Electronic Insurance Verification Interface

Integrated Billing
Version 2.0

Technical Manual / Security Guide



Patch IB\*2.0\*184, 246, 252, 271, 316, 300, 416, 444, 438, 497, 506, 525, 528, 549, 582, 593, 601, 595, 621, 602, 631, 652, 659, 664, 668

September 2003
Revised: April 2021

Department of Veterans Affairs

Office of Information and Technology

Revision History

| Date | Revision | Description | Author |
| --- | --- | --- | --- |
| 04/2021 | Patch 668 | * Corrected the “File Number Space”. The range does not change.
* Clarified routine descriptions.
* Removed components related to SSVI: routines (IBCNV\*), files (#366, 366.1, 366.2) mail group (IB SSVI), option, and “SSVI” from the glossary.
* Option names -fixed typos.
* Changed option “Payer Edit (Activate/Inactivate)” to “Payer Edit”.
* Updated Appendix A.
* Removed domain name, IP address and IP port # from Appendix C.
 | MCCF EDI TAS eInsurance |
| 11/2020 | Patch 664 | Updated the functional description area of the Introduction section to include EICD. Removed reference to the AUDIT file (found in global ^DIA) from the IMPLEMENTATION AND MAINTENANCE section as it belongs in the IB technical manual instead of this one.Updated the Namespace area within the TECHNICAL NOTES section.Added the new IBCNE EIV PAYER DOD REPORT.Added a routine (IBCNERPM) | MCCF EDI TAS eInsurance |
| 04/2020 | Patch 659 | Updated Message for unresponsive “IIV EC” HL7 logical link to Appendix A. | MCCF EDI TAS eInsurance |
| 12/2019 | Patch 652 | No change required | MCCF EDI TAS eInsurance |
| 10/2019 | Patch 631 | Added a Routine (IBCNERTU)Added a new file [#355.36] CREATION TO PROCESSING TRACKING | MCCF EDI TAS eInsurance |
| 03/2019 | Patch 602 | Add automatic purge text in the Estimated Global Growth section that was missed with IB\*2\*595. Minor edits made at the request of the eInsurance eBusiness team. | MCCF EDI TAS eInsurance |
| 01/2019 | Patch 621 | Add RoutineAdd Protocols | MCCF EDI TAS eInsurance |
| 06/2018 | Patch 595 | Update the Purging sectionAdd mailman msg from nightly job to Appendix AAdd “Group Number” to column header in test grid in Appendix F | MCCF EDI TAS eInsurance |
| 03/2018 | Patch 601 | Add new program sub-namespaceAdd new routinesUpdate File listUpdate Input TemplatesAdd ProtocolUpdate appendix F with new routine | MCCF EDI TAS eInsurance |
| 11/2017 | Patch 582 | Only added this patch number to the cover page to track that it was eIV related; however, the patch did not require updates to the contents of this document. | MCCF EDI TAS eInsurance |
| 11/2017 | Patch 593 | Updated contents a result of IB\*2\*593. | MCCF EDI TAS eInsurance |
| 08/2016 | Patch 549 | Updated | REDACTED / REDACTED |
| 02/2016 | Patch 525,528 | Updated  | Harris Team |
| 05/22/2014 | Patch 506 | Updated | FirstView Team |
| 08/26/2013 | Patch 497 | Updated | FirstView Team |
| 08/01/2011 | Patch 438 | Updated | REDACTED / REDACTED |
| 11/2010 | Patch 444 | No change required | N/A |
| 05/18/2010 | Patch 416 | Updated | REDACTED |
| 01/17/2006 | Patch 300 | Updated | REDACTED |
| 07/07/2005 | Patch 300 | Updated | REDACTED |
| 02/08/2005 | Patch 271 | Updated | REDACTED |
| 02/2004 | Patch 252 | No change required | N/A |
| 09/18/2003 | Patch 184 | Initial Version | REDACTED |
| 09/2003 | Patch 246 | No change required  | N/A |

Preface

This is the Technical Manual for the Integrated Billing (IB) software package’s electronic Insurance Verification Interface (eIV) which was first introduced as Patch IB\*2.0\*184 as IIV (electronic Insurance Identification and Verification) interface. It is designed to assist IRM personnel in the operation and maintenance of the interface.

For information regarding use of the software, please refer to the Integrated Billing Insurance Identification and Verification Interface User Guide and the Integrated Billing User Manual.

For information on the installation of this interface, please refer to the Integrated Billing Insurance Identification and Verification Interface (eIV) Installation Guide.

Symbols

The following are explanations of the symbols used throughout this manual.

**<RET>** Press the RETURN or ENTER key.

**<SP>** Press the SPACEBAR.

**<^>** Up-arrow, which you enter by pressing the SHIFT key and the numeric 6 key simultaneously

**<?> <??> <???>** Enter single, double, or triple question marks to activate on-line help, depending on the level of help you need.

Note to Users with Qume Terminals

It is very important that you set up your Qume terminal properly. After entering your access and verify codes, you will see

Select TERMINAL TYPE NAME: {type} //

Please make sure that <C-QUME> is entered here. This entry will become the default. You can then press <RET> at this prompt for all subsequent logins. If any other terminal type configuration is set, options using the List Manager utility will neither display nor function properly on your terminal. The reports and error messaging system in the interface makes extensive use of the List Manager functions.

Who Should Read this Manual?

This manual is intended for technical IRM personnel who may be called upon to install and support this software.

Table of Contents

[1. Introduction 1](#_Toc68609236)

[1.1. Overview 1](#_Toc68609237)

[1.2. Functional Description 1](#_Toc68609238)

[1.3. eIV Process Flow 3](#_Toc68609239)

[1.4. VistA Registration Dialog 4](#_Toc68609240)

[2. Implementation and Maintenance 4](#_Toc68609241)

[2.1. General Notes Regarding Changes to this Software 4](#_Toc68609242)

[2.2. Platform Requirements 4](#_Toc68609243)

[2.3. Hardware Requirements 4](#_Toc68609244)

[2.4. Globals 4](#_Toc68609245)

[2.5. Globals to Journal 6](#_Toc68609246)

[2.6. Estimated Global Growth 6](#_Toc68609247)

[2.7. HL7 Management 6](#_Toc68609248)

[2.8. Bulletins 7](#_Toc68609249)

[3. Technical Notes 7](#_Toc68609250)

[3.1. Namespace 7](#_Toc68609251)

[3.2. File Number Space 8](#_Toc68609252)

[3.3. Routines 8](#_Toc68609253)

[3.4. File List with Descriptions 16](#_Toc68609254)

[3.5. Input Templates 21](#_Toc68609255)

[3.6. List Templates 21](#_Toc68609256)

[3.7. Mail Group 22](#_Toc68609257)

[3.8. Options for eIV 22](#_Toc68609258)

[3.9. List Manager Templates 27](#_Toc68609259)

[3.10. Protocols 28](#_Toc68609260)

[3.11. HL7 Application Parameters 35](#_Toc68609261)

[3.12. HL Logical Links 35](#_Toc68609262)

[3.13. Purging 35](#_Toc68609263)

[4. Security 36](#_Toc68609264)

[4.1. File Protection 36](#_Toc68609265)

[4.2. Security Keys 38](#_Toc68609266)

[4.3. Options Locked by Security Keys 39](#_Toc68609267)

[5. External Interfaces 39](#_Toc68609268)

[5.1. HL7 Messaging with the Eligibility Communicator (EC) 39](#_Toc68609269)

[5.2. HL7 Communication Setup 39](#_Toc68609270)

[5.3. Data Sent to the Eligibility Communicator 40](#_Toc68609271)

[5.4. Data Received from the Eligibility Communicator 41](#_Toc68609272)

[6. Appendix A – Table of eIV Generated Mailman Messages 42](#_Toc68609273)

[7. Appendix B – Incoming Data Mapping 49](#_Toc68609274)

[8. Appendix C – Troubleshooting 64](#_Toc68609275)

[9. Appendix D – eIV Implementation Quick Checklist (IB\*2.0\*184 only) 66](#_Toc68609276)

[10. Appendix E – eIV Database Integration Agreements (DBIAs) 68](#_Toc68609277)

[11. Appendix F – How to Test the eIV Interface with the Test Eligibility Communicator 70](#_Toc68609278)

[12. Glossary 76](#_Toc68609279)

List of Tables

[Table 1: Sub-namespace Description 7](#_Toc68607854)

[Table 2: Routines 8](#_Toc68607855)

[Table 3: File List Descriptions 16](#_Toc68607856)

[Table 4: Input Template 21](#_Toc68607857)

[Table 5: List Template 21](#_Toc68607858)

[Table 6: Mail Group 22](#_Toc68607859)

[Table 7: eIV Options 22](#_Toc68607860)

[Table 8: List Manager Templates 27](#_Toc68607861)

[Table 9: Protocols 28](#_Toc68607862)

[Table 10: HL7 Application Parameter 35](#_Toc68607863)

[Table 11: HL Logical Links 35](#_Toc68607864)

[Table 12: VA FileMan Access Codes 36](#_Toc68607865)

[Table 13: Security Key Descriptions 38](#_Toc68607866)

[Table 14: Options / Programs Locked by a Security Key 39](#_Toc68607867)

[Table 15: eIV Generated Mailman Messages 42](#_Toc68607868)

[Table 16: Incoming Data Mapping 49](#_Toc68607869)

[Table 17: eIV Implementation Quick Checklists 66](#_Toc68607870)

[Table 18: eIV Database Integration Agreements 68](#_Toc68607871)

[Table 19: Important Information 71](#_Toc68607872)

[Table 20: Data Required for the Currently Agreed Upon Test Cases 73](#_Toc68607873)

[Table 21: Glossary 76](#_Toc68607874)

# Introduction

## Overview

The release of Integrated Billing patch IB\*2.0\*184 introduced electronic Insurance Identification and Verification (IIV). The IIV project has been renamed and is now referred to as Electronic Insurance Verification (eIV).

The purpose of eIV is to automate:

* The determination of eligibility for claimed insurance (Verification).

This interface was planned and designed to be a Class I initiative with the coordination and assistance of the national IB team.

The software enhancements included in the patches that are described within this document directly support the following VHA program initiatives:

1. The VHA Revenue Cycle Improvement Plan approved by Secretary Principe in September 2001, and particularly:
2. Recommendation 5 of that Plan, which calls for implementation of automated methods of identifying and verifying veteran insurance coverage.
3. Recommendation 3 of that Plan, which recommends adopting a national policy for the update of patient data no less frequently than every six months.
4. The VHA Office of Compliance and Business Integrity (CBI) Program Indicator No. 3a , which measures, among other things, whether patient insurance coverage is verified every six months.

The Technology Services Division of DAOU Systems Inc., 8401 Connecticut Ave. Suite 700, Chevy Chase, MD 20815, provided the interface between the existing IB software and the Eligibility Communicator (EC), located at the Financial Service Center (FSC) in Austin, TX.

## Functional Description

The Electronic Insurance Verification (eIV) project provides an extension to the existing VistA Insurance Buffer functionality by enabling electronic confirmation of third-party commercial health insurance coverage for registered VA patients. Each night a process is run, which compiles a batch of insurance eligibility inquiries based on activity within the system. Sources include unverified insurance information entered in the Insurance Buffer as well as patients that have scheduled appointments or have had past encounters but have not had a recent verification of their insurance policies.

VistA performs a Buffer Extract, an Appointment Extract and an EICD[[1]](#footnote-1) extract as part of the eIV nightly activity. For the Appointment Extract, VistA prepares HL7 inquiries during the night in response to appointment events. For the Buffer Extract, VistA immediately prepares HL7 inquiries in response to registration and check in events. For the EICD extract, VistA prepares HL7 inquiries during the night in response to appointment events for veterans who have no active insurance on file. The HL7 inquiries are transmitted to the Eligibility Communicator at the FSC. The messages are translated into 270 Health Care Eligibility Benefits Inquiry messages. They are then sent to the VA’s clearinghouses who then distribute them to the correct insurance companies. The 271 Health Care Eligibility Benefits Responses are returned from the payer through the clearinghouses to FSC for translation into an HL7 format and then transmitted to the originating VistA system. There the information is either placed into the insurance buffer for the insurance clerk to review and process to the patient’s insurance file or used to automatically update the patient’s insurance file.

Figure 1: Overview of eIV Process

Future Appts.

Past Encounters

Insurance Buffer

Responses

Inquiry Queue

Reports

Austin

The Clearinghouse

Payers

Insurance Company File

Auto Match

Inquiries are then verified through an exchange of HIPAA-compliant electronic communications between the VistA system and an Eligibility Communications server that is located at the FSC in Austin, Texas. This national datacenter receives the eligibility inquiry messages and forwards the request to an electronic clearinghouse of insurance information. The clearinghouse, in turn, forwards the inquiry to the requested payer, ex. Aetna, Blue Cross / Blue Shield, etc. The payer issues a response message to confirm or deny coverage based on the information provided in the inquiry. The response message is routed back to the VistA site and may be posted to the Insurance Buffer where authorized users can review and accept the returned information into the current insurance files through enhancements to the insurance buffer list option.

One challenge inherent in this process results from the fact that each VA site is able to maintain a separate list of insurance companies. In order for the various VistA locales to be able to effectively request eligibility information for the various payers, a national VA insurance payer list has been established to provide a standard identification system for all payers that are participating in this process. Enhancements have been added to allow each VA site the ability to link the insurance companies in their own site’s list to the appropriate payer in the national payer list. This standardizes the identification of the payer to which each inquiry should be directed.

Additional features were also added to assist the users of the insurance buffer with eIV related tasks. A feature named “Auto Match” has been added that allows the system to be “taught” rules for matching the user-entered insurance company names in the insurance buffer to existing entries in the site’s insurance company file. Also, a method has been added for accepting information from an insurance buffer entry into the patient’s permanent insurance records that allows each data field change to be individually accepted or rejected. Another feature allows a user to select multiple buffer entries for the Process, Expand, and Reject entry actions, to ease the process of working with larger sets of buffer entries.

## eIV Process Flow

Each VistA system, as the Insurance and Verification patch software is installed, is eligible to send and receive messages from the Eligibility Communicator (EC, [EC messaging passes through / via the Vitria server]), the component of eIV located at the Austin Information Technology Center (AITC) formerly Austin Automation Center (AAC). VistA communication methodology is through a TCP / IP connection to the Vitria server in the form of an HL7 message. Vitria validates the HL7 message.

**If the message fails EC’s validation, the sending VistA facility receives an error message from EC. Otherwise EC processes the message and returns responses to most of them as defined in this Interface Design Document (IDD).**

Vitria transforms the HL7 message to a standard X12 270 message and sends it on to the Clearinghouse.

The Clearinghouse processes the 270 message and passes it onto the appropriate payer. When the Clearinghouse receives a response from the payer, it is forwarded back to Vitria at Austin. If the response is a 997 error response, steps to determine the problem are taken to resolve the problem.

If a “success” response is received from the payer via the Clearinghouse in a 271 message, Vitria saves the data into the National Insurance Cache and transforms it to an HL7 message. The message is then sent back to the VistA facility for processing. VistA facilities can set site parameters to either have the messages returned real-time or held and batched for processing at a later time.

Figure 2: Overview of the Process-flow for Electronic Eligibility Requests sent by the eIV Process



## VistA Registration Dialog

When a site installs the eIV software and performs all of the post-installation instructions, a registration message will be sent to confirm the registration and update any site-specific information. Any subsequent changes to the payer table are initiated by FSC.

# Implementation and Maintenance

## General Notes Regarding Changes to this Software

1. Integrated Billing files may only be updated through distributed options.
2. Per VA Directive 6402 regarding security of software that affects financial systems, most of the IB routines and files may not be modified. Routines that may not be modified will be indicated by a comment on the third line. Files that may not be modified will have a note in the file description.
3. According to the same directive, most of the IB Data Dictionaries may not be modified.

## Platform Requirements

**VistA System**

A fully patched and complete VistA system is required, running Integrated Billing (IB) Version 2.0.

In addition, the VistA system must have a properly installed and functioning HL7 module.

## Hardware Requirements

The eIV patch requires a standard implementation of VistA running on a hardware platform that is commonly supported by VistA.

Additionally, TCP/IP network connectivity needs to be available between the site’s VistA server and the Eligibility Communicator (EC) server located at the FSC in Austin, TX. The EC server is connected to the VA’s intranet; therefore, connectivity should be available without additional action as long as the VistA server is also connected to the VA’s intranet.

## Globals

Global ^IBCN should have been created prior to installation of IB\*2.0\*184.

