Blue Cross & Blue Shield of Rhode Island

BCBSRI Blue Gateway
HTTPS Connection & Transmission Procedures

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PREFACE

The *BCBSRI Blue Gateway* document supplements the *BCBSRI Companion Guides*. Its purpose is to provide trading partners with instructions on transmitting electronic data to Blue Cross & Blue Shield of Rhode Island (hereinafter “BCBSRI”).

DISCLAIMER

This document is considered a living document, and as such, the information provided herein will be subject to change after September 22, 2011 in the event that BCBSRI revises its policies or HIPAA Transactions and Code Sets law is updated or amended.

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1.0 Introduction

This document provides instructions for connecting to and using BCBSRI Blue Gateway, a Web-based application which utilizes Https (Hypertext Transfer Protocol Secure) protocol over Internet connection. It allows the submission and receipt of HIPAA transaction responses, and enables the user to view history files (directory) of all transactions sent and received for up to 20 days. Use this document in conjunction with the *BCBSRI EDI Companion Guides* for each transaction.

2.0 Scope

The procedures in *BCBSRI Blue Gateway* apply to all of the following transactions:

270/271 Health Care Eligibility Benefit Inquiry and Response
276/277 Health Care Claim Status Request and Response
278 Health Care Services Review – Request for Review and Response
820 Payroll Deducted and Other Group Premium Payment for Insurance Products
834 Health Care Benefit Enrollment and Maintenance
837 Health Care Claim: Institutional
837 Health Care Claim: Professional
837 Health Care Claim: Dental
835 Health Care Claim Payment Advice

3.0 Contact Information

BCBSRI will work closely with its trading partners to establish effective communication protocols and to resolve any connectivity issues that may arise regarding the exchange of HIPAA-related electronic transactions.

The following contact information is provided to assist in the process of implementing all transactions:

For Partner Testing:

HIPAA EDI Testing Support business hours are Monday through Friday, 8:00 AM to 4:30 PM.

Email Address: HIPAA.EDI.Support@bcbsri.org

Applicable Web sites: www.BCBSRI.com

For Production:

Call the Information Technology (IT) Service Desk, which supports BCBSRI, at 401- 751-1673 or 1-855-721-4211.

4.0 Establishing a Connection to BCBSRI Blue Gateway

In order to submit and receive EDI files electronically to Blue Cross and Blue Shield of Rhode Island, you must establish a connection to our network. You must complete the EDI Data Transfer Worksheet to obtain connectivity to our network. The following connectivity options are currently available: HTTPS and SFTP. . Please refer to the connectivity document located at

