



# Claims Processing and EDI Implementation Guide

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## Introduction

Thanks for choosing 6 Degrees Health! The EDI and claims processing team at 6 Degrees Health is excited to work together with your company to process claims quickly and efficiently. This guide outlines the necessary steps to ensure effective communication between companies and to enable 6 Degrees Health to begin processing claims. In order to keep sensitive health information private and secure between our companies, we utilize secure email and a secure EDI connection.

## Secure Email

In order to enable open communication between your company and 6 Degrees Health, we require a way to securely send email. The preferred mechanism is to secure all emails between your company and 6 Degrees Health, but if that is not possible, we also support individually encrypted emails.

### Securing All Email Between Your Company and 6 Degrees Health

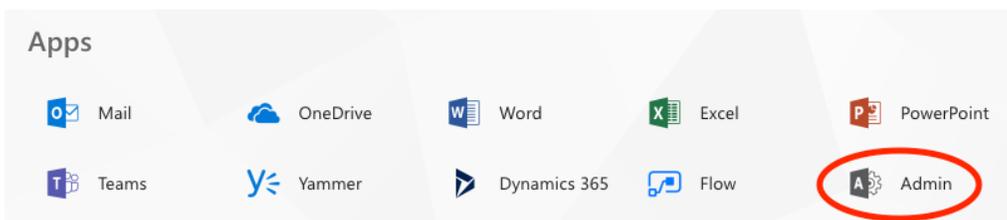
Where possible, 6 Degrees Health prefers to have **all** email secured between 6 Degrees Health and your company. This allows us to freely communicate without worry that unencrypted emails will be read by hackers monitoring unencrypted Internet traffic. In order to do this, two things are required: a TLS connection between 6 Degrees Health's email provider and your company email provider, and a secure client connection for all employees. Between these two things, emails are encrypted from the moment they leave the desktop or phone of employees until they reach the intended recipient.

#### TLS Connection:

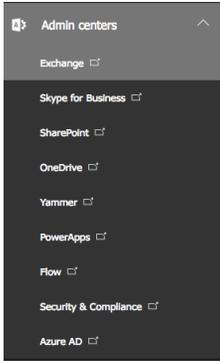
Handles encrypting emails sent and received while in transit. Most email providers allow for the use of TLS for all inbound and outbound email, but by default, providers will fall back to an insecure connection if it cannot negotiate TLS with the receiving server. In order to ensure that mail is sent and received securely, we need to force the email provider to only allow connections between 6 Degrees Health and your company through TLS encryption.

Each email provider has different settings for enabling this capability, but below are shown the settings to enable this feature in Office 365:

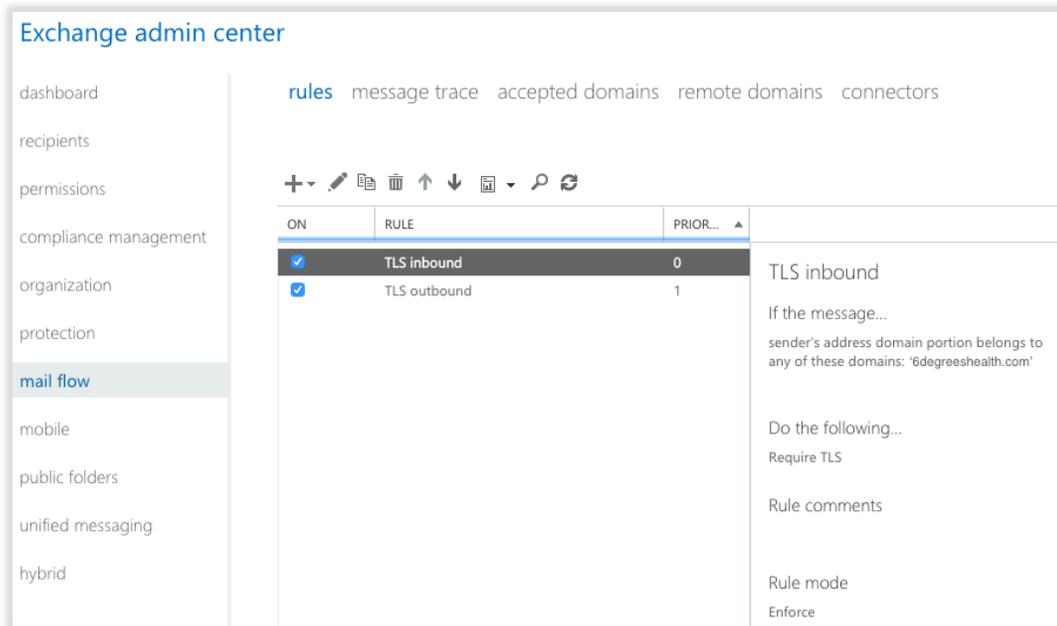
- Login to the Office 365 web portal and navigate to the Admin app



- From the list of Admin centers in the left navigation, select the "Exchange" admin center



- From the list of options in the left navigation, select “mail flow”. You will be adding two new rules. One for inbound email and one for outbound.