**Data Files Stored in the Global ^IBCN:**

* IIV RESPONSE (#365)
* IIV TRANSMISSION QUEUE (#365.1)
* IIV AUTO MATCH (#365.11)
* EIV EICD TRACKING (#365.18)
* IIV RESPONSE REVIEW (#365.2)

**Data Files Stored in the Global ^IBE:**

* X12 271 ELIGIBILITY/BENEFIT (#365.011)
* X12 271 COVERAGE LEVEL (#365.012)
* X12 271 SERVICE TYPE (#365.013)
* X12 271 INSURANCE TYPE (#365.014)
* X12 271 TIME PERIOD QUALIFIER (#365.015)
* X12 271 QUANTITY QUALIFIER (#365.016)
* X12 271 ERROR CONDITION (#365.017)
* X12 271 ERROR ACTION (#365.018)
* X12 271 CONTACT QUALIFIER (#365.021)
* PAYER (#365.12)
* PAYER APPLICATION (#365.13)
* IIV TRANSMISSION STATUS (#365.14)
* IIV STATUS TABLE (#365.15)
* X12 271 ENTITY IDENTIFIER CODE (#365.022)
* X12 271 IDENTIFICATION QUALIFIER (#365.023)
* X12 271 PROVIDER CODE (#365.024)
* X12 271 DELIVERY FREQUENCY CODE (#365.025)
* X12 271 DATE QUALIFIER FILE (#365.026)
* X12 271 LOOP ID (#365.027)
* X12 271 REF IDENTIFICATION (#365.028)
* X12 271 UNITS OF MEASUREMENT (#365.029)
* X12 271 ENTIITY RELATIONSHIP CODE (#365.031)
* X12 271 DATE FORMAT QUALIFIER (#365.032)
* X12 271 YES/NO RESPONSE CODE (#365.033)
* X12 271 LOCATION QUALIFER (#365.034)
* X12 271 PROCEDURE CODING METHOD (#365.035)
* X12 271 DELIVERY PATTERN (#365.036)
* X12 271 PATIENT RELATIONSHIP (#365.037)
* X12 271 INJURY CATEGORY (#365.038)
* X12 271 MILITARY PERSONNEL INFO STATUS CODE (#365.039)
* X12 271 MILITARY GOVT SERVICE AFFILIATION (#365.041)
* X12 271 MILITARY SERVICE RANK (#365.042)
* X12 271 ENTITY TYPE QUALIFIER (#365.043)
* X12 271 CODE LIST QUALIFIER (#365.044)
* X12 271 NATURE OF INJURY CODES (#365.045)
* X12 271 MILITARY EMPLOYMENT STATUS CODE (#365.046)

## Globals to Journal

Journaling for the global **IBCN** is recommended. Journaling instructions from the IB Technical Manual should be followed.

## Estimated Global Growth

Only three of the files related to eIV are expected to grow significantly over time. These files are the EIV EICD TRACKING (#365.18), IIV TRANSMISSION QUEUE (#365.1) and IIV RESPONSE (#365) files. The growth rate of these files is directly proportional to the number of inquiries / responses that are generated each day. The volume of daily activity at each site can be controlled through the batch extract settings defined in the MCCR Site Parameters screen. As an example, if 5,000 records are generated for one day, the total growth for that day may be up to 20 MB.

^IBCN(365) - .003 Mb per entry (IIV Response File #365)

^IBCN(365.1) - .001Mb per entry (IIV Transmission Queue #365.1)

^IBCN(365.18) - .001Mb per entry (EIV EICD TRACKING #365.18)

1. Functionality has been included that allows data in these files to be purged if it is at least six months old. With the introduction of IB\*2.0\*595 VistA will automatically purge records older than six months on the first of each month. Refer to the purging section of this document for further details.

## HL7 Management

eIV makes heavy use of HL7 messaging. Ensure that the HL7 globals have sufficient room for growth. Reference HL\*1.6\*19 patch documentation for further instructions. Also, reference the External Interfaces – HL7 Communications Setup section, in this manual, for specific eIV HL7 information.

This interface is dependent upon both a Fully Qualified Domain Name[[2]](#footnote-2) (FQDN) and the port on which HL7 listens. If any of the following scenarios occur, you may need to adjust the settings for one of the eIV logical links. Without this adjustment, the interface will stop transmitting insurance inquiries and receiving eligibility responses. In other words, the interface will stop working.

* The VAMC changes which node is the start-up node.
* The VAMC changes the port on which HL7 is listening.

If either of the above scenarios occurs, reference Appendix C for specific instructions related to adjusting the eIV logical links.

## Bulletins

Currently there are no bulletins set up for the electronic Insurance Verification Interface software.

# Technical Notes

## Namespace

The eIV Interface has been assigned the namespace IBCNE. Approval was obtained in order to modify some routines in the IBJPI namespace. The IBCNE namespace is used for all new routines, options etc. associated with this interface. Routines directly associated with IB eIV Site Parameters uses the IBJPI namespace.

For all eIV routines, the next letter(s) in the routine name also provide guidance as to the module to which that routine belongs. The breakdown of the eIV internal namespaces is as follows:

Table 1: Sub-namespace Description

| Sub-namespace | Description |
| --- | --- |
| IBCNEAM | Auto Match routines |
| IBCNEBF | eIV to create entry the Buffer File |
| IBCNEDE | Data Extract routines & main driver for the eIV Nightly Process [IBCNE IIV BATCH PROCESS] |
| IBCNEDST | HL7 Registration Message Statistics (reports statistics to FSC) |
| IBCNEHL | Processing inbound or outbound HL7 messages |
| IBCNEHLM | Registration message and associated acknowledgement |
| IBCNEHLK | Registration message and associated acknowledgement |
| IBCNEHLU | HL7 related utilities |
| IBCNEK | Purge eIV data from IIV files (#365, #365.1, and #365.18) |
| IBCNEML | Mailman notification to link Payers |
| IBCNEMS | Mailman messages for eIV processing (location to store the body of messages to generate thus allowing reuse from multiple places and improve maintenance) |
| IBCNEP | Payer related routines (related to PAYER file #365.12) |
| IBCNEQ | Request Electronic Inquiry (ad hoc QUERY requests) |
| IBCNERP | Reports |
| IBCNERTC | Related to ‘Covered by Health Insurance?’ field (#2, .3192) |
| IBCNERTQ | Makes eIV real-time insurance verification. |
| IBCNERTU | eIV real-time insurance verification utilities |
| IBCNES | (excluding IBCNESI) Eligibility/Benefit display and summary from eIV responses and summary. |
| IBCNESI | Potential Medicare worklist. |
| IBCNETST | eIV Gate-keeper test scenarios |
| IBCNEUT | Utilities |

## File Number Space

The eIV package file range is 365-365.99.

## Routines

These are current Integrated Billing programs that are part of the electronic Insurance Verification software.

Table 2: Routines

| Routine Name | Description |
| --- | --- |
| IBCEMMR | IB MRA Report of Patients w/o Medicare WNR |
| IBCN118 | This program is Data Dictionary trigger logic for comments. |
| IBCNAU | This program is part of the User Edit Report. |
| IBCNAU1 | This program is part of the User Edit Report. |
| IBCNAU2 | This program is part of the User Edit Report. |
| IBCNAU3 | This program is part of the User Edit Report.  |
| IBCNBAA | This program is part of the process of accepting an entry within the INSURANCE VERIFICATION PROCESSOR file #355.22.  |
| IBCNBAC | This program contains subroutines for the individual acceptance of buffer entry information. |
| IBCNBAR | Insurance Buffer Accept / Reject functions. |
| IBCNBCD | Compare buffer entry with existing patient insurance. |
| IBCNBCD1 | This program edits subscriber information in the Patient Insurance subfile (File #2.312). |
| IBCNBCD2 | This program sets up the Insurance Buffer to process Accepts. |
| IBCNBCD3 | This program displays IB Annual Benefits / Coverage Limitations Display Screens. |
| IBCNBCD4 | This program is part of Subscriber Display Screens. |
| IBCNBCD5 | This program is part of Subscriber Display Screens. |
| IBCNBCD6 | This program is part of Subscriber Display Screens. |
| IBCNBCD7 | This program is part of Subscriber Display Screens. |
| IBCNBCD8 | This program is part of Subscriber Display Screen Fields. |
| IBCNBEE | This program edits existing entries in the Insurance Buffer. |
| IBCNBES | This program files new entries/data into the Insurance Buffer. |
| IBCNBLA | This program executes List Manager actions for the Insurance Buffer List Manager. |
| IBCNBLA1 | This program executes List Manager actions for the Insurance Buffer List Manager. |
| IBCNBLA2 | This program contains subroutines for processing and validating the selection of multiple entries from the INSURANCE VERIFICATION PROCESSOR file (#355.33). |
| IBCNBLB | “Expand benefits” option in Insurance Buffer views. |
| IBCNBLE | This program is the Insurance Buffer entry screen. |
| IBCNBLE1 | This program performs the Expand Entry action in the Insurance Buffer List Manager screen. Code to call utilities to reevaluate the eIV Status and display revised values is included, as well. |
| IBCNBLL | This program generates the Insurance Buffer entries for the initial List Manager screen. |
| IBCNBME | This program is used to add or edit an Insurance Buffer entry for other packages. |
| IBCNBMI | This program moves data from the Insurance Buffer to the Insurance files. |
| IBCNBOA | This program contains the Ins Buffer Activity Report. |
| IBCNBOE | This program contains the Ins Buffer Employee Report. |
| IBCNBOF | This program contains the Ins Buffer Employee Report (Entered) |
| IBCNBU1 | This program contains Insurance Buffer utilities. |
| IBCNBUH | This program contains Insurance Buffer Help text. |
| IBCNEAMC | This program produces the list of auto matched entries for the INSURANCE VERIFICATION PROCESSOR file (#355.33). |
| IBCNEAME | This program allows users to enter or edit Auto matched entries. |
| IBCNEAMI | This program performs an input transform for the Auto Match functionality. |
| IBCNEBF | This program will create a Buffer entry based upon input values. |
| IBCNEDE | This program is the main driver for all data extracts associated with the Insurance Identification and Verification interface. This program will run each extract in the specified order, which populates the IIV Transmission File (#365.1) (sometimes it creates / updates an entry in the insurance buffer as well). It then begins to process the inquiries in the IIV TRANSMISSION FILE (#365.1). |
| IBCNEDE1 | This program loops through the insurance buffer and creates eIV transaction queue entries when appropriate. Periodically checks for stop request for background task. |
| IBCNEDE2 | This program finds veterans who are scheduled to be seen within a specified date range. Periodically checks for stop request for background task. |
| IBCNEDE3 | This program finds veterans who have been seen within a specified date range that have active insurance records that have not been verified recently.Periodically checks for stop request for background task. |
| IBCNEDE4 | This program finds veterans who are scheduled to be seen within a specified date range but who have no active or no insurance records on file. Periodically checks for stop request for background task. (This routine was repurposed with IB\*2.0\*621 for EICD.) |
| IBCNEDE5 | This program contains function calls used for the data extracts. |
| IBCNEDE6 | This program contains function calls used for the data extracts. |
| IBCNEDE7 | This program serves as an overflow for the routine IBCNEDE. It also contains function calls used for the data extracts. |
| IBCNEDEP | This program finds records needing HL7 message creation and creates records in the Transmission Queue and Response Files. |
| IBCNEDEQ | This program contains some subroutines for processing a transmission. |
| IBCNEDST | HL7 Registration Message Statistics. |
| IBCNEHLD | This program will process deactivate registration MFN message. This should only be executed by instruction – to be used to turn off a site from electronic Insurance Identification and Verification interface. |
| IBCNEHLI | This program parses each incoming HL7 message and passes the message on to the processing program. |
| IBCNEHL1 | This program, which processes incoming RPI messages, replaces IBCNEHLR. |
| IBCNEHL2 | This program, which processes incoming RPI messages, replaces IBCNEHLP. |
| IBCNEHL3 | This program, which processes incoming RPI messages, replaces IBCNEHLS. |
| IBCNEHL4 | This program, which processes incoming RPI messages, replaces IBCNEHLP. |
| IBCNEHL5 | HL7 Process Incoming RPI Messages. |
| IBCNEHL6 | HL7 Process Incoming RPI Continued. |
| IBCNEHL7 | HL7 Process Incoming 271 Messages Continued. |
| IBCNEHLK | This program processes the Registration MFN Acknowledgement message. |
| IBCNEHLM | This program will create the outgoing Registration MFN message. |
| IBCNEHLO | This program takes “ready to transmit” records and sets variables needed to create the HL7 message. |
| IBCNEHLQ | This routine builds the HL7 segments for an eIV Verification (RQI^I01) or Identification (RQI^I03) request. |
| IBCNEHLT | This program will process incoming HL7 MFN messages and update the appropriate tables. |
| IBCNEHLU | This program contains some specialized HL7 utility functions. |
| IBCNEKI2 | This program is a continuation of the eIV purge logic in IBCNEKIT. |
| IBCNEKIT | This program handles the purging of the eIV data stored in the IIV TRANSMISSION QUEUE File (#365.1) and in the IIV RESPONSE File (#365). User can pick a date range for the purge. Data created within 6 months cannot be purged. The actual global kills are done by a background task after hours. |
| IBCNEML | Mailman notification to link payers. |
| IBCNEMS1 | Consolidated Mailman messages. |
| IBCNEPM | This program executes the Payer Maintenance option. |
| IBCNEPM1 | This program is a continuation of the Payer Maintenance option. |
| IBCNEPM2 | This program is a continuation of the Payer Maintenance option. |
| IBCNEPST | This is the KIDS post-installation program for IB\*2.0\*184. |
| IBCNEPY | This program modifies entries in the PAYER File (#365.12). |
| IBCNEQU | This program performs the Request Electronic Insurance Inquiry functionality. |
| IBCNERP0 | This program is part of the eIV Statistical Report. |
| IBCNERP1 | This program is part of the eIV Response Report. |
| IBCNERP2 | This program is part of the eIV Response Report compile. |
| IBCNERP3 | This program is part of the eIV Response Report print. |
| IBCNERP4 | This program is part of the eIV Payer Report. |
| IBCNERP5 | This program is part of the eIV Payer Report compile. |
| IBCNERP6 | This program is part of the eIV Payer Report print. |
| IBCNERP7 | This program is part of the eIV Statistical Report. |
| IBCNERP8 | This program is part of the eIV Statistical Report compile. |
| IBCNERP9 | This program is part of the eIV Statistical Report print. |
| IBCNERPA | This program is part of the eIV Response Report. |
| IBCNERPB | This program is part of the eIV Payer Link Report. |
| IBCNERPC | This program is part of the eIV Payer Link Report. |
| IBCNERPD | This program is part of the eIV Payer Link Report. |
| IBCNERPE | This program is part of the eIV Response Report. |
| IBCNERPF | This program is part of the eIV Insurance Update Report. |
| IBCNERPG | This program is part of the eIV Insurance Update Report. |
| IBCNERPH | This program is part of the eIV Insurance Update Report. |
| IBCNERPI | IBCNE eIV Secondary Insurance Report Print |
| IBCNERPJ | This program is part of the HL7 Response Report. |
| IBCNERPK | This program is part of the HL7 Response Report. |
| IBCNERPL | This program is part of the HL7 Response Report. |
| IBCNERPM | eIV Payer Date of Death Report. |
| IBCNERTC | Covered by Health Insurance. |
| IBCNERTQ | Real-time Insurance Verification. |
| IBCNERTU | eIV Processing Real-Time Inquiries. |
| IBCNES | Eligibility / Benefits screen. |
| IBCNES1 | Eligibility / Benefits screen utilities. |
| IBCNES2 | Eligibility / Benefits screen action protocols. |
| IBCNES3 | Eligibility / Benefits screen action protocols, cont. |
| IBCNES4 | Eligibility / Benefits screen action protocols, cont. |
| IBCNESI | Medicare Potential COB Worklist – selection criteria. |
| IBCNESI1 | Medicare Potential COB Worklist. |
| IBCNESI2 | Medicare Potential COB Worklist. |
| IBCNETST | eIV Gate-keeper test scenarios. |
| IBCNEUT1 | This program contains general eIV utilities. |
| IBCNEUT2 | This program contains general eIV utilities. |
| IBCNEUT3 | This program contains general eIV utilities. |
| IBCNEUT4 | This program contains general eIV utilities. |
| IBCNEUT5 | This program contains general eIV utilities. |
| IBCNEUT6 | This program contains general eIV utilities. |
| IBCNEUT7 | This program contains general eIV utilities. |
| IBCNEUT8 | This program contains general eIV utilities. |
| IBCNGPF | This program is part of the List Group Plans without Annual Benefits Report. |
| IBCNGPF1 | This program is part of the List Group Plans without Annual Benefits Report. |
| IBCNGPF2 | This program is part of the List Group Plans without Annual Benefits Report. |
| IBCNGPF3 | This program is part of the List Group Plans without Annual Benefits Report. |
| IBCNICB | Update utilities for the ICB interface. |
| IBCNHPR | This program is part of the Manually Added HPIDs to Billing Claim Report. |
| IBCNHPR1 | This program is part of the Manually Added HPIDs to Billing Claim Report. |
| IBCNHPR2 | This program is part of the Manually Added HPIDs to Billing Claim Report. |
| IBCNS3 | Display extended insurance information. |
| IBCNSC | This program edits an Insurance Company. |
| IBCNSC01 | This program edits an Insurance Company. |
| IBCNSC41 | Insurance plan screen utilities. |
| IBCNSM | This routine displays in list format one patient's policies and allows for editing of these policies. |
| IBCNSM1 | This routine displays in list format one patient's policies and allows for editing of these policies. |
| IBCNSM2 | This routine displays in list format one patient's policies and allows for editing of these policies. |
| IBCNSM3 | This routine contains Insurance Management – Outputs. |
| IBCNSM4 | These routines display in list format one patient's policies and allows for editing of these policies. |
| IBCNSM5 | This routine prints the insurance plan worksheets and policy coverage reports. |
| IBCNSM6 | This routine prints the insurance plan worksheets and policy coverage reports. |
| IBCNSM7 | This routine prints the insurance plan worksheets and policy coverage reports. |
| IBCNSM8 | This routine prints the insurance plan worksheets and policy coverage reports. |
| IBCNSM9 | This routine prints the insurance plan worksheets and policy coverage reports. |
| IBCNSM31 | This routine displays in list format one patient's policies and allows for editing of these policies. |
| IBCNSM32 | This routine displays in list format one patient's policies and allows for editing of these policies. |
| IBCNSP | This routine displays policy data for a patient in expanded format and allows for editing of the data. |
| IBCNSP0 | This routine contains Insurance Management – Expanded Policy. |
| IBCNSP01 | This routine contains Insurance management – Expanded Policy. |
| IBCNSP02 | This routine contains Insurance Management - Expanded Policy. |
| IBCNSP1 | Insurance Management - Policy Actions. |
| IBCNSP2 | This routine is the supported call to allow for editing of a patient's insurance policy and plan information from registration and billing. |
| IBCNSP3 | This routine displays policy data for a patient in expanded format and allows for editing of the data. |
| IBCNSP11 | This routine displays policy data for a patient in expanded format and allows for editing of the data. |
| IBCNUPD | Update Subscriber Info for Selected Patients. |
| IBCOC | Prints a list of inactive insurance companies still listed as insuring patients. |
| IBCOC1 | Prints a list of new but not verified insurance. |
| IBCOMA | Identify active policies w/no effective date. |
| IBCOMA1 | Identify active policies w/no effective date (con't). |
| IBCOMC | Identify Pt By Age With Or Without Insurance. |
| IBCOMC1 | ALB / CMS-identify Pt by age with or without insurance (con't). |
| IBCOMC2 | Identify Pt by age with or without insurance (con't). |
| IBCOMD | Generate insurance company listings. |
| IBCOMD1 | Generate insurance company listings. |
| IBCOMN | Patients no coverage verified report. |
| IBCOMN1 | Patients no coverage verified report (con't). |
| IBCONS1 | Veterans with insurance outputs. (Routines formerly named DGCRONS1, DGCRONS2, DGCRONSC.). |
| IBCONS2 | Veterans with insurance outputs. (Routines formerly named DGCRONS1, DGCRONS2, DGCRONSC.). |
| IBCONS3 | Veterans with insurance outputs interface with Claims Tracking. |
| IBCONSC | Veterans with insurance outputs. (Routines formerly named DGCRONS1, DGCRONS2, DGCRONSC.). |
| IBCOPP | List Ins. Plans by Co. (Driver). |
| IBCOPP1 | List Ins. Plans by Co. (Driver 1). |
| IBCOPP2 | List Ins. Plans by Co. (Compile). |
| IBCOPP3 | List Ins. Plans by Co. (Print). |
| IBCOPR | Print dollar amounts for Pre-registration. |
| IBCOPR1 | Print dollar amounts for Pre-registration. |
| IBJDI4 | Patients with unidentified insurance. |
| IBJDI41 | Patients with unidentified insurance (con’t). |
| IBJDI5 | Insurance policies not verified. |
| IBJPI | This program is used to define the eIV Site Parameters. |
| IBJPI2 | This program performs the eIV Site Parameters actions. |
| IBJPI3 | Most popular payer screen. |
| IBJPI4 | Most popular payer screen. |
| IBJPI5 | IBJP5 eIV Site Parameters Screen  |
| IBJPM | This program displays and allows editing of the MCCR Site Parameters. |
| IBOTR | Insurance Payment Trend Report user interface. (Routines IBOTR and IBOTR1 were formerly named DGCROTR, DGCROTR1.) |
| IBOTR1 | Insurance Payment Trend Report user interface. (Routines IBOTR and IBOTR1 were formerly named DGCROTR, DGCROTR1.) |
| IBOTR2 | Insurance Payment Trend Report data compilation. (Routine formerly named DGCROTR2.) |
| IBOTR3 | Insurance Payment Trend Report output. (Routines formerly named DGCROTR3, DGCROTR4.) |
| IBOTR4 | Insurance Payment Trend Report output. (Routines formerly named DGCROTR3, DGCROTR4.) |
| IBOTR11 | Insurance Payment Trend Report user interface. (Routines IBOTR and IBOTR1 were formerly named DGCROTR, DGCROTR1.) |
| IBOUNP1 | Inpatients w/Unknown or Expired Insurance Report. |
| IBOUNP2 | Inpatients w/Unknown or Expired Insurance Report. |
| IBOUNP3 | Inpatients w/Unknown or Expired Insurance Report. |
| IBOUNP4 | Outpatients w/Unknown or Expired Insurance Report. |
| IBOUNP5 | Outpatients w/Unknown or Expired Insurance Report. |
| IBOUNP6 | Outpatients w/Unknown or Expired Insurance Report. |