https://www2.bcbsri.com/providers/hipaa-transactions

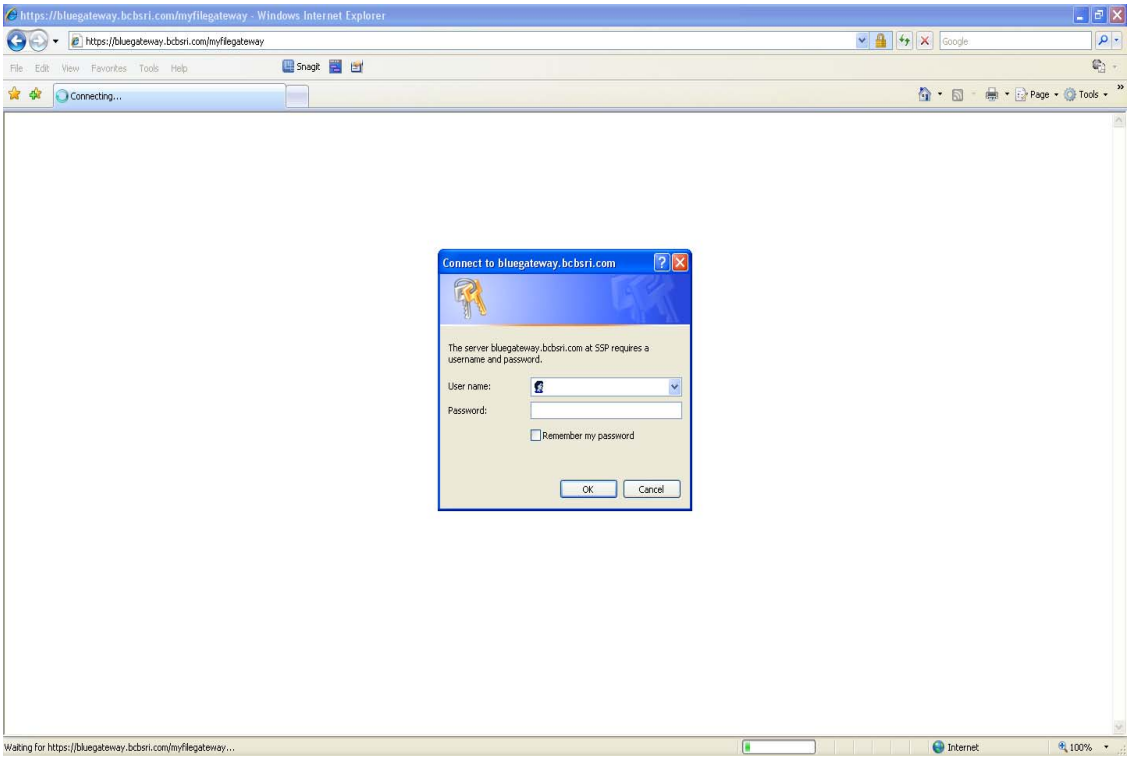
or

https://www.bcbsri.com/BCBSRIWeb/employers/companion_guides.jsp

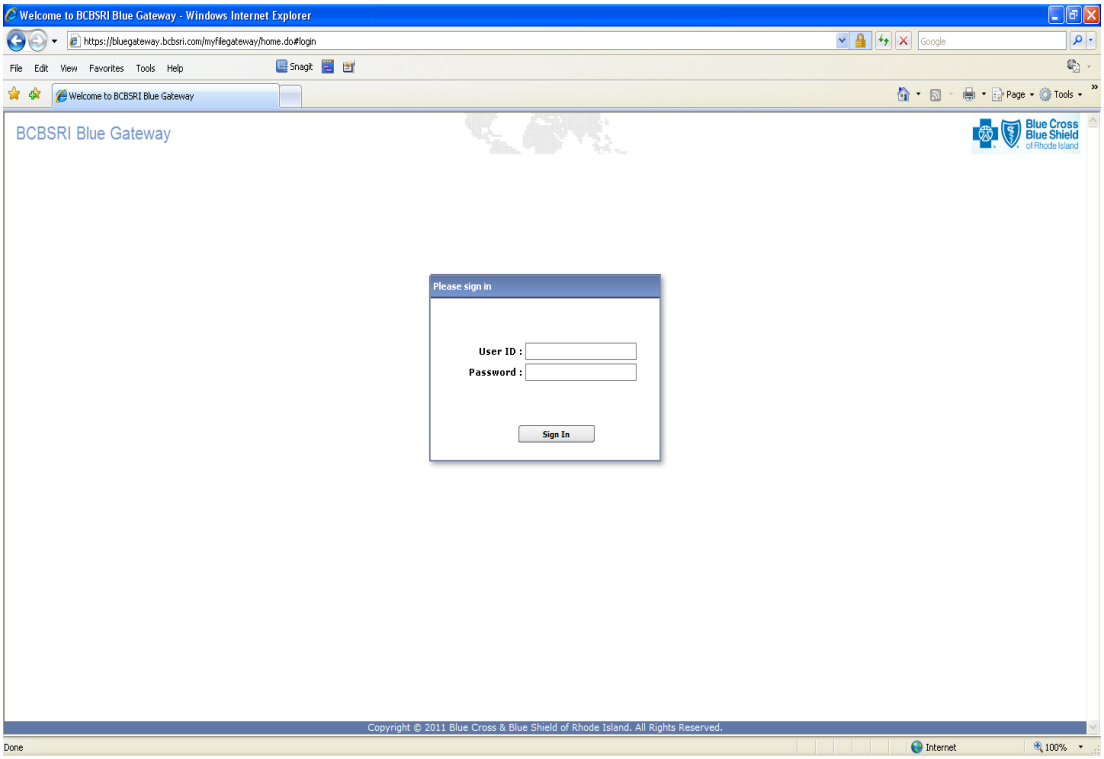
5.0 Connecting to BCBSRI Blue Gateway

5.1 Logging on using HTTPS:

Using your Internet browser (**Internet Explorer version 7.0 or greater are supported),** enter the Web address provided to you upon completion of the registration process. This address will connect to the BCBSRI Blue Gateway(Sterling Commerce) application home page.
https://bluegateway.bcbsri.com/myfilegateway



