



Healthcare Claim Payment/Advice (835) Standard Companion Guide

Refers to the Implementation Guides Based on
ASC X12N version: 005010X221A1

Healthcare Claim Payment/Advice (835) Standard Companion Guide

This guide is intended for use by Blue Cross and Blue Shield of Louisiana (Louisiana Blue) trading partners for the retrieval of the X12N 835 transactions from Louisiana Blue. It is to be used in conjunction with the 835 Implementation Guide and TR3.

To use your manual, first familiarize yourself with the table of contents, which will direct you to the information you need.

This guide is available online at www.lablue.com/providers >Electronic Services >Companion Guides.

If you have questions about the information in this guide, you may send an email to EDIservices@lablue.com.

Please Note:

This guide contains general instructions. It is provided for informational purposes only. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent.

This guide has been developed by Louisiana Blue and is intended to serve as a companion document to the ASC X12N 005010X221 Healthcare Claim Payment/Advice (835) and its associated errata.

The information in this document is subject to change and updates will be posted online at www.lablue.com/providers >Electronic Services >Companion Guides.

Contact Information

EDI Customer Service and Technical Assistance

All questions related to EDI transactions should be directed to EDI Services. Customer and technical support is provided during our normal business hours of Monday - Friday, 8:30 a.m. to 4:30 p.m. Central Standard Time (CST). Holiday and other unexpected closures will be communicated through iLinkBlue and on the EDI Services voicemail message.

Phone: 1-800-716-2299, option 3

Email Address: EDIservices@lablue.com

Fax: (225) 298-2945

Mailing Address: Louisiana Blue – EDI Services
P.O. Box 98029
Baton Rouge, LA 70898-9029

Provider Services

For questions **unrelated to the electronic exchange or connectivity**, the following units are available for other support services:

Support Unit	Contact
Customer Care Center	1-800-922-8866
Federal Employee Program (FEP)	1-800-272-3029
BlueCard® (Out of Area)	1-800-676-2583
Louisiana Blue Authorizations 8 a.m. -5 p.m.	1-800-523-6435
Louisiana Blue Authorizations 5 p.m. - 8 a.m.	1-888-809-2698
Provider Relations	provider.relations@lablue.com
Network Administration	1-800-716-2299
<ul style="list-style-type: none">For questions regarding provider contracts	option 1
<ul style="list-style-type: none">For questions regarding provider credentialing and data management	option 2
<ul style="list-style-type: none">For questions regarding iLinkBlue or Electronic Transactions	option 3
<ul style="list-style-type: none">For questions regarding administrative representative setup	option 5

Applicable Websites/emails

EDI Clearinghouse Support Email address: EDIservices@lablue.com
Louisiana Blue Provider page: www.lablue.com/providers
EDI Clearinghouse Documentation: www.lablue.com/providers > Electronic Services

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General Information

This companion guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA, clarifies and specifies the data content when exchanging electronically with Louisiana Blue. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This companion guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides 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 Implementation Guides.

This companion guide outlines the procedures necessary for Electronic Data Interchange (EDI) trading partners to exchange the Claim Payment/Advice transaction with Louisiana Blue and specifies data clarification where applicable.

Scope

This companion guide is intended for use by Louisiana Blue Trading Partners for the retrieval of the X12N 835 transactions from Louisiana Blue. It is to be used in conjunction with the 835 Implementation Guide and TR3.

This companion guide does not include any of the required loops, segments or data elements defined in the 005010X221A1, with the exception of those loops, segments or data elements that require further clarification.

Overview

This companion guide contains sections, which will each describe the process or requirement that each trading partner must complete in order to receive 835 transactions from Louisiana Blue. It contains Louisiana Blue-specific instructions related to data formats, business rules, technical requirements and transmission options.

References

This document serves as a companion guide to the ASC X12N 835 Technical Report Type 3 (TR3) as adopted under HIPAA. The TR3 and applicable code lists may be accessed at the Washington Publishing Company website: www.wpc-edi.com.