## File List with Descriptions

**WARNING: It is not recommended that you use VA FileManager to edit any of the files directly! Furthermore, editing any of the new files without direction from the interface programmers may cause the interface to become non-functional!**

Table 3: File List Descriptions

| File # | File Name | Data Dictionary |
| --- | --- | --- |
| 2 | PATIENT | ^DPT – contains all the patients followed by the medical center / Outpatient clinic. |
| 2.312 | INSURANCE TYPE SUB\_FILE | This multiple contains patient’s insurance information. |
| 2.322 | ELIGIBILITY/BENEFIT SUB-FILE | This multiple contains all of the eligibility and benefit data for a specific insured person returned from the Payer. |
| 36 | INSURANCE COMPANY | ^DIC(36)- This file contains the names and addresses of insurance companies as needed by the local facility. The data in this file is NOT EDITABLE USING VA FILEMAN. If a new entry needs to be made or an existing entry changed, the user must be assigned the appropriate MAS or IB module option. |
| 350.9 | IB SITE PARAMETERS | ^IBE(350.9) – This file contains the data necessary to run the IB package. It has been modified to store the parameters needed for the Insurance Identification and Verification Interface. All data elements for the Insurance Identification and Verification Interface will be numbered 51.nn. |
| 350.9002 | BATCH EXTRACTS (sub-file)  | This multiple contains site parameters related to batch extracts. |
| 353.1 | PLACE OF SERVICE | ^IBE(353.1) - This is a reference file containing the Place of Service codes that may be associated with a procedure. This is a set of codes specifically defined to be used on the CMS-1500. |
| 355.12 | SOURCE OF INFORMATION | ^IBE(355.12) – This file contains codes that represent the origination of the patient’s insurance information |
| 355.33 | INSURANCE VERIFICATION PROCESSOR | ^IBA(355.33) – This file contains insurance information accumulated by various sources. The data is held in this file until an authorized person processes the information by either rejecting it or moving it to the Insurance files. |
| 355.36 | CREATION TO PROCESSING TRACKING | ^IBA(355.36) - This file tracks transactions from creation until final processing. This file tracks insurance records that are processed through the INSURANCE VERIFICATION PROCESSOR (#355.33), in addition to records that are processed by eIV via auto update. |
| 365 | IIV RESPONSE | ^IBCN(365) – This file holds all responses to HL7 messages generated from the IIV TRANSMISSION QUEUE File (#365.1) for Insurance Identification and Verification. |
| 365.011 | X12 271 ELIGIBILITY/BENEFIT | ^IBE(365.011) – This contains the eligibility statuses of the individual or the benefit related categories from the corresponding X.12 271 EB01 codes. |
| 365.012 | X12 271 COVERAGE LEVEL | ^IBE(365.012) – This contains the level of coverage of benefits from the corresponding X.12 271 EB02 codes. |
| 365.013 | X12 271 SERVICE TYPE | ^IBE(365.013) – This contains the classification of services from the corresponding X.12 271 EB03 codes. |
| 365.014 | X12 271 INSURANCE TYPE | ^IBE(365.014) – This contains different types of insurance policies from the corresponding X.12 271 EB04 codes. |
| 365.015 | X12 271 TIME PERIOD QUALIFIER | ^IBE(365.015) – This contains the time period category when qualifying benefit availability from the corresponding X.12 271 EB05 codes. |
| 365.016 | X12 271 QUANTITY QUALIFIER | ^IBE(365.016) – This contains the type of units that are conveyed when describing a benefit quantity from the corresponding X.12 271 EB06 codes. |
| 365.017 | X12 271 ERROR CONDITION | ^IBE(365.017) – This file contains all the corresponding X.12 271 AAA03 codes. These values are returned because of an error in processing. |
| 365.018 | X12 271 ERROR ACTION | ^IBE(365.018) – This file contains the action that eIV should take as a result of an error encountered. |
| 365.02 | ELIGIBILITY / BENEFIT SUB-FILE | This multiple contains eligibility / benefit information. |
| 365.021 | X12 271 CONTACT QUALIFIER | ^IBE(365.021) – This contains the different types of communications. |
| 365.022 | X12 ENTITY IDENTIFIER CODE | This file contains all the corresponding X.12 codes which identify an eligibility / benefit entity.  |
| 365.023 | X12 271 IDENTIFICATION QUALIFIER | This file contains all the corresponding X.12 codes for identification qualifiers. |
| 365.024 | X12 271 PROVIDER CODE | This file contains all the corresponding X.12 codes which identify a provider.  |
| 365.025 | X12 271 DELIVERY FREQUENCY CODE | This file contains all the corresponding X.12 codes for delivery frequency.  |
| 365.026 | X12 271 DATE QUALIFIER FILE | This file contains all the corresponding X.12 codes for date/time qualifiers.  |
| 365.027 | X12 271 LOOP ID | This file contains all the corresponding X.12 codes for loop IDS  |
| 365.028 | X12 271 REF IDENTIFICATION | This file contains all the corresponding X.12 codes for ref identification.  |
| 365.029 | X12 271 UNITS OF MEASUREMENT | This file contains all the corresponding X.12 271 Units of measurement. |
| 365.031 | X12 271 ENTITY RELATIONSHIP CODE | This file contains all the corresponding X.12 271 Entity Relationship codes. |
| 365.032 | X12 271 DATE FORMAT QUALIFIER | This file contains all the corresponding X.12 271 date format qualifiers. |
| 365.033 | X12 271 YES/NO RESPONSE CODE | This file contains the corresponding X.12 271 YES / NO condition or Response codes. |
| 365.034 | X12 271 LOCATION QUALIFER | This file contains all the corresponding X.12 271 Location Qualifiers. |
| 365.035 | X12 271 PROCEDURE CODING METHOD | This file contains all the corresponding X.12 271 procedure coding methods. |
| 365.036 | X12 271 DELIVERY PATTERN | This file contains all the corresponding X12 271 Delivery Pattern codes. |
| 365.037 | X12 271 PATIENT RELATIONSHIP | This file contains all the corresponding X.12 271 patient relationship codes. |
| 365.038 | X12 271 INJURY CATEGORY | This file contains all the corresponding X.12 271 Nature of Injury Category codes. |
| 365.039 | X12 271 MILITARY PERSONNEL INFO STATUS CODE | This file contains all the corresponding X.12 271 military personnel information status codes. |
| 365.041 | X12 271 MILITARY GOVT SERVICE AFFILIATION | This file contains all the corresponding X.12 271 military personnel information government service affiliation codes. |
| 365.042 | X12 271 MILITARY SERVICE RANK | This file contains all the corresponding X.12 271 military personnel information rank codes. |
| 365.043 | X12 271 ENTITY TYPE QUALIFIER | This file contains all the corresponding X.12 271 Entity Type Qualifiers. |
| 365.044 | X12 271 CODE LIST QUALIFIER | This file contains all the corresponding X.12 271 code list qualifiers. |
| 365.045 | X12 271 NATURE OF INJURY CODES | This file contains all the corresponding X.12 271 NATURE OF INJURY CODES. |
| 365.046 | X12 271 MILITARY EMPLOYMENT STATUS CODE | This file contains all the corresponding X.12 271 MPI employment status codes. |
| 365.1 | IIV TRANSMISSION QUEUE | ^IBCN(365.1) – This file contains records, which have been selected based on specific criteria to generate an HL7 message. These messages will be sent to the Eligibility Communicator for processing. |
| 365.11 | IIV AUTO MATCH | ^IBCN(365.11) – This file contains records, which have been entered by the users to assist with the identification of a valid insurance company names that are found in the INSURANCE COMPANY File (#36). |
| 365.12 | PAYER | ^IBE(365.12) – This file contains all payers, which can be communicated with electronically for insurance identification and verification. |
| 365.121 | APPLICATION SUB-FILE | This multiple contains application-related data for a given payer.IB\*2.0\*664 added auditing to the LOCAL ACTIVE (#365.121 , .03) field. |
| 365.1212 | ACTIVE FLAG LOG (sub-file)  | This multiple contains log of changes to the “ACTIVE” flag. |
| 365.1213 | TRUSTED FLAG LOG (sub-file) | This multiple contains log of changes to the “TRUSTED” flag. |
| 365.13 | PAYER APPLICATION | ^IBE(365.13) – This file contains all the different applications that a payer could be contacted electronically for. |
| 365.14 | IIV TRANSMISSION STATUS | ^IBE(365.14) – This file contains all the possible message statuses that are found in the IIV TRANSMISSION QUEUE File (#365.1) and the IIV RESPONSE File (#365). |
| 365.15 | IIV STATUS TABLE | ^IBE(365.15) – This file contains the possible eIV Status symbols, and in some cases the applicable error message, that is found in the Insurance Buffer entries. |
| 365.152 | DESCRIPTION SUB-FILE | This is the explanation of what the eIV status means. This description will appear in the Expand Entry action of the Insurance Buffer application. |
| 365.17 | CORRECTIVE ACTION SUB-FILE | This is the set of steps a user needs to follow in order to resolve this eIV problem that is displayed on the Expand Entry screen in the Insurance Buffer. |
| 365.18 | EIV EICD TRACKING FILE | This file allows VistA to track data associated with the Electronic Insurance Coverage Discovery (EICD) extract process. Both Identification and Verification EICD transactions (inquiries and responses) are detailed and tracked in this file. |
| 365.185 | INSURANCE DISCOVERED SUB-FILE | When an EICD Identification response returns with one or more discovered policies, they are detailed in this sub-file to be used when creating EICD Verification inquiries. |
| 365.2 | IIV RESPONSE REVIEW | ^IBCN(365.2) - This file holds the outcome of the reviews of MEDICARE (WNR) messages contained in the IIV RESPONSE file (#365). The file is populated when the user enters comments and statuses against selected messages using the Medicare Potential COB Worklist [IBCNE POTENTIAL COB LIST] option. |

## Input Templates

Following is a list of the VA FileMan input templates associated with the processing and generation of X12 270/271 messages.

Table 4: Input Template

| Input Template | File |
| --- | --- |
| IBCNE GENERAL PARAMETER EDIT | IB SITE PARAMETERS #350.9 |
| IBCN PATIENT INSURANCE | IBCN PATIENT INSURANCE #2 |
| IBEDIT INS CO1 | INSURANCE COMPANY #36 |

## List Templates

Following is a list of the VA FileMan list templates associated with the processing and generation of X12 270/271 messages. This includes List Templates associated with the VistA menu option PROCESS INSURANCE BUFFER [IBCN INSURANCE BUFFER PROCESS].

Table 5: List Template

| List Template |
| --- |
| IBCNB INSURANCE BUFFER ENTRY |
| IBCNE MEDICARE COB DISPLAY |
| IBCNE MEDICARE COB LIST |
| IBCNE AUTO MATCH BUFFER LIST |
| IBCNE PAYER EXPAND LIST |
| IBCNE PAYER MAINT LIST |
| IBCNE REQUEST INS INQUIRY LIST |
| IBJP IIV SITE PARAMETERS |
| IBJP IIV MOST POPULAR PAYERS |
| IBJP MCCR PARAMETERS |
| IBCNB INSURANCE BUFFER LIST |
| IBCNE ELIGILITY/BENEFIT INFO |
| IBCNS EXPANDED POLICY |
| IBCNS INS CO PLAN DETAIL |
| IBJT CLAIM INFO |
| IBCNE ELIGIBILITY/BENEFIT INFO |
| IBCNE MEDICARE COB DISPLAY |
| IBCNE MEDICARE COB LIST |
| IBCNB INSURANCE BUFFER PAYER |

## Mail Group

Table 6: Mail Group

| Mail Group Name | Description |
| --- | --- |
| IBCNE EIV MESSAGE | This Mail Group receives messages when eIV encounters a problem, which includes but is not limited to: building inquiries, processing responses, and other issues with the HL7 messages. |

