

# **A p p e n d i x**

## **H**

## Overview

The mainframe on-line transmittal process provides users with the ability to complete transmittal requests via connection to the BCBSIL mainframe. Users have the ability to browse, respond to, or perform (same day) deletions of transmittal requests on-line.

## Requirements

BCBSIL mainframe connectivity and the appropriate security access are required to use the on-line transmittal process. In addition to obtaining security access, clients using the on-line transmittal process should:

- Develop internal procedures governing use of the on-line application
- Develop internal procedures governing the processing of responses via the on-line application
- Develop internal process to audit transmittal activity
- Develop internal process to download the FSU Response Daily Online/Electronic Transmittal Report (details below).

## Codes & Commands

The on-line transmittal process has a unique set of codes and commands, with which users should become familiar. **Action Request codes** indicate the type of transmittal and are used when creating and identifying a request. **Keyboard Function commands** are used to navigate the mainframe screens. Definitions of these codes and commands are available at the end of Appendix H, following the step-by-step guide through the transmittal screens.

## Reporting

Transmittal requests can be monitored via the FSU Response Daily Online/Electronic Transmittal Report. This report is sent electronically by BCBSIL via EMCnet, and is named **XMRMMDD1**, with the last number being the number of occurrences in which the report has been sent on that date. The report provides information on the daily transmittal responses from the Full Service Unit. All clients using the on-line transmittal process need to develop the capability to download the report. A sample of this report is available at the end of Appendix H.

**Transmittal Application Main Menu**

The Transmittal Application Main Menu allows users to navigate through the different Transmittal Application screens. In order to access the Transmittal Application Main Menu, it is necessary to sign onto the BCBSIL mainframe using a predefined user ID. Users may obtain this ID by contacting their designated Marketing Support representative.

At the blank screen (received after completing the mainframe sign in process), type TRMN and press <Enter>. From this menu, there are seven transmittal selections from which to choose (each option is described in detail in later sections).

- Initiate Transmittal Request (Selection 1)
- Request Inquiry List (Selection 2)
- Request Inquiry Display/Status Update (Selection 3)
- Response Inquiry List/Detail (Selection 4)
- Initiate Response Detail (Selection 5)
- Same-Day Request Inquiry/Cancel List (Selection 6)
- Same-Day Open Transmittal Request Detail (Selection 7)
- FSU USE ONLY (Selection 8)

Tab to the SELECTION field and type the selection number that corresponds with the desired transmittal action.

(Optional) The fields at the bottom of the Main Menu screen can be used to display all of the transmittal requests associated with the specified criteria when used in conjunction with a valid selection value.

The highlighted fields on the sample screen are all available for use on the Main Menu.

**Example of Transmittal Application Main Menu**

```

TRMN                LABOR FUND TRANSMITTAL APPLICATION                MM/DD/CCYY
                                MAIN MENU                                HH:MM:SS

SELECTION : X

      1 - INITIATE TRANSMITTAL REQUEST
      2 - REQUEST INQUIRY LIST
      3 - REQUEST INQUIRY DISPLAY/ STATUS UPDATE
      4 - RESPONSE INQUIRY LIST/ DETAIL
      5 - INITIATE RESPONSE DETAIL
      6 - SAME-DAY REQUEST INQUIRY/ CANCEL LIST
      7 - SAME-DAY OPEN TRANSMITTAL REQUEST DETAIL
      8 - FSU USE ONLY

LABOR FUND ID : XXXXXXXXXXXX      GROUP NBR : XXXXXX
MEMBER NBR   : XXXXXXXXXXXXXXXXXXXX MEMBER SSN : XXXXXXXXX
REQUEST NBR  : XXXXXXXXXXXX      ORIGIN       : X
REQUEST TYPE : X                  STATUS       : X
FUND REQ NBR : XXXXXXXXXXXX

ENTER-PROCESS, F6/F1-HELP, F3/ CLEAR-EXIT APPLICATION
    
```

**Field Definitions**

The chart below defines the primary fields on the Transmittal Request Main Menu.

Field Name	Definition
SELECTION	Value associated with each of the transmittal screens available for the user to access. Valid selection values are 1 – 8.
LABOR FUND ID	Identification number specific to each Labor Fund
GROUP NBR	Identification number assigned by BCBSIL to the group or plan through which insurance is provided.
MEMBER NBR	The insured’s member identification number.
MEMBER SSN	Member’s Social Security number (will automatically populate upon entering the DCN/SCCF)
REQUEST NBR	System-generated number assigned to the transmittal request
ORIGIN	Indicator of the creator of the transmittal request. Valid values are “F” (BCBSIL Full Service Unit) and “L” (Labor Fund).
REQUEST TYPE	Indicator of the type of transmittal request. Valid values are “I” (inquiry) and “R” (request).
STATUS CODE	Indicator of the transmittal request status. Valid values are “O” (open); “C” (closed) and “P” (pend) <b>FSU USE ONLY</b> .
FUND REQ NBR	(LABOR FUND USE ONLY) Internal Fund identification number

**Initiating a Transmittal Request**

The Initiate Transmittal Request screen allows a user to initiate a transmittal request, and can be accessed by choosing selection “1” from the Transmittal Application Main Menu.

