

Electronic Insurance Verification and Interfacility Insurance Update Interfaces

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, 687,702,
713, 732, 737, 743**

**September 2003
Revised: May 2023**

**Department of Veterans Affairs
Office of Information and Technology**

Revision History

Date	Revision	Description	Author
May 2023	IB*2.0*743	No content changes 508 compliance change to split Table 23 into separate tables.	MCCF EDI TAS eInsurance
February 2023	IB*2.0*737	<ul style="list-style-type: none"> • Removed listman template for Most Popular Payer • Removed Protocols for Most Popular Payer • Changed references from DBIA to ICR except in ICR names. 	MCCF EDI TAS eInsurance
October 2022	IB*2.0*732	No Changes needed	MCCF EDI TAS eInsurance
August 2022	IB*2.0*713	Added protocol “IBJP IIV FIX CORRUPT BUFFERS” to section 3.9 eIV Protocols. Added three rows to Appendix A. Two rows are related to “EN^IBCNEML” as they were missing. One row is related to ‘Fix Corrupt Buffers’ from patch IB*713.	MCCF EDI TAS eInsurance
5/1/2022	Patch 702	<ul style="list-style-type: none"> • Added a method for a real-time Electronic Insurance Coverage Discovery (EICD) inquiry to be generated by a user. • Prevented an Insurance Company group plan from being deleted if there are members still in the group. • Sending additional statistics in the daily registration message from VistA to FSC including information related to Electronic Insurance Coverage Discovery (EICD). • Updated, Enhanced, and created reports. 	MCCF EDI TAS eInsurance
12/2021	Patch 687	<ul style="list-style-type: none"> • Added the concept of Interfacility Insurance Update (IIU) to this document. • Removed the list of eIV Routines as they are in another technical manual already. • Cleaned up the eIV Input Templates, eIV Related Options, eIV List Manager Templates sections – removing IB items that were not eIV specific • Updated sections eIV File Protection and eIV Security Keys to match what is in the field • Updated the Glossary 	MCCF EDI TAS eInsurance

Date	Revision	Description	Author
04/2021	Patch 668	<ul style="list-style-type: none"> 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	<p>Updated the functional description area of the Introduction section to include EICD.</p> <p>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.</p> <p>Updated the Namespace area within the TECHNICAL NOTES section.</p> <p>Added the new IBCNE EIV PAYER DOD REPORT.</p> <p>Added a routine (IBCNERPM)</p>	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	<p>Added a Routine (IBCNERTU)</p> <p>Added a new file [#355.36] CREATION TO PROCESSING TRACKING</p>	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	<p>Add Routine</p> <p>Add Protocols</p>	MCCF EDI TAS eInsurance
06/2018	Patch 595	<p>Update the Purging section</p> <p>Add mailman msg from nightly job to Appendix A</p> <p>Add “Group Number” to column header in test grid in Appendix F</p>	MCCF EDI TAS eInsurance

Date	Revision	Description	Author
03/2018	Patch 601	Add new program sub-namespace Add new routines Update File list Update Input Templates Add Protocol Update 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
09/2003	Patch 246	No change required	N/A
09/18/2003	Patch 184	Initial Version	REDACTED

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 (Information Resources Management) 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 is entered 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 needed.

Note to Users with Qume Terminals

It is very important to set up the Qume terminal properly. After entering access and verifying codes, the user will see:

```
Select TERMINAL TYPE NAME: {type} //
```

Please ensure that <C-QUME> is entered here. This entry will become the default. The user 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 the user's 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.

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1 eIV Introduction

1.1 eIV 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:
 - a. Recommendation 5 of that Plan, which calls for implementation of automated methods of identifying and verifying veteran insurance coverage.
 - b. Recommendation 3 of that Plan, which recommends adopting a national policy for the update of patient data no less frequently than every six months.
2. 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.