## Options for eIV

Table 7: eIV Options

| eIV (VistA) options | Description | Attached to Menu |
| --- | --- | --- |
| ~~Interfacility Ins Update Activity Report~~~~[IBCN INTERFACILITY INS UPDATE]~~ | ~~This option runs the new Interfacility Ins Update Activity Report.~~ | ~~Patient Insurance Menu~~~~[IBCN INSURANCE MGMT MENU]~~ |
| List Group Plans without Annual Benefits Report[IBCN GRP PLAN FILES RPT] | This option runs the List Group Plans without Annual Benefits Report. | Insurance Reports[IBCN INS RPTS] |
| HL7 Response Report[IBCNE HL7 RESPONSE REPORT] | This option displays the time the request was sent to FSC and the Time the response was receive. It also shows the Buffer #, Payer # and Patient # | eIV Menu[IBCNE IIV MENU] |
| Insurance Reports[IBCN INS RPTS] | This is the main menu to view and print insurance reports. | Patient Insurance Menu[IBCN INSURANCE MGMT MENU] |
| Insurance Company Entry/Edit[IBCN INSURANCE CO EDIT] | This option allows the editing of insurance company information. | Patient Insurance Menu[IBCN INSURANCE MGMT MENU] |
| Patient Insurance Menu[IBCN INSURANCE MGMT MENU] | This is a main menu to edit, view, and print insurance information. | Integrated Billing Master Menu [IB MANAGER MENU] |
| Patient Insurance Info View/Edit[IBCN PATIENT INSURANCE] | This option allows viewing and editing of patient insurance. | Patient Insurance Menu[IBCN INSURANCE MGMT MENU] |
| User Edit Report[IBCN USER EDIT RPT] | This option runs the new User Edit Report. | Insurance Reports[IBCN INS RPTS] |
| Enter/Edit Auto Match Entries[IBCNE AUTO MATCH ENTER/EDIT] | This option is used to define and/or edit eIV Auto Match rules which assist the eIV software with matching free-text insurance company names in the Insurance Buffer with insurance companies in the INSURANCE COMPANY File (#36).  | eIV Menu[IBCNE IIV MENU] |
| Add Auto Match Entries Using Insurance Buffer Data[IBCNE AUTO MATCH BUFFER] | This option is a tool that lists each of the free-text insurance company names in the Insurance Buffer to determine whether a match is able to be made to an existing insurance company in the INSURANCE COMPANY File (#36).  | eIV Menu[IBCNE IIV MENU] |
| IIV Nightly Process[IBCNE IIV BATCH PROCESS] | This option is used to begin the nightly batch processing. The nightly processing checks to ensure that all required parameters are defined, runs the inquiry extracts, send a registration message to the EC, and then proceeds to deliver the inquiries. This option is typically run on a nightly basis through a scheduled TaskMan task. | (TaskMan ONLY) |
| Link Insurance Companies to Payers[IBCNE PAYER LINK] | This option allows the user to see payers added during a date range entered by the user. They will then be able to link these payers to selected insurance companies. | Payer Maintenance Menu [IBCNE PAYER MAINTENANCE MENU] |
| Payer Maintenance Menu[IBCNE PAYER MAINTENANCE MENU] | This menu lists options to maintain the PAYER File (#365.12). | Patient Insurance Menu[IBCN INSURANCE MGMT MENU] |
| eIV Statistical Report[IBCNE IIV STATISTICAL REPORT] | This option runs the eIV Statistical Report which contains a summary of incoming and outgoing message traffic, as well as current statistics for the Insurance Buffer. | eIV Menu[IBCNE IIV MENU] |
| Unlinked Payers Notification[IBCNE EIV PAYER LINK NOTIFY] | This option sends a Mailman notification to eIV mail group that contains total number of nationally active unlinked payers with potential insurance company matches along with the list of nationally active linked payers that are locally inactive. |  |
| eIV Auto Update Report[IBCNE EIV UPDATE REPORT] | This option generates the eIV Auto Update Report based on eIV Inquiries and Responses for a given date range and current Patient Insurance data. This report only reflects policies that were last edited / verified (within the date range) by the automatic processing (also known as Auto Update) of an eIV payer response (X12 271 message). | Patient Insurance Menu[IBCN INSURANCE MGMT MENU] |
| eIV Payer Link Report[IBCNE IIV PAYER LINK REPORT] | This option runs the eIV Payer Link Report which provides either a Payer List or an Insurance Company List. The Payer List reflects the payer / insurance company link information while the Insurance Company List reflects the insurance company / payer link information. | eIV Menu[IBCNE IIV MENU] |
| eIV Payer Report[IBCNE IIV PAYER REPORT] | This option runs the eIV Payer Report which provides statistics on a payer-by-payer basis regarding the number of inquiries sent and received and summaries of error codes that have been returned. | eIV Menu[IBCNE IIV MENU] |
| Payer Edit[IBCNE PAYER EDIT]\*Requires the security key IBCNE EIV MAINTENANCE | This option is used to review the list payers that are currently available for EDI communications in the national payer list maintained by the EC. This option can be used to locally enable or disable each payer for the site. | Payer Maintenance Menu[IBCNE PAYER MAINTENANCE MENU] |
| Purge eIV Transactions[IBCNE PURGE IIV DATA] | This option allows the site to purge eIV inquiry and response data from the IIV TRANSMISSION QUEUE (#365.1) and IIV RESPONSE (#365) files, respectively. | Purge Menu[IB PURGE MENU] |
| Request Electronic Insurance Inquiry[IBCNE REQUEST INQUIRY]\*Requires the security key IBCNE IIV SUPERVISOR | This option provides the means to manually request an electronic eligibility inquiry for a specified patient and insurance company. This option also allows an identification request to the sent for a specified patient that directs the EC to send all known insurance for that patient. | eIV Menu[IBCNE IIV MENU] |
| Link Insurance Companies to Payers[IBCNE PAYER LINK]\*Requires the security key IB IBCNE EIV MAINTENANCE | This option is a tool that assists insurance supervisor staff with matching the individual insurance companies in the INSURANCE COMPANY File (#36) to payers in the PAYER File (#365.12) by utilizing the professional and institutional EDI identifier to propose potential matches. | Payer Maintenance Menu[IBCNE PAYER MAINTENANCE MENU] |
| eIV Ambiguous Policy Report [IBCNE IIV AMBIGUOUS POLICY RPT] | This option displays details of ambiguous responses that were received as a result of identification inquiries. These responses are not stored in the buffer. Therefore, this report was added as a mechanism for reviewing this information. | Potential New Insurance Found [IBCNE POTENTIAL NEW INS FOUND] |
| eIV Inactive Policy Report [IBCNE IIV INACTIVE POLICY RPT] | This option display details of no active insurance responses were received as a result of identification inquiries. These responses are not stored in the buffer. Therefore, this report was added as a mechanism for reviewing this information. | Potential New Insurance Found [IBCNE POTENTIAL NEW INS FOUND] |
| Potential New Insurance Found [IBCNE POTENTIAL NEW INS FOUND] | This menu contains the eIV Ambiguous Policy and eIV Inactive Policy reports. | eIV MENU [IBCNE IIV MENU] |
| eIV Response Report [IBCNE IIV RESPONSE REPORT] | This option runs the eIV Response Report that displays details about the incoming electronic responses from the payers via the Eligibility Communicator. | eIV MENU [IBCNE IIV MENU] |
| Update Subscriber Info [IBCN UPDATE SUBSCRIBER INFO] | This option will update subscriber fields defined to the INSURANCE TYPE sub-file (2.312). | MCCR System Definition Menu [IB SYSTEM DEFINITION MENU] |
| Medicare Potential COB Worklist [IBCNE POTENTIAL COB LIST] | This option creates a list of those patients whom Medicare has identified in a 271 HL7 response message as having insurance subsequent to their Medicare Insurance. | eIV MENU [IBCNE IIV MENU] |
| MCCR Site Parameters[IBJ MCCR SITE PARAMETERS] | This option allows editing of the MCCR Site Parameters | MCCR System Definition Menu[IB SYSTEM DEFINITION MENU] |
| Manually Added HPIDs to Billing Claim Report[IBCN HPID CLAIM RPT] | This option runs the Manually Added HPIDs to Billing Claim Report. | Patient Billing Reports Menu [IB OUTPUT PATIENT REPORT MENU]OrPatient Insurance Menu, [IBCN INSURANCE MGMT MENU] |
| eIV Payer Date of Death Report[IBCNE EIV PAYER DOD REPORT] | This option enables the user to generate a report of insurance carriers reporting patient deaths so that Insurance Verifiers can forward information to the VA registration offices for research. | Insurance Reports Menu[IBCN INS RPTS] |

## List Manager Templates

Table 8: List Manager Templates

| List Manager Template | Description |
| --- | --- |
| IBCN MEDICARE COB EXPAND | Display type List Manager template for expanded Medicare patients with subsequent insurance |
| IBCNE AUTO MATCH BUFFER LIST | List Manager template for the IBCNE AUTO MATCH BUFFER option. |
| IBCNE ELIGIBILITY/BENEFIT INFO | Protocol type List Manager template for Insurance Buffer Process screen |
| IBCNE MEDICARE COB DISPLAY | Protocol type List Manager template for the display of the MEDICARE POTENTIAL COB worklist |
| IBCNE MEDICARE COB LIST | Protocol type List Manager template for the display of the MEDICARE POTENTIAL COB worklist |
| IBCNE REQUEST INS INQUIRY LIST | List Manager template to lists the veteran’s active and inactive insurance policies not including any ineligible (Medicare or Medicaid) policies. |
| IBCNE PAYER EXPAND LIST | List Manager template to show detail information about a Payer and Insurance Companies to link. |
| IBCNE PAYER MAINT LIST | List Manager template that shows the number of Insurance Companies with a matching EDI number that does not link to a Payer. |
| IBJP IIV MOST POPULAR PAYERS | List Manager template that allows the entry and edits of the eIV Most Popular Payer list. |
| IBJP IIV SITE PARAMETERS | List Manager template for the Insurance Verification screen. |
| IBCNB INSURANCE BUFFER ENTRY | Protocol type List Manager template to display an expanded Insurance Buffer Entry. |
| IBCNB INSURANCE BUFFER LIST | Protocol type List Manager template to display Insurance Buffer entries. |
| IBCNB INSURANCE BUFFER PAYER | Protocol type List Manager template to display Eligibility Benefits Payer Summary information. |
| IBCNB INSURANCE BUFFER PROCESS | Protocol type List Manager template to process an Insurance Buffer Entry. |

## Protocols

Table 9: Protocols

| Protocol | Type |
| --- | --- |
| IBCNB ELIG PAYER SUMMARY | Menu |
| IBCNB EDIT SUBSCRIBER | Action |
| IBCNB ENTRY EDIT ALL | Action |
| IBCNB ENTRY EDIT GROUP | Action |
| IBCNB ENTRY EDIT INSURANCE | Action |
| IBCNB ENTRY EDIT POLICY | Action |
| IBCNB ENTRY ESCALATE | Action |
| IBCNB ENTRY RESPONSE REPORT | IB\*2.0\*549 - No longer called from within the option “IBCN INSURANCE BUFFER PROCESS” (was Action) |
| IBCNB ENTRY SCREEN MENU | Menu |
| IBCNB ENTRY VERIFY | Removed with IB\*2.0\*506 (was Action) |
| IBCNB EXPAND BENEFITS | Action |
| IBCNB FAST EXIT | Action |
| IBCNB LIST ADD | Action |
| IBCNB LIST APPOINTMENTS VIEW | Removed with IB\*2.0\*506 (was Action) |
| IBCNB LIST CHECK NAMES | Action |
| IBCNB LIST COMPLETE VIEW | Action |
| IBCNB LIST ENTRY SCREEN | Action |
| IBCNB LIST EPHARMACY VIEW | Action |
| IBCNB LIST FAILURE VIEW | Action |
| IBCNB LIST MEDICARE VIEW | Action |
| IBCNB LIST NEGATIVE VIEW | Action |
| IBCNB LIST POSITIVE VIEW | Action |
| IBCNB LIST PROCESS SCREEN | Action |
| IBCNB LIST REJECT | Action |
| IBCNB LIST SCREEN MENU | Menu |
| IBCNB LIST SORT | Action |
| IBCNB LIST TRICARE/CHAMPVA VIEW | Action |
| IBCNB PROCESS ACCEPT | Action |
| IBCNB PROCESS COMPARE/EDIT | Action |
| IBCNB PROCESS ENTRY SCREEN | Action |
| IBCNB PROCESS REJECT | Action |
| IBCNB PROCESS SCREEN MENU | Menu |
| IBCNB PROCESS TOGGLE | Action |
| IBCNE AUTO MATCH BUFFER EXIT | Action |
| IBCNE AUTO MATCH BUFFER LINK | Action |
| IBCNE AUTO MATCH BUFFER MENU | Menu |
| IBCNE AUTO MATCH BUFFER SELECT | Action |
| IBCNE AB VIEW EXP ELIG BEN SCREEN | Action |
| IBCNE EIV ID REQUEST | Subscriber |
| IBCNE EIV ID RESPONSE | Subscriber |
| IBCNE EIV PIN-I07 IN | Event driver |
| IBCNE EIV RQP OUT | Event driver |
| IBCNE ELIG BEN INFO MENU | Menu |
| IBCNE ELIG PAY SUM MENU | Menu |
| IBCNE FAST EXIT | Action |
| IBCNE IIV ID REQUEST | Event driver |
| IBCNE IIV IN | Event driver |
| IBCNE IIV MFN OUT | Event driver |
| IBCNE IIV MFN IN | Subscriber |
| IBCNE IIV REGISTER | Event driver |
| IBCNE IIV RESPONSE | Subscriber |
| IBCNE IIV RQI OUT | Event driver |
| IBCNE IIV RQV OUT | Event driver |
| IBCNE IIV TABLE | Subscriber |
| IBCNE IIV VER REQUEST | Subscriber |
| IBCNE JT COVERAGE LIMIT DATE RANGE | Action |
| IBCNE JT VIEW EXP ELIG BEN SCREEN | Action |
| IBCNE MBI REQUEST | Action |
| IBCNE MEDICARE COB | Menu |
| IBCNE MEDICARE COB AC | Action |
| IBCNE MEDICARE COB CS | Action |
| IBCNE MEDICARE COB DISP | Menu |
| IBCNE MEDICARE COB EE | Action |
| IBCNE PAYER EXIT | Action |
| IBCNE PAYER EXPAND | Action |
| IBCNE PAYER EXPAND MENU | Menu |
| IBCNE PAYER LINK | Action |
| IBCNE PAYER MAINT MENU | Menu |
| IBCNE REVERIFY INSURANCE MENU | Menu |
| IBCNE SELECT INSURANCE | Action |
| IBCNE SV VIEW EXP ELIG BEN SCREEN | Action |
| IBCNE VP VIEW EXP ELIG BEN SCREEN | Action |
| IBCNS EXIT | Action |
| IBCNS QUIT | Action |
| IBCNSA AN BEN ADD COM | Action |
| IBCNSA AN BEN CH YR | Action |
| IBCNSA AN BEN ED ALL | Action |
| IBCNSA AN BEN HOME HEA | Action |
| IBCNSA AN BEN HOSPC | Action |
| IBCNSA AN BEN INPT | Action |
| IBCNSA AN BEN IV MGMT | Action |
| IBCNSA AN BEN MEN H | Action |
| IBCNSA AN BEN OPT | Action |
| IBCNSA AN BEN POL INF | Action |
| IBCNSA AN BEN REHAB | Action |
| IBCNSA AN BEN USER INF | Action |
| IBCNSA ANNUAL BENEFITS | Menu |
| IBCNSC INS CO (IN)ACTIVATE COMPANY | Action |
| IBCNSC INS CO APPEALS OFFICE | Action |
| IBCNSC INS CO ASSOCIATION | Action |
| IBCNSC INS CO BILLING PARAMETERS | Action |
| IBCNSC INS CO CHANGE COMPANY | Action |
| IBCNSC INS CO DELETE COMPANY | Action |
| IBCNSC INS CO EDIT ALL | Action |
| IBCNSC INS CO INPT CLAIMS | Action |
| IBCNSC INS CO INQUIRY OFFICE | Action |
| IBCNSC INS CO MAIN MAILING ADDRESS | Action |
| IBCNSC INS CO OPT CLAIMS | Action |
| IBCNSC INS CO PAYER | Action |
| IBCNSC INS CO REMARKS | Action |
| IBCNSC INS CO RX CLAIMS | Action |
| IBCNSC INS CO SYNONYMS | Action |
| IBCNSC INS CO TELEPHONE | Action |
| IBCNSC INSURANCE CO | Menu |
| IBCNSC PLAN DETAIL | Action |
| IBCNSC PLAN LIST | Menu |
| IBCNSC PROVIDER ID PARAMETERS | Action |
| IBCNSJ CHANGE PLAN | Action |
| IBCNSJ EDIT COVERAGE LIMITS | Action |
| IBCNSJ EDIT PLAN INFO | Action |
| IBCNSJ INACTIVATE PLAN | Action |
| IBCNSJ INS CO EDIT COVERAGE LIMITS | Action |
| IBCNSJ INS CO INACTIVATE PLAN | Action |
| IBCNSJ INS CO PLANS | Action |
| IBCNSJ PLAN COMMENT | Action |
| IBCNSJ PLAN LOOKUP | Menu |
| IBCNSJ PLAN SELECT | Action |
| IBCNSJ PLAN UR INFO | Action |
| IBCNSJ PLAN VIEW/EDIT | Action |
| IBCNSJ SWITCH PLANS | Action |
| IBCNSJ UPDATE ANNUAL BENEFITS | Action |
| IBCNSM INSURANCE MANAGEMENT | Menu |
| IBCNSM ADD POLICY | Action |
| IBCNSM BENEFITS USED | Action |
| IBCNSM CHANGE PATIENT | Action |
| IBCNSM DELETE POLICY | Action |
| IBCNSM EDIT ALL | Action |
| IBCNSM PATIENT INSURANCE | Menu |
| IBCNSM PERSONAL RIDERS | Action |
| IBCNSM PRINT PATIENT INS | Action |
| IBCNSM PRINT WORKSHEET | Action |
| IBCNSM RX COB DETERMINATION | Action |
| IBCNSM UPDATE ANNUAL BENEFITS | Action |
| IBCNSM UPDATE INS BENEFITS | Action |
| IBCNSM UPDATE INS CO. | Action |
| IBCNSM UPDATE POLICY | Action |
| IBCNSM VERIFY INS | Action |
| IBCNSM VIEW BENEFITS | Action |
| IBCNSM VIEW INS CO | Action |
| IBCNSM VIEW NAT INS CO | Action |
| IBCNSM VIEW PAT POLICY | Action |
| IBCNSP ADD COMMENT | Action |
| IBCNSP ANNUAL BENEFITS | Action |
| IBCNSP BENEFITS USED | Action |
| IBCNSP EDIT ALL | Action |
| IBCNSP EDIT EFFECTIVE DATES | Action |
| IBCNSP EDIT POLICY INFO | Action |
| IBCNSP EMPLOYER INFO FOR CLAIMS | Action |
| IBCNSP INSURANCE CONTACT INF | Action |
| IBCNSP PERSONAL RIDERS | Action |
| IBCNSP POLICY MENU | Action |
| IBCNSP SUBSCRIBER UPDATE | Action |
| IBCNSP UR INFO | Action |
| IBCNSP VERIFY COVERAGE | Action |
| IBCNSV ANNUAL BENEFITS | Menu |
| IBCNSV BENEFITS USED BY DATE | Menu |
| IBCNSV INSURANCE CO | Menu |
| IBCNSV PATIENT INSURANCE | Action |
| IBCNSV POLICY MENU | Menu |
| IBCNSV VIEW AN BEN | Action |
| IBCNSV VIEW BEN USED | Action |
| IBCNSV VIEW EXP POL | Action |
| IBJ EXIT | Action |
| IBJP AUTO BILLING SCREEN | Action |
| IBJP CLAIMS TRACKING SCREEN | Action |
| IBJP IB SITE PARAMETER SCREEN | Action |
| IBJP IB SITE SELECTED SERVICE CODES | Action |
| IBJP IIV BATCH EXTRACT EDIT | Action |
| IBJP IIV GENERAL EDIT | Action |
| IBJP IIV MOST POPULAR ADD | Action |
| IBJP IIV MOST POPULAR DELETE | Action |
| IBJP IIV MOST POPULAR EDIT | Action |
| IBJP IIV MOST POPULAR EXIT | Action |
| IBJP IIV MOST POPULAR MENU | Action |
| IBJP IIV MOST POPULAR MODIFY | Action |
| IBJP IIV MOST POPULAR REORDER | Action |
| IBJP IIV MOST POPULAR RESTORE | Action |
| IBJP IIV MOST POPULAR SAVE | Action |
| IBJP IIV PAT W/O INS | Action |
| IBJP INS VER MENU | Action |
| IBJP INS VER SCREEN | Action |
| IBJP MCCR PARAMETERS MENU | Menu |
| IBJT ACTIVE LIST SCREEN SKIP | Action |
| IBJT AR ACCOUNT PROFILE SCREEN | Action |
| IBJT AR COMMENT HISTORY SCREEN | Action |
| IBJT BILL CHARGES SCREEN | Action |
| IBJT BILL DX SCREEN | Action |
| IBJT BILL PROCEDURES SCREEN | Action |
| IBJT CHANGE BILL | Action |
| IBJT CLAIM MENU SCREEN | Menu |
| IBJT CLAIM SCREEN SKIP | Action |
| IBJT CT/IR COMMUNICATIONS LIST SCREEN | Action |
| IBJT EDI STATUS SCREEN | Action |
| IBJT HS HEALTH SUMMARY | Action |
| IBJT NS VIEW AN BEN MENU | Menu |
| IBJT NS VIEW AN BEN REDISPLAY | Action |
| IBJT NS VIEW AN BEN SCREEN | Action |
| IBJT NS VIEW EXP POL MENU | Menu |
| IBJT NS VIEW EXP POL REDISPLAY | Action |
| IBJT NS VIEW EXP POL SCREEN | Action |
| IBJT NS VIEW INS CO SCREEN | Action |
| IBJT PT ELIGIBILITY SCREEN | Action |
| VALM BLANK 1 | Menu |
| VALM PRINT LIST | Menu |
| VALM SEARCH LIST | Action |