*(Optional)* Type the DCN or SCCF number and press <Enter> to view the patient and subscriber information.

Type the appropriate data in the required fields. The required fields are as follows:

- Group Number
- Member Number
- DCN/SCCF Number
- Request Code
- Claim Type
- Request Type
- Request Description
- Claim Location

Additionally, the following fields will automatically be populated by the system:

- Request Number
- Requestor ID

After typing the required information, press <Enter>. The prompt “RECORD ADDED SUCCESSFULLY. TO CONTINUE ADD, PRESS F9” will appear.

To add another record, press <F9>.

**Example of Initiate Transmittal Request screen**

```

TRIN                LABOR FUND TRANSMITTAL REQUEST APPLICATION                MM/DD/CCYY
                                INITIATE TRANSMITTAL REQUEST                                HH:MM:SS

REQUEST NBR   : XXXXXXXXXXXX          GROUP NBR           : XXXXXX
MEMBER NBR    : XXXXXXXXXXXXXXXXXXXX  MEMBER SSN          : XXXXXXXXX
DCN/ SCCC     : XXXXXXXXXXXXXXXXXXXX  FUND CLAIM NBR     : XXXXXXXXXXXXXXXXXXXX
SUB. FNAME    : XXXXXXXXXXXXXXXXXXXX  M: X               LNAME              : XXXXXXXXXXXXXXXXXXXX
PAT. FNAME    : XXXXXXXXXXXXXXXXXXXX  M: X               LNAME              : XXXXXXXXXXXXXXXXXXXX
REQUEST CODE  : XX                    CLAIM TYPE          : X
REQUESTOR ID  : XXXXXXXX              REQUESTOR           : XXXXXXXXXXXXXXXXXXXX
REQUEST TYPE  : X                     CLAIM LOCATION      : X
                                REQUEST DESCRIPTION
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
                                ENTER-PROCESS, F6/F1-HELP, F9 - REFRESH SCREEN, CLEAR-EXIT
    
```

**Field Definitions**

The chart below defines highlighted and/or previously undefined fields on the Initiate Transmittal Request screen.

Field Name	Description
MEMBER NBR	The insured’s member identification number.
DCN/SCCF	BCBSIL claim number of original claim
FUND CLAIM NBR	Internal Fund identification number (Fund use only)
SUB. FNAME	Subscriber’s first name
M (Subscriber)	Subscriber’s middle initial
LNAME (Subscriber)	Subscriber’s last name
PAT. FNAME	Patient’s first name
M (Patient)	Patient’s middle
LNAME (Patient)	Patient’s last name
REQUEST CODE	Indicator of the type of transmittal being requested (See Action Request Codes on page 9)
CLAIM TYPE	Indicator identifying a claim as Blue Shield or Blue Cross inpatient/outpatient. Valid values are “0” (professional), “1” (inpatient), and “2” (outpatient).
REQUESTOR ID	System ID of user generating the transmittal request
REQUESTOR	Name of user generating the transmittal request
REQUEST DESCRIPTION	Details associated with the transmittal request
CLAIM LOCATION	Indicator of whether a claim is BlueCard or Local claim. Valid values are “B” (BlueCard) and “L” (Local).

### Request Inquiry List/Status Update

The Request Inquiry List/Status Update screen allows users to view a list of transmittal requests based on the selection criteria. This screen can be accessed by choosing selection “2” from the Main Menu.

One of the following fields **must** be populated in order to display a list of transmittal requests.

- Labor Fund ID
- Group Number
- Member NBR
- DCN/SCCF

The criteria can be further narrowed by populating the other selection criteria fields, which are as follows:

- Request Type
- Status
- Origin
- Response

After tabbing to the appropriate field(s) and populating the required data, press <Enter>. A list of transmittal requests will be generated based on the entered criteria. For example, if a group number is populated, a list of all transmittal requests for the specified group number will appear.

The details of a specific transmittal request may be viewed by typing the appropriate line number of the transmittal request in the LN field and pressing <Enter>.