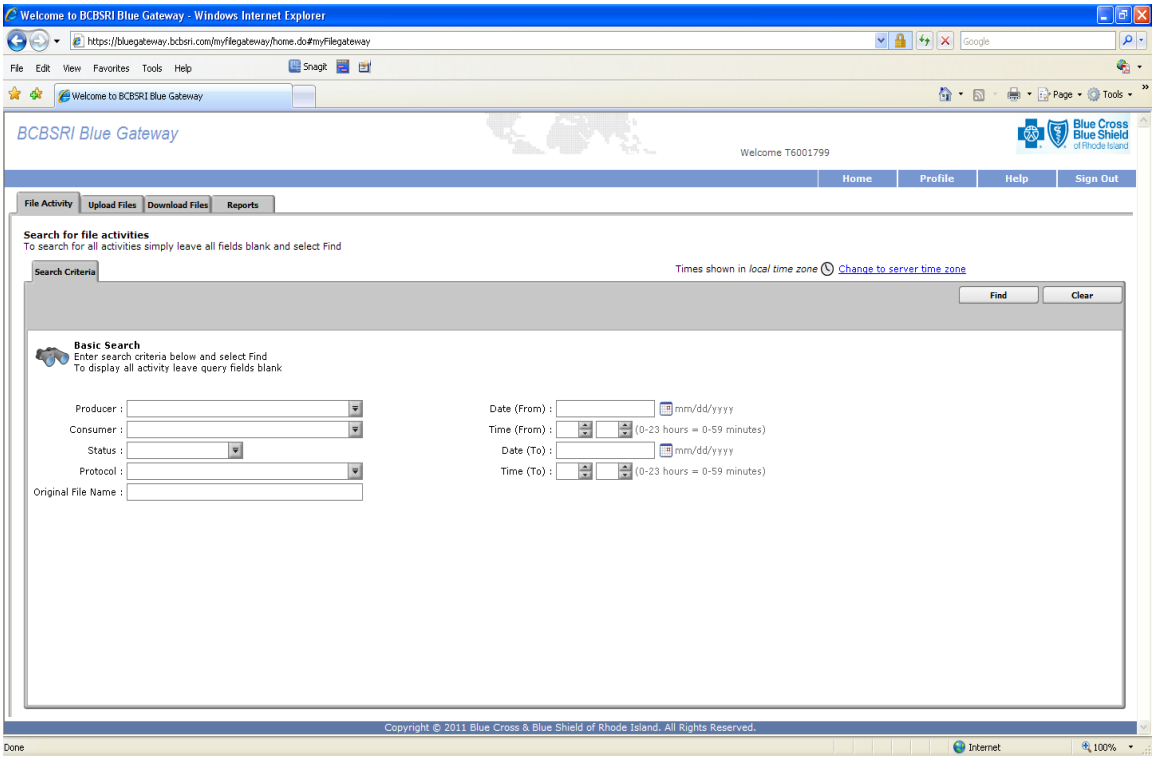
Login using your Userid and Password for your BlueGateway. Upon successful login, you will be brought to the second login screen for authentication:



Login using your Userid and Password for BlueGateway.

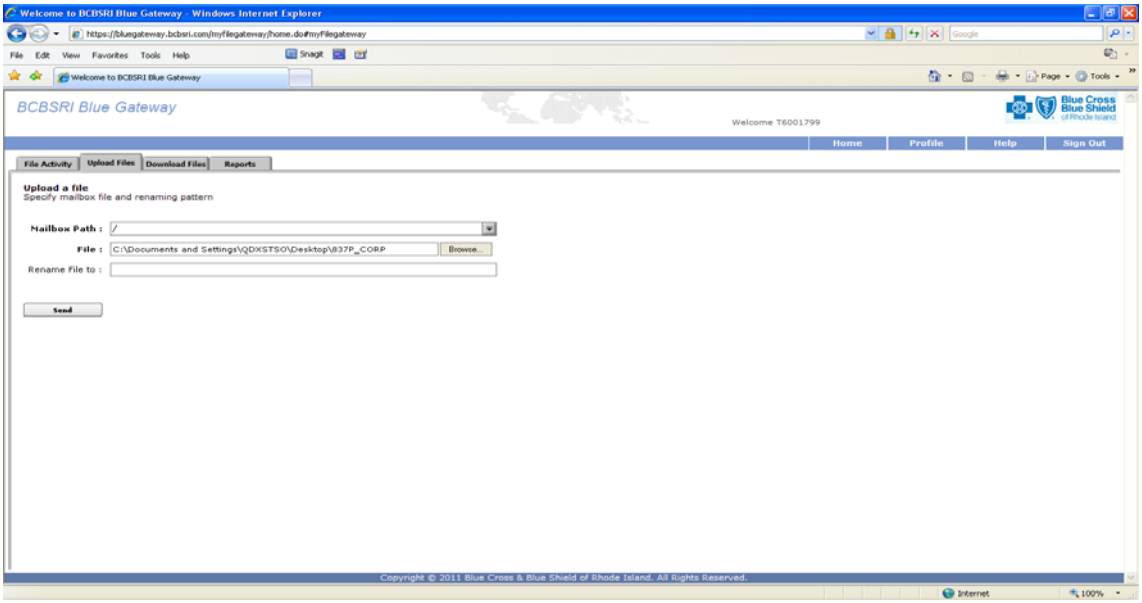
IMPORTANT: Both the User ID and password are case sensitive. An alpha-leading User ID and a randomly assigned password will be provided by BCBSRI. The User ID prefixes will change from "T" (for Test) to "P" (for Production). The unique password assigned for testing will be replaced by a new production password. The password can be 'locked' if a user logs in 3 or more times with an incorrect Userid/Password combination. Call the Information Technology (IT) Service Desk, which supports BCBSRI, at 401- 751-1673 or 1-855-721-4211for assistance.