## HL7 Application Parameters

Table 10: HL7 Application Parameter

| HL7 Application Parameter |
| --- |
| IIV EC |
| IIV VistA |

## HL Logical Links

Table 11: HL Logical Links

| HL Logical Link | Description |
| --- | --- |
| IIV EC | Link to Austin from VistA |

## Purging

All inquiries and responses for electronic eligibility requests made through eIV are stored in the IIV TRANSMISSION QUEUE File (#365.1) and the IIV RESPONSE File (#365). Over time these files will continue to grow as more inquiries and responses are stored. Therefore, the option Purge Insurance Verification Transactions [IBCNE PURGE IIV DATA] has been provided to allow inquiry and response data that is at least six months old to be purged. Note that it is critical to the eIV software to maintain at least six months of inquiry and response data to properly determine when a new inquiry should be made. This is due to the fact that eIV uses the information in these histories to determine when inquiries were made for specific patients / payers. The eIV nightly process will send an email reminder notice to the IBCNE eIV MESSAGE mail group on the first day of each month if records are found that are eligible to be purged.

In patch IB\*2.0\*621 it was decided to add the new EIV EICD TRACKING File (#365.18) (TRACKING) to the purge functionality in order to insure that the files stay in sync. Entries in the IIV TRANSMISSION QUEUE File (#365.1) (TQ) and the IIV RESPONSE File (#365) (RESPONSE) will not be purged unless the associated entries in the EIV EICD TRACKING File (365.18) have been purged.

Notice: A TRACKING record may point to 1 (one) or more sets of TQ and RESPONSE records. If any RESPONSE record associated with a TRACKING record contains a “Do Not Purge” field set to “1” (Yes) then all associated TQ and RESPONSE records of that TRACKING record will be retained. There is no limit to the number of sets of TQ and RESPONSE records that can be associated with a TRACKING record.

It was decided that implementing an automatic purge of records from the IIV TRANSMISSION QUEUE File (#365.1) and the IIV RESPONSE File (#365) would minimize the growth of these files. As of patch IB\*2.0\*595, the nightly process on the first day of the month will automatically purge records older than 180 days old where the DO NOT PURGE flag (#365,.11) is set to NO, thus retaining the required six months worth of data to facilitate inquiries and reports.

A modification was made with patch IB\*2.0\*549 where the field DO NOT PURGE (#.11) was added to the IIV RESPONSE FILE (#365). This flag is set to yes – meaning do not purge – when it is associated with a response to which the INSURANCE TYPE subfile (#2.312) is pointing. Therefore, even though a response and its associated inquiry may be older than six months, it may not be eligible to be purged. The flag will be set back to no – meaning it can be purged – once the INSURANCE TYPE subfile (#2.312) is no longer pointing to the record. The INSURANCE TYPE subfile points to a response record when one of two situations occur: a) eIV payer response (X12 271 message) is auto updated and processed programmatically updating the patient’s policy without user intervention; b) A buffer entry (Insurance Verification Processor file #355.33) is manually accepted and the user elects to update / accept the eligibility benefit information. If the INSURANCE TYPE subfile points to a response record prior to either of those situations, the DO NOT PURGE flag (#365, .11) on the original message will be changed from YES to NO. Then the INSURANCE TYPE subfile will be updated to point to the new (the accepted) eIV Response and the DO NOT PURGE flag will be set to YES for the current record.

# Security

## File Protection

The Insurance Identification and Verification Interface contains files that are standardized. They carry a higher level of file protection with regard to Delete, Read, Write, and LAYGO access, and should not be edited locally unless otherwise directed. The data dictionaries for all files should NOT be altered.

The following is a list of recommended VA FileMan access codes associated with each file contained in the KIDS build for the eIV interface.

Table 12: VA FileMan Access Codes

| File # | File Name | DD | RD | WR | DEL | LAYGO | AUDIT |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 365 | IIV RESPONSE | @ |  |  |  |  |  |
| 365.011 | X12 271 ELIGIBILITY/BENEFIT | @ |  |  | @ | @ |  |
| 365.012 | X12 271 COVERAGE LEVEL | @ |  |  | @ | @ |  |
| 365.013 | X12 271 SERVICE TYPE | @ |  |  | @ | @ |  |
| 365.014 | X12 271 INSURANCE TYPE | @ |  |  | @ | @ |  |
| 365.015 | X12 271 TIME PERIOD QUALIFIER | @ |  |  | @ | @ |  |
| 365.016 | X12 271 QUANTITY QUALIFIER | @ |  |  | @ | @ |  |
| 365.017 | X12 271 ERROR CONDITION | @ |  |  | @ | @ |  |
| 365.018 | X12 271 ERROR ACTION | @ |  |  | @ | @ |  |
| 365.021 | X12 271 CONTACT QUALIFIER | @ |  |  | @ | @ |  |
| 365.022 | X12 ENTITY IDENTIFIER CODE | @ |  |  | @ | @ |  |
| 365.023 | X12 271 IDENTIFICATION QUALIFIER | @ |  |  | @ | @ |  |
| 365.024 | X12 271 PROVIDER CODE | @ |  |  | @ | @ |  |
| 365.025 | X12 271 DELIVERY FREQUENCY CODE | @ |  |  | @ | @ |  |
| 365.026 | X12 271 DATA QUALIFIER FILE | @ |  |  | @ | @ |  |
| 365.027 | X12 271 LOOP ID | @ |  |  | @ | @ |  |
| 365.028 | X12 271 REFERENCE IDENTIFICATION  | @ |  |  | @ | @ |  |
| 365.029 | X12 271 UNITS OF MEASUREMENT | @ |  |  | @ | @ |  |
| 365.031 | X12 271 ENTITY RELATIONSHIP CODE | @ |  |  | @ | @ |  |
| 365.032 | X12 271 DATE FORMAT QUALIFIER |  |  |  |  |  |  |
| 365.033 | X12 271 YES/NO RESPONSE CODE | @ |  |  | @ | @ |  |
| 365.034 | X12 271 LOCATION QUALIFER |  |  |  |  |  |  |
| 365.035 | X12 271 PROCEDURE CODING METHOD | @ |  |  | @ | @ |  |
| 365.036 | X12 271 DELIVERY PATTERN |  |  |  |  |  |  |
| 365.037 | X12 271 PATIENT RELATIONSHIP | @ |  |  | @ | @ |  |
| 365.038 | X12 271 INJURY CATEGORY |  |  |  |  |  |  |
| 365.039 | X12 271 MILITARY PERSONNEL INFO STATUS CODE | @ |  |  | @ | @ |  |
| 365.041 | X12 271 MILITARY GOVT SERVICE AFFILIATION |  |  |  |  |  |  |
| 365.042 | X12 271 MILITARY SERVICE RANK | @ |  |  | @ | @ |  |
| 365.043 | X12 271 ENTITY TYPE QUALIFIER |  |  |  |  |  |  |
| 365.044 | X12 271 CODE LIST QUALIFIER | @ |  |  | @ | @ |  |
| 365.045 | X12 271 NATURE OF INJURY CODES |  |  |  |  |  |  |
| 365.046 | X12 271 MILITARY EMPLOYMENT STATUS CODE | @ |  |  | @ | @ |  |
| 365.1 | IIV TRANSMISSION QUEUE | @ |  |  |  |  |  |
| 365.11 | IIV AUTO MATCH | @ |  |  |  |  |  |
| 365.12 | PAYER | @ |  |  |  |  |  |
| 365.13 | PAYER APPLICATION | @ |  |  |  |  |  |
| 365.14 | IIV TRANSMISSION STATUS | @ |  |  | @ | @ |  |
| 365.15 | IIV STATUS TABLE | @ |  |  | @ | @ |  |
| 365.18 | EIV EICD TRACKING | @ |  |  |  |  |  |
| 365.2 | IIV RESPONSE REVIEW | @ | @ | @ | @ | @ |  |

## Security Keys

Table 13: Security Key Descriptions

| Security Key Name | Description |
| --- | --- |
| IBCNE EIV MAINTENANCE | This security key is for Electronic Insurance Verification project (eIV). It is used to restrict access to the Auto Match add/edit options, functions, and applications. Auto Match is a utility that links incorrect, user entered insurance company names with correct, active insurance company names. Only users holding this key may add, edit, or delete entries in the Auto Match file. |
| IBCNE IIV SUPERVISOR | This security key is for the Electronic Insurance Verification project (eIV). It will be used to restrict access to certain eIV options and applications. Only users holding this key will be allowed to access these eIV options and applications. |
| IBCNE IIV AUTO MATCH | Changed to IBCNE EIV MAINTENANCE by patch IB\*2.0\*528. |
| IB INSURANCE COMPANY EDIT | This security key is for both integrated billing and the Electronic Insurance Verification project (eIV). It will be used within the Insurance Verification Processor to determine what warning message to display to the user if one needs to create an insurance company while processing an entry from within the buffer |
| IB GROUP/PLAN EDIT | This security key is for both integrated billing and the Electronic Insurance Verification project (eIV). It will be used within the Insurance Verification Processor to determine what warning message to display to the user if one needs to create a group / plan while processing an entry from within the buffer. |

## Options Locked by Security Keys

Table 14: Options / Programs Locked by a Security Key

| Options / Programs Locked by a Security Key | Security Key |
| --- | --- |
| Request Electronic Insurance Inquiry [IBCNE REQUEST INQUIRY] option | IBCNE IIV SUPERVISOR  |
| Payer Edit [IBCNE PAYER EDIT] option | IBCNE EIV MAINTENANCE |
| Link Insurance Companies to Payers [IBCNE PAYER LINK] option | IBCNE EIV MAINTENANCE |
| The Auto Match routines programmatically check for the existence of this security key before allowing a user to add, delete, or update an entry in the Auto Match File. Users without the key may still view existing entries in the Auto Match File. | IBCNE EIV MAINTENANCE |
| Update Subscriber Info [IBCN UPDATE SUBSCRIBER INFO] option | IB SUPERVISOR |
| Insurance Company Entry/Edit [IBCN INSURANCE CO EDIT] | IB INSURANCE COMPANY EDIT |
| Payer Maintenance [IBCNE PAYER MAINTENANCE] option | IBCNE EIV MAINTENANCE |
| Payer Action (PA) on the [IBCN INSURANCE CO EDIT] option | IBCNE EIV MAINTENANCE |

# External Interfaces

## HL7 Messaging with the Eligibility Communicator (EC)

Interfacing between the two systems is accomplished by using VistA’s HL7 software to communicate with the Eligibility Communicator. The HL7 software opens a TCP/IP port to transmit data to the Vitria BusinessWare application. The HL7 software listener waits for a response and processes the data when a response is received.

## HL7 Communication Setup

Your facility should already be using HL7 for other VistA modules. Additional information on the setup of the HL7 package may be found at *REDACTED*

The logical links needed for this patch will be sent as part of the Installation KIDS.

 SYSTEM LINK MONITOR for VAMC

 MESSAGES MESSAGES MESSAGES MESSAGES DEVICE

 NODE RECEIVED PROCESSED TO SEND SENT TYPE STATE

 IIV EC 850 850 850 850 NC Inactive

 Incoming filers running => 1 TaskMan running

 Outgoing filers running => 1 Link Manager running

 Select a Command:

 (N)EXT (B)ACKUP (A)LL LINKS (S)CREENED (V)IEWS (Q)UIT (?) HELP:

The IIV EC Logical Link is the link that is used to transmit messages. It is defined as a CLIENT (SENDER). A CLIENT (SENDER) indicates that this Logical Link connects to a target system, with the current system acting as the sender. Since the eIV HL7 messages are transmitted in batch mode, it also has a definition of NON-PERSISTENT so that when all the messages have been sent, it will go to an Inactive state.

## Data Sent to the Eligibility Communicator

As VistA sites install the initial Insurance Identification and Verification patch (IB\*2.0\*184), VistA sends important information to the Eligibility Communicator. This registration dialog triggers several events, a download of the Payer Table and an update to the Eligibility Communicator’s Facility Table. The Eligibility Communicator returns an MSA Acknowledgement message to the facility, so that eIV processing can begin at the registering site.

* **REGISTRATION -** The Registration Request is the HL7 message that VistA sends to EC to pass site identifying information. A site sends an initial request. Subsequently the site sends additional requests on a daily basis to update the registration should any changes have taken place in the 24 hours before and to report local VAMC eIV statistics.
* **ELIGIBILITY INQUIRY –** The Eligibility Inquiry Request is the HL7 message that VistA sends to EC to ask for identification of insurance for a veteran.
1. The details for the mapping of these messages can be found in the most current eIV ICD document, eIV\_ICD\_v4.doc. This document can be obtained by contacting the Outlook mailgroup: REDACTED.

## Data Received from the Eligibility Communicator

* **REGISTRATION ACKNOWLEDGEMENT -** The Eligibility Communicator sends the Registration Acknowledgement after receiving the request and filing the registration information in the Cache.
* **ELIGIBILITY RESPONSE -** The Eligibility Response Messages report payer’s answers that did not include any error indications. Those that did are reported using the Inquiry Problem Message. Non-error response messages are an RPI^I01 event regardless as to whether the inquiry was for an identification or a verification.
* **ELIGIBILITY INQUIRY PROBLEM MESSAGES -** There are two types of Inquiry Problem Messages. One type of message occurs when EC receives an HL7 message from a VistA facility and it is validated. If data is found missing or inaccurate so that translation to the X12 270 message cannot be done correctly, EC sends an email message to EC support staff for resolution. This is one type of Inquiry Problem message. The other type of Inquiry Problem message is after EC has sent the X12 270 messages on to the Payer and the Payer returns it with an error in the X12 ‘AAA’ segment. Some error codes may be returned to the VistA facility as an Inquiry Problem Message for handling and some errors may remain with EC for resolution. The message event is the same for either Inquiry Problem type.
* **TABLE UPDATES -** All table messages are an MFN^M01 event. When a VistA site initially installs the eIV software, the Eligibility Communicator for eIV is notified via an MFN^M01 message. The EC sends all current Payer identifications to the VistA site as part of this enrollment process. Any subsequent modifications or additions to the Payer table maintained by the EC are sent in the same manner. Table updates are also used to maintain some other eIV dictionaries and some eIV site parameter settings.
1. The details for the mapping of these messages can be found in the most current eIV ICD document. This document can be obtained by contacting the Outlook mailgroup: REDACTED.

