

# New Hampshire MMIS

Companion Guide to the 005010X220A1  
Benefit Enrollment and Maintenance (834)

Conduent EDI Solutions  
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# Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides - Technical Report Type 3 (TR3) and associated errata adopted under Health Insurance Portability and Accountability Act (HIPAA) clarifies and specifies the data content when exchanging electronically with the New Hampshire Medicaid Management Information System (MMIS). Transmissions based on this Companion Guide, used in tandem with the v5010 ASC X12N Implementation Guides (TR3) and CCIIO Companion guide, and are compliant with both ASC X12N syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides (TR3) adopted for use under HIPAA. The Companion Guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides (TR3).

# Table of Contents

<b>1 Introduction</b> .....	<b>4</b>
Scope .....	4
Overview.....	5
References .....	5
Additional Information .....	5
<b>2 Getting Started</b> .....	<b>6</b>
Working with New Hampshire Medicaid .....	6
Trading Partner Registration .....	7
Certification and Testing Overview.....	7
<b>3 Testing with the New Hampshire MMIS</b> .....	<b>8</b>
<b>4 Connectivity with the New Hampshire MMIS</b> .....	<b>9</b>
Process Flows .....	9
Editing and Validation Flow Diagram.....	9
Transmission Administration Procedures .....	10
Re-Transmission Procedures.....	11
Communication Protocol Specifications .....	11
Secure FTP.....	11
Passwords .....	15
<b>5 Contact Information</b> .....	<b>15</b>
EDI Customer Service .....	15
EDI Technical Assistance .....	15
Provider Services Number .....	15
Applicable Website/E-mail .....	15
<b>6 Control Segments/ Envelopes</b> .....	<b>16</b>
ISA-IEA.....	16
GS-GE.....	17
ST-SE.....	17
<b>7 New Hampshire Medicaid Specific Business Rules and Limitations</b> .....	<b>18</b>
<b>8 Acknowledgements and/or Reports</b> .....	<b>19</b>
Transmission Errors and Reports.....	19

Transmission Errors.....	19
Report Inventory .....	21
TA1 Interchange Acknowledgement Rejection Report .....	21
X12C 999 Implementation Acknowledgment.....	22
<b>9 Trading Partner Agreements.....</b>	<b>23</b>
Trading Partners.....	23
<b>10 Transaction Specific Information.....</b>	<b>23</b>
ASC X12N 834 Benefit Enrollment and Maintenance.....	24
2700 Member Reporting Categories Loop .....	27
ASC X12N 834 Benefit Enrollment and Maintenance – Enrollment Confirmation .....	28
2700 Member Reporting Categories Loop .....	29
Appendices.....	30
Implementation Checklist.....	30
Business Scenarios .....	30
Transmission Examples.....	30
Frequently Asked Questions.....	30

# 1 Introduction

This 834 Companion Guide is intended for Trading Partner use in conjunction with the ASC X12N 834 National Electronic Data Interchange Transaction Set Implementation Guide. The ASC X12N Implementation Guide can be accessed at <http://store.x12.org/store/healthcare-5010-consolidated-guides>.

This Companion Guide outlines the procedures necessary for engaging in Electronic Data Interchange (EDI) with the New Hampshire MMIS and specifies data clarification where applicable. [Section 10 Transaction Specific Information](#) contains provider data clarifications for fields and values that have changed.

Transaction specific data will be detailed using a table with the following information included (if applicable):

- TR3 Page
- Loop
- Segment
- Data Element
- Industry Name
- Comments

## Scope

This Companion Guide is intended for use by New Hampshire Medicaid Trading Partners for the retrieval of the X12N 834 transactions from Conduent. This Companion Guide is to be used in conjunction with the 834 Implementation Guide and TR3. Conduent is the Fiscal Agent for New Hampshire Department of Health and Human Services (DHHS). Conduent will accept and process X12N transactions on behalf of New Hampshire Medicaid.

Conduent provides connectivity for the flow of medical information and data between medical providers, facilities, vendors, claim payment agencies, clearinghouses and the front-end Online Transaction Processor (OLTP). Beyond the receipt and delivery of this data, Conduent EDI Solutions provides translation to and from ASC X12N standard formats.

Please refer to [Section 4 Connectivity with the New Hampshire MMIS](#) for more information regarding transmission methods.

# Overview

This Companion Guide is divided into 10 Sections. Each section will describe the process or requirement that each Trading Partner must complete to submit and receive X12N transactions for New Hampshire Medicaid.

Each section will detail the steps Trading Partners will be required to complete to successfully transmit data to and from the New Hampshire Medicaid MMIS.

This Companion Guide will provide contact information for obtaining assistance from the NH Medicaid MMIS. In addition, it will address data clarifications, including NH Medicaid-specific data requirements.

# References

This document serves as a companion to the ASC X12N Implementation Guides (TR3) as adopted under HIPAA. These can be accessed at <http://store.x12.org/store/healthcare-5010-consolidated-guides>.

# Additional Information

For more information on NH Medicaid EDI services for providers, including provider enrollment and claim transaction information, please visit: <http://nhmmis.nh.gov>.

# 2 Getting Started

## Working with New Hampshire Medicaid

We provide availability for transaction transmission and download retrieval 24 hours a day, seven days a week. This availability is subject to scheduled downtime. It is operational policy to schedule preventative maintenance periods on weekends or after 9:00 p.m. Eastern Standard Time. Conduent EDI Solutions notifies the New Hampshire Medicaid Trading Partners of outages or scheduled maintenance periods.

Currently, the system maintenance window is Sunday 12:01 a.m. to 12:00 p.m. Eastern Standard Time (EST). In the event of unscheduled downtime, Conduent EDI Solutions will notify the New Hampshire Medicaid Trading Partners via notifications and/or web portal banner messages, and will work to resolve the outage as expeditiously as possible.

For any non-routine downtime planned for the MMIS system, a notification message will be displayed in advance on the login screen (shown below) from the MMIS web portal to the providers.

**New Hampshire MMIS Health Enterprise Portal** Nov 28, 2017  
[Skip Navigation](#) | [Contact Us](#) | [Help](#) | [Search](#)

**Home** | [Program](#) | [Member](#) | [Provider](#) | [Documentation](#) | [Directories](#)

**Quick Links**

- Enrollment Application Status
- Provider Manuals
- Benefits Overview
- Provider FAQ
- ICD10 Resources

**News**

Welcome to the Conduent Health Enterprise Portal. This System Supports all of your State Medicaid and Decision Support needs.