The following screen will be displayed upon successful login.

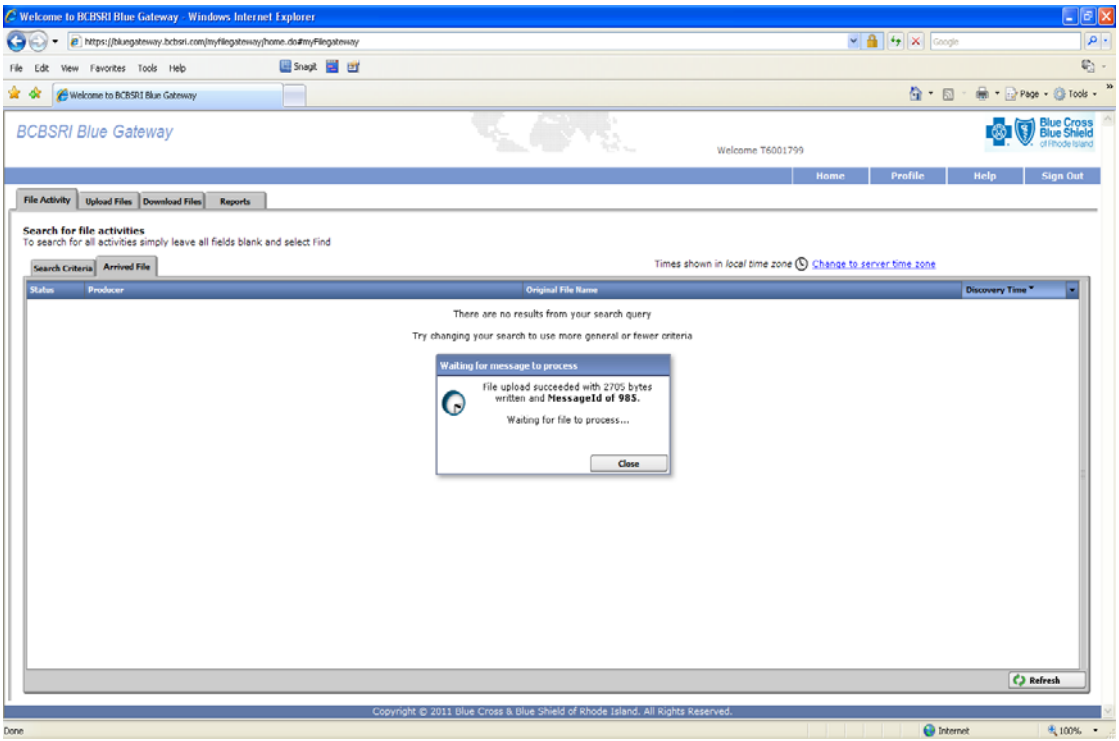


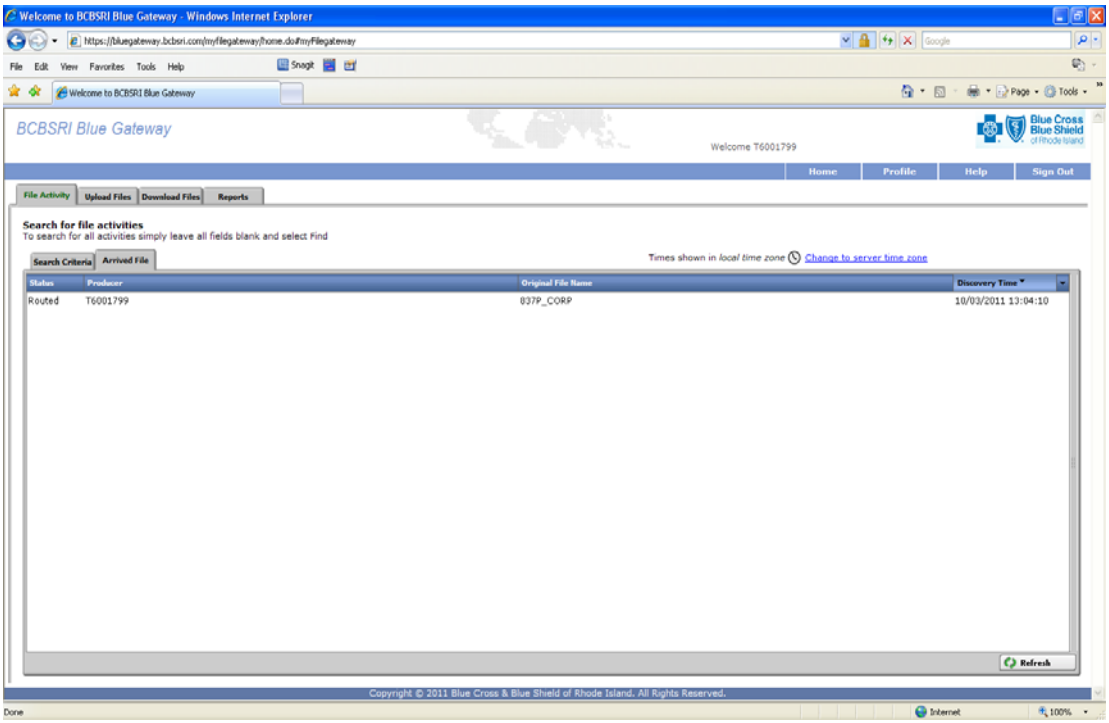
5.2 Uploading/Sending a File

1. Select the **Upload Files** tab on the window.
2. In the Mailbox Path, select the Root directory**, '/'**
