TRANSACTION QUESTIONS

In the following questions "process" means send, receive, or otherwise pass through. For each "yes" answer:

1. Where does the information come from
2. What information is it (generally – not each data element)
3. What does the program do with it
4. Where is the information sent

1 **Claim - 837**
Does your program process requests from providers to obtain payment or report encounter information to a health plan?

2 **Claim Status – 276/277**-
Does your program process inquiries to determine the status of a health care claim and the response?

3 **Coordination of Benefits – 837**-
Does your program transmit claims (including encounter information) to a health plan or sponsor for purpose of determining relative payment responsibilities or reporting encounter information?

4 **Health Care payment and remittance advise – 835**
Does your program process or transmit FROM a health plan TO a provider's financial institution: payment, transfer of funds, or payment processing information; OR transmit FROM a health plan TO a provider of explanation of benefits or remittance advice.

- Is your program a part of the health plan?
- Who are your health care providers?
- Describe the processes by which the providers get paid?
  What system/papers, who authorizes, where is it sent, check, EFT?
- What information is sent to the provider about the amount or purpose of the payment? Describe the process.

5 **Enrollment and Disenrollment – 834**-
Does your program process or transmit subscriber enrollment information within your health plan program or to another health plan to establish or terminate insurance coverage, benefit, or policy?

- Does your program (or a delegate) define, describe, limit, administer, pay for, a set of health care services or benefits for clients?
- Describe the process by which clients are "enrolled" in your program.
- What is your program's "plan"?
  - Is it an administration wide plan, a program plan, a service/client specific plan?
- When do they become eligible to receive services?
- What information do you, or someone on your behalf, collect?
- Where does the information get sent/collected from?

6 **Premium payments transaction – 820-**

Does your program process payment, transfer of funds, or remittance information about individuals for whom premiums being paid, or payment processing information to transmit premium payments?

7 **Eligibility** - **270/271**-
Does your program process inquiries from a provider or other health plan regarding enrollee eligibility, coverage, or benefits?

8 **Referral Certification and Authorization** - **278-**
After enrollment, does your program process requests or responses to a request for review and authorization to obtain health care or referral to another health care provider?