**NH MMIS has established a maintenance window from 12:01 A.M. to 12:00 P.M. every Sunday to apply scheduled system upgrades. During the maintenance window, the system may not be accessible.**

**Conduent Internal**

The Conduent Health Enterprise Portal is the state of the art electronic health care administration system that gives patients, doctors and pharmacists and other users easy secure and efficient access to health care information.

**Enterprise Login**

**Required Field**

To access secure areas of the portal, please log in by entering your User ID.

\* User ID:

Forgot User Name or Password? Please contact your Organization Administrator for your User ID or to have your password reset.



# Trading Partner Registration

All entities that send electronic transactions to Conduent EDI for processing and retrieve reports and responses must enroll as EDI Trading Partners. The completed Trading Partner enrollment application provides the Conduent New Hampshire Provider Relations Unit the information necessary to assign a Login Name, Login ID, and Trading Partner ID, which are required to send or retrieve electronic transactions. The Trading Partner enrollment application is available on the NH Medicaid website at <http://nhmmis.nh.gov>. Click on 'Enrollment' in the Quick Links box to navigate to the Trading Partner enrollment application. For your convenience, the direct URL to the provider enrollment page is as follows:

<https://nhmmis.nh.gov/portals/wps/portal/ProviderEnrollment>

## Certification and Testing Overview

Conduent X12N transaction code sets are certified by EDIFECS Ramp Management Compliance Check engine, which provides accurate validation of HIPAA transactions (Type 1 EDI Syntax, Type 2 HIPAA Syntax, and some Type 7 NH Trading Partner Specific). Conduent EDI Solutions requires transaction testing with all enrolling Trading Partners for NH Medicaid. Once a Trading Partner has successfully enrolled for NH Medicaid and has communicated with a Conduent Business Analyst, the Trading Partner may begin the testing process. Trading partners will be required to participate in EDIFECS Ramp Management testing.

# 3 Testing with the New Hampshire MMIS

Before submitting 834 Effectuation Instruction production files through Conduent EDI Solutions, the Trading Partner must submit two valid test files. If the Trading Partner has received a test status of “Passed,” then the Conduent Business Analyst will contact the Trading Partner and update the Trading Partner status to production.

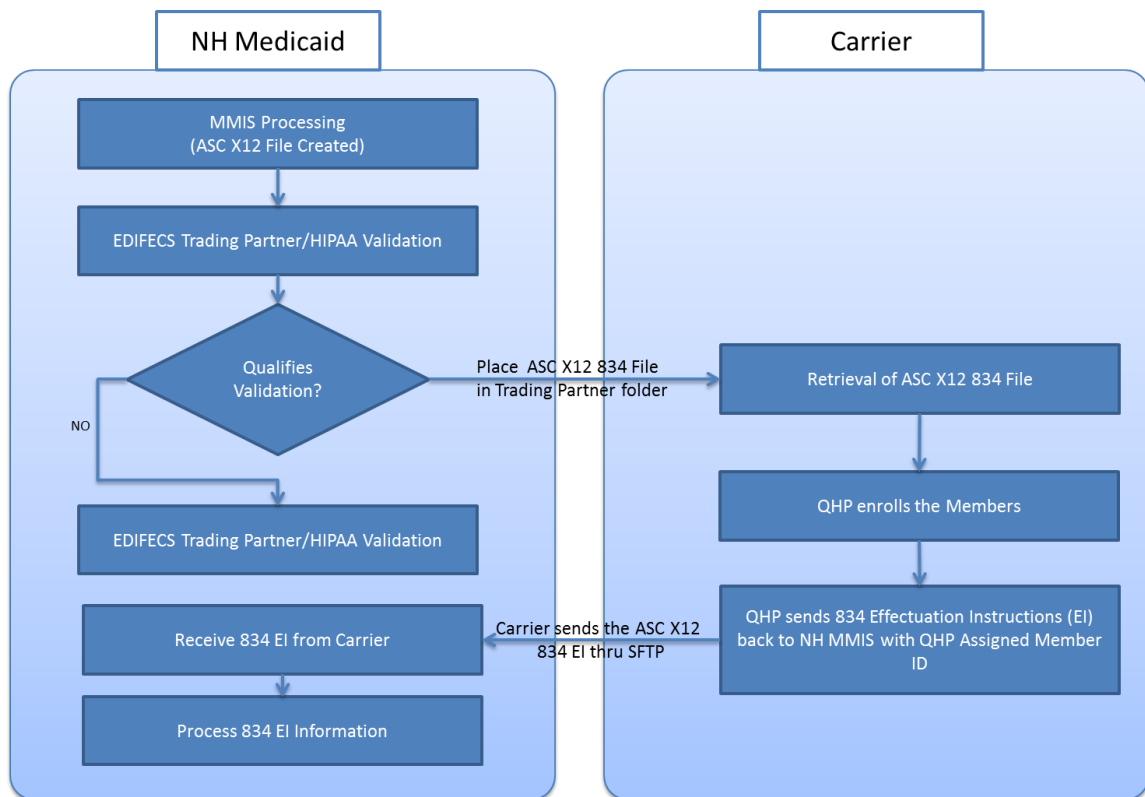
These tests verify a Trading Partner’s ability to submit a X12N 834 Confirmation transaction containing valid data in the required format. Trading Partners are encouraged to include a minimum of 10 unique transactions per test file to ensure more comprehensive testing. New Hampshire Medicaid-supported inbound transaction types are X12N 270, X12N 276, X12N 278, X12N 837P, X12N 837I, X12N 834C and X12N 837D. Changes to the X12N formats may require additional testing.

Should Trading Partners receive a test status of “Failed,” then Trading Partners should review the errors using the EDIFECS Error Report within EDIFECS Ramp Management, correct and resubmit their test file until the file receives a status of “Passed.” If Trading Partners require further assistance with EDIFECS Ramp Management and/or assistance resolving errors, please contact the assigned Conduent EDI Business Analyst by email at [NHMMISEDI@Conduent.com](mailto:NHMMISEDI@Conduent.com).

