



Gateway Transition

Migrating X12 Transactions

Dear Trading Partners and Providers:

AmeriHealth HMO, Inc. and AmeriHealth Insurance Company of New Jersey (AmeriHealth New Jersey) continue to move forward with our plans to transition X12 transactions from our current gateway to the Highmark Health Services (Highmark) Gateway. As previously communicated, the Highmark Gateway will allow us to add new capabilities that enhance the overall customer experience.

In the second quarter of 2013, trading partners began transitioning to the Highmark Gateway in staggered groups. Registration will continue on an ongoing basis, with all trading partners expected to be fully transitioned to the Highmark Gateway by October 31, 2013. Once a trading partner has completed the transition to the Highmark Gateway, all AmeriHealth New Jersey 837 institutional and professional claim transactions will be submitted to the Highmark Gateway, and all TA1, 999, and 277 claim acknowledgment transactions will be received from the Highmark Gateway. (If you currently receive 835 remittances from AmeriHealth New Jersey, you will also receive those transactions from the Highmark Gateway.)

This communication provides more detail about how trading partners can connect to the Highmark Gateway as well as changes you will see for the following X12 transactions during our Gateway Transition:

- U277 Unsolicited 277 – Claim Acknowledgment Transaction
- 835 Health Care Claim Payment/Advice
- 837I Health Care Claim: Institutional
- 837P Health Care Claim: Professional
- TA1 Interchange Acknowledgment
- 999 Implementation Acknowledgment For Health Care Insurance

CONNECTING TO THE HIGHMARK GATEWAY

Prior to connecting to the Highmark Gateway, trading partners should have their EDI and/or network teams review this information to determine whether any changes will be required to their current dial-up or VPN infrastructure, to their firewall configuration, or to any other part of their system.

The Highmark Gateway uses a secure file transfer protocol (SFTP) server, known as the Highmark "eDelivery" system. The eDelivery system provides an Internet-accessible SFTP service over an

encrypted data session, allowing trading partners to exchange files with Highmark using a simple SFTP process in an encrypted and private manner.

Software Requirements

As with any SFTP connection, trading partners will need a third-party software application in order to transfer files using the eDelivery system. The following two options are available from Highmark:

- A standard SFTP or Secure Copy Protocol (SCP) client. Highmark-tested software includes:
 - FileZilla Client v3.3.1 (Free)
 - WS_FTP Professional v12.2
 - PuTTY PSCP & PSFTP
- Any state-of-the-art browser that supports strong encryption (128 bit) and is set to allow cookies for session tracking purposes

Please note that the following Internet file transfer options are not supported by the eDelivery system:

- FTP Transport Protocol, because it lacks the required security;
- FTPS Transport Protocol, because its use of non-standard ports requires complex firewall rules to be implemented by both parties engaged in the transfer.

Configuration

Trading partners will need to configure their third-party transfer application or browser to access either of the following server URLs: <https://ftp.highmark.com> or <sftp://ftp.highmark.com>, depending on the chosen client.

Upon completion of the Highmark trading partner registration process, which is described below, trading partners will receive login IDs and passwords via secure email. These credentials must be supplied to gain access to the eDelivery system.

As part of this migration, existing Highmark trading partners should expect to receive new login IDs and passwords to use when transferring files relating to AmeriHealth New Jersey business.

Firewall Considerations

Both HTTPS and SSH are implemented by Highmark using the standard port numbers of 443 (HTTPS) and 22 (SSH). Trading partners must ensure their network and firewalls are configured to allow the system exchanging files to communicate with Highmark via one of these two standard methods.

ADDITIONAL CAPABILITIES OFFERING INCREASED SECURITY

If desired, the eDelivery system can support PGP encryption. The Highmark public PGP encryption key is used to encrypt the file before it is put into the eDelivery system, where it is saved with a file extension of .pgp. Trading partners should contact Highmark EDI Operations at **1-800-992-0246** to obtain a public PGP encryption key. The eDelivery system also supports file reception of zipped and compressed files and virus-scans all files that are placed on the Highmark server for protection of internal and external systems.

REGISTERING FOR THE HIGHMARK GATEWAY

All trading partners must register with Highmark via an online registration form in order to exchange EDI transactions for AmeriHealth New Jersey. The online registration forms can be found at www.highmark.com/edi-amerihealth. The registration process includes electronically accepting a new Trading Partner Agreement (TPA). All trading partners, regardless of whether they currently

process AmeriHealth New Jersey transactions through Highmark, will be required to accept a new TPA. Once trading partners electronically accept a new TPA, they will be assigned a new trading partner ID referred to as their "DataStream Trading Partner ID." New DataStream Trading Partner IDs will be required in order to process AmeriHealth New Jersey transactions through the Highmark Gateway. When the new DataStream Trading Partner IDs are set up, new logon information will be generated and emailed to trading partners.

Trading partners: Registering your providers to receive 835 remittance transactions

As trading partners prepare to move to the Highmark Gateway, they must also register all of their providers by billing provider NPI in order to properly receive 835 remittance transactions from the Highmark Gateway. Depending on how providers choose to enumerate their billing providers' NPIs, multiple providers may be paid under a single billing group NPI. Therefore, when a provider group requests an 835 remittance transaction, by default, all provider payments linked to the billing group NPI will appear on the 835 remittance transactions.

Each NPI can only be affiliated with one professional DataStream Trading Partner ID to receive all professional 835 remittance transactions and/or with only one institutional DataStream Trading Partner ID to receive all institutional 835 remittance transactions. This ensures that 835 remittance transactions from AmeriHealth New Jersey are returned to the appropriate provider.

KEY CHANGES TO YOUR X12 TRANSACTIONS

During the Gateway Transition, AmeriHealth New Jersey trading partners will begin to send and receive EDI transactions to and from the Highmark Gateway. To assist you in planning, we've attached a series of PDF documents, which outline key changes you should be aware of when exchanging transactions with the Highmark Gateway.

 [Changes to 835 transactions](#)

 [Changes to 837 transactions](#)

 [Changes to U277 transactions](#)

 [Changes to TA1 and 999 Transactions](#)

Detailed information is published in a companion guide for these transactions, which is currently available online at www.amerihealth.com/providers/claims_and_billing/x12_gateway.html.

ADDITIONAL INFORMATION

AmeriHealth New Jersey is committed to ensuring a seamless transition with comprehensive communications and tools before, during, and after the transition to the Highmark Gateway. To further ensure this smooth transition, AmeriHealth has launched the Trading Partner Business Center. This website, available at www.highmark.com/edi-amerihealth, is dedicated to AmeriHealth trading partners who submit and receive transactions through the Highmark Gateway.

We encourage you to read *Partners in Health Update*SM each month and to visit the Upcoming System and Process Changes section of our Provider News Center frequently to keep abreast of the upcoming changes and review more specific details as they become available. You can access the Upcoming System and Process Changes page on our website at www.amerihealth.com/pnc/upcomingchanges.

If you have additional questions related to these upcoming changes, please email us at gateway.transition@amerihealth.com.

Sincerely,

A handwritten signature in black ink, reading "Michael Zollenberg". The signature is written in a cursive style with a large, prominent "M" and "Z".

Michael S. Zollenberg
Vice President, Provider Network Operations
AmeriHealth New Jersey

We respect your privacy and will not make your email address available to third parties.

AmeriHealth HMO, Inc. * AmeriHealth Insurance Company of New Jersey

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