PROVIDER ALERT

277CA Transaction Availability

April 1, 2021

Beginning April 12, 2021, EDI claim submitters will have the opportunity to receive the 277 Claims Acknowledgement (277CA) Transaction, which is a claims acknowledgment response file. Claims submitted either through the Incedo Provider Portal (IPP) or a clearinghouse using the X12N 837 transaction will generate a 999 Functional Acknowledgment file, which is the first response to the 837 file.

The 999 acknowledges the entire 837 file receipt or rejection and communicates whether the file and the associated claims were correctly formatted for system entry. If accepted, the 277CA then communicates the pre-adjudication status of the *individual* claims within the 837 file as either accepted or rejected. Once the claims adjudication process is complete, the EDI submitter will receive an 835 file with the final adjudication status as paid or denied.

Who is Eligible to Receive the 277CA

Providers who submit claims via an 837 or through a clearinghouse are eligible to receive the 277CA (see below: *How to request the 277CA*). Providers who directly enter claims into the IPP are **not** eligible to receive the 277CA, as information regarding their submitted claims can be viewed in the IPP under the claim status inquiry.

Purpose of the 277CA

When providers submit claims on an 837 file or through a clearinghouse, they will receive a 999 transaction to confirm either acceptance or rejection of the 837 file in its entirety. The 277CA will follow shortly after and will provide a status of "accepted" or "rejected" for individual claims within the 837 file.

- Please note: Providers will not receive a 277CA if there is a processing issue with the overall 837 file. EDI processing errors are communicated in the 999 and/or the EDI support team will contact you.

Benefits of Using the 277CA

The 277CA gives providers visibility into the status of individual claims submitted in an 837, prior to adjudication. The 277CA reports on the status of every claim submitted on the 837 and will provide one of the following statuses for each individual claim line:

- **Accepted** - These claims have been successfully accepted into the system and will move forward for adjudication (which may result in payment or denial)
- **Rejected** - These claims have triggered a processing issue and require Optum manual intervention. The rejection status on the 277CA does not necessarily mean that the claim will be rejected, and it does **not** indicate the final status of the claim (paid, denied, or rejected):

  o Claims that are ultimately accepted into the system (and either paid or denied) will appear on the PRA/835.
  o Claims that are ultimately rejected from the system will appear on a Rejection Report (further information about this report to be shared in an upcoming provider communication).

How to Request the 277CA

Providers who completed the EDI provider survey and indicated that their system receives the 277CA (as shown below) will be activated and do not need to send a request for the 277CA.

Does your EMR/PMS accept

☐ 999 responses

☐ 277CA responses

Providers who wish to receive the 277CA and did not check the "277CA responses" box or who submit their 837 into the IPP will not be automatically updated and will need to email the EDI team at omd_edisupport@optum.com to request activation. You must include the TIN, organization name, contact name, and contact information in the email.

Providers who submit claims through a clearinghouse should engage directly with their clearinghouse to request to receive the 277CA.

Further Information for Providers

For eligible providers (those who submit claims via an 837 or through a clearinghouse) who wish to learn more about the 277CA, Optum will host live webinars on April 7 and 8, 2021. Please view the April Training Calendar for details and links to register.

More detailed information about the 277CA can be found in a *277CA Frequently Asked Questions* document, here.

If you have questions about the information in this alert, please contact the Optum EDI team at omd_edisupport@optum.com or Optum Maryland customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team