# 4 Connectivity with the New Hampshire MMIS

## Process Flows

### Editing and Validation Flow Diagram



#### Legend:

1. **MMIS Processing:** MMIS will create the 834 file in accordance with the ASC X12 Technical Report Type 3 standards, with NH specific rules applied.
2. **EDIFICS Transaction Manager Processing:** The EDIFICS Transaction Management tool will certify that the 834 file passes Trading Partner verification. The Transaction Manager will also provide validation of the HIPAA transactions (Type 1 EDI Syntax, Type 2 HIPAA Syntax, and Type 7 NH Trading Partner Specific edits). In the case that the Transaction Manager finds errors in the Trading Partner verification or the HIPAA transaction validation, a NH EDI Specialist will be notified for review and correction of the file.
3. **Trading Partner Retrieval of ASC X12 834 File:** The file is available for retrieval by the Trading Partner in the manner agreed on with NH Medicaid.

4. **Receive 834 EI from Carrier:** The QHP assigned Member ID is received in 834 Effectuation Instruction (EI) transaction and will be stored in MMIS System.

## Transmission Administration Procedures

New Hampshire Medicaid will create the 834 file in accordance with the ASC X12 Technical Report Type 3 standards and NH-specific rules will be applied. The EDIFECs Transaction Management (TM) will certify that the 834 file created passes Trading Partner verification. The Transaction Manager will also provide validation of the HIPAA transactions (Type 1 EDI Syntax, Type 2 HIPAA Syntax). In the case that the Transaction Manager finds errors in the Trading Partner verification or the HIPAA transaction validation, a NH EDI Specialist will be notified for review and correction of the file. The file is available for retrieval by the Trading Partner in the manner agreed on with NH Medicaid. The method used is noted in the Trading Partner Enrollment application. The methods available to the Trading Partner are available via download from the Managed File Transfer process (Secure FTP). More information on file retrieval options is available within [Communication Protocol Specifications](#).

### Frequency of Files:

NH MMIS will deliver files from Monday through Saturday between 11:00 p.m. to 5:00 a.m. Eastern Time depending upon the completion of enrollment operational activities.

### Naming of the Files:

The file name format is <TrackingId>\_<Timestamp>\_native.dat. The Tracking ID is a 15 digit unique ID followed by a timestamp in CCYYMMDDHHMMSS format. The 835 files sent from NH MMIS must be processed by the MCO in order.

The incoming 834 effectuation instructions transactions file name must *not* contain any spaces. It is recommended to have a file name containing date, time and a unique sequence number to identify the file during issue resolution process. The file name can be up to 100 characters long.

If you have questions or require assistance with your TA1 or X12 999 please contact your Conduent Fiscal Agent EDI Business Analyst at [NHMMISED@Conduent.com](mailto:NHMMISED@Conduent.com). Please include your Trading Partner ID and telephone number in your email. See [Section 8](#) for details around the 999 and TA1.

# Re-Transmission Procedures

## Transmission/Production Issues

When file transmission or technical production issues occur that may require the re-submission of files, please contact the Conduent New Hampshire Provider Relations Unit at **1 (866) 291-1674** (toll-free) or **(603) 223-4774** (local).

Please have the following information available when calling the Conduent New Hampshire Provider Relations Unit regarding transmission and production issues.

- Trading Partner ID
- Secure FTP ID

# Communication Protocol Specifications

NH Medicaid Trading Partners can submit X12N files and download files such as the X12N 835, X12N 277CA, TA1, and X12C 999 via Secure FTP.

## Secure file transfer

Secure file transfer is an appropriate alternative to the New Hampshire Web Portal for large volume Trading Partners (i.e. files in excess of 10MB each). For submitting and retrieving files via Secure file transfer, access to the Conduent DMZDMZ site (powered by MOVEit TRANSFER®) is available free of charge to Trading Partners. It should be noted that the Conduent DMZ site is completely separate from New Hampshire Medicaid. Trading partners may use the separate secured Web site for submission and retrieval of files, or any secured FTP product that is compatible with MOVEit TRANSFER. See [MOVEit-Compatible FTP Applications](#).

## Secure file transfer Setup and Support

Secure file transfer setup will usually occur during Trading Partner Enrollment. If the Trading Partner wishes to create a Secure file transfer account, or requires additional support (i.e. account becomes locked or experiences connectivity issues), the Trading Partner should contact the Conduent New Hampshire Provider Relations Unit at **1 (866) 291-1674** (toll-free) or at **(603) 223-4774** (local).

**Note:** Secure file transfer setup is separate from Trading Partner Enrollment, but still coordinated through the Conduent New Hampshire Provider Relations Unit. The

Provider Relations Unit may request additional information not obtained during Trading Partner Enrollment during Secure file transfer setup.

Trading Partners set up for submission and/or retrieval of files via the Secure file transfer mechanism will receive connectivity details from the Provider Relations Unit once setup is complete. This information will include login credentials, policies concerning passwords, file retention, and basic information on site navigation.

## MOVEit TRANSFER

MOVEit TRANSFER® is a software product that manages logins, folders, and data as an Internet-exposed secured landing zone. Only secured communications protocols may be used to access the TRANSFER. These include HTTPS, SFTP, and FTPS. FTPS is being phased out as it is considered less secure and is more difficult to manage with firewalls. Data is stored in encrypted format while residing on the TRANSFER.

There are two methods for accessing MOVEit TRANSFER:

1. Uploading files through a secure Web site <https://secureft.services.conduent.com/>
2. Sending and receiving files via a Secure file transfer client. MOVEit Freely® is a free Secure file transfer client available for download at <http://www.standardnetworks.com>.

## MOVEit-Compatible FTP applications

MOVEit-Compatible FTP application	
HTTPS (HTTP over SSL) Clients	SSH2 SFTP and SCP2 Clients
<b>cURL</b> (downloads only) <ul style="list-style-type: none"> <li>▪ AIX; AmigaOS; BeOS; DOS; DragonFly BSD; FreeBSD; HPUX; Linux; NetBSD; NetWare; OpenBSD; OS/2; OS X; QNX; RISC OS; Solaris; SunOS; Tru64 UNIX; UNIXware; VMS; Windows</li> </ul>	<b>Cyberduck</b> <ul style="list-style-type: none"> <li>▪ OS X v.10.3 or higher</li> </ul>
<b>Internet Explorer Web Browser</b> <ul style="list-style-type: none"> <li>▪ Macintosh, Windows</li> </ul>	<b>Cyclone Commerce Interchange</b> <ul style="list-style-type: none"> <li>▪ Solaris</li> </ul>
<b>Firefox Web Browser</b> <ul style="list-style-type: none"> <li>▪ any supported OS</li> </ul>	<b>FileZilla</b> <ul style="list-style-type: none"> <li>▪ Windows</li> </ul>
<b>MOVEit Central</b> Windows Vista Business Ed., 2003, XP Professional, 2000 Server	<b>F-Secure SSH</b> (including SCP2) <ul style="list-style-type: none"> <li>▪ Solaris, UNIX, Windows</li> </ul>
<b>MOVEit Central API Java Class</b> <ul style="list-style-type: none"> <li>▪ Windows Vista Business Ed., 2003, XP Professional, 2000 Server</li> </ul>	<b>Fugu</b> <ul style="list-style-type: none"> <li>▪ OS X v.10.3 or higher</li> </ul>
<b>MOVEit Central API Windows COM Component</b> <ul style="list-style-type: none"> <li>▪ Windows Vista Business Ed., 2003,</li> </ul>	<b>IBM Ported Tools</b> (OpenSSH) <ul style="list-style-type: none"> <li>▪ z/OS</li> </ul>
	<b>Ipswitch WS_FTP Pro</b> <ul style="list-style-type: none"> <li>▪ Windows</li> </ul>
	<b>J2SSH</b> <ul style="list-style-type: none"> <li>▪ Java</li> </ul>
	<b>MacSSH</b>