**Example of Request Inquiry List/Status Update screen**

TRIL	LABOR FUND TRANSMITTAL APPLICATION				MM/DD/CCYY								
	<b>REQUEST INQUIRY LIST/ STATUS UPDATE</b>				HH:MM:SS								
<b>LABOR FUND ID</b>	:	XXXXXXX	<b>GROUP NBR:</b>										
<b>MEMBER NBR</b>	:	XXXXXXXXXXXXXXXXXX	<b>DCN/ SCCF:</b>										
<b>REQUEST TYPE</b>	:	X	<b>STATUS</b>	:	X								
<b>ACTION</b>	:	X	<b>ORIGIN</b>	:	X								
<b>LN</b>	:	XX	<b>RESPONSE</b>	:	X								
LN	REQ	NBR	ORI	R	REQUEST	DT	TYP	GROUP	MEMBER ID	DCN/	SCCF	ST	C
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X
XX	XXXXXXXXXX		X		XXXXXXXXXX	X	XXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX		X	X

ENTER-PROCESS, F6/F1-Help, F3-MAIN MENU, F7-PREV PAGE, F8-NEXT PAGE  
CLEAR - EXIT

**Field Definitions**

The chart below defines highlighted and/or previously undefined fields on the Request Inquiry List/Status Update screen.

Field Name	Definition
ACTION CODE	Indicator of the type of transmittal action being performed. Valid values are “T” (transfer to Request Inquiry/Display Status Update screen), “R” (transfer to the Response Inquiry List/Detail screen, “C” (close request – <b>FSU USE ONLY</b> ), “O” (open request), “P” (pend request – <b>FSU USE ONLY</b> ).
LN	Line number indicator associated with a specific transmittal request or response.
RESPONSE	Indicator that identifies who needs to respond to the transmittal request. Valid values are “L” (Labor Fund) and “F” (BCBSIL FSU).



	which insurance is provided (PXXXXX or NXXXXX).
STATUS CODE	Indicator of the transmittal request status. Valid values are "O" (open); "C" (closed); and "P" (pend) <b>FSU USE ONLY</b> .



**Initiate Response Detail**

This screen allows the operator to type in a response to a Transmittal Request and can be accessed from the Request Inquiry List, Request Inquiry Display and Response Inquiry List/ Detail screens.

In order to respond to a transmittal request, type the request number of the appropriate transmittal request and press <Enter>. A response can then be entered in the Response Description field.

**Example of Initiate Response Detail**

```

TRUR                                LABOR FUND TRANSMITTAL APPLICATION                                MM/DD/CCYY
                                      INITIATE RESPONSE DETAIL                                HH:MM:SS
REQUEST NBR : xxxxxxxxxx                                GROUP NBR : xxxxxx
MEMBER NBR : xxxxxxxxxxxxxxxxxxxx                                FOLLOW-UP DATE : xxxxxxxx
DCN/ SCCF : xxxxxxxxxxxxxxxxxxxx                                FUND CLAIM NBR : xxxxxxxxxxxxxxxxxxxx
SUB. FNAME : xxxxxxxxxxxxxxxxxxxx M: x LNAME : xxxxxxxxxxxxxxxxxxxxxxxxxxxx
PAT. FNAME : xxxxxxxxxxxxxxxxxxxx M: x LNAME : xxxxxxxxxxxxxxxxxxxxxxxxxxxx
REQUEST CD : xx                                STATUS : x ACTION:x
REQUESTOR ID : xxxxxxxx                                REQUESTOR : xxxxxxxxxxxxxxxxxxxxxxxxxxxx
FAST TRACK : x REQ TYP: x REQUEST DESCRIPTION REQUEST DT: mm/dd/ccyy
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
RESPONSE DESCRIPTION                                COMMENTS: N
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
ENTER-PROCESS, F6/F1-HELP, F2-PREVOUS SCRNR, F3-MAIN MENU, F10-COMMENTS,
CLEAR-EXIT
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
    
```

**Field Definitions**

The chart below defines highlighted and/or previously undefined fields on the Initiate Response Detail screen.

REQUEST NBR	System-generated number assigned to the transmittal request. When entered, the requested Transmittal Response will be displayed. (Required)
FAST TRACK	<b>FSU USE ONLY</b>
FOLLOW-UP DATE	<b>FSU USE ONLY</b>
STATUS CODE	Indicator of the transmittal request status. Valid values are “O” (open); “C” (closed); and “P” (pend) <b>FSU USE ONLY</b> .
ACTION CODE	Indicator of the type of transmittal action being performed. Valid values are “I” (transfer to Request Inquiry/Display Status Update screen), “R” (transfer to the Response Inquiry List/Detail screen, “C” (close request – <b>FSU USE ONLY</b> ), “O” (open request), “P” (pend

	request – <b>FSU USE ONLY</b> ). “T” is the default code.
RESPONSE DESCRIPTION	Description entered by operator in response to a Transmittal Request.