- Add the following rules:

Name	TLS inbound
*Apply this rule if...	The sender's domain is... 6degreeshealth.com
*Do the following...	Require TLS encryption

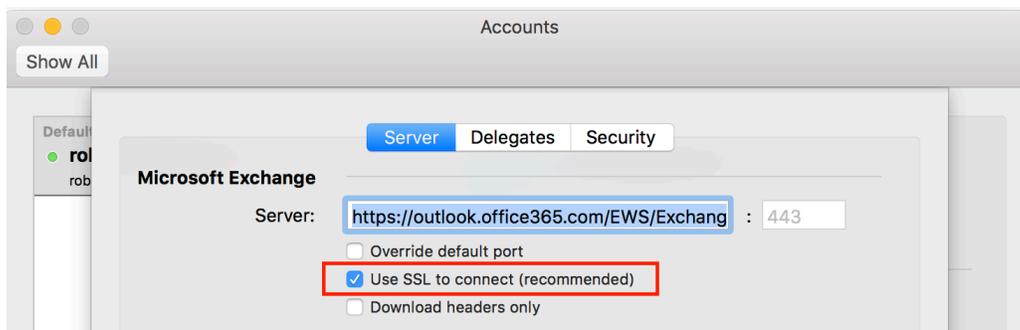
Name	TLS outbound
*Apply this rule if...	A recipient's domain is... 6degreeshealth.com
*Do the following...	Require TLS encryption

### Secure Client Connection:

Ensures that users at your company and 6 Degrees Health are only connecting securely with their email client to retrieve their email. **It is not enough to only ensure a TLS connection between 6 Degrees Health and your company email provider.** This will only ensure email transmission is secure. If ANY member of your company or 6 Degrees Health connects to their email client using an insecure method, all emails viewed through that connection may be viewed through Internet sniffing tools. 6 Degrees Health has a strict policy for all of its employees to use secure client connection for retrieving their email.

Each email client has different settings for enabling secure connections. Below are the settings to enable this feature in Outlook for connecting with Office 365.

- In Outlook, open up “Preferences” and “Accounts” and select your company email address. Click on “Advanced”. Verify that SSL or TLS is set to be enabled in the connection to the server.



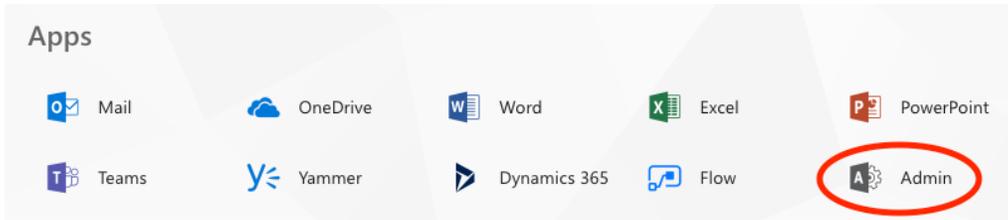
- Each employee needs to check their settings for EVERY device they use to check their email. For example, employees need to check their iPhone, Android phone, laptop, or any other device which allows them to connect to work email.
- Note that if using a web client such as Office 365 online, the connection is secure as long as the browser bar shows as a secure https connection.

### Individually Encrypted Emails

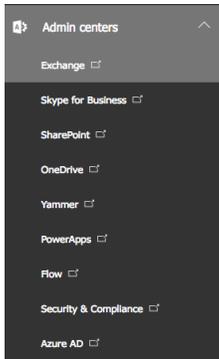
If it is not possible to secure all email between your company and 6 Degrees Health, Individually Encrypted Emails must be used to ensure security and privacy. While not as convenient to use as securing all email between your company and 6 Degrees Health, individually encrypted emails do make it possible to fully ensure that unsuspecting eyes can view sensitive information. And, individually encrypted emails are fully encrypted both in transit and while stored in a user’s inbox. This is the most secure way to send an email.

Services like Office 365 have the option to encrypt selected emails based on rules or keywords selected. See your email provider for more information. Below are shown the steps to setup email encryption using Office 365 when the sender includes the word “confidential” in the subject line:

- Login to the Office 365 web portal and navigate to the Admin app



- From the list of Admin centers in the left navigation, select the “Exchange” admin center



- From the list of options in the left navigation, select “mail flow”
- Add the following rule:

Name	Confidential
*Apply this rule if...	The sender’s domain is... 6degreeshealth.com
and	The subject includes... Confidential
*Do the following...	Apply rights protection to the message with... <Select your company Rights Managment template for encrypted data>
And	Encrypt the message with Office 365 Message Encryption

Rule

Secure | <https://outlook.office365.com/ecp/RulesEditor/EditTransportRule.aspx...>

Confidential

Name:  
Confidential

\*Apply this rule if...

