

# 271 Eligibility Response Transaction AAA Segment Error Resolution Process For Leased-Line, Dial-Up & Batch

This document details a four-step process to help determine what data elements or data fields are in error when a 271 Response transaction is returned to a provider, submitter or clearinghouse which contains AAA segments. A 271 Response transaction containing AAA segments indicates that the 270 Eligibility Request transaction previously submitted to Medi-Cal was rejected due to data errors or was processed but could not return any eligibility information for the Subscriber. The AAA segment contains the reason for the rejection or why there is no eligibility information for the Subscriber in the response.

## Step #1

Review the rejected 271 Response transaction (refer to the example below).

The following segment headings are contained in this response and are indicated in bold:

ISA, GS, ST, BHT, HL, NM1, AAA, SE, GE and IEA (a caret (^) separates each segment, such as the caret before GS, which is at the end of the ISA segment. Batch responses contain carets as segment separators whereas Leased-Line & Dial-Up returns Hex'0D').

### 271 Example (w/o 864 Provider Mail) 2100A Loop with an NM108 Error

```
ISA*00*_____ *00*_____ *ZZ*610442_____ *ZZ*XXX999999_____ *0
40722*0146*U*00401*000000001*0*P*~^GS*HB*610442*XXX999999*20040322*0146
2201*000000001*X*004010X092A1^ST*271*000000001^BHT*0022*11*TRACENUMB
ER*20040322*01462201^HL*1**20*1^NM1*PR*2*MEDI-CAL*****46*6104 42^AAA*N**
79*C^SE*000000006*000000001^GE*1*000000001^IEA*1*000000001.
```

Locate the AAA segment (grey highlight).

Each AAA segment consists of (1) 'AAA', (2) a response code, (3) a reject code, and (4) a follow-up action code (an asterisk separates each data element). Refer to "Note for Step #1" on a subsequent page for the code definitions.

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**A transaction can have multiple AAA segments.**

**In this example, there is only one AAA segment, and it has a response code of "N";  
a reject code of "79" and a follow-up action code of "C".**

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Step #2

Review the rejected 271 Response transaction example used in Step #1 on the previous page. Step #2 is to identify the level or loop in which the error occurred. Level or loop numbers do not appear in the transaction, but they appear in the Companion Guide as logical groupings of data elements.

To determine which level or loop the AAA segment is in, look to the left of each AAA segment for an immediately preceding segment heading of “HL”, “NM1”, “DMG”, “DTP” or “EB”.

If an “HL” immediately precedes the AAA segment, and a “1” is to the right of it, then the level = 2000A (Medi-Cal information). In our example, this condition is not true.

If an “NM1” immediately precedes the AAA Segment, and a “PR” is to the right of it, then the level = 2100A (Medi-Cal information). In our example, this condition is true.

If a “IP” is to the right of the NM1, then the level = 2100B (provider information). In our example, this condition is not true.

If an “IL” is to the right of the NM1, then the level = 2100C (subscriber information). In our example this condition is not true.

If a “DMG”, “DTP” or an “EB” immediately precedes the AAA segment, then the level = 2110C (subscriber information). In our example, this condition is not true.

... ^NM1\*PR\*2\*MEDI-CAL \*\*\*\*\*46\*6104 42^AAA\*N\*\*79\*C ...^

In our response example, the AAA segment is immediately preceded by an NM1 segment, which has a “PR” (grey highlight) to the right. Therefore, the AAA segment is in the 2100A level or loop.

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**Conclusion: The AAA segment is in the 2100A level/loop in this example.**

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### Step #3

Search the lists on the following pages, using the level number and reject code to determine all the possible causes of data element errors. Since the AAA segment in the example on page 1 is in the 2100A loop, the second grouping, for 2100A, is the appropriate list to use. It indicates that reject code 79 means that the transmitted inbound data did not have a “46” for data element NM108, or it did not have a “610442” for data element NM109, so as per the Companion Guide - either 46 or 610442 were missing in the 270 Inquiry inbound transaction – refer to the example in Step #4.

Refer to “Note for Step #3” on a subsequent page regarding how to read data elements.

