



## Medical Attachments

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## 1. Introduction

### Disclosure

Change Healthcare Corporation provides the information in this document for business processes education and awareness. We wrote this with the goal to provide our customers with the complete information to successfully deliver and manage *Unsolicited* Version 5010 ASC X12 275 batch attachment submissions. While Change Healthcare believes all information in this document to be accurate at the time of writing, it is intended for educational purposes only, and we cannot warranty its accuracy or completeness. The information in this document is for reference use only. We also observe the “If not required by this Guide, do not send” standard set forth in the X12 standards guides.

Also, the listing of an organization in this document doesn't imply an endorsement, business relationship or recommendation. Change Healthcare takes no responsibility for any third-party tools, products, or Internet web sites that we may mention in this document. Existence of a link or organizational reference in any part of this Guide *isn't* an endorsement by Change Healthcare.

### Preface

The ASC X12 Technical Reports Type 3 (TR3s) defines rules for the format, content, and data element of 5010 ASC X12 transactions. These guides are available on the [X12.Org](#) website; [go here](#) for licensing information.

This document supplements the ASC X12 TR3s for Change Healthcare customers and describes aspects of the Change Healthcare network environment, use cases, interchange requirements, transaction responses, acknowledgements, and reporting for each of the transaction types specified in this guide as they're related to Change Healthcare. This guide also documents specific information for data elements and values required by Change Healthcare.

For this document's purposes, readers must have a subscription to Washington Publishing Company and to the 275 and 999 TR3 Guides, along with the appropriate 837 TR3 Guides.



**NOTE:** As defined in the ASC X12 TR3s, we designed this document to supplement, not replace, the standard ASC X12 TR3 for each transaction set. Information in this guide doesn't change or augment definitions, data conditions, or usage of any data element or segment from the standard TR3s. This Guide doesn't define or use any code or data values that aren't valid in the standard TR3s or change the meaning or intent of any TR3 specifications.

### What This Guide is About

An attachment is a document, such as a lab report, an x-ray, or a descriptive piece of writing, that corroborates performance of medical care. Providers send these documents to insurance companies to help adjudicate and determine payments to the providers.

You can submit ASC X12 275 transactions using a *Batch* format, called a batch 275 submission. Use batch 275 submissions to support multiple 837 claims with documentation. This document describes in detail how to create and submit batch 275 submissions.

## Benefits from Using this Guide

As a medical provider, with regular requirements to send attachments for your submitted medical claims, you'll get the following benefits from this Change Healthcare Guide:

- Repeatably produce successful batch 275 submissions
- Improve the timeliness of claim handling
- Avoid common errors and problems when sending attachments
- Reduce shipping/postage and material costs
- Fewer claim payment delays due to problems sending supporting content
- Improved claim payment cycles and reduced incidence of appeals


## Supported EDI Transactions

This User Guide refers to the ASC X12 Technical Reports Type 3 based on Version 005010. The following transaction types are supported in this document:

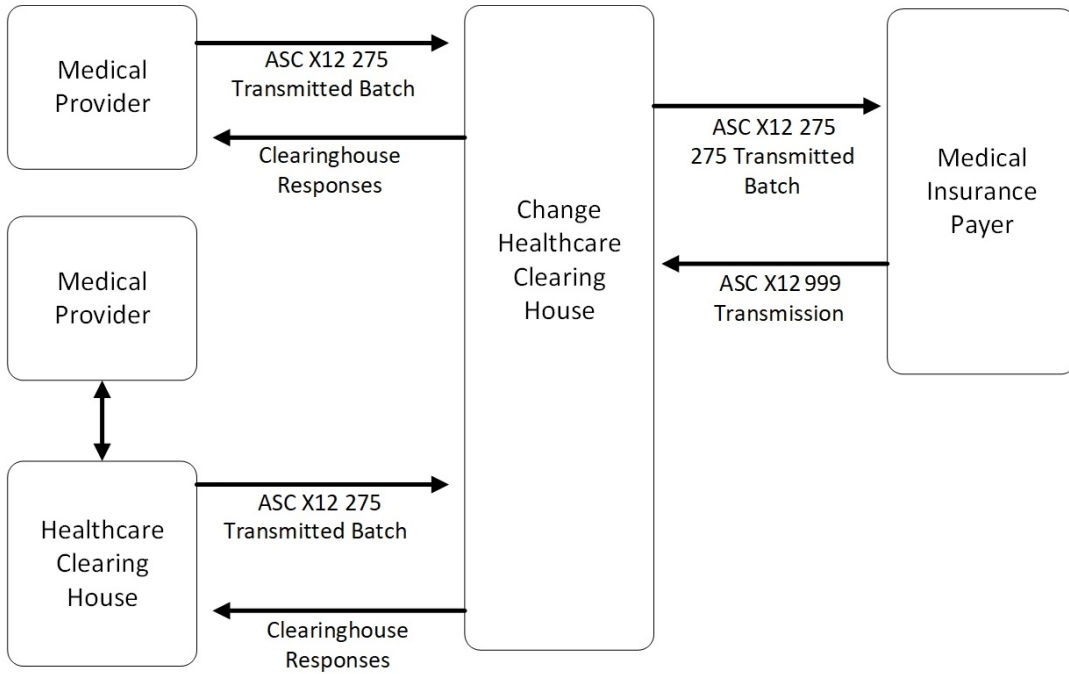
EDI Transaction Type	Supported Version	Transaction Title
ASC X12N 275	005010X210	Additional Information to Support a Health Care Claim or Encounter (275)
ASC X12C 999	005010X231A1	Implementation Acknowledgment for Health Care Insurance (999)

Using this document, you can submit *Unsolicited* attachments of medical documentation to support a medical claim. An Unsolicited attachment means that the contents you're sending aren't requested by the insurance payer. Because you can send multiple documents at a time, and send documents for multiple 837 claims, these collections are called a *batch 275 submission*.

In addition, Change Healthcare also sends a custom daily report which provide further information about the status of the transactions. CHC plans to support 824 in the future, which will replace this custom report.

 **NOTE:** When necessary, Change Healthcare can translate ASC X12 005010X210-version 275 submissions to the 006020X314 version of the ASC X12 275 TR3 standard. While this Companion Guide directly supports the 275 5010 version, some payers newer to electronic attachment processes use the 275 6020 version. Change Healthcare translates automatically when needed.

The following diagram provides a basic illustration of the data flows through Change Healthcare's network:



## 2. Considerations

### 2.1 Workflow

The Change Healthcare Medical Attachment solution supports both solicited and unsolicited 275 edi transactions. Since solicited requests can be made through channels other than Change Healthcare, CHC does not try to match attachment to the claim and delivers both types of attachments to the payer.

#### Unsolicited

Unsolicited attachments are attachments the provider has decided to send without having received a request from the payer and are typically associated to the corresponding claim 837 using the 2300 PWK\*06 segment.

- Deliver an X12 275 transaction to Change Healthcare.
- Call Attachment API to send attachment information.

#### Solicited

Solicited attachments are attachments that the payer has specifically requested to receive. This can include traditional channels such as mail, e-mail, fax, or phone.

When submitting a 275 Attachment in response to a payer's request the provider must include the payer's Claim ID so the payer can match the attachment to the claim

#### FAQs

##### **Can a Medical Attachment be submitted for a claim that was not received/processed by Change Healthcare?**

Yes. The attachment processing is not dependent on claim being processed within CHC. If the payer accepts the unsolicited attachment, we can support it.

##### **What are the types of formats supported for batch Medical Attachments?**

Change Healthcare supports the following format for 275 transactions. But all payers may or may not support all types. Please work with our payer implementation team to determine what options are supported for each payer.