3. In the File, Browse to the file you want to upload/transmit to BCBSRI
4. Hit Send Button



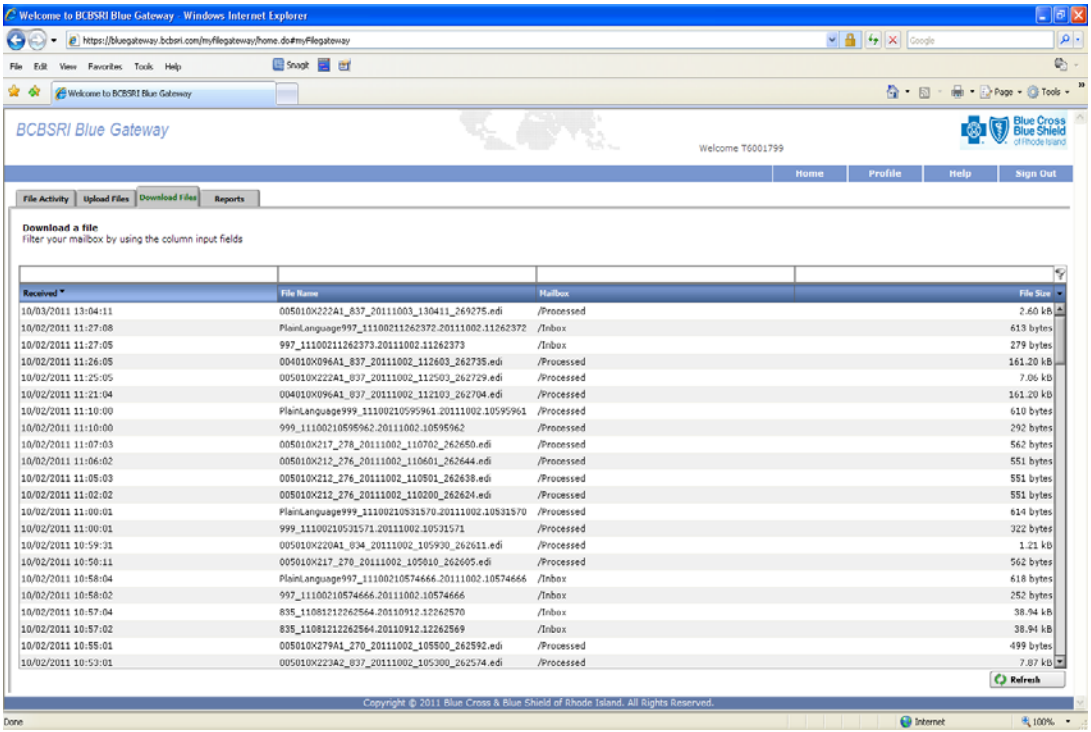
A pop-up window will appear while the file is processing, do not press any keys at this time. See example on following page.