If the AAA segment is in loop/level 2000A, match the reject code with a data element or data field code below.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
41	ISA02 (invalid vendor ID &/or software version #)
41	ISA04 (for Leased-Line & Dial-Up only - PIN not found, not present, or invalid)
41	ISA06 (submitter/provider number not found, not present, or invalid)
79	ISA08 (ETIN not “610442”)
42	SYSR (there was a system problem)

If the AAA segment is in loop/level 2100A, match the reject code with a data element or data field code below.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
T4	NM101 (data is missing)
79	NM101 (data is not “PR”)
79	NM108 (data not “46”)
T4	NM108 (data is missing)
79	NM109 (data not “610442”)
42	SYSAV (system not available)

If the AAA segment is in loop/level 2100B, match the reject code with a data element or data field code below.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
15	NM101 (data not “1P”)
15	NM102 (data not “1” or “2”)
15	NM108 (data not “SV” or “XX”)
43	NM109 (data not present)
43	NM109 (for Leased-Line & Dial-Up does not match ISA06)
51	NM109 (Provider not on File – NPI or Medi-Cal Provider Number)
50	NM109 (for Online: (Provider on file but not active)
15	REF01 (for Batch only – REF not “4A”)
43	REF02 (for Batch only - REF02 not present or Invalid Provider PIN)

If the AAA segment is in loop/level 2100C, match the reject code with a data element or data field code below.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
15	NM101 (data not "IL")
15	NM102 (data not = "1")
15	NM108 (data not "MI")
72	NM109 (Invalid or missing Subscriber ID)
75	NM109 (Subscriber ID not on file)
15	DMG01 (data not "D8")
58	DMG02 (invalid/missing date of birth)
15	DTP01 (for Leased-Line & Dial-Up only - data not "102" or "472")
15	DTP02 (data not "D8")
57	DTP03 (invalid/missing date of service)
56	DTP03 (inappropriate date – Invalid/missing Issue Date)
42	System not Available (for Batch only)

If the AAA segment is in loop/level 2110C, match the reject code with a data element or data field code below.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
15	AMT01 (data not "R" or "PB")
15	AMT02 (invalid dollar amount)
56	DTP03 (inappropriate date – Invalid Issue Date)
62	DTP03 (Date of Service not in allowable range)
63	DTP03 (Date or Service in the future)

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**Conclusion: Either NM108 or NM109 is in error in the 270 Inquiry Transaction.**

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#### Step #4

Review the original 270 Inquiry transaction (example below).

In this example, there are the following segments (bolded):

ISA, GS, ST, BHT, HL, NM1, HL, NM1, HL, TRN, TRN, NM1, REF, DMG, DTP, DTP, EQ, SE, GE and IEA

### 270 Example

```
ISA*03*_____01*1234567___*ZZ*XXX999999_____ZZ*610442EDS214___*04
0213*0634*U*00401*00000001*0*P*~^GS*HS*XXX999999*610442*20040213*06340
558*00000002*X*004010X092A1^ST*270*000000003^BHT*0022*13*004*20040203*
06340558^HL*1**20*1^NM1*PR*2*MEDI-CAL*****99*610442^HL*2*1* 21*1^NM1*1P
*1*****SV*XXX999999^HL*3*2*22*0^TRN*1*123456^TRN*1*654321^NM1*IL*1*****M
I*555555555^REF*EA*66612107^DMG*D8*19500204^DTP*472*D8*20040402^DTP*1
02*D8*19900527^EQ*30^SE*0000000016*000000003^GE*1*000000002^IEA*1*00000
0001.
```

Determine the EXACT cause of the data element error. Notice that in the above 270 example the NM108 data element/field is “99” (grey highlight). This is erroneous data in the 270 Inquiry transaction. **It should be “46”.**

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**Conclusion: Since NM109 does have “610442”, and “NM108 (bolded in example in Step #4) has a “99”, then NM108 was in error in the 270 inbound Inquiry transaction.**

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Only correct values are returned in the 271 Response transaction by Medi-Cal. Erroneous data is never returned. Frequently, the 271 Response fields are left blank because Medi-Cal does not know what the correct value(s) should be. NM108 had a “99” in the 270 inbound, so the 271 response has the correct value: “46”.

Accordingly, the AAA segment in the 271 Response transaction has a response code of “N” (data error) and a follow-up action code of “C” (correct and resubmit).

### Note for Step #1

#### Response Code Definitions:

N = A data element was erroneous.

Y = The transaction was rejected for some other reason (such as system unable to respond).

#### Follow-Up Action Code Definitions:

C = Correct and resubmit.

N = Resubmission not allowed.

P or R = Please resubmit original transaction or resubmission allowed.

### Note for Step #3

Each data element code consists of the segment header (“NM1” for example) followed by a data element number (“01” through “16”). The data element numbers after each segment header can progress from 01 to 16. An asterisk separates each data element in a transaction and any omitted data element has an asterisk in its place. This is explained in detail on page 2 of each of the data specification documents in the Companion Guide.

For additional assistance, contact the Telephone Service Center (TSC) at 1-800-541-5555.