✗ The sender address includes... [YourCompany.com](#)

and

✗ The subject includes... 'confidential'

add condition

\*Do the following...

✗ Apply rights protection to the message with... [Your Company RMS Template](#)

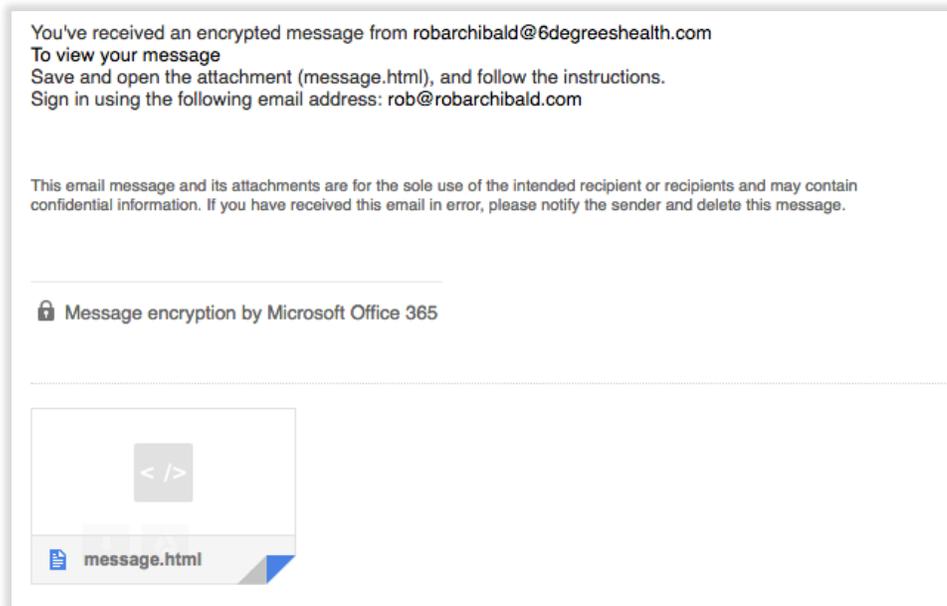
and

✗ Encrypt the message with Office 365 Message Encryption

add action

Save Cancel

- Verify that encryption is working by sending an email with the word “confidential”. Message should be encrypted for the recipient. They will need to login to Office 365 to view the encrypted message.



## Secure Electronic Data Interchange (EDI) Connection

In order to process electronic claims, 6 Degrees Health utilizes the x12.org EDI file formats for claims data. We recognize the “837” transaction set for Professional and Institutional claims as well as the “999” transaction set for Implementation Acknowledgement.

There are three ways that 6 Degrees Health can connect with your company to transfer EDI files. They are:

- 6 Degrees Health Fully Hosted Claims System (coming H2 2018) - let 6 Degrees Health handle all aspects of claims processing and EDI for you
- Unidirectional SFTP – One-way SFTP where both 6 Degrees Health and your company host an SFTP server
- 6 Degrees 2-way SFTP – 2-way SFTP hosted on 6 Degrees Health server

### 6 Degrees Health Fully Hosted Claims System (coming H2 2018)

Want to avoid the hassle of SFTP setup, and EDI processing? Looking for a simple and effective claims system tailored to your company needs? Utilize the 6 Degrees Health Claims system to handle your connection with 6 Degrees Health as well as all your other providers and partners. We'll handle the technology so you can focus on your customer needs.

Capabilities include:

- Direct link to 6 Degrees Health for the fastest return on repricing information
- Complete EDI communication with health providers and other partners
- Automatic subscriber verification (with error notification) to providers to ensure that all claims are correctly associated with the right subscriber when connected with your subscriber database
- Simple, yet powerful search capability to view all current and historical claims
- Pre-claim estimation and benefits explanation to reduce provider churn
- Easily convert paper claims to an electronic system