Additional Information

For more information on Louisiana Blue EDI services for trading partners, please visit www.lablue.com/providers > Electronic Services.

Getting Started

Working with Louisiana Blue

Trading partners may download 835 transactions from Louisiana Blue 24 hours a day, 7 days a week, except during scheduled maintenance.

Weekly 835 transactions are generally placed in the trading partner mailbox on Monday mornings. All files should be posted by close of business on Wednesday. If by close of business Wednesday, you still have not received your 835 file, you may call or email EDI Services. See Contact Information at the front of this guide. **During holidays, 835 transactions may be posted on a day outside of the normal schedule.**

Trading partners electing to be placed on a batching schedule will receive one 835 file, or a very minimal number of batched files in the mailbox at 1 p.m.

Trading partners not on a batching schedule may receive multiple 835 files posted to the mailbox hourly, as available from the system. The files will be named "BC5010835.out" for Louisiana Blue 835s, BA5010835.out for Blue Advantage 835s, and VHP5010835.out for Vantage 835s and will be available for trading partner retrieval for 60 days.

We provide both email and telephone support to our clients during our normal business hours, which are Monday - Friday, 8:30 a.m. to 4:30 p.m. See Contact Information at the front of this guide.

Trading Partner Registration

All Louisiana Blue trading partners are required to complete the ERA Enrollment Form in order to enroll for 835 transactions. This form is located at www.lablue.com/providers >Electronic Services >Clearinghouse Services.

Certification and Testing Overview

Once a trading partner has successfully enrolled for 835 transactions, Louisiana Blue will provide production 835 transactions to the trading partner mailbox. This process will begin approximately one week after the provider is set up in our system for this transaction. Louisiana Blue trading partners are not required to test 835 transactions but may use the production 835 file during their internal testing phase, if necessary.