<p>XP Professional, 2000 Server</p> <p><b>MOVEit TRANSFER API Java Class</b></p> <ul style="list-style-type: none"> <li>any OS with Java v.1.4 or higher</li> </ul> <p><b>MOVEit TRANSFER API Windows COM Component</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP, 2000, NT 4.0</li> </ul> <p><b>MOVEit Wizard ActiveX Plugin</b></p> <ul style="list-style-type: none"> <li>Internet Explorer Windows</li> </ul> <p><b>MOVEit Wizard Java Plugin</b></p> <ul style="list-style-type: none"> <li>Firefox Linux and Windows; Mozilla Linux and Windows; Netscape Linux and Windows; Opera Linux and Windows; Safari OS X</li> </ul> <p><b>MOVEit Xfer Java</b></p> <ul style="list-style-type: none"> <li>Any OS with Java v.1.4 or higher</li> </ul> <p><b>MOVEit Xfer Windows</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP, 2000, ME, 98, NT</li> </ul> <p><b>Mozilla Web Browser</b></p> <ul style="list-style-type: none"> <li>any supported OS</li> </ul> <p><b>Netscape Navigator Web Browser</b></p> <ul style="list-style-type: none"> <li>Linux, Macintosh, Windows</li> </ul> <p><b>Opera Web Browser</b></p> <ul style="list-style-type: none"> <li>any supported OS</li> </ul> <p><b>Safari Web Browser</b></p> <ul style="list-style-type: none"> <li>OS X</li> </ul>	<ul style="list-style-type: none"> <li>OS X v.10.3 or higher</li> </ul> <p><b>Magnetk sftpdrive</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>MOVEit Central</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP Professional, 2000 Server</li> </ul> <p><b>NET::SFTP (uses Net::SSH::Perl)</b></p> <ul style="list-style-type: none"> <li>Linux</li> </ul> <p><b>OpenSSH for sftp</b></p> <ul style="list-style-type: none"> <li>MVS; OS X v.10.3 or higher; Solaris; UNIX; Windows; z/OS v.1.4 or higher</li> </ul> <p><b>PuTTY PSCAP and PSFTP</b></p> <ul style="list-style-type: none"> <li>Windows, Windows NT for Alpha</li> </ul> <p><b>Rbrowser</b></p> <ul style="list-style-type: none"> <li>OS X v.10.3 or higher</li> </ul> <p><b>SouthRiver Technologies WebDrive</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>SSH FileSystem (SSHFS)</b></p> <ul style="list-style-type: none"> <li>Unix (requires OpenSSH and FUSE)</li> </ul> <p><b>SSH Secure Shell FTP</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>SSH Tectia Client</b></p> <ul style="list-style-type: none"> <li>AIX, HP-UX, Linux, Solaris, Windows</li> </ul> <p><b>SSH Tectia Connector</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul>
<p><b>AS2 and AS3 (SSL) Clients</b></p> <p>Clients that are AS2 or AS3 certified by Drummond will be compatible with MOVEit TRANSFER, including:</p> <p><b>MOVEit Central</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP Professional, 2000 Server</li> </ul>	<p><b>Stairways Interarchy</b></p> <ul style="list-style-type: none"> <li>OS X</li> </ul> <p><b>Transmit</b></p> <ul style="list-style-type: none"> <li>OS X v.10.3 or higher</li> </ul> <p><b>WinSCP (in SFTP mode)</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul>
<p><b>FTPS (FTP over SSL) Clients</b></p> <p><b>bTrade TDAccess</b></p> <ul style="list-style-type: none"> <li>AIX, AS/400, HP-UX, Linux, MVS, Solaris, Windows</li> </ul> <p><b>C-Kermit FTP</b></p> <ul style="list-style-type: none"> <li>AIX, QNX, UNIX, VMS</li> </ul> <p><b>Cleo LexiCom</b></p> <ul style="list-style-type: none"> <li>AS/400, Linux, UNIX, Windows</li> </ul> <p><b>cURL</b></p> <ul style="list-style-type: none"> <li>AIX; AmigaOS; BeOS; DOS; DragonFly BSD; FreeBSD; HPUX; Linux; NetBSD; NetWare; OpenBSD;</li> </ul>	<p><b>FTPS (FTP over SSL) Clients, Cont.</b></p> <p><b>MOVEit Central</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP Professional, 2000 Server</li> </ul> <p><b>MOVEit Freely</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP, 2000, ME, 98, NT</li> </ul> <p><b>Netkit</b></p> <ul style="list-style-type: none"> <li>Linux, Solaris, UNIX</li> </ul> <p><b>Rhino Voyager FTP</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>Seagull Secure file transfer Pro</b></p>