**Same Day Request Inquiry / Delete List**

The Same Day Request Inquiry/Delete List screen allows users to inquire about or delete a transmittal request on the same business day that the transmittal request was initiated, and can be accessed by choosing option “6” from the Main Menu.

In order to view all transmittal requests processed during the current business day, type the appropriate group number and press <Enter>.

Actions can then be performed on the specified transmittal request by entering an Action Code with a corresponding line number. Valid action codes and their functions are as follows:

- Inquiry – Allows a user to view the details of a transmittal request when used in conjunction with the line number
- Delete – Allows a user to delete the selected transmittal request when used in conjunction with a line number
- Undelete – Allows a user to undelete a transmittal request when used in conjunction with a line number

**Example of Same Day Request Inquiry/Delete List**

```

TRSI                LABOR FUND TRANSMITTAL APPLICATION
MM/DD/CCYY

                SAME-DAY REQUEST INQUIRY/ DELETE LIST

HH:MM:SS

GROUP NBR        : XXXXXXXXX                LABOR FUND ID: XXXXXXXXX

ACTION : X      (I=INQUIRY, D = DELETE, U = UNDELETED)
LN      : X

  REQ  REQUESTOR  GROUP          DEL REQ  DEL  REQ
  LN   NBR       ID    TYP  NBR      MEMBER ID      DCN/SCCF          CD
XX XXXXXXXXXXXX XXXXXXXXX X XXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXX
XX XXXXXXXXXXXX XXXXXXXXX X XXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXX
XX XXXXXXXXXXXX XXXXXXXXX X XXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXX
XX XXXXXXXXXXXX XXXXXXXXX X XXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXX
XX XXXXXXXXXXXX XXXXXXXXX X XXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXX

ENTER-PROCESS, F6/F1-HELP, F3-MAIN MENU, F7-PREV PAGE, F8-NEXT PAGE,
CLEAR-EXIT
    
```

### Same Day Open Transmittal Request Detail

The Same Day Open Transmittal Request Detail screen allows the operator to display details for a specific transmittal request entered during the same business day on which the request was initiated. This screen can be accessed by choosing option “7” from the Main Menu.

In order to access a specific transmittal request, type the request number and press <Enter>. The following fields are modifiable:

- Request Code
- Subscriber Information (first, middle and last name)
- Patient Information (first, middle and last name)
- Claim Type
- Request Type
- Request Description
- Status Code

**Note:** In order to retain any modification of the above fields, type “U” in the Action field and press <Enter>.

Actions can also be performed on the specified transmittal request by entering an Action Code with a corresponding line number. Valid action codes and their functions are as follows:

- “I” – Inquiry indicates an inquiry is being performed (default value)
- “D” – Delete allows a user to delete the transmittal request
- “U” – Undelete allows a user to undelete a transmittal request

The Status Code field on this screen has a default value of “D,” indicating a deleted transmittal request. To undelete, the “D” must be removed from this field and “U” must be populated in the Action Code field.



**Action Request Codes**

Action Request Codes indicate the type of transmittal request being sent by a Fund and are used in both the Electronic and the Mainframe On-line processes. Valid Action Request Codes are listed in the below table.

<b>Code</b>	<b>Description</b>
01	Local: R01 adjustment BlueCard: 240
02	Local: Reopen DCN BlueCard: New SF
03	Local: R03 adjustment BlueCard: Additional payment request
04	Reopen DCN under another member ID
05	<b>Local only:</b> R05 adjustment
06	Refund request
07	Medical record request
08	Verify patient
09	Review provider information
10	<b>Local only:</b> Need itemized bill
11	Overpayments due to COB – need other carrier name
12	Need EOB
13	Provider balance billing
14	Copy of claim
15	None of the above / other
16	High Priority Issue
17	Customer Service

**Quick Reference**

Listed below is a quick reference guide for codes required to create a transmittal on-line.

**Claim Types**

- 0 = Professional
- 1 = Inpatient
- 2 = Outpatient

**Claim Location**

- L = Local
- B = BlueCard

**Request Type**

- I = Informational Only (FSU use only)
- R = Request (Fund use only)

### Function Keys:

The Function Keys allow users to navigate through the mainframe screens. While availability varies with each screen, the most commonly used FUNCTION command keys are as follows:

- **F1 / F6** displays the Help function, which will define select fields of each screen.  
**Note:** The cursor must be placed on the first letter of the field name to use this function.
- **F2 / F4** transfers users to the indicated screens.
- **F3** clears/exits application if selected at Main Menu screen. If selected from other screens, the F3 key will transfer the user to the Main Menu.
- **F5** updates the transmittal request status.
- **F7** allows the user to scroll backward in the selected screen.
- **F8** allows the user to scroll forward in the selected screen.
- **F9** allows the user to refresh the screen and create a new transmittal request.