**6 DEGREES HEALTH** Claims Processor NEW CLAIM REPRICING ADMIN me Profile Logout

<ul style="list-style-type: none"> <li><span style="color: green;">O</span> <span style="color: green;">\$</span> <b>PROVIDENCE HOS...</b> \$1579.45 <small>PORTLAND, OR - Jul 5, 2017 NW WATER...</small></li> <li><span style="color: orange;">P</span> <span style="color: green;">\$</span> <b>TREASURE VALL...</b> \$7650.00 <small>BOISE, ID - Nov 28, 2017 IDAHO TR...</small></li> <li><span style="color: orange;">P</span> <span style="color: green;">\$</span> <b>JOHN FRANCES</b> \$8100.00 <small>BOISE, ID - Nov 28, 2017 MERIDIAN M...</small></li> <li><span style="color: green;">O</span> <span style="color: blue;">H</span> <b>IDAHO REGIONA...</b> \$187.00 <small>BOISE, ID - Dec 26, 2017 NAMPA HO...</small></li> <li><span style="color: orange;">P</span> <span style="color: blue;">H</span> <b>RICHARD WESTH...</b> \$223.00 <small>ST LOUIS, MO - Jan 2, 2018 ARCHES NA...</small></li> <li><span style="color: orange;">P</span> <span style="color: blue;">H</span> <b>LABCORP HOUST...</b> \$137.00 <small>DALLAS, TX - Jan 3, 2018</small></li> <li><span style="color: orange;">P</span> <span style="color: green;">\$</span> <b>TENNESSEE PATH...</b> \$54.92 <small>BRENTWOOD, TN - Jan 4, 2018</small></li> <li><span style="color: orange;">P</span> <span style="color: blue;">H</span> <b>MELDRUM HAZZ...</b> \$678.00 <small>ST LOUIS, MO - Jan 5, 2018</small></li> <li><span style="color: blue;">I</span> <span style="color: blue;">H</span> <b>MISSOUR MEDIC...</b> \$168.00 <small>CASCADE, ID - Jan 8, 2018</small></li> <li><span style="color: orange;">P</span> <span style="color: blue;">H</span> <b>HOWARD WARNE...</b> \$214.00 <small>ST LOUIS, MO - Jan 10, 2018</small></li> <li style="background-color: #f2f2f2;"><span style="color: orange;">P</span> <span style="color: green;">\$</span> <b>WESTPOINT PROV...</b> \$226.80 <small>MERIDIAN, ID - Jan 11, 2018</small></li> </ul>	<p><b>Billing Provider:</b> WESTPOINT PROVIDERS (MERIDIAN, ID 83642) [EI: 143982431]</p> <p><b>Employer Group:</b> SUNSET CHRISTIAN SCHOOL (0000734)</p> <p style="text-align: center;"><b>Professional Services</b></p> <p style="text-align: center;"><b>Amount: \$226.80    Type of Bill: 11    Freq: 1    Claim #: AXN194487B</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Procedure</th> <th>Diag Pntr</th> <th>Qty</th> <th>Amt</th> <th>Repriced Amount</th> </tr> </thead> <tbody> <tr> <td>20180111</td> <td>HC:97110:GP</td> <td>1:2</td> <td>4</td> <td>\$226.80</td> <td style="text-align: center;">\$</td> </tr> </tbody> </table> <p><b>Onset of Current Symptoms or Illness</b></p> <p>20171218</p> <p><b>Principal Diagnosis</b></p> <p>M5441, M5442</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Referring Provider</th> <th>Rendering Provider</th> <th>Service Location</th> </tr> </thead> <tbody> <tr> <td>WENDY NELSON</td> <td>JOHN PERRY</td> <td>WESTPOINT PROVIDERS (MERIDIAN, ID 83642)</td> </tr> </tbody> </table>	Date	Procedure	Diag Pntr	Qty	Amt	Repriced Amount	20180111	HC:97110:GP	1:2	4	\$226.80	\$	Referring Provider	Rendering Provider	Service Location	WENDY NELSON	JOHN PERRY	WESTPOINT PROVIDERS (MERIDIAN, ID 83642)
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## Unidirectional SFTP

One-way SFTP where both 6 Degrees Health and your company host an SFTP server

- Your company sends 837 files for processing to 6 Degrees Health server /to6deg folder
- 6 Degrees Health sends 999 acknowledgements to your company server
- After processing, 6 Degrees Health sends updated 837 files to your company server
- Your company sends 999 acknowledgements to 6 Degrees Health server /to6deg folder

## 6 Degrees 2-way SFTP

2-way SFTP hosted on 6 Degrees Health server. Your company will both send and receive EDI files from our SFTP server

- Your company sends 837 files for processing to 6 Degrees Health server /to6deg folder
- 6 Degrees Health sends 999 acknowledgements to 6 Degrees Health server /from6deg folder
- After processing, 6 Degrees Health sends updated 837 files to 6 Degrees Health server /from6deg folder
- Your company sends 999 acknowledgements to 6 Degrees Health server /to6deg folder

## Setting up SFTP Connection to 6 Degrees Health

If you will be doing either “Unidirectional SFTP” or “6 Degrees 2-way SFTP”, it will be necessary to setup an SFTP connection to 6 Degrees Health. In order to do this, the following information is needed:

### Your RSA Key

6 Degrees Health utilizes public key authentication for improved security compared to a username / password combination. Unlike with passwords which can be guessed or brute-force cracked, public key authentication utilizes keys which are typically 2048 bits long and cannot be cracked with current computing capabilities.