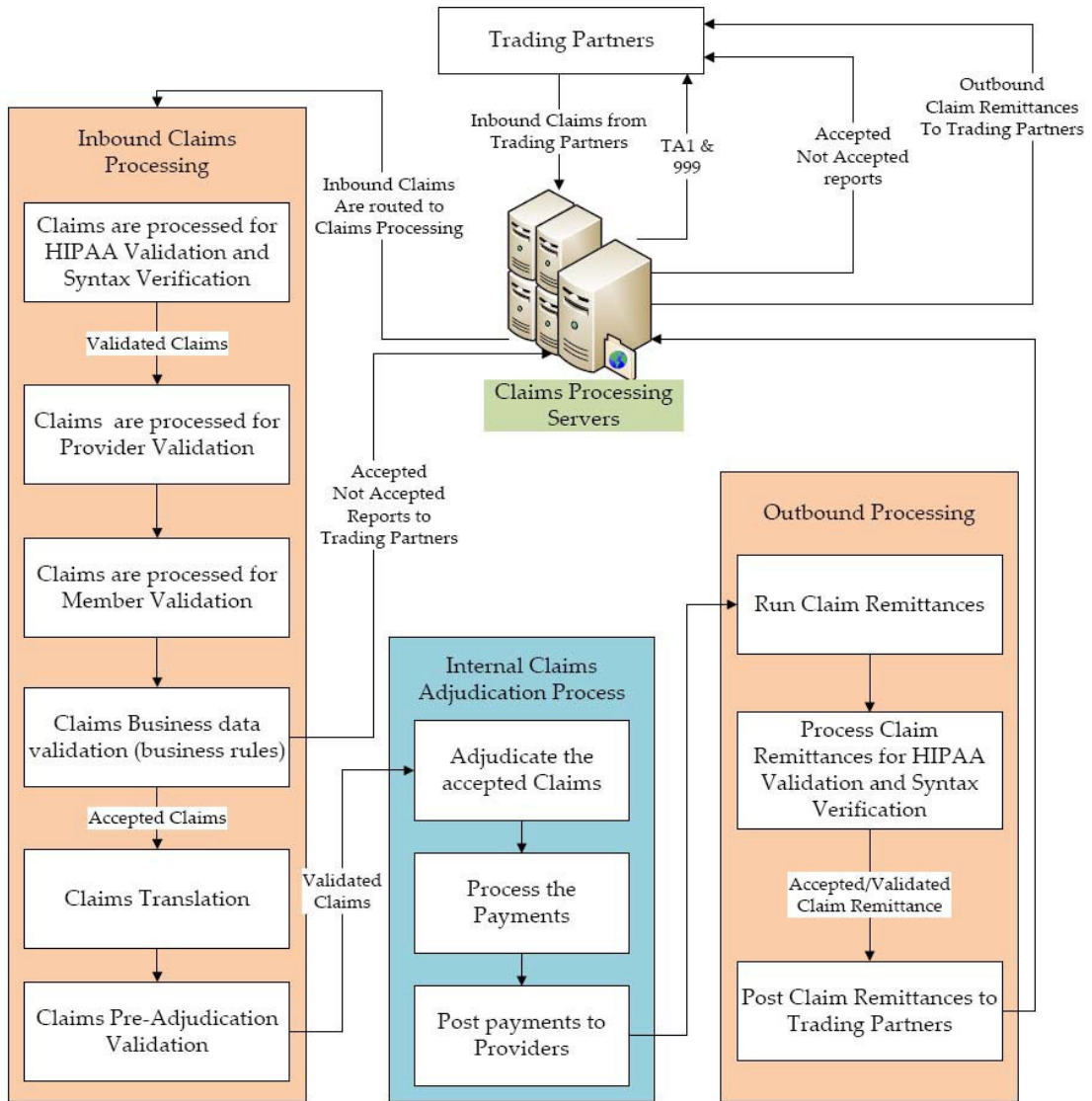
Testing with the Payer

Louisiana Blue trading partners are not required to test 835 transactions but may use the production 835 files during their internal testing phase, if necessary, until they are ready to move the process into their production system.

Connectivity with the Payer/Communications

Process Flows

High Level Batch Transaction Flow



Transmission Administrative Procedures

To receive an 835, enrolled trading partners will submit X12N 837 transaction data to Louisiana Blue for processing. The 837 transaction(s) will be validated for HIPAA compliance and a TA1 interchange acknowledgement report will be delivered to the trading partner. If the file is rejected at this level, a 999 functional acknowledgement report will not be returned. If the file is accepted at the TA1 level, a 999 report will be delivered to the trading partner. Accepted claims will be processed and 835 transactions will be delivered weekly (on Mondays) for any claims (including those filed via hard copy) that have completed adjudication in our processing system.

Re-Transmission Procedures

When necessary, 835 transactions can be reposted for trading partners by Louisiana Blue EDI Services. See Contact Information at the front of this guide.

Communication Protocol Specifications

Louisiana Blue authorized trading partners may download 835 Batch transactions via FTP host site ast.lablue.com. Trading partners must exchange a Secure FTP (FTPs): 128-Bit SSL (Secure Sockets Layer) encrypted file transfer via the Secure FTP. Available port for 5010 transactions is 22.

Louisiana Blue authorized trading partners may choose to download 835 files through a SOAP/MIME URL. Further technical details will be provided once this method is available.

Passwords

Louisiana Blue has instituted ID and password protections with trading partners engaging in EDI transactions. Authentication requires a unique trading partner ID (i.e., PXXXXXXX) and password. Louisiana Blue assigns and distributes, via the US Postal Service, a trading partner ID and secure password to the trading partner once the Electronic Trading Partner Agreement (for 837) or ERA Enrollment Form has been authorized. The password will not expire.

Each trading partner is responsible for maintaining the security of the ID and password.

