

# Hennepin Health

## **270/271 Standard Companion Guide**

**Refers to the Implementation Guides Based on ASC  
X12 version 005010**

## **CORE v5010 Master Companion Guide**

**March 2025**

## **Preface**

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 Hennepin Health. 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.

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## 1 INTRODUCTION

### OVERVIEW

This document highlights information that is specific to Hennepin Health. The information presented in this document is intended to be used *in addition* to the guidelines set forth by relevant state and federal agencies.

### REFERENCES

Entities subject to Minnesota Statutes, section 62J.536 and related rules must follow the data content and other transaction specific information of the applicable Minnesota Uniform Companion Guides. Copies of the [Minnesota Uniform Companion Guides](#) are available at no charge from the Minnesota Department of Health.

### WORKING WITH HENNEPIN HEALTH

Hennepin Health follows the legislative standards outlined in Minnesota statute [62J.536](#). Per this statute, all claims submitted to Hennepin Health must be submitted electronically, following American National Standards Institute, Accredited Standards Committee X12 standard transactions or National Council for Prescription Drug Program (NCPDP) standards. No paper claim submissions will be accepted.

Providers are required to adhere to State of Minnesota Uniform Companion guide requirements and the Administrative Uniformity Committee (AUC) Best Practices for claims submission. These documents are available [on the AUC website](#).

Hennepin Health contracts with **Payer Connectivity Services (PCS)**, part of Change Healthcare, to receive, test, and send HIPAA-compliant mandated transactions. Services provided by PCS can be performed in batch transactions, or as real-time transactions.

### TRADING PARTNER REGISTRATION

Hennepin Health does not contract directly with providers as trading partners. **Payer Connectivity Services (PCS)**, on behalf of Hennepin Health, works with several clearinghouses. If you would like to become a trading partner with Hennepin Health, please contact one of the clearinghouses listed below:

Clearinghouse Name	Phone	Website
Availity (835 only)	800-282-4548	<a href="http://www.availity.com">www.availity.com</a>
Smart Data Solutions	855-297-4436	<a href="http://www.sdata.us/what-we-do/clearinghouse/clearinghouse">www.sdata.us/what-we-do/clearinghouse/clearinghouse</a>
Change Healthcare/Optum (legacy RelayHealth)	800-527-8133	<a href="http://www.changehealthcare.com">www.changehealthcare.com</a>
HealthEC, via MN e-Connect	877-444-7194	<a href="http://www.mneconnect.healthec.com">www.mneconnect.healthec.com</a>
Office Ally	866-575-4120	<a href="http://www.officeally.com">www.officeally.com</a>

If you are unable to send electronic institutional and professional claims and/or electronic replacement/cancel claims, Hennepin Health, along with several other large Minnesota group purchasers, has secured the services HealthEC LLC (formerly IGI) to provide free Web-based services for provider data entry of ANSI X12 837 v5010 and AUC compliant claims, via the [MN e-Connect Portal](#).

Availity is not a direct submitter of 837 (claims) transactions to Hennepin Health. Providers using Availity as their claims submission clearinghouse can contact Availity directly if they would like to know how these are routed to Hennepin Health.

## 2 TESTING WITH THE PAYER

If testing is required, testing will be conducted by your selected clearinghouse in conjunction with Payer Connectivity Services. Please contact your selected clearinghouse for testing requirements.

## 3 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

### REAL-TIME ELIGIBILITY REQUESTS

Providers may submit Eligibility Requests via real-time EDI transactions on Hennepin Health's [PCS Real-Time Endpoint](#).

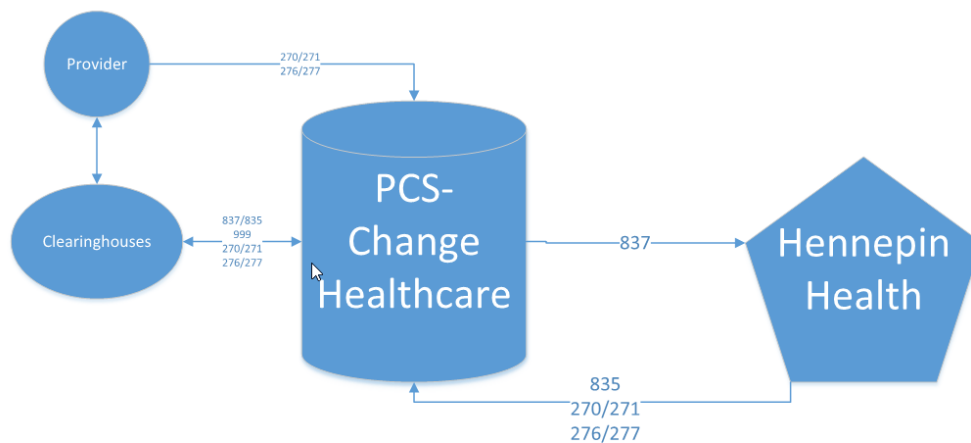
### PORTAL-SUBMITTED ELIGIBILITY REQUESTS

Providers may also submit Eligibility Requests via their account on Change Healthcare's [ConnectCenter Portal](#).

### REGISTRATION INFORMATION

If you have not previously registered for ConnectCenter, follow the instructions on the [Information Page for the Hennepin Health Provider Portal](#).

### PROCESS FLOW DIAGRAM



#### File Types

835 – provider submitted claims  
 837 – finalized claims  
 270 – request for enrollment, benefits UM  
 271 – response for enrollment, benefits UM  
 276 – claims status inquiry (paid/denied)  
 277 – claims status response (paid/denied)  
 277CA – Claim acknowledgment  
 999 – Acknowledgment

## 4 CONTACT INFORMATION

### EDI CUSTOMER SERVICE

Email: [chc\\_pcssupport@optum.com](mailto:chc_pcssupport@optum.com)

### EDI TECHNICAL ASSISTANCE

Email: [chc\\_pcssupport@optum.com](mailto:chc_pcssupport@optum.com)

### PROVIDER SERVICE NUMBER

Phone: 877-411-7271

## 5 CONTROL SEGMENTS/ENVELOPES EXAMPLES

### ISA-IEA

ISA\*00\*        \*00\*        \*ZZ\* {Sender ID}        \*ZZ\*6005801  
\*181203\*2127\*^\*00501\*000002459\*0\*P\*::~~  
IEA\*1\*000002459~

6005801 is Hennepin Health's receiver ID

### GS-GE

GS\*HC\*133052274\*{RECEIVING UNIT}\*20181203\*212718\*2459\*X\*005010X222A1~  
GE\*380\*2459~

## 6 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

### MINNESOTA STATUTES

Entities subject to Minnesota Statutes, section 62J.536 and related rules must follow the data content and other transaction specific information of the applicable Minnesota Uniform Companion Guides. Copies of the [Minnesota Uniform Companion Guides](#) are available at no charge from the Minnesota Department of Health.

### NON-CONTRACTED PROVIDERS

Non-contracted providers: Prior to submitting a claim, you must complete and submit a provider information form (PDF) and a W9 for non-contracted providers form (PDF). These forms can be found at: [Forms / formulary | Hennepin Health](#). To prevent a delay in your claim being processed, please make sure the form is filled out accurately and completely. If you have any questions regarding claim inquiries, please contact Provider Services at 612-596-1036, press 2 (800-647-0550), TTY 711 from 8 a.m. to 4:30 p.m., Monday through Friday.