Please send your **public** key to [edi@6degreeshealth.com](mailto:edi@6degreeshealth.com). Do not send the private key file! If you don't have a public key, you can generate one using this procedure:

### On Linux or MacOS

1. Open a command prompt and type:  

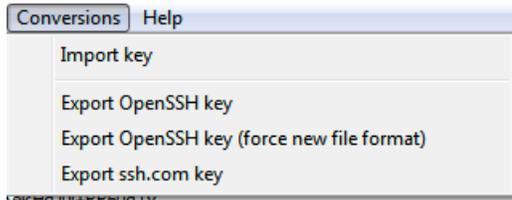
```
ssh-keygen -t rsa -C "<comment such as EDI-to-6Degrees>"
```

### On Windows

1. Download and install PuTTY from <https://www.chiark.greenend.org.uk/~sgtatham/putty/latest.html>
2. Open PuTTYgen. Keep the default options (Type of key: RSA, 2048 bits)
3. Click on the **Generate** button and move your mouse until the key is generated
4. Type a comment such as “6 degrees edi”
5. Type in a passphrase if desired (not required)



6. Click on the menu item Conversions | Export OpenSSH key



7. Name the private key. A good name might be <your-company>-private.key
8. Click on "Save private key". Name the public key. A good name might be <your-company>-public.key

### IP Addresses or IP Address Range

To further limit access, 6 Degrees Health utilizes an IP Address whitelist. Only IP Addresses on our whitelist can connect to our SFTP Server. In order to connect to the 6 Degrees Health SFTP server, we will need the IP addresses or IP address range you'll be connecting to our server from.

Please send your **public** IP Addresses or IP Address Range to [edi@6degreeshealth.com](mailto:edi@6degreeshealth.com). Addresses that start with "192." or "10." are private IP Addresses. See below to get the public IP Address.

If you don't know the IP Address that you will be connecting from, go to the computer(s) that will be connecting to 6 Degrees Health and Google "My ipv4" or navigate to <http://whatismyip.host/>. IP address will be in the form such as xxx.xxx.xxx.xxx. Each of the xxx's can be a number from 0-255. An example might be: 71.238.85.30.

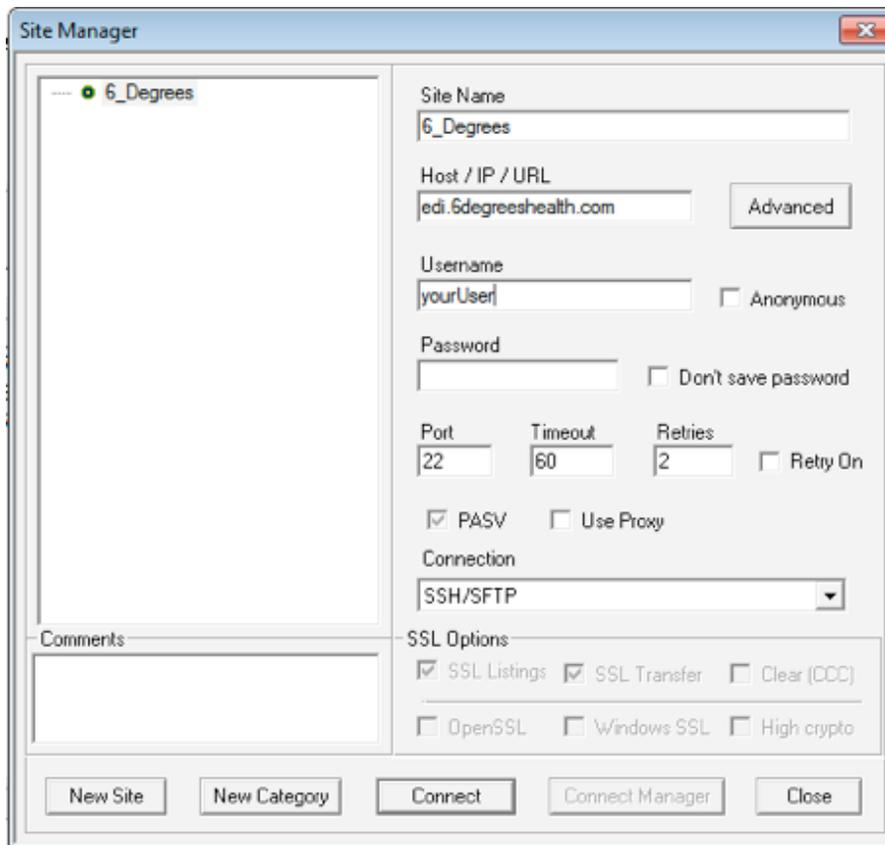
### 6 Degrees SFTP Account Setup

Once the public key and IP Addresses or IP Address Range has been sent to 6 Degrees Health, an account will be created for your company. You will receive an email response back once the account has been setup.

