



# Electronic Data Interchange Connectivity Guide

## CORE CAQH Rule 270

December 2012  
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## Preface

This companion guide outlines specific information regarding X12 Interchange connectivity parameters. This information is based on the CORE CAQH Connectivity Rule 270 version 2.2.0 March 2011.

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## Introduction

CORE CAQH Rule 270 requires Servers to provide connectivity information regarding sharing Eligibility & Benefits and Claims information via and EDI transaction. The information in this document is for existing and potential trading partners.

## Compliance Version

DentaQuest is compliant with Phase II CORE 270: Connectivity Rule version 2.2.0  
March 2011

## Message Format, Supported Transactions, and Interchange Information

The message format includes sending the 270 or 276 EDI inside an XML tag named EDITRANSMISSION. Also, the 271 or 277 response will be formatted in the same way, where the EDI response is contained inside of an XML tag named EDITRANSMISSION.

The following is the beginning and end of such a transaction that is used simply to illustrate how the EDI is wrapped inside the EDITRANSMISSION tags.

```
<EDITRANSMISSION>ISA*00*      *00*      *ZZ*SENDERID
*ZZ*RECEIVERID  *121210*0915*^*00501*000000001*0*P*::~~
GS*HS*SENDERID*RECEIVERID*20121210*0915*1*X*005010X279A1~
[... ADDITIONAL EDI SEGMENTS ...]
GE*1*1~IEA*1*000000001~</EDITRANSMISSION>
```

The message body should not contain Carriage Return and Line Feed (CRLF).

DentaQuest will exchange the messages with the trading partners using the SOAP note.

## Supported Transactions

270/271 Eligibility Inquiry - 005010X279A1  
276/277 Claims Status Inquiry - 005010X212

## ASC X12 Interchange

Multiple Functional Groups are not accepted for real time transactions. A TA1 is not returned. Information regarding file processing is returned via a 999 and/or the response transaction.

## Batch Transactions

Batch transactions are not supported for the 270/271 or 276/277. This means that any information that would be included in this Guide in relation to Batch transactions is not applicable (e.g., lists of files, etc.).

## Receiver ID for Transactions

Real Time Transactions: To obtain a Receiver ID, a business relationship must first be established. Please contact EDI Team of DentaQuest (contact information below) to begin the process of establishing that relationship.

## Extensions to Core Connectivity

Currently there is only one extension to the Core Connectivity rules as follows:

- In the EB segments of the 271, for Co-Insurance (EB01=A), Co-Payment (EB01=B), Deductibles (EB01=C), Benefit Descriptions (EB1=D), and Maximums (EB01=F) where they allow for specification of the benefit amount relative to the network participation of the service provider:
  - The EB12 element standard states it must always contain a “Y”, “N”, or Blank to indicate “in-network”, “out-of-network” or “both” respectively.
  - To accommodate one of our trading partners, we send a “W” rather than the Blank to indicate “both”.

## Authentication/Authorization Policies

The trading partners and DentaQuest use HTTPS/SSL to authenticate/authorize the transactions. The SSL certificates, a.k.a. public keys, will be exchanged between the trading partners and DentaQuest.

## Security

The trading partners need to provide the IP address of their servers where they will do EDI transactions with DentaQuest. DentaQuest will whitelist the IP address on the firewall.

DentaQuest secures the connection with the trading partners by validating the certificates on the firewall and the load balancer.

DentaQuest requires the SOAP message being encrypted and signed. The trading partners need to use the public key from DentaQuest to encrypt the message, then use their own private key to sign the message.

The trading partners should use the security bindings listed below in their SOAP messages. The complete bindings will be provided in the WSDL when DentaQuest work with the trading partners to set up the EDI transactions.

Message Version	SOAP 12
Encoding	utf-8
Authentication Mode	Mutual Certificate
Encryption Algorithm	Aes256 for message encryption Sha256 for message digest Rsa15 for key wrap
Entropy Mode	Server Entropy
Message Protection Order	Encrypt before Sign
Message Security Version	WSecurity10WSTrustFebruary2005WSecureConversationFebruary2005WSSecurityPolicy11BasicSecurityProfile10, meaning: Basic Security Profile 1.0 based on WS-Security 1.0, WS-Trust of February 2005, WS-SecureConversation of February 2005 and WS-SecurityPolicy 1.1 security specifications
Derived Keys	Not Required
Security Header Layout	LaxTimestampFirst
Issued Token Key Type	Asymmetric Key
Issued Token Use STR Transform	Yes

## Production and Testing URLs for Real Time and Batch Transactions

### Real Time Transactions

The production and testing URL for real time transactions will be provided to the trading partners during the setup process.

### Batch Transactions

We do not support Batch processing for the 270/271 or 276/277 message sets.

## Maximum File Limitations

Real Time EDI single transactions can be received at a rate of 100 transactions per minute.

## System Availability

The claims adjudication system and supporting transactions are monitored 24 hours a day, 7 days a week for the entire calendar year including holidays. We strive for 99.5% uptime except for the following scheduled maintenance windows.

- **Scheduled Downtime**

- Weekly Maintenance

We maintain an after-hours downtime weekly for system enhancements. These are scheduled for Tuesdays from 9:00 PM EST to 12:00 AM EST, with an alternate time for Thursdays at the same time. We also have scheduled database servers' maintenance on Friday, Saturday, and Sunday from midnight to 7:00 AM EST. These maintenances do not always affect the EDI processing, but some end users may experience the delay in getting the response.

- Monthly Maintenance

We maintain a monthly maintenance window for major systems on the third weekend of the month and may or may not cause an interruption to the EDI processing.

- **Unscheduled Downtime**

- Any unscheduled/emergency downtimes that affect our ability to reply to an EDI transaction will be communicated to all trading partners who have a relationship with DentaQuest through methods established with the trading partner when the VPN connection was established or when the HTTPS Credentials are granted.

## Contact Information

EDI Team

[editeam@greatdentalplans.com](mailto:editeam@greatdentalplans.com)

## Rules of Behavior

Partners transacting with us will agree to the following Rules of Behavior:

- All EDI transactions will follow the HIPAA format as established by CAQH governance.
- No partner will attempt to access patient eligibility, benefits, or claims information unless they have a legitimate business reason for that information.



### Passwords and Other Access Control Measures

- I will choose passwords that are at least eight characters long and have a combination of letters (upper- and lower-case), numbers, and special characters.
- I will protect passwords and access numbers from disclosure. I will not record passwords or access control numbers on paper or in electronic form and store them on or with workstations, or laptop computers. To prevent others from obtaining my password via “shoulder surfing,” I will shield my keyboard from view as I enter my password.
- I will promptly change a password whenever the compromise of that password is known or suspected.
- I will not attempt to bypass access control measures.

### Data Protection

- I will protect sensitive information from disclosure to unauthorized persons or groups.
- All information received will be treated as PHI and fall under all requirements associated with privacy.