- Batch 275 supports following formats: PDF, TIF, TIFF, JPEG, JPG, PNG, DOCX, RTF, HTML, XML, DOC, TXT

##### **Are there any limitations to the maximum size or page limits for Medical Attachments via a 275?**

- It is recommended that each BIN not exceed 64MB, however there is no current guidance on overall size limits/restrictions. There is the possibility that large batch files could cause network/file transfer slow down.
- Each payer can restrict the file size they accept. Please work with our payer implementation team to determine what is the maximum size supported by each payer.

**How will the payer match my claim with the appropriate attachment?**

- Most Payers will utilize the value in the TRN\*02 to match to the appropriate claim. They may also do additional matching as appropriate per their business process.

**What are the differences between Workers Comp and Medical Attachments?**

Although similar, Workers Comp and Medical Attachments are distinctly different and have different processes.

- Change Healthcare Medical Network uses Workcomp-EDI as our partner for Workers Comp attachments. Currently for the workers comp attachments to work, the claims must be submitted through the relay health network and submitters must be registered to send these.
- Medical Attachments utilizes the ANSI X12 275 or the Change Healthcare API solution

**When any standard delimiters (underscore (\_), tilde (~), up caret (^), and pipe (|)) are present in the Attachment Control Number in the inbound file, CHC replaces these characters with a blank in the ACN in the outbound 275**

**2.2 Transport of document**

Batch

RESTful API (<https://developers.changehealthcare.com/home>)



### 3. Batch

Customers are supposed to send a 275 through an electronic mailbox assigned by our implementations team. To support payers who are new in adopting electronic attachments, we also allow submission of documents only if the payer allows it.

#### Attachment Submission Requirements

- Providers must be contracted and enrolled to submit medical attachments to Change Healthcare either through a Channel Partner or as a Provider Direct customer.

#### Attachments via the ANSI X12 275 transaction

Submitters sending ANSI X12 275, must have the following capabilities:

- The ability to provide MIME header information about the document content such as name, type of file, etc.
- The ability to encode unstructured image documents in BASE64 and insert them into the 275 BIN segment.
- If you have multiple attachments, it will be necessary to have multiple 2000A LX loops. We are currently unable to accept multiple attachments within a single BIN segment.

#### Business Rules and File Requirements

The ANSI X12 275 transaction has several requirements for usage:

- The batch edi files should end with .275.
- Payer ID value should be set as the destination payer ID used by CHC. Please work with our Implementation team to get the right value to be sent for payer.
- An ST/SE in the 275 transactions can only contain the attachment(s) detail for a single claim.
- The 275 transaction allows for one attachment per line level.
- Document name in the BIN segment can be up to 50 characters.
- There can be many lines level loops to submit multiple attachments for a single claim.
- We recommend that all 275 files sent to CHC start with CHC\_IMNA\_275\_.
- The MIME header must have an ASCII CRLF character separating each line.
- The MIME header must precede the Base64 encoded document (see attached example)
- The base64 encoded image data will be formatted so that there is only 76 characters per line with each line ending in the ASCII CRLF character
- The test transactions must have ISA15 value set to 'T', vs 'P' for production.
- Currently, CHC do not support multi-ISA support for the 275 transactions.
- If you are using Relay Health connection, ISA08(Interchange Receiver ID) value must be passed as "ATTBATCH" and all the response files sent to CHC should start with CHC\_MA\_275\_

#### Supporting Payers not accepting Electronic Attachments

For the payers not ready to take electronic attachment yet, we also support delivering attachments to them using Fax or Print option. This is currently supported thru the APIs we offer where submitters can send the payer address/fax information using the APIs.



### Supporting workcomp, P&C and Auto Payers

Change healthcare supports workers comp, P&C and auto payers. The submitters should send the payer information but send payerID as 5861 for Professional and 3657 for institutional claims. Currently most of the workers comp and P&C payers only accept PDF or TIF files. Thus, these are the only document types supported for these payers.

