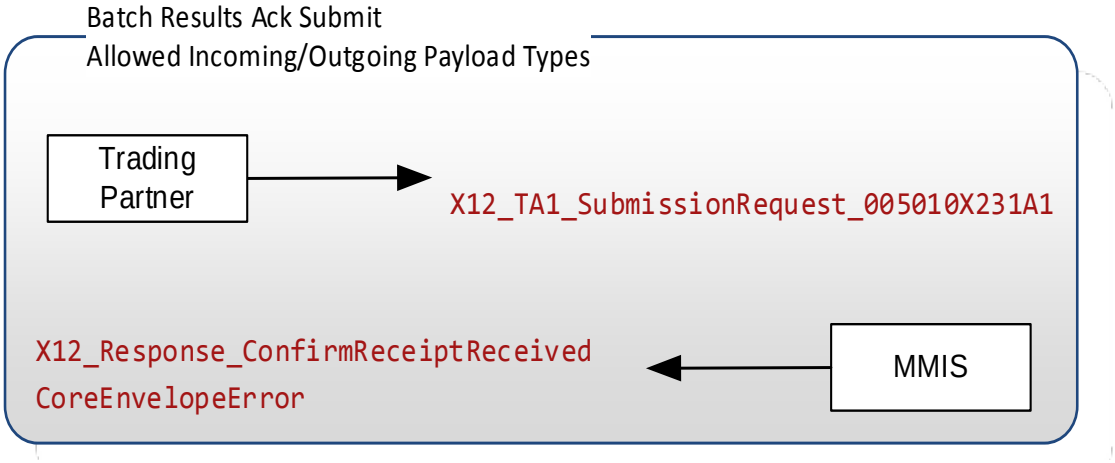
The Batch Submit Ack Retrieval and Batch Results Retrieval services can be used to retrieve a specific acknowledgement or response file by using the Payload ID of the originally submitted batch file. The original transaction's Payload ID should appear as the Payload ID on the BatchSubmissionAckRetrievalRequest 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 if the trading partner is attempting to retrieve an unsolicited transaction such as the 835, then trading partners 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.





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.



4.1 Specifications for SOAP+WSDL

The following is the URL for batch Safe Harbor connection using SOAP+WSDL https://ediservices.forwardhealth.wi.gov/PROD/CoreSoapServices/CoreBatch.svc.

Your Portal (https://www.forwardhealth.wi.gov/) username and password combination are required for Safe Harbor authentication. Refer to Section 2.2 of this guide for information about creating your Portal account.

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>100000001</SenderID>
    <ReceiverID>WISC_DHFS</ReceiverID>
    <CORERuleVersion>2.2.0</CORERuleVersion>
    <CheckSum>1F4CBB86A7F6D72B0B7A6BEAFF84216A31A78FD0</CheckSum>
    <Payload> SVNBKjAwKiAg...</Payload>
</COREEnvelopeBatchSubmission>
```

Your Portal (https://www.forwardhealth.wi.gov/) username and password combination are required for Safe Harbor authentication. Refer to Section 2.2 of this guide for information about creating your Portal account.

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>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.

Trading partners 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 trading partner.

4.2 Specifications for HTTP MIME Multipart

The following is the URL for batch Safe Harbor connection using HTTP MIME Multipart:
https://ediservices.forwardhealth.wi.gov/PROD/CoreMIMEServices/CoreTransactions.aspx

Your Portal (https://www.forwardhealth.wi.gov/) username and password combination are required for Safe Harbor authentication. Refer to Section 2.2 of this guide for information about creating your Portal account.

4.2.1 Specifications for HTTP MIME Multipart

----------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="SenderID"
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"
SampleUserName123
----------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"
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"
SampleUserName123
----------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.

Trading partners 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 trading partner.

5 Real Time Submission

The following are the URLs for Real-Time Safe Harbor connection:

- Production Soap Real-Time: https://ediservices.forwardhealth.wi.gov/PROD/CoreSoapServices/CoreRealTime.svc
- Production MIME Real-Time: https://ediservices.forwardhealth.wi.gov/PROD/CoreMIMEServices/CoreTransactions.aspx

Your https://www.forwardhealth.wi.gov/ Portal username and password combination are required for Safe Harbor authentication. Refer to Section 2.2 of this guide for information about creating your Portal 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>100000001</SenderID>
    <ReceiverID>WISC_DHFS</ReceiverID>
    <CORERuleVersion>2.2.0</CORERuleVersion>
    <Payload><![CDATA[ISA*00*          *00*ZZ  ...]]></Payload>
</COREEnvelopeRealTimeRequest>
```

Note: ForwardHealth has not implemented the TA1 and 999 acknowledgement transactions for Real-Time submissions. Instead, you will get the following error messages:

- TA1 — Validate Payload Content is a valid X12 transaction with all required segments.
- 999 — System Processing Error.

5.2 Sample Envelope for Real Time Request Using HTTP MIME Multipart

```
----------------------------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="SenderID"
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"
SampleUserName123
----------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="PayloadType"
X12_270_Request_005010X279A1
----------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve
Content-Disposition: form-data; name="Payload"
<![CDATA[ISA*00* *00*ZZ...]]>
----------1c1sqqxvv2z4w1khvyofix6nzq-1xbrjh7adw5ve--
```

6 Contact Information

6.1 EDI Customer Service

All EDI customer service inquiries may be directed to the ForwardHealth EDI Operations Team by telephone at (866) 416-4979 or e-mail via the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/.

6.2 Electronic Data Interchange Technical Assistance

ForwardHealth EDI Customer Service 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 e-mail using the Contact link at the bottom of the Portal at https://www.forwardhealth.wi.gov/.

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 EDI Helpdesk.

6.3 Provider Services

Contact Provider Services instead of EDI Customer Service 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, 7:00 a.m. – 6:00 p.m. CST) or via e-mail 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 at https://www.forwardhealth.wi.gov/.

6.4 Relevant Web Sites

- ForwardHealth Portal (public site) — http://www.forwardhealth.wi.gov/.
- Washington Publishing Company — http://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