A file is placed in the “Arrived Files” area while it is being processed.

Once the file is Uploaded and Processed it will be moved from the **Upload files /Inbox**, to the **Downloaded Files tab into a /Processed** Directory. Any 999's or 999 Plain Language Reports will be posted back into the Download Files**/Inbox** for the Trading Partner to retrieve. Once they are retrieved/downloaded, they are moved into the /Processed folder for 20 days



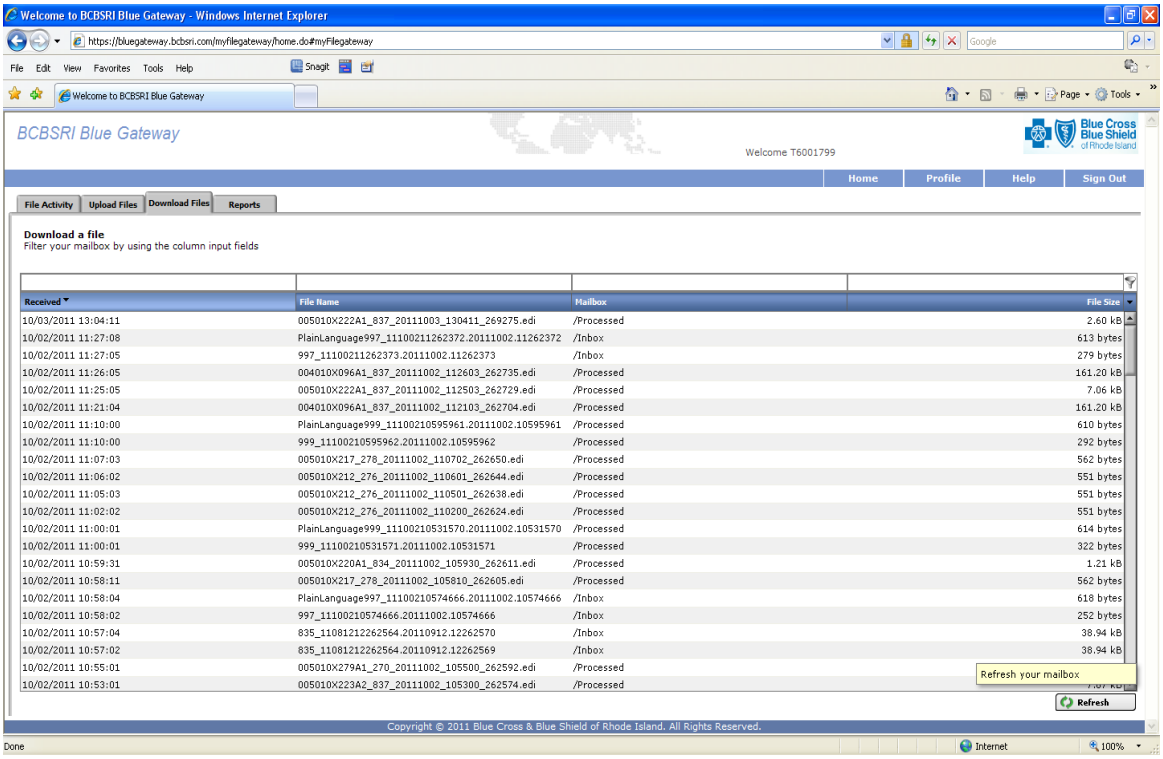
The BCBSRI Blue Gateway will automatically route the inbound file from the Trading Partner to the correct area for processing. You no longer need to select a 'Batch ID' such as 837P_CORP, 837I_CORP or 837D_Corp.

You will need to click the '**REFRESH**' button on the bottom right of the window in order to refresh the contents of your **Downloaded Files** directory. Any files that are for the Trading Partner to download/receive to their system will be in the **/Inbox** on this screen. This will be where your 999's and 999 Plain Language Reports will be posted. If you do not see these reports within a few minutes of your transmission, that means there was a problem with your file.