### How will the payer match my claim with the appropriate attachment?

Most Payers will utilize the value in the 'Attachment Control Number' field to match to the appropriate claim. They may also do additional matching as appropriate per their business process.

## 3.1 Submitting Files

### 3.1.1 Required Segments/values

#### Control Segments

Interchange Control (ISA/IEA), Function Group (GS/GE), and Transaction (ST/SE) envelopes must be used as described in the standard implementation guides.

Field	Description	Required	Possible Values
LX01	Assigned Number	Yes	Within the LX, LX01 is the sequence number of the segments that follow. The LX01 sequence number must start at 1 and increment by 1.
TRN02	Reference Identification	Yes	<p>When the value in BGN01 is 11(solicited workflow), this number will be the payer claim control number that is in TRN02 of the 2200D loop, in the 277. This value must be same in each LX loop.</p> <p>When the value in BGN01 is 02(unsolicited workflow), this number is the unique control number that the provider assigned for the attachment. It must match the number in PWK06 loop 2300 of the 837. This is the main matching criteria and must be unique on a per attachment basis.</p> <p>The Attachment Control Number must not contain the following characters: (underscore (_), tilde (~), up caret (^), and pipe ( )). If these are present in the Attachment Control Number in the inbound file, these will be replaced with blank spaces in the ACN in the outbound file.</p>

### 3.1.2 Submitting files

Once the customers are contracted, they will receive credentials using which they can transfer the EDI files using sftp. The files can be dropped any time of the day but are picked on certain predefined intervals.

### 3.1.3 Examples

#### Sample 275 File

```
ISA*00*      *00*      *ZZ*AM09311993  *01*040240928
*190513*1053^^*00501*000133127*1*T*|~GS*PI*AM09311993*040240928*20190513*1053*191238*X*00
5010X210~ST*275*2001*005010X210~BGN*02*88427*20190513~NM1*PR*2*BCBS
OH*****PJ*00332~NM1*41*2*AVAILITY*****46*040240928~NM1*1P*2*CLEVELAND CARE
CLINIC*****XX*1043278484~NX1*1P~N3*1200 AARNA AVE*SUIE
1001~N4*CANTON*OH*44003~NM1*QC*1*VIRGINIA*TOUR****MI*VRBAN1362145~REF*EJ*Z11872~REF*EA
*617548~DTP*472*RD8*20181101-20181116~LX*1~TRN*1*TSPTTEST40978~STC*R4|11503-
0||LOI~DTP*368*D8*20190513~CAT*AE*IA~EFI*05~BIN*1234*MIME-Version: 1.0

Content-type: application/jpg
Content-transfer-encoding: base64
Content-disposition: attachment; filename=275Test_05131053_3316.JPG

/9j/4AAQSkZJRgABAQEASABIAAD//gATQ3JIYXRIZCB3aXRoIEJlJTVD/2wBDAAAYEBQYFBAYGBQYHBwAD9/4sFSvP1
z/9k=~SE*20*2001~GE*1*191238~IEA*1*000133127~
```

## 3.2 Responses

### 3.2.1 Response types

For the submitters sending a batch edi, they will receive a 999 or TA1 in response to their submitted 275 transactions.

In the future, CHC will also support an 824 providing more detailed information about the transactions submitted.