Control Segments/Envelopes

ISA-IEA

This section describes Louisiana Blue use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information and delimiters.

Element ID	Field Name	Louisiana Blue Specification
ISA01	Authorization Information Qualifier	00
ISA03	Security Information Qualifier	00
ISA05	Interchange ID Qualifier	ZZ
ISA06	Interchange Sender ID	BCBSLA001
ISA07	Interchange ID Qualifier	ZZ
ISA08	Interchange Receiver ID	Trading partner ID assigned by Louisiana Blue
ISA11	Repetition Separator	{
ISA16	Component Element Separator	:

GS-GE

This section describes Louisiana Blue use of the functional group control segments. It includes a description of expected application sender and receiver codes. Also included is a description concerning how Louisiana Blue will send functional groups.

These discussions will describe how similar transaction sets will be packaged, and Louisiana Blue use of functional group control numbers.

Element ID	Field Name	Louisiana Blue Specification
GS02	Application Sender's Code	BCBSLA001
GS03	Application Receiver's Code	Trading Partner ID assigned by Louisiana Blue

ST-SE

This section describes Louisiana Blue use of transaction set control numbers.

Element ID	Field Name	Louisiana Blue Specification
ST02	Transaction Set Control Number	Identical to the associated functional group trailer SE02
SE02	Transaction Set Control Number	Identical to the associated functional group header ST02

Payer Specific Business Rules and Limitations

There are no payer specific business rules or limitations at this time.

Acknowledgements and/or Reports

Report Inventory

Louisiana Blue does not require an acknowledgement for 835 transactions and will ignore the receipt of any 999 transactions. Louisiana Blue does not produce any reports related to 835 transactions.

Trading Partner Agreements

Providers who intend to conduct 835 electronic transactions with Louisiana Blue must complete the ERA Enrollment Form. A copy of the form is available at www.lablue.com/providers >Electronic Services >Clearinghouse Services.

Trading Partners

An Electronic Data Interchange (EDI) trading partner is defined as any provider or agent acting on behalf of the provider that transmits electronic transaction data to or receives electronic transaction data from a health plan.

Transaction Specific Information

This section contains data clarifications, including Louisiana Blue-specific data requirements. The following table identifies specific values within the 835 transaction that are used by Louisiana Blue.

Loop ID	Element ID	Field Name	Value	Louisiana Blue Specification
	ISA01	Authorization Information Qualifier	00	00 = No authorization information present (no meaningful information in ISA02)
	ISA03	Security Information Qualifier	00	00 = No security information present (no meaningful information in ISA04)
	ISA05	Interchange ID Qualifier	ZZ	
	ISA06	Interchange Sender ID	BCBSLA001	
	ISA07	Interchange ID Qualifier	ZZ	
	ISA11	Repetition Separator	{	
	ISA15	Interchange Usage Indicator	P = Production Data T = Test Data	
	ISA16	Component Element Separator	:	
	GS02	Application Sender's Code	BCBSLA001	
	TRN03	Originating Company Identifier	1237384555	
1000B	N103	Payee Identification Code Qualifier	XX FI	XX = NPI FI = Federal Tax ID

Loop ID	Element ID	Field Name	Value	Louisiana Blue Specification
1000B	N104	Payee Identification Code		If a valid NPI is received in the 837 file, we will return the NPI. If an NPI is not received in the 837 file or not found in our system, we will return the Federal Tax ID number.
1000B	REF01	Reference Identification Qualifier	PQ	
1000B	REF	Reference ID Code (Additional Payee ID)		The Louisiana Blue Provider ID will be returned in this field.
2100	CLP06	Claim Filing Indicator Code		For originally processed claims, we will return the applicable value from the 835 when possible. On adjusted claims, we will return the value of ZZ.
2100	CLP07	Payer Claim Control Number	Payer Claim Control #	Represents the Louisiana Blue internal claim number.