# Appendix A – Table of eIV Generated Mailman Messages

The eIV interface will create a MailMan message under certain circumstances. This chart will help to identify when these messages are triggered and from where. If the recipient of the message was not defined, then the message will be rerouted to the ‘Postmaster’.

Table 15: eIV Generated Mailman Messages

| Triggering Event | Routine Reference | Recipients | Subject | Message Text |
| --- | --- | --- | --- | --- |
| Error returned when adding an Insurance Buffer entry | FIL^IBCNEBF | MESSAGES MAILGROUP (#350.9, 51.04) | Error creating Buffer Entry | Error returned by $$ADDSTF^IBCNBES:{Error Message}Values:Patient DFN = {Patient IEN}Pt Ins Record IEN = {Patient Ins IEN}Please log a Remedy Ticket for this problem. |
| Each night a routine will check the latest entry for the “IIV EC” HL7 Logical Link in the table. Next send the eIV registration message. Then it re-checks the latest entry in the table again. If the link has not sent the registration message or any messages between the two checks then there is a problem and this email will trigger. | CKIIVEC^IBCNEDE | eInsurance Rapid Response team | Check of IIV EC Logical Link: No activity seen in link | Check of IIV EC Logical Link: No activity seen in link for site: <SITE>. The IIV EC logical link needs to be bounced or turned on. |
| Error returned when creating an IIV Transmission Queue entry | IBCNEDE+199 | MESSAGES MAILGROUP (#350.9, 51.04) | IIV Problem: Trouble setting entry in File 365.1 | Tried to create an entry in the IIV TRANSMISSION QUEUE File(#365.1) without success.Error encountered: {Error Message}The data that was to be stored is as follows:Transaction #: {Transaction #}Patient: {Patient Name}Extract: {Data Extract}Payer: {Payer Name}Please log a NOIS for this problem. |
| Unable to schedule the daily eIV Statistical report and distribute via MailMan | MMQ^IBCNEDE | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Statistical Message Not Sent | TaskManager could not schedule the daily eIV MailMan message at the specified time of {DAILY MSG TIME (#350.9,51.03)}. This is defined in the eIV Site Parameters option. |
| Missing Person, 'AUTOUPDATE,IBEIV' and / or 'INTERFACE,IB EIV' from NEW PERSON (#200) | CHKPER^IBCNEDE | Messages Mailgroup (#350.9,51.04) and Insurance Rapid Response team | Missing EIV New Person entries | Missing EIV New Person entries, for station xxx<Entry for 'AUTOUPDATE,IBEIV' is missing><Entry for 'INTERFACE,IB EIV' is missing> |
| Error returned when creating an outgoing HL7 message | HLER^IBCNEDEQ | MESSAGES MAILGROUP (#350.9, 51.04) | eIV HL7 Creation Error | Error – {HL7 Result} occurred when trying to create the outgoing HL7 message for Patient: {Patient Name} and Payer: {Payer Name}Please contact the Help Desk and report this problem. |
| Error when NUMBER RETRIES (#350.9, 51.06) is not defined and the timeout has elapsed without a response (\*only if FAILURE MSG flag is YES) | CERR^IBCNEDEQ | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Communication Error | VistA was unable to electronically confirm insurance for Patient: {Patient Name} and Payer: {Payer Name}.A single attempt was made to electronically confirm the insurance with this payer. |
| The number of retries have been exceeded indicating that a communication failure has occurred (\*only if FAILURE MSG flag is YES) | CERE^IBCNEDEQ | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Communication Error | VistA was unable to electronically confirm insurance for Patient: {Patient Name} and Payer: {Payer Name}. |
| Error creating an IIV Response File entry | RESP^IBCNEDEQ | MESSAGES MAILGROUP (#350.9, 51.04) | Error creating Response | {Error Messages returned by FILE^DIE call}Please contact the Help Desk and report this problem. |
| A response has not been received in TIMEOUT DAYS (IB SITE PARAMETERS field) (\*only if TIMEOUT MSG flag is YES) | TMRR^IBCNEDEQ | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Communication Timeout | No Response has been received within the defined failure days of {Timeout Days} for Patient: {Patient Name} and Payer: {Payer Name} |
| Error returned when creating an outgoing HL7 message to deactivate eIV | HL^IBCNEHLD | MESSAGES MAILGROUP (#350.9, 51.04) | IIV Deactivation Failure | IIV Deactivation Message not created. Error – {HL7 Result}Please log a NOIS for this problem. |
| MSH Segment is not the first segment in the HL7 message when processing responses | EN^IBCNEHLI | MESSAGES MAILGROUP (#350.9, 51.04) | INCOMING eIV HL7 PROBLEM | MSH Segment is not the first segment found.Please call the Help Desk and report this problem. |
| Protocol not defined for the HL7 Event Type when processing responses | EN^IBCNEHLI | MESSAGES MAILGROUP (#350.9, 51.04) | INCOMING eIV HL7 PROBLEM | Unable to find a protocol for Event = {Event Type} |
| ACK – AE received when processing responses | IBCNEHLI+78 | MESSAGES MAILGROUP (#350.9, 51.04) | INCOMING eIV HL7 PROBLEM | N/A |
| Error returned when creating / updating an IIV Response File entry | IBCNEHLI+78 | MESSAGES MAILGROUP (#350.9, 51.04) | INCOMING eIV HL7 PROBLEM | {Error messages array from multiple calls to FILE^DIE} and may also include National ID: {VA National ID} not found in Payer Table for Trace Number: {Trace #}ORNot able to create a Response for an unsolicited response for Trace Number: {Trace #} |
| Error returned when creating / updating non-Payer files | IBCNEHLI+78 | MESSAGES MAILGROUP (#350.9, 51.04) | INCOMING IIV HL7 PROBLEM | File Number not found in MFN messageORFile {File Number} not found in the Data Dictionary |
| Error(s) returned when creating the HL7 Registration message for the Eligibility Communicator | REG^IBCNEHLM | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Registration Failure | The “HL7 Response Processing Method” selected is Batch but the HL7 Batch Start and End Times are blank.ORThe following IIV Site Parameters are not defined: “Days between electronic reverification checks” is blank.OR“Look at a patient’s inactive insurance?” is blank.OR“HL7 Response Processing Method” is blank. |
| Error returned when creating / updating an IIV Response File entry | ZEB^IBCNEHLR2 | MESSAGES MAILGROUP (#350.9, 51.04)An FSC admin group associated with EC. | eIV Invalid Eligibility Status flag | An invalid Eligibility Status flag {Status Flag} was received for site {VA National ID}, trace number {Trace #} and message control id {Message Control ID}. It has been interpreted as an ambiguous response in VistA. |
| Message received from the Eligibility Communicator could not be processed | WARN^IBCNEHL3 | MESSAGES MAILGROUP (#350.9, 51.04) | IMPORTANT: Error While Processing Response Message from the EC | IMPORTANT: Error While Processing Response Message from the EC. \*\*\*IRM\*\*\* Please contact the Help Desk because the response message received from the Eligibility Communicator could not be processed. Programming changes may be necessary to properly handle the response. The associated trace is {Trace #}. If applicable, please review the response with the eIV Response Report by Trace #. |
| Date of Death received in insurance verification response | DODCHK^IBCNEHLU | MESSAGES MAILGROUP (#350.9, 51.04) | Date of Death Received | A Date of Death ({Date of Death}) was received for patient: {Patient Name} / {Patient SSN} from payer {Payer Name}. There is no current Date of Death on file for this patient. |
| Date of Death received in insurance verification response does not match the Date of Death on file | DODCHK^IBCNEHLU | MESSAGES MAILGROUP (#350.9, 51.04) | Variant Date of Death | A Date of Death ({Date of Death}) was received for patient: {Patient Name} / {Patient SSN} from payer {Payer Name}. This Date of Death does not currently match the Date of Death ({Patient Date of Death}) on file for this patient. |
| eIV response came in from the Eligibility Communication but it was missing the Message Control ID on the MSA segment | ERRMSA^IBCNEHL4 | MESSAGES MAILGROUP (#350.9, 51.04) | Message Control Id Field is Blank | A response was received w/a blank Message Control Id <and Trace # {Trace #},> for <Trace#> ICN #: {ICN #}, Patient: {Patient Name}. It is likely that there are communication issues with the EC. This response cannot be processed. Please contact the Help Desk. |
| VistA received a table update from EC (FSC / Austin) and there was a problem with the MFE segment | EN^IBCNEHLT | MESSAGES MAILGROUP (#350.9,51.04) | eIV payer tables may be out of sync with master list | Log a Service Ticket for this issue. Please include in the Service Ticket that the VistA eIV payer tables may be out of sync with the master list and will need a new copy of the payer table update message from Austin. |
| VistA received an HL7 message from EC (FSC / Austin) to add / modify / activate / deactivate an entry in the Payer file (#365.12) but something was wrong with the message | PFIL^IBCNEHLT | MESSAGES MAILGROUP (#350.9, 51.04) | eIV payer tables may be out of sync with master list. | {IBCN Type} {IBCN Action} action received. Payer and/or Application may be unknown. VA National: {VA National ID} Payer Name: {Payer Name}, Application: {Application Name}. Log a Service Ticket for this issue. Please include in the Service Ticket that VISTA did not receive the required information or the accurate information to add/update this Payer. |
| eIV Date becomes available for purging | MMPURGE^IBCNEKI2 | MESSAGES MAILGROUP (#350.9, 51.04) | eIV Data Eligible for Purge | ATTENTION IRM: There are eIV TRANSMISSION QUEUE and eIV RESPONSE records eligible to be purged. {counts are shown}Please run option IBCNE PURGE IIV DATA – Purge eIV Transactions, if you would like to purge the eligible records.  |
| Daily eIV Statistical Report via MailMan | PRINT2^IBCNERP9+122 | MESSAGES MAILGROUP (#350.9, 51.04) | \*\*eIV Statistical Rpt \*\* | {eIV Statistical Report with data for the previous 24 hours.} |

# Appendix B – Incoming Data Mapping

The following table identifies the mapping of each data element of an incoming eligibility response message (HL7 Message Type: RPI^I01) to the corresponding storage location within the VistA Files. The right-most column indicates the storage location for each data element upon acceptance of the Insurance Buffer entry information.

* IIV Response file (#365) includes a pointer BUFFER ENTRY (#.04) to the Insurance Verification Processor file (#355.33).
* Patient file’s (#2), Insurance Type subfile (#2.312) includes a pointer EB DISPLAY ENTRY (#8.03) to the IIV Response file (#365).
* Patient file’s (#2), Insurance Type subfile (#2.312) that are auto updated are indicated by ‘Auto Update’. Fields that are manually updated are indicated by ‘Manual Update’.
1. Some fields may be both auto and manually updated.