1.2 eIV Functional Description

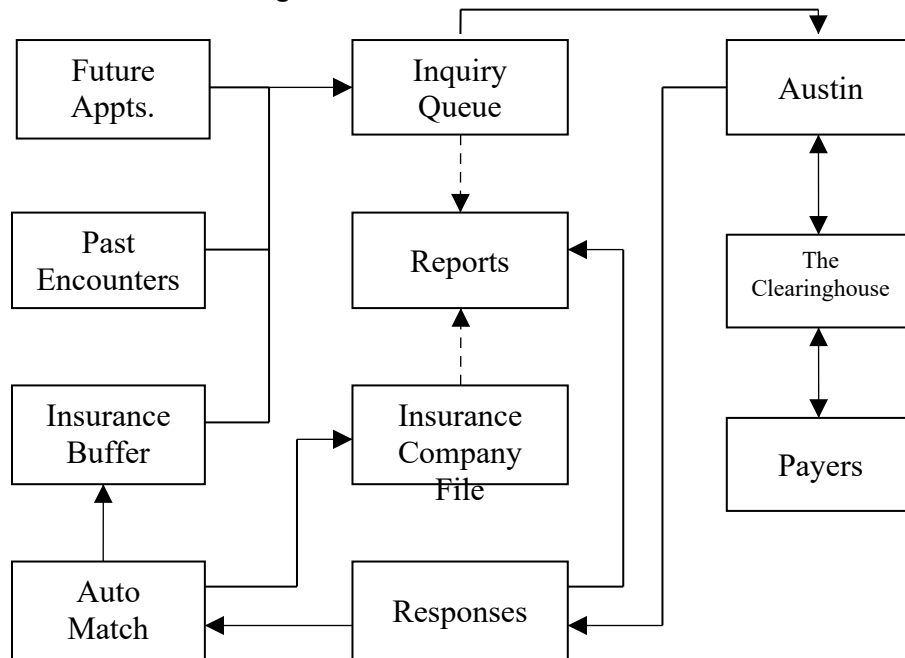
The Electronic Insurance Verification (eIV) project provides an extension to the existing Veterans Health Information System and Technology Architecture (VistA) Insurance Buffer functionality by enabling electronic confirmation of third-party commercial health insurance coverage for registered Department of Veterans Affairs (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 EICD¹ extract as part of the eIV nightly activity. For the Appointment Extract, VistA prepares Health Level Seven (HL7) inquiries during the night in response to appointment events. For the Buffer Extract, VistA

¹ EICD – Electronic Insurance Coverage Discovery

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 distributes 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



Inquiries are then verified through an exchange of Health Insurance Portability and Accountability Act (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 can maintain a separate list of insurance companies. 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.

1.3 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.

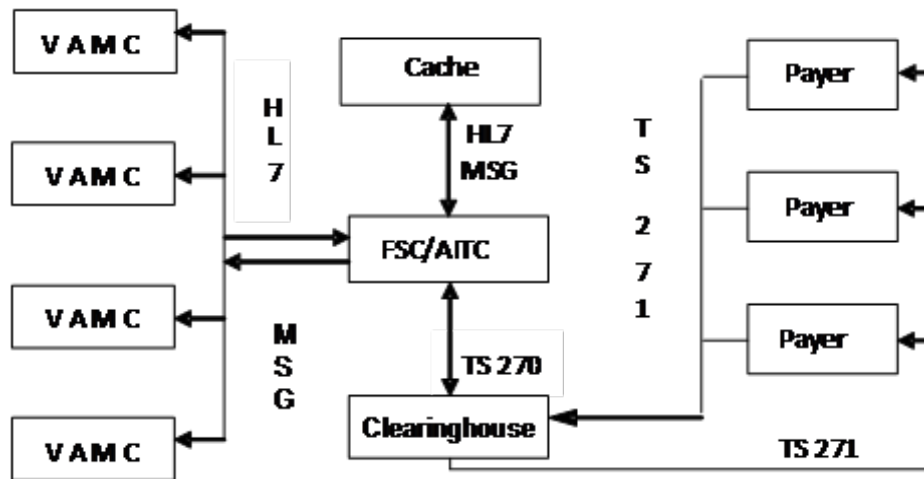
If the message fails EC's validation, the sending VistA facility receives an error message from EC. Otherwise EC processes the message and returns responses to most of them as defined in this Interface Design Document (IDD).

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



1.4 eIV 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.

2 eIV Implementation and Maintenance

2.1 eIV 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.

2.2 eIV 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.

2.3 eIV Hardware Requirements

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

Additionally, Transmission Control Protocol / Internet Protocol (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 if the VistA server is also connected to the VA's intranet.

2.4 eIV Globals

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

Data Files Stored in the Global ^IBCN (that are related to eIV):

- 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 (that are related to eIV):

- 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 ENTITY RELATIONSHIP CODE (#365.031)
- X12 271 DATE FORMAT QUALIFIER (#365.032)
- X12 271 YES/NO RESPONSE CODE (#365.033)
- X12 271 LOCATION QUALIFIER (#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)

2.5 eIV Globals to Journal

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

2.6 eIV 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 Medical Care Cost Recovery (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)

NOTE: 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 eIV purging section of this document for further details.

2.7 eIV 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 eIV External Interfaces – eIV HL7 Communications Setup section, in this manual, for specific eIV HL7 information.

This interface is dependent upon both a Fully Qualified Domain Name² (FQDN) and the port on which HL7 listens. If any of the following scenarios occur, the user 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 Veterans Affairs Medical Center (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.

2.8 eIV Bulletins

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

3 eIV Technical Notes

3.1 eIV 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 for eIV & Description

Sub-namespace	Description
IBCNEAM	Auto Match routines
IBCNEBF	eIV to create entry the Buffer File

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.