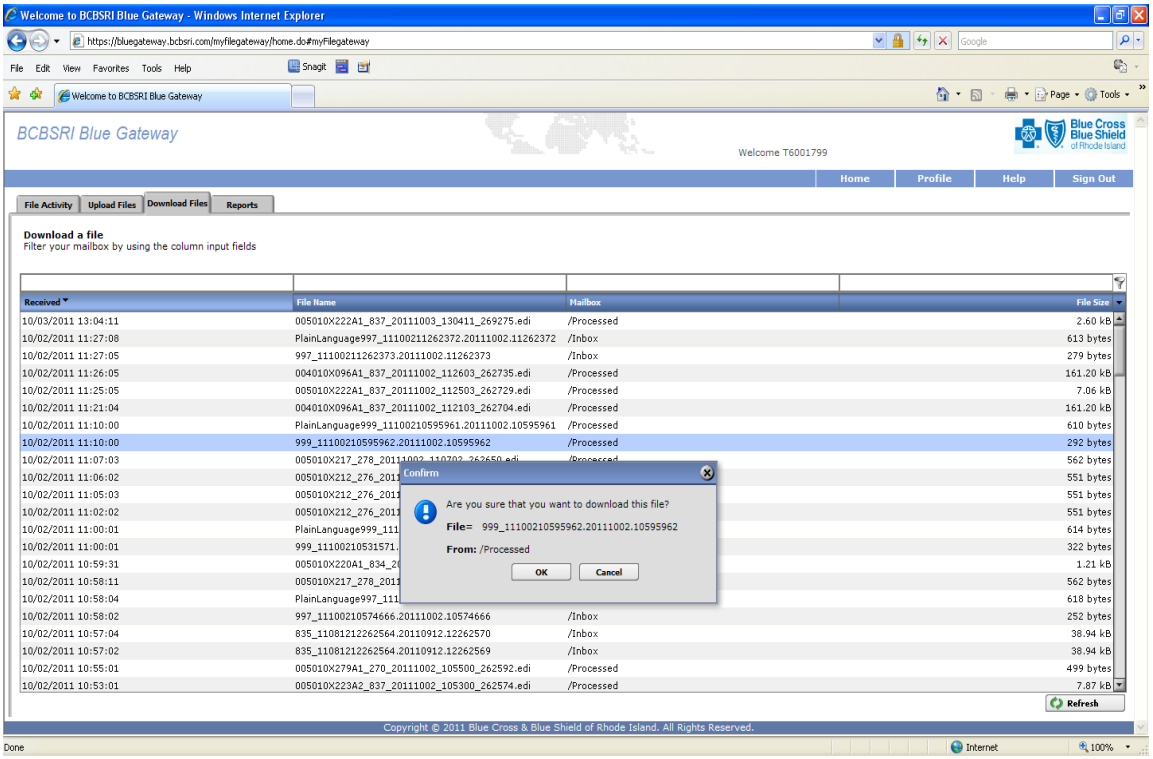
These reports MUST be monitored by the Trading Partner. If they are not received, please contact the Information Technology (IT) Service Desk at 401-751-1673 or 1-855-721-4211 for assistance.

5.3 Downloading/Receiving a File from BCBSRI's Blue Gateway

1. Select the **Download Files** tab on the BCBSRI Blue Gateway window.



2. Locate the file you wish to download to your system, and click on it. A Popup Window will appear confirming that you wish to download the file. Select OK button to continue.