Table 16: Incoming Data Mapping

| IIV Response File ( #365) 🡪 | Insurance Verification Processor file (#355.33) 🡪 | Patient File (#2) – Patient’s Policy -OR- Group Insurance Plan File (#355.3) | Display of Data Related to Eligibility Benefits After Payer Response is Manually Accepted or Auto Updated[[3]](#footnote-3) |
| --- | --- | --- | --- |
| MESSAGE CONTROL ID (#365, .01) | N/A | EB DISPLAY ENTRY(# 2.312, 8.03)Auto Update | N/A |
| PATIENT (#365, .02) | N/A | N/A | N/A |
| PAYER (#365, .03) | N/A | N/A | N/A |
| BUFFER ENTRY (#365, .04) | N/A | N/A | N/A |
| TRANSMISSION QUEUE (#365, .05) | N/A | N/A | N/A |
| TRANSMISSION STATUS (#365, .06) | N/A | N/A | N/A |
| DATE/TIME RECEIVED (#365, .07) | N/A | N/A | N/A |
| DATE/TIME CREATED (#365, .08) | N/A | N/A | N/A |
| TRACE NUMBER (#365, .09) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| RESPONSE TYPE (#365, .1) | N/A | REQUESTED SERVICE TYPE(#2.312,8.02)Auto Update | N/A |
| DO NOT PURGE (#365,.11) | N/A | N/A | N/A |
| INSURED DOB (#365, 1.02) | INSURED'S DOB(#355.33, 60.08) | INSURED'S DOB(#2.312, 3.01) Manual Update / Auto Update | Uses pointer to IIV Response file (#365) to display data |
| INSURED SSN (#365, 1.03) | INSURED'S SSN(#355.33, 60.09) | INSURED'S SSN(#2.312, 3.05)Manual Update / Auto Update | Uses pointer to IIV Response file (#365) to display data |
| INSURED SEX (#365, 1.04) | N/A | INSURED'S SEX (# 2.312, 3.12)Manual Update | Uses pointer to IIV Response file (#365) to display data |
| WHOSE INSURANCE (#365, 1.08) | WHOSE INSURANCE(#355.33, 60.05) | WHOSE INSURANCE(#2.312, 6)Manual Update / Auto Update | Uses pointer to IIV Response file (#365) to display data |
| PT RELATIONSHIP TO INSURED (#365, 1.09) | PT. RELATIONSHIP TO INSURED (#355.33, 60.06) | PT. RELATIONSHIP - HIPAA(#2.312, 4.03) Auto UpdatePT. RELATIONSHIP TO INSURED(# 2.312, 16) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| SERVICE DATE (#365, 1.1) | N/A | REQUESTED SERVICE DATE(# 2.312, 8.01)Manual Update / Auto Update | N/A |
| EFFECTIVE DATE (#365, 1.11) | EFFECTIVE DATE(#355.33, 60.02) | EFFECTIVE DATE OF POLICY(#2.312, 8) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| EXPIRATION DATE (#365, 1.12) | EXPIRATION DATE(#355.33, 60.03) | INSURANCE EXPIRATION DATE(#2.312, 3) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| COORDINATION OF BENEFITS (#365,1.13) | COORDINATION OF BENEFITS (#355.33, 60.12) | COORDINATION OF BENEFITS(#2.312,.2) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| ERROR CONDITION(#365, 1.14)  | N/A | N/A | N/A |
| ERROR ACTION(#365, 1.15) | N/A | N/A | N/A |
| DATE OF DEATH(#365, 1.16) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| CERTIFICATION DATE(#365, 1.17) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| MEMBER ID(#365, 1.18) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| PAYER UPDATED POLICY (#365, 1.19) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| POLICY NUMBER (#365, 1.2) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| ELIGIBILITY/BENEFIT (#365, 2) (multiple subfile is #365.02) | N/A | N/A | N/A |
| EB NUMBER (#365.02, .01) | N/A | N/A | EB NUMBER (#2.322, .01) |
| ELIGIBILITY/BENEFIT INFO (#365.02, .02) | N/A | N/A | ELIGIBILITY/BENEFIT INFO (#2.322, .02) |
| COVERAGE LEVEL (#365.02, .03) | N/A | N/A | COVERAGE LEVEL (#2.322, .03) |
| INSURANCE TYPE (#365.02, .05) | N/A | N/A | INSURANCE TYPE (#2.322, .05) |
| PLAN COVERAGE DESCRIPTION (#365.02, .06) | N/A | N/A | PLAN COVERAGE DESCRIPTION (#2.322, .06) |
| TIME PERIOD QUALIFIER (#365.02, .07) | N/A | N/A | TIME PERIOD QUALIFIER (#2.322, .07) |
| MONETARY AMOUNT (#365.02, .08) | N/A | N/A | MONETARY AMOUNT (#2.322, .08) |
| PERCENT (#365.02, .09) | N/A | N/A | PERCENT (#2.322, .09) |
| QUANTITY QUALIFIER (#365.02, .1) | N/A | N/A | QUANTITY QUALIFIER (#2.322, .1) |
| QUANTITY (#365.02, .11) | N/A | N/A | QUANTITY (#2.322, .11) |
| AUTHORIZATION/CERTIFICATION (#365.02, .12) | N/A | N/A | AUTHORIZATION/CERTIFICATION (#2.322, .12) |
| IN PLAN (#365.02, .13) | N/A | N/A | IN PLAN (#2.322, .13) |
| PROCEDURE CODING METHOD (#365.02, 1.01) | N/A | N/A | PROCEDURE CODING METHOD (#2.322, 1.01) |
| PROCEDURE CODE (#365.02, 1.02) | N/A | N/A | PROCEDURE CODE (#2.322, 1.02) |
| PROCEDURE MODIFIER 1 (#365.02, 1.03) | N/A | N/A | PROCEDURE MODIFIER 1 (#2.322, 1.03) |
| PROCEDURE MODIFIER 2 (#365.02, 1.04) | N/A | N/A | PROCEDURE MODIFIER 2 (#2.322, 1.04) |
| PROCEDURE MODIFIER 3 (#365.02, 1.05) | N/A | N/A | PROCEDURE MODIFIER 3 (#2.322, 1.05) |
| PROCEDURE MODIFIER 4 (#365.02, 1.06) | N/A | N/A | PROCEDURE MODIFIER 4 (#2.322, 1.06) |
| NOTES (#365.02, 2) | N/A | N/A | NOTES (#2.322, 2) |
| ENTITY ID CODE (#365.02, 3.01) | N/A | N/A | ENTITY ID CODE (#2.322, 3.01) |
| ENTITY TYPE (#365.02, 3.02) | N/A | N/A | ENTITY TYPE (#2.322, 3.02) |
| NAME (#365.02, 3.03) | N/A | N/A | NAME (#2.322, 3.03) |
| ENTITY ID (#365.02, 3.04) | N/A | N/A | ENTITY ID (#2.322, 3.04) |
| ENTITY ID QUALIFIER (#365.02, 3.05) | N/A | N/A | ENTITY ID QUALIFIER (#2.322, 3.05) |
| ENTITY RELATIONSHIP CODE (#365.02, 3.06) | N/A | N/A | ENTITY RELATIONSHIP CODE (#2.322, 3.06) |
| ADDRESS LINE 1 (#365.02, 4.01) | N/A | INSURED'S STREET 1 (# 2.312, 3.06)Manual Update / Auto Update | ADDRESS LINE 1 (#2.322, 4.01) |
| ADDRESS LINE 2 (#365.02, 4.02) | N/A | INSURED'S STREET 2 (# 2.312, 3.07)Manual Update / Auto Update | ADDRESS LINE 2 (#2.322, 4.02) |
| CITY (#365.02, 4.03) | N/A | INSURED'S CITY (# 2.312, 3.08)Manual Update / Auto Update | CITY (#2.322, 4.03) |
| STATE (#365.02, 4.04) | N/A | INSURED'S STATE (# 2.312, 3.09)Manual Update / Auto Update | STATE (#2.322, 4.04) |
| ZIP (#365.02, 4.05) | N/A | INSURED'S ZIP (# 2.312, 3.1)Manual Update / Auto Update | ZIP (#2.322, 4.05) |
| COUNTRY CODE (#365.02, 4.06) | N/A | INSURED'S COUNTRY (# 2.312, 3.13)Manual Update / Auto Update | COUNTRY CODE (#2.322, 4.06) |
| LOCATION (#365.02, 4.07) | N/A | N/A | LOCATION (#2.322, 4.07) |
| LOCATION QUALIFIER (#365.02, 4.08) | N/A | N/A | LOCATION QUALIFIER (#2.322, 4.08) |
| SUBDIVISION CODE (#365.02, 4.09) | N/A | INSURED'S COUNTRY SUBDIVISION (# 2.312, 3.14)Manual Update / Auto Update | SUBDIVISION CODE (#2.322, 4.09) |
| PROVIDER CODE (#365.02, 5.01) | N/A | N/A | PROVIDER CODE (#2.322, 5.01) |
| REFERENCE ID (#365.02, 5.02) | N/A | N/A | REFERENCE ID (#2.322, 5.02) |
| REFERENCE ID QUALIFIER (#365.02, 5.03) | N/A | N/A | REFERENCE ID QUALIFIER (#2.322, 5.03) |
| CONTACT INFORMATION (#365.02, 6) | N/A | N/A | CONTACT INFORMATION (#2.322, 6) |
| SEQUENCE (#365.26, .01) | N/A | N/A | SEQUENCE (#2.3226, .01) |
| NAME (#365.26, .02) | N/A | N/A | NAME (#2.3226, .02) |
| COMMUNICATION QUALIFIER (#365.26, .04) | N/A | N/A | COMMUNICATION QUALIFIER (#2.3226, .04) |
| COMMUNICATION NUMBER (#365.26, 1) | N/A | N/A | COMMUNICATION NUMBER 1 (#2.3226, 1) |
| HEALTHCARE SERVICES DELIVERY (#365.02, 7) | N/A | N/A | HEALTHCARE SERVICES DELIVERY (#2.322, 7) |
| SEQUENCE (#365.27, .01) | N/A | N/A | SEQUENCE (#2.3227, .01) |
| BENEFIT QUANTITY (#365.27, .02) | N/A | N/A | BENEFIT QUANTITY (#2.3227, .02) |
| QUANTITY QUALIFIER (#365.27, .03) | N/A | N/A | QUANTITY QUALIFIER (#2.3227, .03) |
| SAMPLE SELECTION MODULUS (#365.27, .04) | N/A | N/A | SAMPLE SELECTION MODULUS (#2.3227, .04) |
| UNITS OF MEASUREMENT (#365.27, .05) | N/A | N/A | UNITS OF MEASUREMENT (#2.3227, .05) |
| TIME PERIODS (#365.27, .06) | N/A | N/A | TIME PERIODS (#2.3227, .06) |
| TIME PERIOD QUALIFIER (#365.27, .07) | N/A | N/A | TIME PERIOD QUALIFIER (#2.3227, .07) |
| DELIVERY FREQUENCY (#365.27, .08) | N/A | N/A | DELIVERY FREQUENCY (#2.3227, .08) |
| DELIVERY PATTERN (#365.27, .09) | N/A | N/A | DELIVERY PATTERN (#2.3227, .09) |
| SUBSCRIBER DATES (#365.02, 8) | N/A | N/A | SUBSCRIBER DATES (#2.322, 8) |
| SEQUENCE (#365.28, .01) | N/A | N/A | SEQUENCE (#2.3228, .01) |
| DATE (#365.28, .02) | N/A | N/A | DATE (#2.3228, .02) |
| DATE QUALIFIER (#365.28, .03) | N/A | N/A | DATE QUALIFIER (#2.3228, .03) |
| DATE FORMAT (#365.28, .04) | N/A | N/A | DATE FORMAT (#2.3228, .04) |
| SUBSCRIBER ADDITIONAL INFO (#365.02, 9) | N/A | N/A | SUBSCRIBER ADDITIONAL INFO (#2.322, 9) |
| SEQUENCE (#365.29, .01) | N/A | N/A | SEQUENCE (#2.3229, .01) |
| PLACE OF SERVICE (#365.29, .02) | N/A | N/A | PLACE OF SERVICE (#2.3229, .02) |
| DIAGNOSIS (#365.29, .03) | N/A | N/A | DIAGNOSIS (#2.3229, .03) |
| QUALIFIER (#365.29, .04) | N/A | N/A | QUALIFIER (#2.3229, .04) |
| NATURE OF INJURY CODE (#365.29, .05) | N/A | N/A | NATURE OF INJURY CODE (#2.3229, .05) |
| NATURE OF INJURY CATEGORY (#365.29, .06) | N/A | N/A | NATURE OF INJURY CATEGORY (#2.3229, .06) |
| NATURE OF INJURY TEXT (#365.29, .07) | N/A | N/A | NATURE OF INJURY TEXT (#2.3229, .07) |
| SUBSCRIBER REFERENCE ID (#365.02, 10) | N/A | N/A | SUBSCRIBER REFERENCE ID (#2.322, 10) |
| SEQUENCE (#365.291, .01) | N/A | N/A | SEQUENCE (#2.3229, .01) |
| REFERENCE ID (#365.291, .02) | N/A | N/A | REFERENCE ID (#2.3229, .02) |
| REFERENCE ID QUALIFIER (#365.291, .03) | N/A | N/A | REFERENCE ID QUALIFIER (#2.3229, .03) |
| DESCRIPTION (#365.291, .04) | N/A | N/A | DESCRIPTION (#2.3229, .04) |
| SERVICE TYPES (#365.02, 14) | N/A | N/A | SERVICE TYPES (#2.322, 11) |
| SERVICE TYPES (#365.292, .01) | N/A | N/A | SERVICE TYPES (#2.32292, .01) |
| CONTACT PERSON(#365, 3) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| CONTACT PERSON(#365.03, .01) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION QUALIFIER #1 (# 365.03, .02) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION QUALIFIER #2 (# 365.03, .04) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION QUALIFIER #3 (# 365.03, .06) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION NUMBER #1 (# 365.03, 1) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION NUMBER #2 (# 365.03, 2) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| COMMUNICATION NUMBER #3 (# 365.03, 3) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| ERROR TEXT(#365, 4.01) | N/A | N/A | N/A |
| SUBSCRIBER ADDRESS LINE 1 (#365, 5.01) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS LINE 2 (#365, 5.02) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS CITY (#365, 5.03) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS STATE (#365, 5.04) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS ZIP (#365, 5.05) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS COUNTRY (#365, 5.06) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| SUBSCRIBER ADDRESS SUBDIVISION (#365, 5.07) | N/A | N/A | Uses pointer to IIV Response file (#365) to display data |
| REJECT REASON (#365, 6) (multiple subfile is #365.06) | N/A | N/A | N/A |
| SEQUENCE (#365.06, .01) | N/A | N/A | N/A |
| ERROR LOCATION (#365.06, .02) | N/A | N/A | N/A |
| REJECT REASON (#365.06, .03) | N/A | N/A | N/A |
| ACTION CODE (#365.06, .04) | N/A | N/A | N/A |
| LOOP ID (#365.06, .05) | N/A | N/A | N/A |
| SOURCE (#365.06, .06) | N/A | N/A | N/A |
| ADDITIONAL MSGS (#365.06, 1) (multiple subfile is #365.061) | N/A | N/A | N/A |
| ADDITIONAL MSG (#365.061, .01) | N/A | N/A | N/A |
| SUBSCRIBER DATES (#365, 7) (multiple subfile is #365.07) | N/A | N/A | N/A |
| SEQUENCE (#365.07, .01) | N/A | N/A | N/A |
| DATE (#365.07, .02) | N/A | N/A | N/A |
| DATE QUALIFIER (#365.07, .03) | N/A | N/A | N/A |
| LOOP ID(#365.07, .04) | N/A | N/A | N/A |
| PT. RELATIONSHIP – HIPAA (#365, 8.01) | N/A | N/A | N/A |
| GROUP REFERENCE INFORMATION (#365, 9) (multiple subfile is #365.09) | N/A | N/A | N/A |
| SEQUENCE (#365.09, .01) | N/A | SEQUENCE (GROUP) (# 2.3129, .01)Auto Update | SEQUENCE (#2.3129, .01) |
| REFERENCE ID (GROUP) (#365.09, .02) | N/A | REFERENCE ID (GROUP) (# 2.3129, .02)Auto Update | REFERENCE ID (GROUP) (#2.3129, .02) |
| REF ID QUALIFIER (GROUP) (#365.09, .03) | N/A | REF ID QUALIFIER (GROUP) (# 2.3129, .03)Auto Update | REF ID QUALIFIER (GROUP) (#2.3129, .03) |
| DESCRIPTION (#365.09, .04) | N/A | DESCRIPTION (# 2.3129, .04)Auto Update | DESCRIPTION (#2.3129, .04) |
| GROUP PROVIDER INFO (#365,10) (multiple subfile is #365.04) | N/A | N/A | N/A |
| SEQUENCE (#365.04, .01) | N/A | SEQUENCE (# 2.332, .01)Auto Update | SEQUENCE (#2.332, .01) |
| PROVIDER CODE (#365.04, .02) | N/A | PROVIDER CODE (# 2.332, .02) Auto Update | PROVIDER CODE (#2.332, .02) |
| PROV REFERENCE ID (#365.04, .03) | N/A | PROV REFERENCE ID (# 2.332, .03) Auto Update | PROV REFERENCE ID (#2.332, .03) |
| HEALTH CARE CODE INFORMATION (#365, 11) (multiple subfile is #365.01) | N/A | N/A | N/A |
| SEQUENCE (#365.01, .01) | N/A | SEQUENCE (# 2.31211, .01)Auto Update | SEQUENCE (#2.31211, .01) |
| DIAGNOSIS CODE (#365.01, .02) | N/A | DIAGNOSIS CODE (# 2.31211, .02)Auto Update | DIAGNOSIS CODE (#2.31211, .02) |
| DIAGNOSIS CODE QUALIFIER (#365.01, .03) | N/A | DIAGNOSIS CODE QUALIFIER (# 2.31211, .03)Auto Update | DIAGNOSIS CODE QUALIFIER (#2.31211, .03) |
| PRIMARY OR SECONDARY? (#365.01, .04) | N/A | PRIMARY OR SECONDARY? (# 2.31211, .04)Auto Update | PRIMARY OR SECONDARY? (#2.31211, .04) |
| MILITARY INFO STATUS CODE (#365, 12.01) | N/A | N/A | MILITARY INFO STATUS CODE (#2.312, 12.01) |
| MILITARY EMPLOYMENT STATUS (#365, 12.02) | N/A | N/A | MILITARY EMPLOYMENT STATUS (#2.312, 12.02) |
| MILITARY GOVT AFFILIATION CODE (#365, 12.03) | N/A | N/A | MILITARY GOVT AFFILIATION CODE (#2.312, 12.03) |
| MILITARY PERSONNEL DESCRIPTION (#365, 12.04) | N/A | N/A | MILITARY PERSONNEL DESCRIPTION (#2.312, 12.04) |
| MILITARY SERVICE RANK CODE (#365, 12.05) | N/A | N/A | MILITARY SERVICE RANK CODE (#2.312, 12.05) |
| DATE TIME PERIOD FORMAT QUAL (#365, 12.06) | N/A | N/A | DATE TIME PERIOD FORMAT QUAL (#2.312, 12.06) |
| DATE TIME PERIOD (#365, 12.07) | N/A | N/A | DATE TIME PERIOD (#2.312, 12.07) |
| NAME OF INSURED (#365, 13.01) | NAME OF INSURED(#355.33, 91.01) | NAME OF INSURED (LONG)(# 2.312, 7.01) Manual Update /Auto Update | Uses pointer to IIV Response file (#365) to display data as the field “Subscriber” |
| SUBSCRIBER ID(#365, 13.02) | SUBSCRIBER ID(#355.33, 90.03) | SUBSCRIBER ID (FX)(# 2.312, 50.02) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| GROUP NAME (#365, 14.01) | GROUP NAME(#355.33, 90.01) | GROUP NAME (LONG)(# 355.3, 2.01) Manual Update | Uses pointer to IIV Response file (#365) to display data |
| GROUP NUMBER(#365, 14.02) | GROUP NUMBER(#355.33, 90.02) | GROUP NUMBER (LONG)(# 355.3, 2.02) Manual Update | Uses pointer to IIV Response file (#365) to display data |

# Appendix C – Troubleshooting

eIV makes heavy use of HL7 messaging. Ensure that the HL7 globals have sufficient room for growth. Reference HL\*1.6\*19 patch documentation for further instructions. Also, reference the External Interfaces – HL7 Communications Setup section, in this manual, for specific eIV HL7 information.

The HL7 Logical Link associated with this interface is IIV EC.

**How To Determine If Connectivity To Austin Is Lost…**

If the “Inquiries Sent” and “Responses Received” entries on the [eIV Statistical report](#_The_Insurance_Verification) [IBCNE IIV STATISTICAL REPORT] both remain at zero while the “Queued Inquiries” entry on the report continues to increase over a period of time, then no eIV inquiries are being sent (See Section 9 of the “Electronic Insurance Verification (eIV) User Guide”). If this situation occurs over a two days elapse and both the “Inquiries Sent” and “Responses Received” entries remain at zero, there is a communications problem.

**How To Restore Connectivity To Austin…**

1. Verify that the name of the HL7 Logical Link has not changed. It must be “IIV EC”.
2. Verify the following settings for the HL7 Logical Link “IIV EC”:
3. The institution field is blank
4. The AUTOSTART field is set to **enabled**
5. Contact the eInsurance Rapid Response team for help defining the following fields:
6. The domain field
7. The TCP / IP address is left blank. It will self populate later.
8. The TCP / IP Port
9. Verify that the HL7 Logical Link “IIV EC” is running.
10. Ask your IB Supervisor or insurance personnel who brought this communication issue to your attention, to review the eIV Statistical report the following day and confirm that connectivity has been restored with Austin.
11. If this does not resolve your communication with Austin for eIV, ask the Insurance Verification Supervisor or insurance personnel to contact the Enterprise Service Desk (ESD) to submit a help desk ticket.

**Example – HL7 Logical Link**

CHOOSE 1-15: 11 HL MAIN MENU HL7 Main Menu

 Systems Link Monitor

 Filer and Link Management Options ...

 Message Management Options ...

 Interface Developer Options ...

 Site Parameter Edit

Select HL7 Main Menu Option: FILER and Link Management Options

 SM Systems Link Monitor

 FM Monitor, Start, Stop Filers

 LM TCP Link Manager Start/Stop

 SA Stop All Messaging Background Processes

 RA Restart/Start All Links and Filers

 DF Default Filers Startup

 SL Start/Stop Links

 PI Ping (TCP Only)

 ED Link Edit

 ER Link Errors ...

Select Filer and Link Management Options Option: ED Link Edit

Select HL LOGICAL LINK NODE: IIV

 1 IIV EC

**Example – HL7 Logical Link “IIV EC”**

 HL7 LOGICAL LINK

---------------------------------------------------------------------------

 NODE: IIV EC

 INSTITUTION:

 DOMAIN: {populate}

 AUTOSTART: Enabled

 QUEUE SIZE: 10

 LLP TYPE: TCP

 HL7 LOGICAL LINK

--------------------------------------------------------------------------

 [--------------------TCP LOWER LEVEL PARAMETERS------------------------]

 | IIV EC |

 | |

 | TCP/IP SERVICE TYPE: CLIENT (SENDER) |

 | TCP/IP ADDRESS: 🡨 it will self-populate |

 | TCP/IP PORT: {populate} |

 | |

 | |

 | ACK TIMEOUT: 60 RE-TRANSMISION ATTEMPTS: |

 | READ TIMEOUT: 60 EXCEED RE-TRANSMIT ACTION: restart |

 | BLOCK SIZE: SAY HELO: |

 | |

 |STARTUP NODE: PERSISTENT: NO |

 | RETENTION: 60 UNI-DIRECTIONAL WAIT: |

 [----------------------------------------------------------------------]

COMMAND: Press <PF1>H for help Insert

# Appendix D – eIV Implementation Quick Checklist (IB\*2.0\*184 only)

The following tasks must be accomplished before, during and after the eIV patch IB\*2.0\*184 is installed at your medical center. This quick checklist identifies the order in which tasks must be completed and responsible parties for either performing an action or providing information. Please refer to the eIV Installation Guide for step-by-step instructions on how to complete these actions.