<p>OS/2; OS X; QNX; RISC OS; Solaris; SunOS; Tru64 UNIX; UNIXware; VMS; Windows</p> <p><b>FileZilla</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>GlobalSCAPE CuteFTP Pro</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>GLUB Secure file transfer</b></p> <ul style="list-style-type: none"> <li>Java</li> </ul> <p><b>IBM z/OS Secure Sockets FTP</b></p> <ul style="list-style-type: none"> <li>z/OS</li> </ul> <p><b>IniCom FlashFXP (GUI v.3.0 or higher)</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>Ipswitch WS_FTP Pro (GUI v.7.0 or higher)</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>LFTP</b></p> <ul style="list-style-type: none"> <li>AIX, MVS, Solaris, UNIX</li> </ul> <p><b>MOVEit Buddy</b></p> <ul style="list-style-type: none"> <li>Windows Vista Business Ed., 2003, XP, 2000, ME, 98, NT</li> </ul>	<ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>SmartFTP</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>SouthRiver Technologies WebDrive</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul> <p><b>Stairways Interarchy</b></p> <ul style="list-style-type: none"> <li>OS X</li> </ul> <p><b>Sterling Commerce Connect:Direct Enterprise Command Line Client</b></p> <ul style="list-style-type: none"> <li>UNIX, Windows</li> </ul> <p><b>Surge SSLFTP</b></p> <ul style="list-style-type: none"> <li>FreeBSD; Linux; Macintosh; Solaris; Windows</li> </ul> <p><b>TrailBlazer ZMOD</b></p> <ul style="list-style-type: none"> <li>OS/400</li> </ul> <p><b>Tumbleweed SecureTransport Clients</b></p> <ul style="list-style-type: none"> <li>UNIX, Windows</li> </ul> <p><b>/n software IP*Works SSL</b></p> <ul style="list-style-type: none"> <li>Windows</li> </ul>
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## Passwords

**Log in Credentials:** In order to receive your authorized user log in credentials all Trading Partners, regardless of submission method, must be enrolled with NH Medicaid and approved as Trading Partners on the NH Health Enterprise MMIS. Log in credentials include names/ids and passwords, that will be required for the submission of transactions to NH Medicaid.

**Trading Partner ID:** The Trading Partner ID links the Trading Partner to their transaction data and is the NH Health Enterprise MMISs internal key to accessing their Trading Partner information. Please have this number available each time you contact the Conduent New Hampshire Provider Relations Unit at **1 (866) 291-1674** or at **(603) 223-4774** (local). **The following login credentials are issued depending on the chosen communication method.**

**Web Portal User ID/Password:** This Web Portal User ID allows Trading Partners access to the New Hampshire MMIS Health Enterprise Portal for functions that include file submission and file retrieval. The Conduent New Hampshire Provider Relations Unit also uses the logon name to access Web Portal data submissions.

**Secure file transfer ID/Password:** These are the login credentials for the Conduent DMZ site. These allow FTP Trading Partners to access assigned folders for file submission or to retrieve responses. The Conduent New Hampshire Provider Relations Unit also uses this Secure file transfer ID to reference your DMZ data submissions.



# 5 Contact Information

## EDI Customer Service

The Conduent New Hampshire Provider Relations Unit is available to all NH Medicaid Trading Partners, Monday through Friday from 8:00 a.m. to 5:00 p.m., Eastern Standard Time, at the following numbers:

**Toll Free: 1 (866) 291-1674**

**Local: (603) 223-4774**

## EDI Technical Assistance

The Conduent New Hampshire Provider Relations Unit assists users with questions about electronic submissions. The Conduent New Hampshire Provider Relations Unit is available to all NH Medicaid Trading Partners, Monday through Friday from 8:00 a.m. to 5:00 p.m., Eastern Standard Time, at **1 (866) 291-1674** (toll-free) or **(603) 223-4774** (local). The Provider Relations Unit specializes in the following:

- Providing information on available services
- Creating user accounts for file submission for approved Trading Partners
- Verifying receipt of electronic transmissions
- Assisting Trading Partners experiencing transmission difficulties

## Provider Services Number

The Conduent New Hampshire Provider Relations Unit is available to all NH Medicaid Trading Partners, Monday through Friday from 8:00 a.m. to 5:00 p.m., Eastern Standard Time, at **1 (866) 291-1674** (toll-free) or **(603) 223-4774** (local).

## Applicable Website/E-mail

Please visit [www.nhmmis.nh.gov](http://www.nhmmis.nh.gov) for NH Medicaid Provider and Trading Partner services information, including Trading Partner enrollment information, FAQs, manuals and related documentation.

# 6 Control Segments/ Envelopes

## ISA-IEA

Conduent EDI Solutions will create the Interchange Control Segments to validate the Interchange Envelope of each ASC X12 outbound file. The ISA table provides sender and receiver codes, authorization and delimiter information.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Interchange Control Header (ISA)</b>					
C.4	Envelope	ISA	01	Authorization Information Qualifier	00
C.4	Envelope	ISA	03	Security Information Qualifier	00
C.4	Envelope	ISA	05	Interchange ID Qualifier	ZZ
C.4	Envelope	ISA	06	Interchange Sender ID	026000618
C.5	Envelope	ISA	07	Interchange ID Qualifier	ZZ
C.5	Envelope	ISA	08	Interchange Receiver ID	Trading Partner ID assigned by New Hampshire Medicaid
C.6	Envelope	ISA	14	Acknowledgement requested	1
C.6	Envelope	ISA	16	Component Element Separator	:

## GS-GE

Conduent EDI Solutions have the ability to create single or multiple functional groups within an X12 file. Due to the fact that the Carriers for the 834 will only have one Trading Partner ID they will get one Functional Group daily (see frequency of files). Each functional Group must have its own unique sequence number.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Functional Group Header (GS)</b>					
C.7	Envelope	GS	02	Application Sender's Code	026000618
C.7	Envelope	GS	03	Application Receiver's Code	Trading Partner ID assigned by NH Medicaid

## ST-SE

Conduent EDI Solutions creates a unique Transaction Set Control Number in the ST02. The ST02 value should match the SE02 value. Should a file contain multiple ST to SE Transaction Sets, each transaction set control number may not be duplicated within the same interchange (ISA to IEA). An ST to SE will be created for each Member enrollment. This will facilitate the ability to reject some enrollments if they are not valid.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Transaction Set Header (ST to SE)</b>					
31	Functional Group	ST	02	Transaction Set Control Number	Refer to the X12 TR3 Guide
<b>Transaction Set Trailer (SE)</b>					
186	Functional Group	SE	02	Transaction Set Control Number	Refer to the X12 TR3 Guide

# 7 New Hampshire Medicaid Specific Business Rules and Limitations

Many of the data elements detailed in this Companion Guide reflect New Hampshire business requirements, but still meet the standard requirements in the ASC X12N Implementation Guide. Inclusion of a “business-required” data field, as defined by this Companion Guide, will aid in the delivery of a positive response from the NH Health Enterprise MMIS. For more information regarding NH Medicaid-specific billing requirements, consult the applicable NH Medicaid provider billing manual, which can be downloaded from the NH Medicaid website at: <http://nhmmis.nh.gov>.