#### Sample 999 File

```
ISA*00*      *00*      *ZZ*133052274  *ZZ*678687687
*100101*0000^^*00501*000000001*0*T*::~TA1*000000001*150126*1505*A*000~GS*FA*133052274*6786
87687*20100101*0000*1*X*005010X231A1~ST*999*0001*005010X231A1~AK1*PI*1*005010X210~AK2*275
*0001*005010X210~IK5*A~AK2*275*0004*005010X210~IK5*A~AK2*275*0005*005010X210~IK5*A~AK2*275
*0006*005010X210~IK5*A~AK2*275*0007*005010X210~IK5*A~AK9*A*5*5*5~SE*14*0001~GE*1*1~IEA*1*0
```

00000001~

**Sample TA1 File**

ISA\*00\*        \*00\*        \*ZZ\*RECEIVER    \*ZZ\*SENDER  
\*100101\*0000\*^\*00501\*000000000\*0\*T\*:~TA1\*000000000\*991231\*0000\*R\*024~IEA\*0\*000000000~

**Sample Custom Report**

A	B	C	D	E	F	G	H	I	J	K
dateReceived	submitterId	inboundFilename	payerId	TRN02	patientControlNumber	providerNpi	providerName	outboundDate	Status	rejectReason

**File Processing**

Submitters typically use the same communication protocol for Medical Attachments that they use for Claims and other transactions, however the protocols may be different if necessary. Your Change Healthcare Implementation Analyst will work with you to setup Medical Attachments in the communication protocol of your choosing. 275 Files are dropped in the submitter mailbox using SFTP. The details of login and mailbox will be worked out with an implementation analyst assigned.

## 4. API

The Attachments API allows for submission of an Attachment for a single claim. This submission is via JSON allowing to integrate with any system easily as opposed to EDI.

### 4.1 Creating an API request

#### 4.1.1 Required Attributes

There are certain required values dictated by the 275 standard, and others that Change Healthcare needs to process a successful transaction. Please see the below field mapping in section 5 for the required and optional values. This API submits via form-data, so a typical request will be made via the below keys and example values.

KEY	VALUE
<input checked="" type="checkbox"/> files	rightarm.jpg X
<input checked="" type="checkbox"/> request	{
Key	"controlNumber": "123459999",
	"tradingPartnerServiceId": "9496",
	"submitter": {
	"organizationName": "happy doctors gro
	"etin": "1942788757"
	},
Response	

#### 4.1.2 Access Token

The access token is acquired via the Security and Authorization v2 API. That call uses your assigned client ID and client secret as well as the value "client credentials" to generate a token. This token is used in the header of your request to authenticate you as a Change Healthcare submitter.

#### 4.1.3 Supported File Types

The API supports PDF, TIF, TIFF, JPEG, JPG, PNG, XML, DOC, BMP, and TXT

#### 4.1.4 Routing to Payers

CHC offers an 'All Payer' solution to our customers. Using this solution, the providers can send all their medical transactions to CHC and CHC will deliver these to the payer using payer's preferred way, electronic, fax or paper. If the payer accepts attachments using a non-electronic method, we ask you provide us the payer fax or address information along with the rest of the data and we will use that address information to deliver to the payer.

The "tradingPartnerServiceId" field controls which payer the Attachment is routed to.

**More details for the API, including sample postman examples can be found at our site**

<https://developers.changehealthcare.com/api/Attachments-Submission/v1#>

Refer to the FAQ section on the developer platform for some samples and the list of available electronic payers.

## 5. Attachments Portal

The portal is designed to be used by the individual providers and **not intended for use by the Channel Partners or providers associated with partners**. The **provider user must enroll** themselves using the enrollment portal at <https://paymentsconnector.changehealthcare.com>

The relationship is between the provider and the CHC including the billing. Each provider, at the NPI level, must register to use the portal. Once the provider users get the confirmation email, they will receive an email with instructions to access the portal to send attachments to the payer. The portal allows to send attachments to payers accepting electronic attachments as well as using paper or fax. The Attachments Portal allows for submission of attachments for a single claim. There is no linkage to the claim data sent through the CHC clearinghouse.

**Medical Claim Attachments**  
Please fill out the fields below.

**Claim Info**

Is this information being requested by the payer?

Yes  No

PAYER \*

BEGIN CLAIM SERVICE DATE \*      END CLAIM SERVICE DATE

MM/DD/YYYY      MM/DD/YYYY

Do not enter if single date of service

0 files added

PAYER CLAIM CONTROL NUMBER \*

FILE	FILE SIZE
No records to display at this time.	