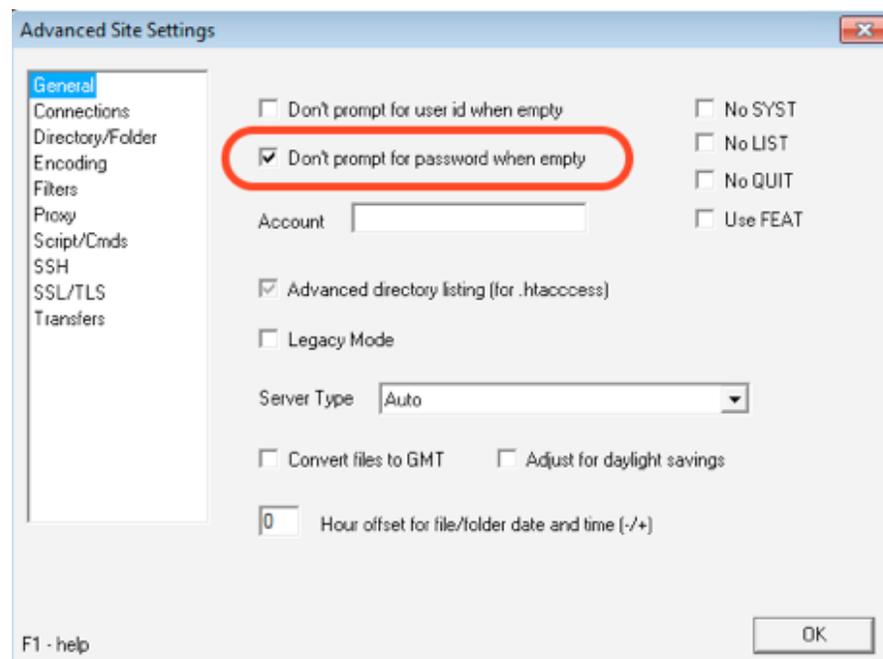
## Connecting an SFTP Client to 6 Degrees Health

### Connecting Using CoreFTP

1. Open Up Site Manager
2. Create a new connection for 6 Degrees Health
3. Verify Host / IP / URL is set to **edi.6degreeshealth.com**
4. Verify Username is set to the username that you received from [edi@6degreeshealth.com](mailto:edi@6degreeshealth.com)
5. Verify Password is left blank
6. Verify Port is set to **22**
7. Verify Connection is set to **SSH/SFTP**

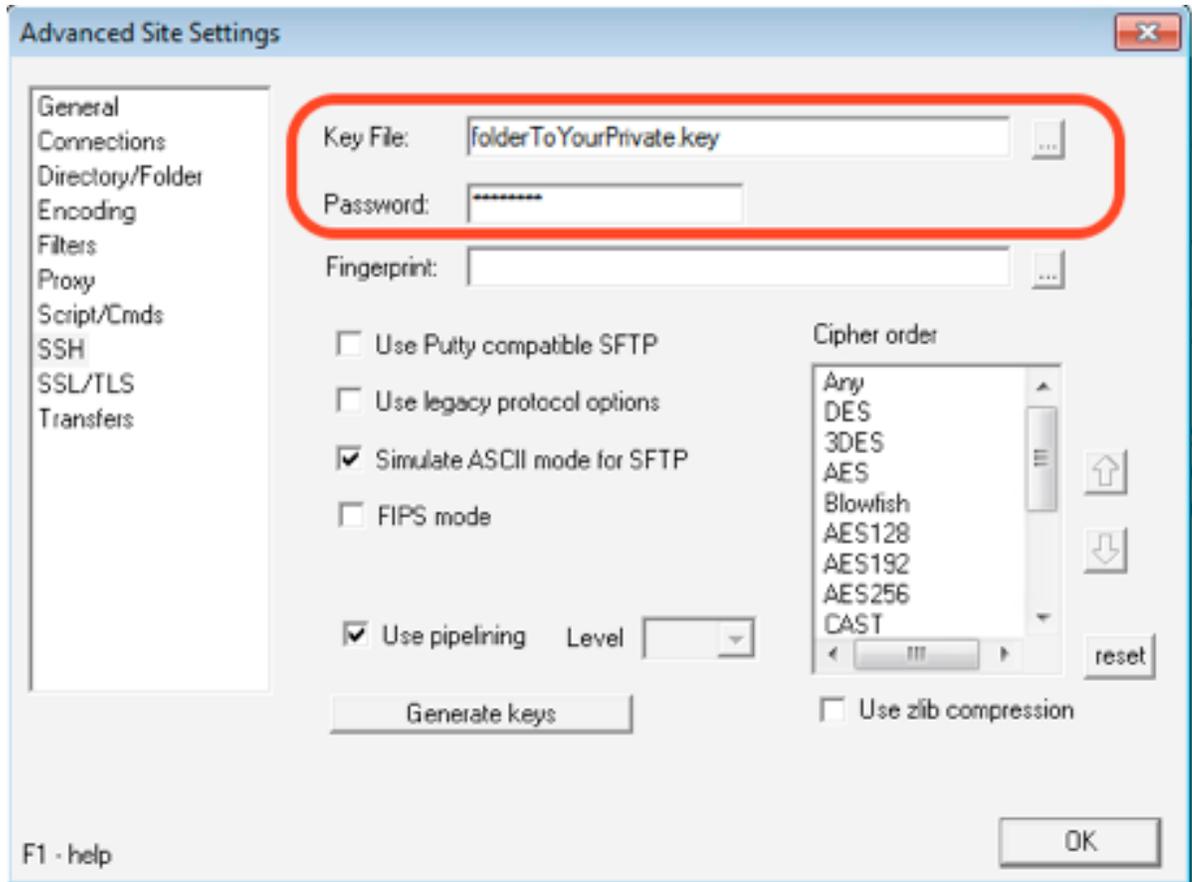


8. Click on the Advanced button
9. On the General tab, set **Don't prompt for password when empty**



10. On the SSH tab:

- Set the Key File to the RSA private key file created “Your RSA Key”
- Set the Password to the passphrase that you set earlier in “Your RSA Key”