**Note on decimal/amount fields:** Even though the X12N transaction defines Amount fields as having an 18-byte maximum, there is an additional HIPAA rule that limits all decimal fields to a maximum of 10 characters, including the two implied or reported decimal places. Accordingly, for all decimal or amount fields:

- “123456789012” is not an acceptable amount, because it is greater than 10 bytes.
- “12345678.90” is acceptable because the number of digits is not greater than 10; the decimal point itself is not limited by the rule.
- However, “1234567890” is not acceptable because the X12N engine assumes that a decimal point and succeeding zeroes are implied so that the actual number being communicated is “1234567890.00”, which is greater than 10 bytes.

For all fields not listed in these bullets, follow the guidelines in the ASC X12N Implementation Guides (TR3), available at: <http://store.x12.org/store/healthcare-5010-consolidated-guides>.

# 8 Acknowledgements and/or Reports

## Transmission Errors and Reports

The 834 (Daily and Monthly Files) is an outbound transaction, and, therefore, the New Hampshire MMIS system would expect an Interchange Acknowledgement (TA1) and Implementation Acknowledgement (999) from its Trading Partners for every transmission of enrollment X12 file.

**TA1** – To be sent when the whole file is rejected or there are syntactical issues.

**999** – To be sent when there are full reject of the file, partial or if the carrier will accept the file with errors.

For 834 Effectuation Instruction transactions received from trading partners, the MMIS System would generate acceptance/rejection reports depending on the type of error, and the level where the error occurs. Depending on the error level, the result may be the rejection of an entire file or a single transaction.

## Transmission Errors

Transmission errors can occur when there are errors in the ISA segment. The ISA is part of the Interchange Control. A transmission error will occur when the ISA exceeds the fixed length defined by the TR3 Guide. This will result in the file being unrecognized X12 data by the validation engine. When the file is unable to be recognized, an audit report will be generated and posted to the Trading Partner mailbox. If the Trading Partner is unable to be identified in either the ISA or GS, the audit report will still generate and post to a mailbox created for the Trading Partner ID found in the inbound file. The Trading Partner should use the audit report to correct and resubmit their X12 file.

- Leading spaces before the start of the data makes the file unrecognizable. Compliance Check expects “ISA” in the first three spaces.

# EDIFECs Audit Report

## Data With Error Report

Executed: Thursday, October 04, 2012 09:41:54 PM (GMT)  
 Application: EDIFECs\EDI\_Sender\Profile\Enterprise\_Health\Exchange\_1\Preprocessing\platform\059\080-2765-4e90-9169-e69f4716913

Powered by Editecs

This report shows the results of a submitted data file validated against corresponding guidelines. If there are errors, you must fix the application that created the data file and then generate and submit a new data file.

Report Summary
<b>Total Errors: 1</b> <b>Total Warnings: 0</b> <b>Total Informations: 0</b>

Data				
Entire Document start				
<b>Errors at Entire Document level:</b> Errors: 1 Warnings: 0 Informations: 0			Interchange Received: 1 Interchange Accepted: 0	
#	Error ID	Error Message	Severity	Guideline Properties
1	0x2010003	Business Message: Parser error - No matching parser schema was found.  The data starting at position 0 is not recognized as a valid data transmission.	Normal	(N/A)
1 Interchange start				
<b>Errors at Interchange level:</b> Errors: 1 Warnings: 0 Informations: 0			Sender ID: NR8100002 Receiver ID: 020000618 Control Number: 800000003 Date: 120330	
			Sender Qualifier: ZZ Receiver Qualifier: ZZ Version: 0001 Time: 0900	

# Report Inventory

The three acceptance/rejection reports are:

- TA1 Interchange Acknowledgement
- X12C 999 Implementation Acknowledgement
- EDIFECs Error Report

## TA1 Interchange Acknowledgement Rejection Report

The ISA and GS segments contain the header and footer information within the Interchange (ISA-IEA) and Functional Group (GS-GE) envelopes. Some ISA-IEA and GS-GE problems will result in the entire submission being rejected. A TA1 will be delivered to the Trading Partner mailbox. If the Trading Partner relationship does not exist (a missing or invalid Trading Partner ID) a TA1 will be generated because the relationship does not exist within the NH Medicaid Trading Partner Management Database (TPMS). A report of the TA1 will be generated daily and delivered to the Conduent Provider Relations Unit and the EDI Business Analyst for additional review. For additional information regarding the TA1, please refer to the ASC X12C 999 (v005010X231A1TR3) Implementation Guide.

The TA1 Interchange Acknowledgement Report may result from various sources:

- The submitted file is not recognized as an X12N file due to file corruption or data errors in the ISA-IEA or GS-GE envelopes.
- The submitted file has errors that would prevent the translation engine from uniquely identifying the file, transaction type, or submitter.
- The Trading Partner identified in GS02 is not recognized, or is not authorized to submit test or production files of that transaction type.
- The ISA01 contains a value other than 00 or 03.

## Interchange-Level Errors and the TA1 Rejection Report

Envelope problems that make it impossible to identify the ISA-IEA envelope will result in a TA1 Interchange Acknowledgement rejection of the entire submission.

## Functional Group Level Errors and the TA1 Rejection Report

When the ISA-IEA and GS-GE envelopes are identifiable, but the Trading Partner is not authorized for the transaction, the entire submission is rejected with a TA1.

## X12C 999 Implementation Acknowledgment

If the file, envelope, and submitter are recognized, the file is passed through Compliance Check to determine the syntactical validity of the X12N submission. An X12C 999 Implementation Acknowledgment will be generated for all files that receive an accepted TA1. If errors are found, a rejected or partial X12C 999 will be generated. If errors are not found, an X12C 999 will be generated with an accepted acknowledgment. If the Trading Partner receives a rejected or partial X12C 999, the Trading Partner will review, correct and resubmit. For additional information regarding the X12C 999, please refer to the ASC X12C 999 (v005010X231A1TR3) Implementation Guide. If the Trading Partner requires additional assistance with the X12C 999, please contact the Provider Relations Unit.

### Interchange Level Errors and the X12C 999 Implementation Acknowledgment

If the Interchange Header is recognizable and all elements are the proper length, but the header contains syntactically invalid data, such as invalid qualifiers or data relationships, an X12C 999 will be generated.

### Functional Group Level Errors and the X12C 999 Implementation Acknowledgment

When the GS and GE segments are identifiable and the Trading Partner is authorized for the transaction, but a syntactical error is identified in the GS or GE segments, the entire functional group (from GS to GE) is rejected with an X12C 999.