Sub-namespace	Description
IBCNEDE	Data Extract routines & main driver for the eIV Nightly Process [IBCNE IIV BATCH PROCESS]
IBCNEEDST	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)
IBCNERQ	Makes eIV real-time insurance verification.
IBCNERU	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

3.2 eIV File Number Space

The eIV package file range is 365-365.99.

3.3 eIV Routines

The list of all IB routines and a description of them (including those associated with the eIV interface) are documented in the Integrated Billing Version 2 Technical Manual.

3.4 eIV File List with Descriptions

WARNING: These are files that the eIV interface needs or interacts with. Just because a file is listed in this section, it DOES NOT MEAN that it is owned by Integrated Billing!

WARNING: It is not recommended that VA FileManager be used 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 2: eIV 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. <i>All data elements for the Insurance Identification and Verification Interface will be numbered 51.nn with the exception of the “MANILA EIV IIU ENABLED” (#350.1, 51.33) which is shared with the IIU interface.</i>
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.

File #	File Name	Data Dictionary
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.

File #	File Name	Data Dictionary
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.

File #	File Name	Data Dictionary
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.

File #	File Name	Data Dictionary
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 (subfile)	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	^IBCNE(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.

3.5 eIV Input Templates

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

Table 3: eIV Input Template

Input Template	File	Reason
IBCNE GENERAL PARAMETER EDIT	IB SITE PARAMETERS #350.9	Controls editing of site parameters some of which are eIV & IIU related.

Input Template	File	Reason
IBEDIT INS CO1	INSURANCE COMPANY #36	Controls editing of an insurance company, which includes the 'PAYER' action that is related to eIV & IIU.

3.6 eIV Mail Group

Table 4: eIV 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.

3.7 eIV Related Options

This section is for those options that kick off the eIV processing that takes place at night, and any other eIV options that is NOT attached to a Menu due to the fact that it is designed to be scheduled by TaskMan.

Table 5: eIV Options – TaskMan Controlled

eIV (VistA) options	Description	TaskMan
eInsurance Night Process [IBCN EINSURANCE NIGHT PROCESS]	This option is not to be placed on any menu nor run by any user. This option is specifically designed to be scheduled in TaskMan to be executed once a day during off-peak hours. Running this more than once a day may cause unexpected results. This option controls jobs for the ebusiness eInsurance team, which includes but is not limited to eIV and IIU night processing and purging.	TaskMan ONLY, Do NOT Attach to a 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.	TaskMan ONLY, Do NOT Attach to a menu.

3.8 eIV List Manager 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 6: eIV Related List Manager Templates

List Manager Template	Description
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.
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 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.
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.
IBCNS PLAN SELECTOR	Insurance Plan Lookup
IBCNS POLICIES SELECTED	Selected Policies
IBJP MCCR PARAMETERS	List Manager template that controls the main screen for the IB Site Parameters. This template includes the action that allows one to access the eIV and IIU site parameter controls.
IBJP IIV SITE PARAMETERS	List Manager template for the Insurance Verification screen that allows the user to control / edit certain eIV and IIU general parameters.

3.9 eIV Protocols

Table 7: eIV Protocols

Protocol	Type
IBCN BLANK	Action
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

Protocol	Type
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 BLANK	Action
IBCNE EICD REQUEST	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

Protocol	Type
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
IBCNS PLAN MULTI-DESEL	Action
IBCNS PLAN MULTI-DESELECT	Action
IBCNS PLAN MULTI-SELECT	Action
IBCNS PLAN SELECT MENU	Menu
IBCNS PLAN SHOW SEL	Action
IBCNS POL SEL MENU	Menu
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

Protocol	Type
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

Protocol	Type
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

Protocol	Type
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 FIX CORRUPT BUFFERS	Action
IBJP IIV GENERAL EDIT	Action
IBJP INS VER MENU	Action
IBJP INS VER SCREEN	Action

Protocol	Type
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

3.10 eIV HL7 Application Parameters

Table 8: eIV HL7 Application Parameter

HL7 Application Parameter
IIV EC
IIV VistA

3.11 eIV HL Logical Links

Table 9: eIV HL Logical Links

HL Logical Link	Description
IIV EC	Link to Austin from Vista

3.12 eIV 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 ensure 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.

4 eIV Security

4.1 eIV 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 10: VA FileMan Access Codes for eIV Related Files

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	@			@	@	

File #	File Name	DD	RD	WR	DEL	LAYGO	AUDIT
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 QUALIFIER						
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	@					

File #	File Name	DD	RD	WR	DEL	LAYGO	AUDIT
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						

4.2 eIV Security Keys

Table 11: Security Key Descriptions Related to eIV

Security Key Name	Description
IBCNE EICD REQUEST	This key is for use with the Electronic Insurance Coverage Discovery (EICD) inquiry.
IBCNE EIV IIU MAINTENANCE	This security key is for Electronic Insurance Verification project (eIV) and the IIU interface. 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. NOTE: IBCNE EIV MAINTENANCE was renamed to IBCNE EIV IIU MAINTENANCE with IB*2.0*687.
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.
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.