Appendix I – Implementation Checklist

- Call EDI Services with any questions regarding 835 transactions.
- Obtain a Louisiana Blue User ID and password by enrolling via the ERA Enrollment Form.
- Make the appropriate changes to your system/business processes to support the updated companion guides.

Appendix II – Business Scenarios

Please contact Louisiana Blue EDI Services to discuss your specific EDI-related business needs, should they not be covered in this guide or other available Louisiana Blue X12N transaction companion guides. See Contact Information at the front of this guide.

Appendix III – Transmission Examples

ISA*00* *00* *ZZ*BCBSLA001 *ZZ*P000XXXX

*130814*1800*{*00501*000000256*1*P*::~~

GS*HP*BCBSLA001*P000XXXX*20130814*1800*7*X*005010X221A1~ ST*835*7158790~

BPR*I*12.3*C*ACH*CCP*01*XXXXXXXXXX*DA*XXXXXXXXXX*1237384555**01*XXX

XXXXXXXX*DA*XXXXXXXXXX*20130812~

TRN*1*2000433*1237384555~ REF*EV*ECICH~ DTM*405*20130812~

N1*PR*BLUE CROSS AND BLUE SHIELD OF LA~ N3*P O BOX 98029~

N4*BATON ROUGE*LA*70898~

PER*CX*EDI Clearing House*EM*edich@bcbsla.com*TE*2252914334~ PER*BL*EDI Clearing House*EM*edich@bcbsla.com*TE*2252914334~ N1*PE*PAYEE NAME*XX*PAYEE ID CODE~

N3*PAYEE ADDRESS~ N4*PAYEE CITY*ST*ZIP~ REF*TJ*ADDT'L PAYEE ID~ REF*PQ*ADDT'L PAYEE ID~

LX*0~

CLP*PATIENT CONTR. NUMBER*1*108.16*12.3*3.08*12*CLAIM NUMBER*81*1~

NM1*QC*1*LAST NAME*FIRST NAME*MIDDLE INITIAL***MI*PAT ID CODE~

DTM*050*20130806~

AMT*AU*15.38~ SVC*HC:82274*108.16*12.3**1~ DTM*472*20130719~ CAS*PR*2*3.08~

CAS*CO*45*92.78~ REF*6R*01~

AMT*B6*15.38~ SE*27*7158790~

GE*1*7~ IEA*1*000000256~

Appendix IV – Frequently Asked Questions

Where is the ERA Enrollment Form located?

The ERA Enrollment Form is located on the Louisiana Blue website at www.lablue.com/providers >Electronic Services >Clearinghouse Services.

If you have trouble locating this information, you may contact our EDI Services. See Contact Information at the front of this guide.

Do you require original signatures on the Enrollment form?

No. Please provide a written or electronic signature and a printed name of person submitting the enrollment, along with the printed title of that person. We do not require the written signature to be original.

Do you allow the enrollment to be mailed, emailed or faxed?

ERA Enrollment Forms may be mailed, emailed or faxed. See Contact Information at the front of this guide.

What is the ERA Enrollment processing time frame?

The ERA enrollment process ranges from 7-10 business days. In some cases, the enrollment process may be completed sooner.

How will we know when the enrollment process has been completed?

Once the ERA Enrollment process is complete, you will receive confirmation via email to your email address provided to us on the ERA Enrollment Form.

How do we check the status of an enrollment?

You may check the status of enrollment by submitting a request via email to EDI Services. See Contact Information at the front of this guide. When submitting your request, you will need to include the following: the provider or group name, NPI, Tax ID and the submitter number to which they are requesting to be linked.

Do you allow vendors to check status of the enrollment or do you only work directly with clearinghouses and/or the provider?

The clearinghouse, vendor or the provider office may check enrollment status.

When approved or rejected, do you notify the clearinghouse, the provider, or both? What method do you use for notification?

We will notify the contact person indicated on the ERA Enrollment Form. Notification will be sent via email (if provided).