11. Click OK to exit Advanced settings

12. Click on “Connect” to connect.

### SFTP Connection to Your Server

If using “Unidirectional SFTP”, 6 Degrees Health will need an account to login on your system. Please setup an account with the following information:

1. Desired username – sixdegrees (or feel free to assign a different name if preferred)
2. Password (none) – using public key authentication with attached public key. If not already delivered to you, please email [edi@6degreeshealth.com](mailto:edi@6degreeshealth.com) to get the public key
3. IP addresses we’ll be connecting with (in case you do an IP whitelist):
  - a. 71.238.85.30 (office IP address)
  - b. 35.227.174.82; 35.197.5.90 (production IP addresses)

Once the account to your server has been setup, please send the following information to [edi@6degreeshealth.com](mailto:edi@6degreeshealth.com)

1. Username selected (if not sixdegrees)
2. Hostname and port number

### Unidirectional SFTP send and receive procedure

If you are using Unidirectional SFTP, there will be a single folder when you login to the 6 Degrees Health Server. It is named sftp and it is the folder that you will use to send files to 6 Degrees Health. You may also see the hidden .ssh folder which can be ignored.

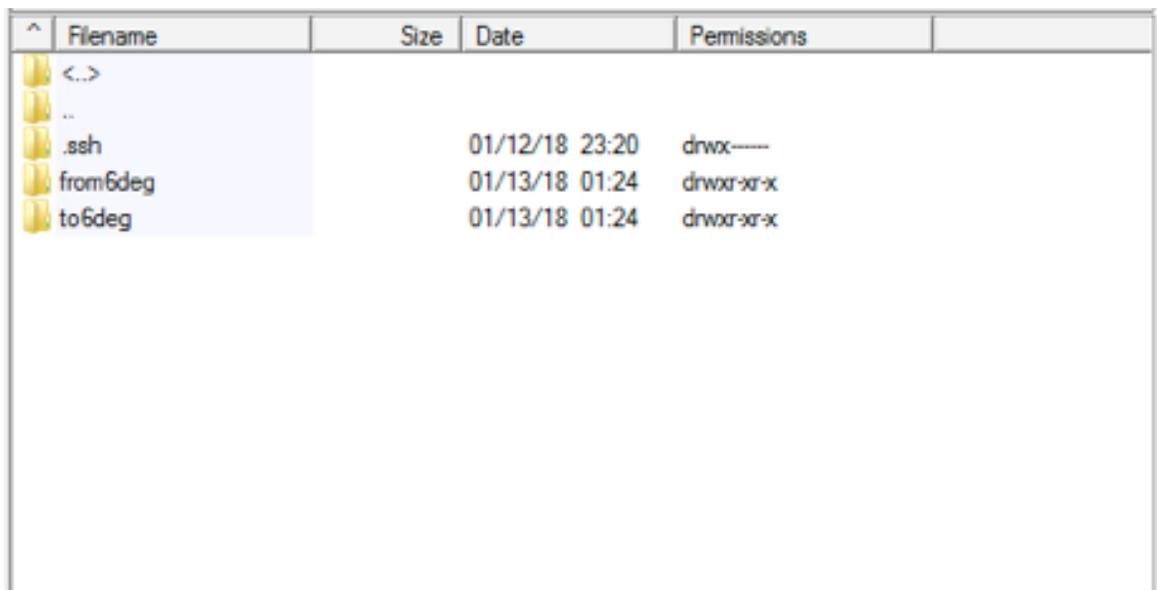
If you drop files into this folder and see them disappear within seconds, please don't worry. We run a loader service which is constantly loading files as soon as they arrive.

In order to see 999 acknowledgements or 837 returns, please check your company SFTP server for results. 6 Degrees Health sends all acknowledgements and 837 results to your company SFTP server using the account you provided to us.

### 6 Degrees 2-way SFTP send procedure

If you are using 2-way SFTP, there will be two folders when you login to the 6 Degrees Health Server. You may also see the hidden .ssh folder which can be ignored. They are named:

- from6deg – folder used by 6 degrees to send files to your company
- to6deg – folder used by your company to send files to 6 Degrees



^	Filename	Size	Date	Permissions
	<..>			
	..			
	.ssh		01/12/18 23:20	drwx-----
	from6deg		01/13/18 01:24	drwxr-xr-x
	to6deg		01/13/18 01:24	drwxr-xr-x

If you drop files into the to6deg folder and see them disappear within seconds, please don't worry. We run a loader service which is constantly loading files as soon as they arrive.