Table 17: eIV Implementation Quick Checklists

|  |  |  |  |
| --- | --- | --- | --- |
| 🗸 | Pre-Implementation Tasks | IRM | Revenue Coordinator and / or Insurance Supervisor |
|  | Verify that required IB patches were installed. | 🗴 |  |
|  | Verify that the domain reflected in patch XM\*DBA\*153 was manually added to the system. | 🗴 |  |
|  | Identify members of the IBCNE IIV MESSAGE mail group. |  | 🗴 |
| 🗸 | Patch Installation Task | IRM | Revenue Coordinator and / or Insurance Supervisor |
|  | With the assistance of a system administrator (system manager) define the new IBCN global.  | 🗴 |  |
|  | Ensure that all Integrated Billing users are logged off the system. | 🗴 |  |
|  | Install the IB\*2.0\*184 patch. | 🗴 |  |
|  | Enable journaling for the new ^IBCN global. | 🗴 |  |
| 🗸 | Post-Installation Tasks | IRM | Revenue Coordinator and / or Insurance Supervisor |
|  | Add members to the IBCNE IIV MESSAGE mail group. | 🗴 |  |
|  | Assign security keys & menus to users. | 🗴 |  |
|  | Setup HL7 logical links for IIV | 🗴 |  |
|  | Configure the eIV site parameters as recommended in the Installation Guide.IRM must provide assistance with setting up the eIV Site Parameters that correspond with HL7 messages / traffic. | 🗴 | 🗴 |
| 🗸 | Site Registration Tasks | IRM | Revenue Coordinator and / or Insurance Supervisor |
|  | Execute the IBCNE IIV BATCH PROCESS option and wait for it to complete. | 🗴 |  |
|  | Check IBCNE IIV MESSAGE mail group messages. Proceed if no “problem” messages were received.Otherwise, reconcile any “problem” messages and start over. | 🗴 |  |
|  | Check the HL7 system monitor for incoming messages and verify that 350+ messages were received. | 🗴 |  |
|  | Check IBCNE IIV MESSAGE mail group messages again. Proceed if no “problem” messages were received. Otherwise, reconcile any “problem” messages and start over. | 🗴 |  |
|  | Confirm the HL7 logical link settings. Proceed if they have not been updated. Otherwise, start over. | 🗴 |  |
| 🗸 | Post-Registration Tasks | IRM | Revenue Coordinator and / or Insurance Supervisor |
|  | Link insurance companies to payers. |  | 🗴 |
|  | Enable the linked payers. |  | 🗴 |
|  | Schedule the nightly IBCNE IIV BATCH PROCESS through TaskMan. | 🗴 |  |
|  | Use the IIV Site Parameters and gradually enable IIV extracts to begin sending inquires and receiving responses. |  | 🗴 |

# Appendix E – eIV Database Integration Agreements (DBIAs)

This appendix lists the associated DBIAs for the eIV software. Please refer to FORUM for the most up-to-date listing of active DBIAs.

Table 18: eIV Database Integration Agreements

| IA # | Between IB and | Related to | FORUMStatus |
| --- | --- | --- | --- |
| DBIA950 | INCOME VERIFICATION MATCH | Direct global read and w/Fileman to fields at ^DPT(D0,.31), Write with Fileman to fields at ^DPT(D0,.312,D1)  | Active |
| DBIA2780 | PATIENT DATA EXCHANGE | Both R/W w/Fileman to fields at ^DPT(D0,.31), ^DPT(D0,.312,D1) | Active |
| DBIA2782 | MENTAL HEALTH | Direct Global Read & w/Fileman to fields at ^DPT(D0,.312,D1) | Active |
| DBIA3302 | ENROLLMENT APPLICATION SYSTEM | $$BUFF^IBCNBES1 | Active |
| DBIA4238-A | REGISTRATION | $$MFE^VAFHLMFE | Active |
| DBIA4238-B DBIA4239 | REGISTRATION | $$MFI^VAFHLMFI | Active |
| DBIA4240 | PCE – PATIENT CARE ENCOUNTER | ^AUPNVSIT direct referencesVISIT FILE | Active |
| DBIA4242 | REGISTRATION | ^DG(43 direct access MAS PARAMETERS FILE (#43) | Active |
| DBIA4243 | REGISTRATION | ^DGPR(408.13 direct referenceINCOME PERSON File (#403.13) | Active |
| DBIA4244 | REGISTRATION | ^DGPR(408.12 direct referencePATIENT RELATION File(#408.12) | Active |
| DBIA4785 | REGISTRATION | Direct Global Read & w/Fileman to all fields stored at ^IBA(#355.33) | Active |
| DBIA419 | REGISTRATION | ^DGPM(D0,0) | Active |
| DBIA263-A | HL7 | EN^VAFHLPID | Approved by Donna H. Harris 9/8/03. Acknowledged by Cameron 9/8/03. |
| DBIA2120 | KERNAL | KCHK^XUSRB | Approved by Joel L. Ivey 9/9/03. Acknowledged by Cameron 9/9/03. |
| DBIA5293 | INSURANCE CAPTURE BUFFER | Read w/FileMan to fields at^IBA(355.3,D0,0) and ^IBA(355.3,D0,6)FileMan read/write to fields at ^IBA(355.3,D0,11,D1,0) | Active |
| DBIA5294 | INSURANCE CAPTURE BUFFER | FileMan read / write to fields at:^IBA(355.33,D0,0)^IBA(355.33,D0,20)^IBA(355.33,D0,21)^IBA(355.33,D0,40)^IBA(355.33,D0,60)^IBA(355.33,D0,61)^IBA(355.33,D0,62) | Active |
| DBIA5304 | INSURANCE CAPTURE BUFFER | Fileman read / write to fields at ^DPT(D0,.31)Read w/FileMan to fields at^DPT(D0,.312,D1,0)^DPT(D0,.312,D1,1)^DPT(D0,.312,D1,2)^DPT(D0,.312,D1,3) ^DPT(D0,.312,D1,4)^DPT(D0,.312,D1,5)^DPT(D0,.312,D1,7) | Active |

# Appendix F – How to Test the eIV Interface with the Test Eligibility Communicator

This appendix explains how to test the electronic Insurance Verification interface from a VistA test or development account with the test Eligibility Communicator (EC) that is located in Austin.

In order to test the eIV interface from a development/test account with the test EC, the developer must use a small set of preapproved test patients with specific criteria that the Financial Services Center (FSC) has agreed upon. This is because eIV inquiries (270 transmission) to the insurance clearinghouse can only be made for actual patients. Therefore, when this testing is performed FSC does not send or receive messages from the clearinghouse and instead returns back a canned response (271 transmission – payer response) that is hardcoded for each type of test being performed.

Prior to patch IB\*2.0\*549, if the interface was on for a development / test account and the developer sent a 270 transmission (eIV inquiry) for a patient that was not one of the agreed upon test patients, or key data elements (e.g., subscriber ID, patient’s date of birth, patient’s sex, patient’s name, and payer’s name) of that patient did not match the data that FSC was expecting, an error would occur at FSC and the issue would have to be fixed manually before testing could proceed again. No other test eIV inquiries would be processed from any VistA development/test account while FSC was manually addressing the situation of receiving an eIV inquiry with unexpected data. Not only did this cause manual work, but it also stopped other people from testing with eIV.

With the introduction of IB\*2.0\*549, the system checks to see if the site is in test or production mode. If the site is in test mode, the system checks the data in the transmission to determine if all of the data fields match a test that has been previously approved by FSC. If the eIV inquiry did not match a test then the eIV inquiry is not transmitted to FSC but would instead remain in the IIV Transmission Queue (#365.1) with a status of ‘Ready to Transmit’. This alleviates the bottleneck that would have occurred when improper test data was sent to FSC and had to be manually deleted. This check is done in the XMITOK method of routine IBCNETST. After July 2016, FSC will send a default AAA error response (message with error code T4) whenever VistA sends an eIV inquiry to the test EC system for which there is no predetermined (previously agreed upon) response based on the Subscriber ID / Patient ID and Payer’s VA National ID combination.[[4]](#footnote-4) It is important to maintain the existence of XMITOK^IBCNETST to control the number eIV inquiries / responses between VistA and the test EC system especially when one is trying to trace a specific scenario.

Below is a table that lists the data required for the currently agreed upon test cases. If a different set of criteria is needed to test something that these cases do not currently cover, the developer must talk to someone at FSC to either modify an existing test case or add a new one. Any new or modified test case must be updated in both the XMITOK^IBCNETST routine and in the chart below in this document. These two items must remain in synch for future developers and efforts.

Important things to know to read Table 20:

Table 19: Important Information

| Item | Description |
| --- | --- |
| **PAYER** | The patient must have an insurance policy that is active (no expiration date) in VistA with an insurance company (#2.312, .01) that is active and linked to the payer in the “Payer” column of this chart. This payer must be Nationally Active and Locally Active in file #365.12 for the application “eIV”. This payer must also have the VA National ID match what is listed below in the chart. 1. The VA National ID may be different than what the VA National ID is in production for that Payer. For example, the payer “CMS” has a different VA National ID for testing than for production.
 |
| **Group ID** | The patient’s active policy on file must have the NEW GROUP NUMBER (#2.312, 21) match exactly what is listed in the “Group ID” column of this chart, including spaces. It is case sensitive due to XMITOK^IBCNETST and Auto Update.1. For these test cases it does not matter what the Group Name is. It is recommended that the NEW GROUP NAME (#2.312,20) is set to the same thing as the Group ID. It will help reduce confusion when reviewing test data and when troubleshooting with FSC.
2. patient’s policy uses GROUP PLAN (#2.312, .18) to point to the GROUP INSURANCE PLAN file #355.3. It is this pointer that calculates the fields (#2.312, 20) & (#2.312, 21).
 |
| **Subscriber ID** | The patient’s active policy on file must have the SUBSCRIBER ID (#2.312, 7.02) match exactly what is listed in the “Subscriber ID” column of this chart. It is case sensitive due to XMITOK^IBCNETST and Auto Update. |
| **Subscriber** | The patient’s active policy on file must have the NAME OF INSURED (#2.312, 7.01) match exactly what is listed in the “Subscriber” column of this chart. It is case sensitive due to XMITOK^IBCNETST and Auto Update. |
| **Patient ID** | The patient’s active policy on file must have the PATIENT ID (#2.312, 5.01) match exactly what is listed in the “Patient ID” column. It is case sensitive due to XMITOK^IBCNETST and Auto Update. |
| **Patient** | The patient’s active policy on file must have the NAME (#2, .01) be the exact same as the name listed in the “Subscriber” column if not stated otherwise below in the chart. Refer to the “Patient” column for instructions of what the value of this field should be. It is case sensitive due to XMITOK^IBCNETST and Auto Update.1. The test patient must have an INTEGRATION CONTROL NUMBER (#2,991.01) populated before it can be used as a test patient for an eIV inquiry.
 |
| **Patient’s DOB** | The patient’s active policy on file must have the DATE OF BIRTH (#2, .03) match exactly what is listed in the “Patient’s DOB” column. |
| **Patient’s Sex** | The patient’s active policy on file must have the SEX (#2, .02) match exactly what is listed in the “Patient’s Sex” column. In the future, a developer may drop the SEX from XMITOK^IBCNETST and the chart below with FSC permission. Currently, FSC and eIV Auto Match checks (AUTOUPD^IBCNEHL1) does not need this data element to work but XMITOK^IBCNETST checks for this value. |
| **What is returned & Additional Instructions** | This column may give other important information needed in order to set up the test case properly in VistA. This column tells you what type of payer response you will receive back from FSC for each different test case. 1. For Dependent eIV inquiries (the patient is not the subscriber), the INSURED’S DOB (#2.312, 3.01) must be set to the subscriber’s date of birth, the INSURED’S SEX (#2.312, 3.12) must be set to the subscriber’s sex, and the PT. RELATIONSHIP TO INSURED (#2.312, 16) must be set as indicated in the below chart. The subscriber must already be a patient defined in VistA with the appropriate NAME (#2, .01), DATE OF BIRTH (#2, .03) and SEX (#2, .02) fields set to the appropriate values for the subscriber’s information.
 |

Table 20: Data Required for the Currently Agreed Upon Test Cases

| Payer | Group ID (a.k.a. Group Number) | Subscriber ID | Subscriber  | Patient ID | Patient | Patient’s DoB | Patient’s Sex | What is Returned & Additional Instructions |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Aetna(with VA National ID "VA1") | GRP NUM 13805 | 111111AE | IBSUB,ACTIVE | 111111AE | Same as subscriber | 2/2/1922 | M | FSC returns an Active response for a patient who is the subscriber. The response contains benefit information. |
| CIGNA(with VA National ID "VA10") | GRP NUM 5442 | 222222CI | IBSUB,ACTIVE | Same as subscriber ID | Same as subscriber | 2/2/1922 | M | FSC returns an Active response for a patient who is the subscriber. The response contains benefit information. |
| Aetna(with VA National ID "VA1") | GRP NUM 13188 | 111111FG | IBSUB,INACTIVE | 111111FG | Same as subscriber | 1/1/1948 | F | FSC returns an Inactive response for a patient who is the subscriber.  |
| Cigna (with VA National ID "VA10") | GRP NUM 5442 | 012345678 | IBSUB,AAAERROR | 012345678 | Same as subscriber | 2/11/1947 | M | FSC returns a response for a patient who is the subscriber. The response will contain a AAA (271 msg with an error). (i.e., Patient not found.) |
| CMS[[5]](#footnote-5)(with VA National ID "VA1628") | Doesn't matter | 333113333A | IB,PATIENT | 333113333A | Same as subscriber | 3/9/1935 | M | FSC returns an Active response for a patient who is the subscriber. The response contains 1 additional ‘potential’ insurance reported by Medicare (1 trailer).  |
| CMS[[6]](#footnote-6)(with VA National ID "VA1628") | Doesn't matter | 111223333A | IBSUB,TWOTRLRS | 111223333A | Same as subscriber | 5/5/1955 | M | FSC returns an Active response for a patient who is the subscriber. The response contains 2 additional ‘potential’ insurances reported by Medicare (2 trailers). |
| Aetna (with VA National ID "VA1") | AET1234 | W1234561111 | IBINS,ACTIVE | W123452222 | IBDEP,ACTIVE | 3/4/1990 | F | FSC returns an Active response for a patient who is a dependent of the subscriber. For FSC setup only: Dependent resp. with EB12=WFor VistA setup only: Set the Subscriber’s DOB to 7/26/41. Make sure the subscriber (not patient) is a Male. Define the dependent ‘IBDEP,ACTIVE’ to be the subscriber’s CHILD by setting the patient relationship to insured. |
| Aetna(with VA National ID "VA1") | GRP NUM 13805 | 222222AE | IBSUB,CANNOTFIND | 222222AE | Same as subscriber | 7/7/1922 | M | FSC returns a response saying that the user cannot be found by replying with an ambiguous response but no AAA message for a patient who is the subscriber. This is happening today in the real world.  |

# Glossary

Table 21: Glossary

| Term | Description |
| --- | --- |
| **AITC** | Austin Information Technology Center (formerly Austin Automation Center - AAC) |
| **EC** | Eligibility Communicator – this refers to the National Health Insurance Cache database that is housed in the AITC in Austin, TX. The eIV software communicates with the Eligibility Communicator directly through HL7. The EC in turn communicates with Communication Partners to create an eligibility response that is returned to the VistA system. |
| **EICD** | Electronic Insurance Coverage Discovery – this refers to the added functionality IB\*2\*621 delivered to identify patient insurance through an electronic transaction sent to a contracted clearinghouse.  |
| **FSC** | Austin Financial Services Center |
| **HIPAA** | Health Insurance Portability and Accountability Act of 1996 |
| **HL7** | Health Level Seven, a standardized application level communications protocol that enables systems to exchange information and to affect requests and responses. Basically, HL7 is an agreement between two HL7-compliant systems that specifies where to expect certain data in a stream of characters. |
| **IB** | Integrated Billing |
| **MCCR** | Medical Care Cost Recovery. The collection of monies by the Department of Veterans Affairs (VA). |
| **Required Variable** | An attribute of a package interface. It is a variable that must exist in order for the interface's entry point to be called. |
| **Security Key** | Used in conjunction with locked options or functions. Only holders of this key may perform these options / functions. Used for options, which perform a sensitive task. |

1. EICD – Electronic Insurance Coverage Discovery [↑](#footnote-ref-1)
2. Note: The HL7 module resolves the FQDN to an IP address on the HL7 Logical Link automatically. This is why an IP address is displayed on the HL7 Logical Link. The interface is not dependent on this value. [↑](#footnote-ref-2)
3. As viewed by VistA options: “Patient Insurance Info View/Edit” and Claim Tracking edit options (several of them) [↑](#footnote-ref-3)
4. When a tester / developer receives an eIV response with an error code of T4 from the test EC system, they either need to correct the Payer’s VA National ID or the Subscriber ID / Patient ID on the eIV inquiry. However, if the tester / developer believes the data is correct per the test data chart below, FSC should be contacted. [↑](#footnote-ref-4)
5. See footnote below regarding “CMS” [↑](#footnote-ref-5)
6. CMS is the current payer representing Medicare as of July 2016. Before setting up a test case for Medicare, one must confirm with FSC which payer to use for Medicare in the “Test EC” environment. Also, confirm the payer’s “VA National ID” that must be used for testing. The MEDICARE PAYER (#350.9, 51.25) must be set to the current payer that FSC is currently using for Medicare testing. Therefore, the CMS in the table above would change to the current Medicare payer used for testing. [↑](#footnote-ref-6)