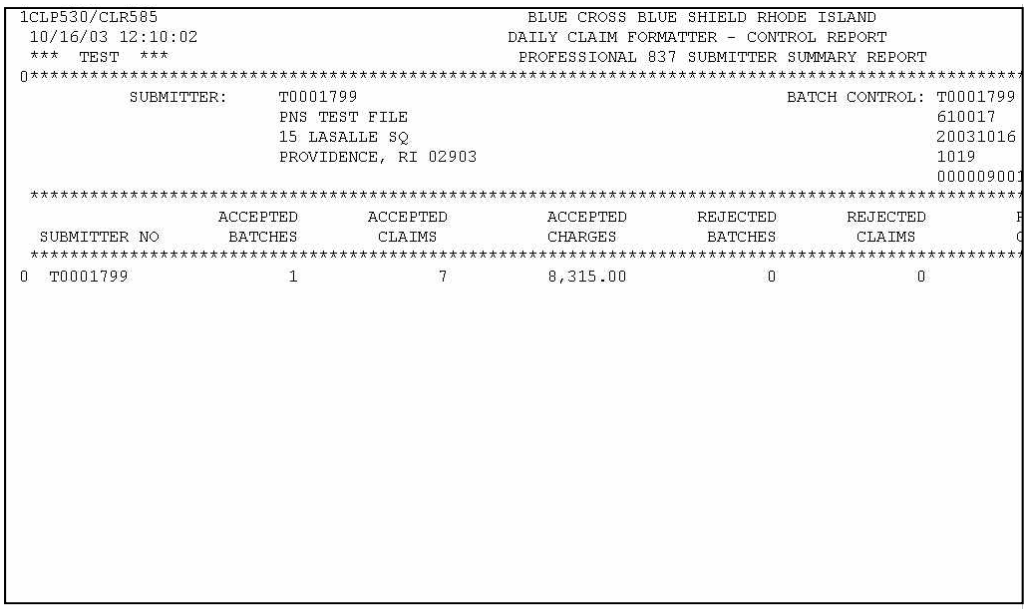


A File Download window will appear, and if you wish to Save the file, select the Save button: You may then select the location where you would like to save the file on your system.

6.0 Provider Control Reports

The two types of Control Reports available to trading partners in the directory are: **Submitter Summary Reports** (Batch Control Reports**)** and **837 Rejected Claims Error Reports**. These Control Reports are generated every business day cycle.

The **Submitter Summary Reports** (Batch Control Report) shown below details the number of batches submitted, the number of accepted or rejected claims per batch and corresponding charges.



```
1CLP530/CLR585                                    BLUE CROSS BLUE SHIELD RHODE ISLAND
 10/16/03 12:10:02                               DAILY CLAIM FORMATTER - CONTROL REPORT
 ***  TEST  ***                                   PROFESSIONAL 837 SUBMITTER SUMMARY REPORT
0*****************************************************************************************************
           SUBMITTER:     T0001799                                          BATCH CONTROL: T0001799
                          PNS TEST FILE                                                    610017
                          15 LASALLE SQ                                                    20031016
                          PROVIDENCE, RI 02903                                             1019
                                                                                           000009001
 *****************************************************************************************************
                    ACCEPTED       ACCEPTED          ACCEPTED       REJECTED       REJECTED          R
  SUBMITTER NO       BATCHES        CLAIMS           CHARGES         BATCHES        CLAIMS           C
 *****************************************************************************************************
0  T0001799               1              7          8,315.00              0              0
```

The 837 **Rejected Claims Error Report** below details the rejected claims itemized by patient, service date, charge and reason.

```
1CLP531/CLR581                          BLUE CROSS BLUE SHIELD RHODE ISLAND
PAGE:
 12/01/2010 19:09:43                   CLAIM EDIT PROGRAM -- CLAIM LEVEL REJECTS
 ***  PRODUCTION  ***                    PROFESSIONAL 837 REJECTED CLAIMS ERROR REPORT


-        SUBMITTER NUMBER: P0001799          BATCH NUMBER: 000300251
0         SUBMITTER NAME: TEST submitter
               ADDRESS: 500 Exchange Street
                     Providence, RI 02903


0PATIENT CONTROL # OR                        SERVICE       CLAIM     PROVIDER   INVALID
RELATED
 CLEARING HOUSE #      PATIENTS NAME    START DT  CHARGES   NUMBER     REASON
DATA
  CONTROL

 NEI26RSP-00063          Lastname     JANET      11/29/10     1,300.00              C551 INVALID LID PREFIX
MMM210A50605
 NEI26RSP-00076          LASTNAME  BIBIA       11/30/10      260.00               S110 BCBS ID# INCORRECT
AAA0456939013

0    TOTAL REJECTED CLAIMS -      2    TOTAL ACCEPTED CLAIMS -     45    TOTAL ACCEPTED AMOUNT -
$33,662.00
```

7.0

7.0 Document Version Control

Version Number	Date	Modified By	Comments/Revision Details
1.0	November 9, 2011	D.Santos	Publsihed version for BCBSRI Blue Gateway HTTPS procedures
1.1	March 2, 2012	D.Santos	Removed Partner testing phone number
1.2	October 29, 2014	D.Santos	Updated telephone numbers for IT Help Desk
1.3	November 20, 2018	D. Santos	Updated Section 5.2, file retention days