In order to see 999 acknowledgements or 837 returns, please check the "from6deg" folder for results. 6 Degrees Health sends all acknowledgements and 837 results to this folder.

## Repricing EDI Data Return

There are 2 standard segments in an 837 file which can be used to send repricing information. 6 Degrees Health works with partners which require one or the other in their claims systems and we are happy to support your company with either format as well.

In order to make it as easy as possible for your company to match up the repriced claims data with the data that you originally sent us, the 6 Degrees Health claims processor returns all of the data that you send. This includes the REF D9 (Claim Number), REF F8 (Original Reference Number), and any other information that you send. We will simply add to the claim a new HCP or CAS segment after repricing.

Repricing segment options:

- Health Care Pricing (HCP) Segment
- Claims Adjustment (CAS) Segment

### Repricing Using HCP Segment

The HCP segment consists of up to 4 data values that we provide to inform how we've completed the repricing. We will provide an HCP segment for each Professional (SV1) or Institutional (SV2) service in the claim as well as a summary HCP segment for the whole claim. Values we populate are:

#### HCP01 – Pricing Methodology

If an item is repriced per Medicare, it will receive a code of "10". If it is rejected for any reason, it will receive a code of "00" for zero pricing. When a claim is rejected, it will also include a NTE segment to explain why the claim was rejected.

Code	X12.org 837 Definition	6 Degrees Usage
00	Zero Pricing (Not Covered Under Contract)	Not allowed per Medicare <b>OR</b> Not allowed due to service bundling
10	Other Pricing	Repriced per Medicare multiple

#### HCP02 – Repriced Allowed Amount

This is the total amount that a claim is repriced to (on claim-level HCP) or the amount that a service (on line-level HCP) is repriced to.

As an example, if 6 Degrees Health determines that the plan multiple \* Medicare reimbursement = \$25 then HCP02 will be set to "25"

#### HCP03 – Repriced Saving Amount

This is the savings amount for a claim (on claim-level HCP) or a service (on line-level HCP) after repricing.

As an example, if an item were originally priced at \$100 and it was repriced to \$25 (HCP02), then HCP03 will be set to "75" since there is a \$75 savings.

### HCP13 – Reject Reason Code

In the event that an item is to be rejected, we will send an HCP01 of “00” (Zero Pricing) and also send the reject reason. When a claim is rejected, it will also include a NTE segment to explain why the claim was rejected.

Code	X12.org 837 Definition	6 Degrees Usage
T1	Cannot Identity Provider as TPO (Third Party Organization) Participant	Not allowed per Medicare <b>OR</b> Not allowed due to service bundling
T6	Claim does not contain enough information for repricing	Need more information to be able to accurately reprice

### HCP Segment Examples

HCP Segment	Explanation
HCP*10*25*75	standard repricing. Original price of 100 has been adjusted to \$25. There is a savings of \$75
HCP*00*100*0*****T6	additional information is required in order to reprice this item
HCP*00*100*0*****T1	Not allowed per Medicare or Not allowed per service bundling

### Additional Information Using NTE Segment

In the event that additional information is needed to understand why 6 Degrees Health rejected a claim or line item, we will send a NTE segment to explain

### NTE01 – Note Reference Code

Code	X12.org 837 Definition	6 Degrees Usage
TPO	Third Party Organization Notes	Any additional information which 6 Degrees Health wishes to convey
SPH	N/A	TPA-specific code for special handling

### NTE02 - Description

Free-form text used to provide additional information

### NTE Segment Examples

HCP Segment	Explanation
NTE*TPO*Additional information needed	Additional information to give to TPA
NTE*SPH*Special Handling instructions	Special handling needed by TPA

### Repricing Using CAS Segment

**CAS01 – Claim Adjustment Group Code**

6 Degrees Health will always send a group code of “OA” to indicate that this is an “Other Adjustment”

**CAS02 – Claim Adjustment Reason Code**

6 Degrees Health currently only sends 2 different codes to indicate the reason why the claim was adjusted.

Code	X12.org 837 Definition	6 Degrees Usage
AU	N/A	TPA-specific code for “Audit”
DC	N/A	TPA-specific code for “Denied Claim”

**CAS03 – Adjustment Amount**

This is the total amount that a claim is repriced to (on claim-level CAS) or the amount that a service (on line-level CAS) is repriced to.

As an example, if 6 Degrees Health determines that the plan multiple \* Medicare reimbursement = \$25 then CAS03 will be set to “25”

**CAS Segment Examples**

CAS Segment	Explanation
CAS*OA*AU*25	standard repricing to \$25
CAS*OA*DC*0	Line-item denied

### Contact Us with Your Needs

If the EDI approaches listed above do not meet the needs of your company, please contact us so we can understand your needs better. We’ll do our best to design an approach that can work for your company.