Can I receive my 835 under more than one submitter ID or clearinghouse?

No. We will return the 835 for a given provider to only one Submitter ID.

What should we do if we receive an email stating that our NPI is not loaded?

If you receive an email stating that the provider NPI is not loaded for ERA Enrollment Form processing, it is important that the provider call our Provider Credentialing & Data Management Department at 1-800-716-2299, option 2 to correct this matter. After you have confirmed that this issue has been resolved, a new ERA Enrollment Form must be submitted.

What should we do if we receive an email stating that our Tax ID is not loaded?

If you receive an email stating that the provider Tax ID is not loaded for ERA Enrollment Form processing, it is important that the provider call our Provider Credentialing & Data Management Department at 1-800-716-2299, option 2 to correct this matter. After you have confirmed that this issue has been resolved, a new ERA Enrollment Form must be submitted.

Which NPI number should we put on the form?

The billing/pay-to NPI number should be submitted on the form.

Does the payer require the group to be enrolled or the individual provider or will you allow both to be enrolled?

We allow both the group and/or the individual provider to be enrolled.

Does group supersede individual provider enrollment?

The group supersedes the individual provider enrollment when the individual provider NPI number is linked to the group NPI and Tax ID.

Do you have an email address for ERA issues?

See Contact Information at the front of this guide.

How long will it take before we start receiving our 835 files (electronic remits)?

The generation of 835 files and posting to the trading partner's mailbox will take place approximately one week after enrollment is completed.

What day of the week will we receive our 835 files in the Louisiana Blue Trading Partner mailbox?

Weekly 835 transactions are generally placed in the trading partner mailbox on Monday mornings. All files should be posted by close of business on Wednesday. **During holidays, 835 transactions may be posted on a day outside of the normal schedule.**

What should we do if we have a late/missing ERA?

If by close of business on Wednesday, you still have not received your 835 file, you may call or email EDI Services. See Contact Information at the front of this guide. Include the trading partner ID number, check number, check amount, check date, NPI and Tax ID number in your request.

What should we do if we have a late/missing EFT (Electronic Funds Transfer)?

EFT transactions are typically available at the provider's bank on Wednesday. If you have not received your deposit by close of business on Wednesday, you must contact Provider Credentialing & Data Management at 1-800-716-2299, option 2

How do we successfully re-associate the EFT with our ERA?

Providers should contact their financial institution to arrange for the delivery of the CORE required minimum CCD+ Data Elements necessary for successful reassociation of the electronic funds transfer (EFT) payment with the ERA (835) remittance advice. Shown below are the Data Elements that are necessary for reassociation:

CCD + Record No.	Field No.	Field Name
5	9	Effective Entry Date
6	6	Amount
7	3	Payment Related Information

Summary of Changes

Below is a summary of changes to the *Healthcare Claim Payment/Advice (835) Standard Companion Guide*. Minor revisions not detailed in the summary include modifications to the text for clarity and uniformity, grammatical edits and updates to web links referenced in the document.

October 2025

Title Page

- Updated EDI Services email address
- Updated Louisiana Blue Provider page URL

Contact Information

- Updated EDI Services phone number
- Updated Network Administration phone options
- Updated Louisiana Blue Provider page URL

General Information

- Updated Louisiana Blue Provider page URL

Getting Started

- Updated Louisiana Blue Provider page URL
- Updated file names for Blue Advantage and Vantage 835 transaction files

Connectivity with the Payer/Communications

- Under Communication Protocol Specifications, updated the link to the FTP host site

Trading Partner Agreements

- Updated Louisiana Blue Provider page URL

Appendix IV – Frequently Asked Questions

- Updated Louisiana Blue Provider page URL
- Updated the enrollment processing time frame
- Updated the Provider Credentialing & Data Management Department extension number

March 2026

Contact Information

- Updated Provider Services to add the departmental email address as the contact method for Provider Relations.