4.3 eIV Options Locked by Security Keys

Table 12: eIV Options / Programs Locked by a Security Key

Options / Programs Locked by a Security Key	Security Key
[IBCNE EICD REQUEST]	IBCNE EICD REQUEST
Request Electronic Insurance Inquiry [IBCNE REQUEST INQUIRY] option	IBCNE IIV SUPERVISOR
Payer Edit [IBCNE PAYER EDIT] option	IBCNE EIV IIU MAINTENANCE
Link Insurance Companies to Payers [IBCNE PAYER LINK] option	IBCNE EIV IIU 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 IIU 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 IIU MAINTENANCE
Payer Action (PA) on the [IBCN INSURANCE CO EDIT] option	IBCNE EIV IIU MAINTENANCE

5 eIV External Interfaces

5.1 eIV 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.

5.2 eIV HL7 Communication Setup

The user's 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						
NODE	MESSAGES RECEIVED	MESSAGES PROCESSED	MESSAGES TO SEND	MESSAGES SENT	DEVICE 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.

5.3 eIV 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.

NOTE: 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 Insurance Rapid Response team.

5.4 eIV 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.

NOTE: 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 eInsurance Rapid Response team.

6 IIU Introduction

6.1 IIU Overview

The release of Integrated Billing patch IB*2.0*687 introduced the Interfacility Insurance Update (IIU) interface. IIU creates an automated push of active, verified insurance information in real time from the VistA instance used to verify the policy, to other VistA instances where the patient has received care sometime in the past. Upon arriving at the receiving VistA instance, the incoming policy data is presented to the user for processing. With this new interface, Veteran Administration Medical Centers (VAMCs) are able to be up to date and share the recently verified active insurance with other VAMCs a patient has recently visited.

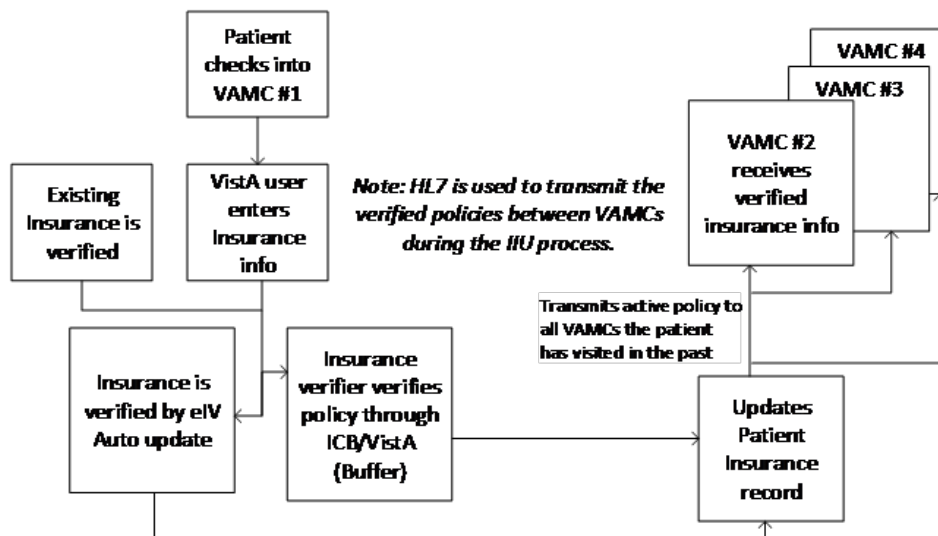
6.2 IIU Functional Description

The IIU project provides an extension to the existing VistA Insurance Buffer functionality, the Insurance Capture Buffer (ICB) functionality, and the eIV functionality by enabling the software to share with other VAMCs information regarding active policies as they are either verified by the user or automatically by eIV. As an active policy is updated in the patient's record it is evaluated to see if the policy and the patient meet certain criteria. If the criteria are met, the policy information will be sent via HL7 to other VAMCs that the patient has visited before. The transmission will either take place real time or by a process that is run each night. Sources include anything except for those insurances that were received by IIU (Interfacility Insurance Update) or by Remote Query (Insurance Import).

Once the receiving VAMC receives the verified active policy by IIU, it is evaluated to determine if it is valuable information for the user to process. If it is valuable to that VAMC (i.e., not a duplicate insurance of something they already have on file), it is saved to the buffer. This may or may not trigger eIV's real time process to kick in and reconfirm the active status of the policy. The user may then process and save the policy to the patient's record.