**ADD FILE(S)**

**Patient Info**

MEMBER ID \*      PATIENT CONTROL NUMBER \*

FIRST NAME \*      LAST NAME \*

**Provider Info**

LAST NAME / ORG NAME \*      FIRST NAME

NPI \*

ADDRESS STREET 1 \*      ADDRESS STREET 2

CITY \*      STATE \*      ZIP \*

### 5.1 Instructions to submit medical attachments:

1. For the solicited workflow, select 'Yes' for the information requested by the payer and 'No' for the unsolicited

workflow.

2. If you select solicited attachments, you will be promoted to enter 'Payer claim Control Number'. This same value will be used to link to all attachments as part of this transaction.
3. If you select unsolicited attachments, you will be promoted to enter 'Attachment Control Number' value separately for each attachment uploaded as part of this transaction.
4. Select an electronic payer like VA or QualLynx from the Payer Dropdown
5. If you need to send medical attachment to a payer not listed in the dropdown, you can also select 'Other Commercial Payer'. In this case, you will be promoted to provide payer address or Fax information or both.

## Medical Claim Attachments

Please fill out the fields below.

### Claim Info

Is this information being requested by the payer?

Yes  No

**PAYER \***

Other Commercial Payer ▼

**PAYER ID \***

**PAYER NAME \***

**Provide an Address and/or Fax Number for this Payer**

Address  Fax

**ADDRESS STREET 1 \***

**ADDRESS STREET 2**

**CITY \***

**STATE \***  **ZIP \***

6. Upload the medical attachments using the 'Add Files' button
7. Enter Patient and Provider Information
8. Click 'Submit'

### 5.2 View the status of attachments submitted

- Click 'Attachment Status Tracker' from the top menu.
- By default, the view will show the status of the attachments submitted in the last week
- Select any other option or search for the attachments using any key search criteria

MENU
866-943-9579 Help & Support

### Attachments

Today

Last 7 days

Last 14 days

Last 30 days

Custom Range

Advanced Search

### Recent Uploads 9 Last 30 days

UPLOAD DOCUMENTS

PAYER ID	PAYER NAME	MEMBER ID	PAT. FIRST	PAT. LAST	NPI	PROVIDER ORG/LAST	ACN	DOC NAME	STATUS
PIPREPAY	Payment Integrity	123456789	Payment	Integrity	11111111	CHC	987654321	1.pdf	IN PROGRESS
LACAR	LA Care	000000006	Johnone	doetwo	1760854442	happy doctors group	852	3.pdf	IN PROGRESS
12115	VA Fee Basis Programs	000000000	Johnone	doetwo	1760854442	doetwo	0000	response.pdf	IN PROGRESS
45632	othercommercial	000000000	Johnone	daeone	1760854442	happy doctors group	456321789	NA	REJECTED
PIPREPAY	Payment Integrity	123456789	Payment	Integrity	11111111	CHC	123	1.pdf	IN PROGRESS
							123	2.pdf	IN PROGRESS
456	Fourfs	000000006	Johnone	daeone	1760854442	happy doctors group	1234	2.pdf	IN PROGRESS
PIPREPAY	Payment Integrity	123456789	Payment	Integrity	11111111	CHC	987	1.pdf	IN PROGRESS
LACAR	LA Care	000000001	Johnone	daeone	1760854442	happy doctors group	1234	3.pdf	IN PROGRESS
							12345	10MB.pdf	IN PROGRESS
PIPREPAY	Payment Integrity	123456789	Payment	Integrity	11111111	CHC		1 10MB.pdf	IN PROGRESS
								1 1MB 2.pdf	IN PROGRESS
								1 1MB.pdf	IN PROGRESS
								1 1MB.pdf	IN PROGRESS
								1 10.pdf	IN PROGRESS