*Example of Functional Group Level Error that will result in an X12C 999:*

- The transaction was built with incorrect Total Number of transaction sets at the Functional Group Trailer. GE01 should be 2 because the Functional Group contains two ST to SE transaction sets.

### Transaction Set Level Errors and the X12C 999

If an error is identified within the Submitter, Receiver, or Provider loops, the entire Transaction Set (ST and SE segments and all segments in between) is rejected with an X12C 999. However, if the functional group consists of additional transactions without errors, the other transactions will be processed.

### EDIFECs Error Report

Every X12N transaction that does not receive a TA1 or X12C 999 transaction rejection will pass through the EDIFECs Compliance Check engine. EDIFECs generates a full report of all Loops, Segments, Elements, along with the data contained within them, and explanations of the errors, if any. This report is especially useful in troubleshooting errors when it is combined with the X12C 999. The EDIFECs reports will be available to Trading Partners in their mailbox.



# 9 Trading Partner Agreements

Prior to engaging in EDI with the New Hampshire MMIS Enterprise, prospective Trading Partners must complete a Trading Partner enrollment package, which includes a Trading Partner Signature Agreement Form that requires an original signature. Please follow all enrollment instructions and mail the signed Trading Partner Agreement Form to the Conduent NH Medicaid Fiscal Agent, along with any other required documents to complete the enrollment application process.

Please find all New Hampshire Provider/Trading Partner Enrollment information at: <https://nhmmis.nh.gov/portals/wps/portal/ProviderEnrollment>

The mailing address is:

Conduent Provider Relations Unit  
P. O. Box 2059  
Concord, NH 03302-2059

## Trading Partners

In simple terms, an EDI Trading Partner is defined as any provider or agent acting on behalf of themselves or a provider who transmits electronic transaction data to or receives electronic transaction data from a health plan.

As part of the MCM - Medicaid Care Management/ PAP - Premium Assistance Program (MCM/PAP) project Trading Partners are the carriers of the qualified benefit health plans that are servicing the growing Medicaid population. In this case, the Carrier is the trading partner exchanging electronic transactions with NH MMIS and is also a "Provider" the entity being paid by NH MMIS.

# 10 Transaction Specific Information

This section contains data clarifications, including New Hampshire-specific data requirements. For additional guidance on the use of business rules, please see [Section 7 New Hampshire Medicaid Specific Business Rules and Limitations](#)

# ASC X12N 834 Benefit Enrollment and Maintenance

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Interchange Control Header (ISA)</b>					
C.4	Envelope	ISA	01	Authorization Information Qualifier	00
C.4	Envelope	ISA	03	Security Information Qualifier	00
C.4	Envelope	ISA	05	Interchange ID Qualifier	ZZ
C.4	Envelope	ISA	06	Interchange Sender ID	026000618
C.5	Envelope	ISA	07	Interchange ID Qualifier	ZZ
C.5	Envelope	ISA	08	Interchange Receiver ID	Trading Partner ID assigned by New Hampshire Medicaid
C.6	Envelope	ISA	14	Acknowledgement requested	1
C.6	Envelope	ISA	16	Component Element Separator	:
<b>Transaction Set Control Totals (QTY)</b>					
38	N/A	QTY	01	Quantity Qualifier	TO
<b>Sponsor Name Information (N1)</b>					
40	1000A	N1	03	Identification Code Qualifier	FI – Federal Tax ID. 026000168
<b>Payer Identification (N1)</b>					

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
42	1000B	N1	03	Identification Code Qualifier	94 - Will transmit "94" until the HPID is required. XV – Will Transmit XV after the HPID is required.
<b>Member Level Detail (INS)</b>					
49	2000	INS	04	Maintenance Reason Code	This code represents the high level plan selection method. The detailed plan selection method is available in 2750 loop. AL – Auto—Algorithm AL – Auto—Claims History AL – Auto—Family Affiliation AL – Auto—Prior MCO AL – Auto—Claims Tiebreaker EC – NH EASY EC – Form EC – New HEIGHTS Screen 28 – Administrative
<b>Subscriber Identifier (REF)</b>					
55	2000	REF	02	Reference Identification	NH Medicaid ID
<b>Member Supplemental Identifier (REF)</b>					
56	2000	REF	01	Reference Identification Qualifier	This segment may have 2 -3 loops depending on Medicare information. 3H – Case Number 17 – Medicaid ID F6 – Medicare ID 23 – QHP Assigned Member ID (Will be sent in 834 Confirmation X12 Transaction by Carrier)
56	2000	REF	02	Reference Identification	If REF01 = 3H – New Heights Case Number will be sent in REF02. If REF 01 = 17, Medicaid ID will be sent in REF02. If REF01 = F6, Medicare ID will be sent in REF02.
<b>Member Communication Numbers (PER)</b>					
65	2100A	PER	03	Communication Number Qualifier	TE
65	2100A	PER	05	Communication Number Qualifier	AP
65	2100A	PER	07	Communication Number Qualifier	EM

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Member City, State, Zip code (N4)</b>					
69	2100A	N4	06	Location Identifier	Will Transmit County of Residence.
<b>Member Health Information (HLH)</b>					
82	2100A	HLH	01	Health Related Code	N, T, U – Only Tobacco related information will be sent.
<b>Responsible Person (NM1)</b>					
124	2100G	NM1	01	Entity Identifier Code	<p>QD - Responsible Party: This code will be used to indicate the Case Head. New Hampshire will always send a 2100G loop with the Case Head name.</p> <p>QD – This code will be used to identify the Responsible Person for cases where the casehead is under the age of 18. The presence of NM108 and NM109 values (see below) distinguishes the responsible person in this scenario from the Case Head iteration described above.</p> <p>9K -- Key Person: Situational. This code will be used to identify the “in care of person” to be used with the Mailing Address indicated in Loop 2100C.</p> <p>LR -- Legal Representative. This code will be used when the member has a guardian, conservator or protected payee.</p>
<b>Health Coverage Policy Number (REF)</b>					
148	2300	REF	01	Reference Identification Qualifier	CE
149	2300	REF	02	Reference Identification	HIOS Number will be sent.
<b>Reporting Category (N1)</b>					
103	2750	N1	02	Member Reporting Name	See "2700 Member Reporting Categories Loop" Section for a complete list of reporting categories.