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 exchange insurance policy information for the various payers via IIU, a national VA insurance payer list that was established and used by eIV is also necessary for IIU. A payer only needs to be linked to the insurance companies in their own site's list once. That 'link' will work for both eIV and for the IIU interfaces. Not all payers in the national VA list will work with the IIU interface. Over time, the number of payers that will work over the IIU interface will increase. A payer is not required to work over the eIV interface in order to work over the IIU interface; however, the initial set of payers will work for both interfaces.

Figure 3: Overview of IIU Process



7 IIU Implementation and Maintenance

7.1 IIU 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.

7.2 IIU 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.

7.3 IIU Hardware Requirements

The IIU interface 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 all other VA VAMC's VistA systems. All the VistA VAMCs are connected to the VA's intranet; therefore, connectivity should be available without additional action if the VistA server is also connected to the VA's intranet.

7.4 IIU Globals

Global ^IBCN should have been created prior to installation of IB*2.0*687.

Data File Stored in the Global ^IBCN (that are related to IIU):

- INTERFACILITY INSURANCE UPDATE (#365.19)

7.5 IIU Globals to Journal

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

7.6 IIU Estimated Global Growth

The only file related to IIU that is expected to grow over time is the INTERFACILITY INSURANCE UPDATE (#365.19) file. The growth rate of this file is directly proportional to the number of verified active policies for patients who visit multiple VAMCs.

For verified active policies that are sent to other VAMCs:

^IBCN(365.19) – .0002 Mb per entry (INTERFACILITY INSURANCE UPDATE #365.19)

For verified active policies that are received by VAMCs:

^IBCN(365.19) – .0005 Mb per entry (INTERFACILITY INSURANCE UPDATE #365.19)

NOTE: Functionality has been included that automatically purges data in this file based on different site parameters. Refer to the IIU purging section of this document for further details.

7.7 IIU HL7 Management

IIU 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 IIU External Interfaces – IIU HL7 Communications Setup section, in this manual, for specific IIU HL7 information.

This interface is dependent upon dynamic addressing.

7.8 IIU Bulletins

Currently, there are no bulletins set up for the IIU Interface software.

8 IIU Technical Notes

8.1 IIU Namespace

The IIU Interface is using the namespace IBCNIU. The IBCNIU namespace is used for all new routines, options, etc. associated with this interface.

For all IIU specific 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 IIU internal namespaces is as follows:

Table 13: Sub-namespace for IIU & Description

Sub-namespace	Description
IBCNIUF	Filer – evaluates the policies as they are updated in the patient’s record either by the eIV auto-update process or a user processing a buffer entry in VistA or ICB. All verified active policies that meet certain criteria are filed in the INTERFACILITY INSURANCE UPDATE file (#365.19) for processing by the IIU interface.
IBCNIUH	Related to all HL7 messaging associated with the IIU interface. Creates HL7 message, transmits HL7 messages, and processes the incoming HL7 messages for the IIU interface.

Sub-namespace	Description
IBCNIUK	Purge IIU data from INTERFACILITY INSURANCE UPDATE file (#365.19).
IBCNIUR	Reports.

8.2 IIU File Number Space

The IIU file number is currently #365.19 (which falls in the range of files for the eIV interface). The IIU interface is dependent on the eIV interface existing in the VAMCs system. If another file number is needed for IIU in the future, consider the available numbers left in the eIV file number range.

8.3 IIU Routines

The list of all IB routines and a description of them (including those associated with the IIU interface) are documented in the Integrated Billing Version 2 Technical Manual.

8.4 IIU File List with Descriptions

WARNING: These are files that the IIU interface needs or interacts with. Just because a file is listed in this section, it DOES NOT MEAN that it is owned by Integrated Billing!

WARNING: It is not recommended that VA FileManager be used 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 14: IIU 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.
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.

File #	File Name	Data Dictionary
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 IIU Interface will be numbered 53.nn except for “MANILA EIV IIU ENABLED” (#350.1, 51.33) which is shared with the eIV interface.
365.19	INTERFACILITY INSURANCE UPDATE	^IBCN(365.19) – This file contains two types of IIU records. A) It contains records which have been selected based on specific criteria to generate an HL7 message. These messages which contain recently verified active policies are sent for processing to other VAMCs which the patient has visited in the past. B) It contains all recently verified active policies that were received from other VAMCs.

8.5 IIU Input Templates

Following is a list of the VA FileMan input templates associated with the processing and generation of the HL7 messages used by the IIU interface.

Table 15: IIU Input Template

Input Template	File	Reason
IBCNE GENERAL PARAMETER EDIT	IB SITE PARAMETERS #350.9	Controls editing of site parameters some of which are eIV & IIU related.
IBEDIT INS CO1	INSURANCE COMPANY #36	Controls editing of an insurance company, which includes the ‘PAYER’ action that is related to eIV & IIU.

8.6 IIU Related Options

Table 16: IIU Related Options

IIU (VistA) options	Description	Attached to Menu
eInsurance Night Process [IBCN EINSURANCE NIGHT PROCESS]	This option is not to be placed on any menu nor run by any user. This option is specifically designed to be scheduled in TaskMan to be executed once a day during off-peak hours. Running this more than once a day may cause unexpected results. This option controls jobs for the ebusiness eInsurance team, which includes but is not limited to eIV and IIU night processing and purging.	(TaskMan ONLY) Do Not attach to a menu.

8.7 IIU List Manager Templates

Following is a list of the VA FileMan list templates associated with the processing and generation of IIU messages.

Table 17: IIU Related List Manager Templates

List Manager Template	Description
IBJP MCCR PARAMETERS	List Manager template that controls the main screen for the IB Site Parameters. This template includes the action that allows one to access the eIV and IIU site parameter controls.
IBJP IIV SITE PARAMETERS	List Manager template for the Insurance Verification screen that allows the user to control / edit certain eIV and IIU general parameters.

8.8 IIU Protocols

Table 18: IIU Protocols

Protocol	Type
IBCNIU PIN/I07 EVENT	Event Driver
IBCNIU PIN/I07 SUB	Subscriber
IBCNSC INS CO PAYER	Action

8.9 IIU HL7 Application Parameters

Table 19: IIU HL7 Application Parameter

HL7 Application Parameter
IBCNIU-PIN
IBCNIU-PINRECP

8.10 IIU HL Logical Links

The IIU software uses the Treating Facility List File (#391.91) and the Institution file (#4) to determine the domain and HL7 logical links that HL7 will use for transmitting the IIU messages outbound from VistA between the different VAMCs. This is done dynamically.

8.11 IIU Purging

All outbound and inbound (sent/received) IIU messages between the different VAMCs are stored in the INTERFACILITY INSURANCE UPDATE file (#365.19). Over time, this file will continue to grow as more IIU messages are exchanged between the various VAMCs. Therefore, the [IBCN EINSURANCE NIGHT PROCESS], which is scheduled in TaskMan to run once a day, will purge old records based on different IIU site parameter settings that are stored in the IB SITE PARAMETER file (#350.9). Note that it is critical to keep the IIU PURGE SENT RECORDS field (#350.9, 53.05) at least the same value if not higher than the IIU MIN DAYS BEFORE SHARING field (#350.9, 53.04) or the IIU software will exchange the same policies

more frequently than desired. This is because IIU uses the historical information in the INTERFACILITY INSURANCE UPDATE file (#365.19) to determine when a verified active policy was last shared for specific patient/policy/VAMC.

9 IIU Security

9.1 IIU File Protection

The IIU interface contains a file that is standardized. It carries 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 this file 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 IIU interface.

Table 20: VA FileMan Access Codes for IIU Related Files

File #	File Name	DD	RD	WR		DEL	LAYGO	AUDIT
365.19	INTERFACILITY INSURANCE UPDATE	@		@		@	@	@

9.2 IIU Security Keys

Refer to the ‘eIV Options Locked by Security Keys’ section earlier above in this document for anything locked with the security key ‘IBCNE eIV IIU MAINTENANCE.’

10 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 21: eIV Generated Mailman Messages

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
Error returned when adding an Insurance Buffer entry	FIL^IBCN EBF	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^I BCNEDE	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.

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
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^IBC NEDE	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>

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
Error returned when creating an outgoing HL7 message	HLER^IBC NEDEQ	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^IB CNEDEQ	MESSAGES MAILGROUP (#350.9, 51.04)	eIV Communicat ion 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^IB CNEDEQ	MESSAGES MAILGROUP (#350.9, 51.04)	eIV Communicat ion Error	VistA was unable to electronically confirm insurance for Patient: {Patient Name} and Payer: {Payer Name}.
Error creating an IIV Response File entry	RESP^IBC NEDEQ	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^IB CNEDEQ	MESSAGES MAILGROUP (#350.9, 51.04)	eIV Communicat ion Timeout	No Response has been received within the defined failure days of {Timeout Days} for Patient: {Patient Name} and Payer: {Payer Name}

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
Error returned when creating an outgoing HL7 message to deactivate eIV	HL^IBCNE HLD	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^IBCNE EHLI	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^IBCNE EHLI	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 #} OR Not 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 message OR File {File Number} not found in the Data Dictionary
Error(s) returned when creating the HL7 Registration message	REG^IBC NEHLM	MESSAGES MAILGROUP	eIV Registration Failure	The “HL7 Response Processing Method” selected is Batch but the

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
for the Eligibility Communicator		(#350.9, 51.04)		<p>HL7 Batch Start and End Times are blank.</p> <p>OR</p> <p>The following IIV Site Parameters are not defined:</p> <p>“Days between electronic reverification checks” is blank.</p> <p>OR</p> <p>“Look at a patient’s inactive insurance?” is blank.</p> <p>OR</p> <p>“HL7 Response Processing Method” is blank.</p>
Error returned when creating / updating an IIV Response File entry	ZEB^IBCN EHLR2	<p>MESSAGES MAILGROUP (#350.9, 51.04)</p> <p>An FSC admin group associated with EC.</p>	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.