# 2700 Member Reporting Categories Loop

Content	N102	REF 01	REF02	DTP	Init	Confirm	Cancel	Term	Change
Cancel a Member	"ADDL MAINT REASON"	17	"CANCEL"	N			Y		
Confirmation of Member Details	"ADDL MAINT REASON"	17	"CONFIRM"	N		Y			
Terminate a Member	"ADDL MAINT REASON"	17	'TERM'	N				Y	
Premium Amount	" PRE AMT 1"	9X	NNNNNNNN.NN	N	Y	Y			Y
Cost Share Reduction Amount	"CSR AMT"	9V	NNNNNNNN.NN	N	Y	Y			Y
COPAY INDICATOR	"COPAY"	N/A	N/A	Y	Y	Y			Y
<b>PLAN SELECTION METHOD</b> Any one of the plan selection methods will be sent.	"PLAN SELECTION METHOD"	18	"AUTO—ALGORITHM" "AUTO—CLAIMS HISTORY" "AUTO—FAMILY AFFILIATION" "AUTO—PRIOR MCO" "AUTO—CLAIMS TIEBREAKER" "NH EASY FORM" "NEW HEIGHTS SCREEN" "ADMINISTRATIVE" "NEWBORN"	N	Y				Y
Category of Eligibility	"COE"	9X	COE Name	Y	Y				Y

# ASC X12N 834 Benefit Enrollment and Maintenance – Enrollment Confirmation

The Enrollment Confirmation (or otherwise referred to as Effectuation Instruction) transaction is created in accordance with the ASC X12 Technical Report Type 3 standards and CCIIO Companion Guide. This transaction is an inbound transaction to New Hampshire Medicaid System. Therefore, the transmission is created and sent by the QHP issuer to the Medicaid System. The acceptance/rejection reports generated depend on the type of error, and the level where the error occurs. Depending on the error level, the result may be the rejection of an entire file or a single transaction. Transmission Errors can occur when there are errors in the ISA segment. The ISA is part of the Interchange Control. A transmission error will occur when the ISA exceeds the fixed length defined by the TR3 Guide. This will result in the file being treated as unrecognized X12 data by the validation engine. When the file is unable to be recognized, an audit report will be generated and posted to the Trading Partner mailbox. If the Trading Partner is unable to be identified in either the ISA or GS, the audit report will still generate and post to a mailbox created for the Trading Partner ID found in the inbound file. The Trading Partner should use the audit report to correct and resubmit their X12 file. The Trading partners can use the same communication channel to transmit the ASC X12 834 Enrollment Confirmation transaction to the NH Medicaid System. The below table contains data clarifications, including New Hampshire-specific data requirements.

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
<b>Interchange Control Header (ISA)</b>					
C.4	Envelope	ISA	01	Authorization Information Qualifier	00
C.4	Envelope	ISA	03	Security Information Qualifier	00
C.4	Envelope	ISA	05	Interchange ID Qualifier	ZZ
C.4	Envelope	ISA	06	Interchange Sender ID	Trading Partner ID assigned by New Hampshire Medicaid
C.5	Envelope	ISA	07	Interchange ID Qualifier	ZZ
C.5	Envelope	ISA	08	Interchange Receiver ID	026000618

TR3 Page	Loop	Segment	Data Element	Industry Name	Comments
C.6	Envelope	ISA	14	Acknowledgement requested	1
C.6	Envelope	ISA	16	Component Element Separator	:
<b>Transaction Set Control Totals (QTY)</b>					
38	N/A	QTY	01	Quantity Qualifier	TO
<b>Member Level Detail (INS)</b>					
49	2000	INS	04	Maintenance Reason Code	28
<b>Member Supplemental Identifier (REF)</b>					
56	2000	REF	01	Reference Identification Qualifier	ZZ
56	2000	REF	02	Reference Identification	Carrier assigned Subscriber ID will be sent.
<b>Health Coverage Policy Number (REF)</b>					
145	2300	DTP	03	Date Time Period	Two iterations are required 348 - Benefit Begin Date. Enrollment Begin Date must be sent. 543 – Last Premium Paid Date
<b>Reporting Category (N1)</b>					
103	1000B	N1	02	Name	See "2700 Member Reporting Categories Loop" Section for a complete list of reporting categories.

## 2700 Member Reporting Categories Loop

Content	N102	REF 01	REF02	DTP	Init	Confirm	Cancel	Term	Change
Confirmation of Member Details	"ADDL MAINT REASON"	17	"CONFIRM"	N		Y			

# Appendices

## Implementation Checklist

Conduent does not offer an Implementation Checklist for our Trading Partner EDI services with the New Hampshire Medicaid. The Conduent New Hampshire Provider Relations Unit assists new Trading Partners with enrollment and testing, but a formal implementation checklist is not necessary.

## Business Scenarios

In the event that your specific EDI-related business scenario is not addressed in this guide or the other available NH Medicaid X12N Transaction Companion Guides, please contact the Conduent New Hampshire Provider Relations Unit to discuss your specific EDI-related business needs with NH Medicaid.

## Transmission Examples

Please contact the Conduent New Hampshire Provider Relations Unit for any question regarding transmission examples.

## Frequently Asked Questions

For current Provider and Trading Partner FAQs, please visit the following page:  
<https://nhmmis.nh.gov/portals/wps/portal/ProviderFaq>



# Change Summary

Version	Date	Description of Changes
1.0	05/26/2015	Initial Version
1.1	06/08/2015	<p>Summary of Changes</p> <ol style="list-style-type: none"> <li>1. Introduced Frequency of Files and File Naming Convention paragraphs in "Transmission Administration Procedures" Section.</li> <li>2. Page 15 - GS and GE Segments Section – Additional information about sending Group information is added in recent version.</li> <li>3. Page 15 - Updated additional information on ST/SE segments that each member will be sent in each ST/SE segment.</li> <li>4. Page 17 - Added additional information about Acknowledgement or Reports on Section 8</li> <li>5. Page 21 - Updated Trading Partner registration process in section 9.</li> <li>6. Page 23 - Updated NH Federal Tax ID in 1000A Loop N103 Element.</li> <li>7. Page 23 - Removed value "02" from list of possible values sent in INS04</li> <li>8. Page 24 - Responsible Person NM101 - Removed "6Y" Qualifier from list of applicable qualifiers for NH.</li> <li>9. Page 26 - Removed Special Enrollment Reason from reporting Category Loop.</li> <li>10. Page 25 - The reporting Category loop was incorrectly referred to 1000B instead of 2750 Loop. This is corrected in recent version.</li> </ol>