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
Message received from the Eligibility Communicator could not be processed	WARN^IB CNEHL3	MESSAGES MAILGROUP (#350.9, 51.04)	IMPORTAN T: 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^I BCNEHLU	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^I BCNEHLU	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.

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
eIV response came in from the Eligibility Communication but it was missing the Message Control ID on the MSA segment	ERRMSA^I BCNEHL4	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^IBCN EHLT	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^IBC NEHLT	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.

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
eIV Date becomes available for purging	MMPURG E^IBCNEK I2	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^I BCNERP9 +122	MESSAGES MAILGROUP (#350.9, 51.04)	**eIV Statistical Rpt **	{eIV Statistical Report with data for the previous 24 hours.}
Daily Task kicks off at 5 a.m. local time	EN^IBCN EHLM	MESSAGES MAILGROUP (#350.9, 51.04)	ACTION REQ: PAYERS TO BE LOCALLY ACTIVATED	Nationally Active Payers that are Locally Inactive: ----- {List of payers that are not locally activated.} Immediate Attention Required: ----- Please locally activate the payers after you link insurance companies to them. Please visit the e-Business Projects Webpage on Vista University Website to download the Payer Activation Instructions.

Triggering Event	Routine Reference	Recipients	Subject – this is the literal text	Message Text – this is the literal text found on the MailMan message.
Daily Task kicks off at 5 a.m. local time	EN^IBCN EHLM	MESSAGES MAILGROUP (#350.9, 51.04)	ACTION REQ: POTENTIAL PAYERS TO BE LINKED	TOTAL NUMBER OF PAYERS WITH POTENTIAL INSURANCE COMPANY MATCHES: {total count} Immediate Attention Required: ----- Please visit the e- Business Projects Webpage on VistA University Website to download the Link Payer Instructions.
Authorized user selects the action “Fix Corrupt Buffers” from the “Ins. Verification” section of the “MCCR Site Parameter Display/Edit” [IBJ MCCR SITE PARAMETERS] option	BADRECS ^IBJPI2	Insurance Rapid Response team	Corrupt Buffers Fixed ({site number} – {site name})	{user’s name}, ran ‘Fix Corrupt Buffer’ on {date} – Clean-up of corrupted #355.33 records has completed. ----- # of corrupt buffer entries corrected (stopped ins. Verification): {count} # of corrupt Accepted/Rejected buffer entries corrected: {count} # of corrupt buffer entries removed (bad zero node): {count} Total entries removed: {count} Total entries corrected: {count}

11 Appendix B – Incoming Data Mapping for eIV

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.’

NOTE: Some fields may be both auto and manually updated.

Table 22: eIV 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 Updated³
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

³ As viewed by VistA options: “Patient Insurance Info View/Edit” and Claim Tracking edit options (several of them)
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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 Updated³
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

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 Updated³
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 Update PT. 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

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 Updated³
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)

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 Updated³
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)

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 Updated³
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)

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 Updated³
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)

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 Updated³
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)

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 Updated³
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)

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 Updated³
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

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 Updated³
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

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 Updated³
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

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 Updated³
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)

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 Updated³
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)

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 Updated³
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

12 Appendix C – eIV 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 [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:”
 - a. The institution field is blank
 - b. The AUTOSTART field is set to **enabled**
 - c. Contact the eInsurance Rapid Response team for help defining the following fields:
 - i. The domain field.
 - ii. The TCP / IP address is left blank. It will self populate later.
 - iii. The TCP / IP Port.
3. Verify that the HL7 Logical Link “IIV EC” is running.
4. Ask the IB Supervisor or insurance personnel who brought this communication issue to the user’s attention, to review the eIV Statistical report the following day and confirm that connectivity has been restored with Austin.
5. If this does not resolve the communication issue 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-TRANSMISSION 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
```

13 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 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 23: Pre-Implementation Checklist

✓	Pre-Implementation Tasks	IRM	Revenue Coordinator and / or Insurance Supervisor
	Verify that required IB patches were installed.	x	
	Verify that the domain reflected in patch XM*DBA*153 was manually added to the system.	x	
	Identify members of the IBCNE IIV MESSAGE mail group.		x

Table 24: Patch Installation Checklist

✓	Patch Installation Task	IRM	Revenue Coordinator and / or Insurance Supervisor
	With the assistance of a system administrator (system manager) define the new IBCN global.	x	
	Ensure that all Integrated Billing users are logged off the system.	x	
	Install the IB*2.0*184 patch.	x	
	Enable journaling for the new ^IBCN global.	x	

Table 25: Post-Installation Checklist

✓	Post-Installation Tasks	IRM	Revenue Coordinator and / or Insurance Supervisor
	Add members to the IBCNE IIV MESSAGE mail group.	x	
	Assign security keys & menus to users.	x	
	Setup HL7 logical links for IIV	x	

✓	Post-Installation Tasks	IRM	Revenue Coordinator and / or Insurance Supervisor
	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.	x	x

Table 26: Site Registration Checklist

✓	Site Registration Tasks	IRM	Revenue Coordinator and / or Insurance Supervisor
	Execute the IBCNE IIV BATCH PROCESS option and wait for it to complete.	x	
	Check IBCNE IIV MESSAGE mail group messages. Proceed if no “problem” messages were received. Otherwise, reconcile any “problem” messages and start over.	x	
	Check the HL7 system monitor for incoming messages and verify that 350+ messages were received.	x	
	Check IBCNE IIV MESSAGE mail group messages again. Proceed if no “problem” messages were received. Otherwise, reconcile any “problem” messages and start over.	x	
	Confirm the HL7 logical link settings. Proceed if they have not been updated. Otherwise, start over.	x	

Table 27: Post-Registration Checklist

✓	Post-Registration Tasks	IRM	Revenue Coordinator and / or Insurance Supervisor
	Link insurance companies to payers.		x
	Enable the linked payers.		x
	Schedule the nightly IBCNE IIV BATCH PROCESS through TaskMan.	x	
	Use the IIV Site Parameters and gradually enable IIV extracts to begin sending inquires and receiving responses.		x

14 Appendix E – eIV Integration Control Registrations (ICRs)

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 28: eIV Database Integration Agreements

ICR #	Between IB and	Related to	FORUM Status
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
DBIA1519	KERNEL	Use of XUTMDEVQ	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 references VISIT FILE	Active
DBIA4242	REGISTRATION	^DG(43 direct access MAS PARAMETERS FILE (#43)	Active
DBIA4243	REGISTRATION	^DGPR(408.13 direct reference INCOME PERSON File (#403.13)	Active
DBIA4244	REGISTRATION	^DGPR(408.12 direct reference PATIENT 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

ICR #	Between IB and	Related to	FORUM Status
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

15 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 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.

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.

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 30.

Table 29: Important Information for Testing eIV

Item	Description
PAYER	<p>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.</p> <p>NOTE: 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.</p>
Group ID	<p>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.</p> <p>NOTE: 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.</p> <p>NOTE: 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).</p>
Subscriber ID	<p>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.</p>
Subscriber	<p>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.</p>
Patient ID	<p>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.</p>

Item	Description
Patient	<p>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.</p> <p>NOTE: 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.</p>
Patient's DOB	<p>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.</p>
Patient's Sex	<p>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.</p>
What is returned & Additional Instructions	<p>This column may give other important information needed in order to set up the test case properly in VistA. This column tells the user what type of payer response you will receive back from FSC for each different test case.</p> <p>NOTE: 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.</p>

Table 30: Data Required for the Currently Agreed Upon eIV 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,ACT IVE	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,ACT IVE	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,INA CTIVE	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,AAA ERROR	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.)

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
CMS ⁵ (with VA National ID "VA1628")	Doesn't matter	333113333A	IB,PATIENT	333113333 A	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 (with VA National ID "VA1628")	Doesn't matter	111223333A	IBSUB,TW OTRLRS	111223333 A	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).

⁵ See footnote below regarding "CMS"

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.

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")	AET1234	W123456111 1	IBINS,ACTI VE	W1234522 22	IBDEP,AC TIVE	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=W. For 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,CAN NOTFIND	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.

16 Glossary

Table 31: Glossary

Term	Description
AAC	Austin Automation Center
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*2.0*621 delivered to identify patient insurance through an electronic transaction sent to a contracted clearinghouse.
eIV	electronic Insurance Verification
ESD	Enterprise Service Desk
FQDN	Fully Qualified Domain Name
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
ICB	Insurance Capture Buffer
ICR	Integration Control Registration
IDD	Interface Design Document
IIU	Interfacility Insurance Update – exchanging verified active policy information between the various VAMCs that a patient has visited in the past. Introduced with patch IB*2.0*687.
IIV	electronic Insurance Identification and Verification
IRM	Information Resources Management
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.

Term	Description
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.
TCP/IP	Transmission Control Protocol / Internet Protocol
VA	Department of Veterans Affairs
VAMC	Veterans Affairs Medical Center
VistA	Veterans Health Information System and Technology Architecture