

interChange Provider Important Message

Attention: Safe Harbor Trading Partners

Action Required: Safe Harbor Real-Time Connectivity for 270/271 Eligibility and 276/277 Claim Status

The Connecticut Medical Assistance Program's (CMAP's) Electronic Data Interchange (EDI) processing system for Patient Protection and Affordable Care Act (ACA) Safe Harbor transactions is implementing the EDI as a Service (EDlaaS) Health Direct EDI (HDE) translator on **June 15, 2025**. The new translator will help CMAP better adhere to established EDI standards and better align with other states and payers.

The Patient Protection and Affordable Care Act (ACA) Safe Harbor **real-time transactions** are NOT 837 claim files, but transactions sent by a limited number of Trading Partners to perform **REAL-TIME eligibility (270/271) and claim status (276/277) transactions**. These changes will not impact Trading Partners sending 837 claims files and retrieving 835s or even standard batch 270/271 and 276/277 files.

Current Safe Harbor Trading Partners will be registered by the CMAP EDI team with EDlaaS. The current Safe Harbor Trading Partners will obtain their new credentials directly from the CMAP EDI team via secured emails. The new credentials will be needed to access the new system to process Safe Harbor transactions following the implementation date. The new credentials will be part of the Simple Object Access Protocol (SOAP) wrapper. Trading Partners that perform these REAL-TIME transactions will be sent new login credentials and URLs during the months of May and June. It is VERY IMPORTANT that these Trading Partners have updated contact information as this will all be performed through their Trading Partner Secure Web Account contact information.

Safe Harbor Trading Partners should note the following regarding the translator implementation:

- The EDlaaS HDE system requires a login and password that are separate from the CMAP Trading Partner credentials. The password for the new system will require updating every 180 days.
- A different URL will be required to access the new system. A new companion guide will be sent in a separate email with the new login credentials with guidance for the new URL. Trading Partners are encouraged to take part in onboarding June 2 - June 13, 2025, to confirm access to the new translator and submit a test transaction.
- The Trading Partner ID will remain the same; however, the Safe Harbor Trading Partner ID and the Sender ID value in the SOAP wrapper will require a prefix of "CONN-" appended to the ID. For example, Trading Partner 100000001 will be CONN-100000001 for Safe Harbor.
- CMAP will now send a 999 Acknowledgement for Health Care Insurance or TA1 interChange Acknowledgement with transaction responses.
- All Safe Harbor Trading Partner response files will be available for **15 days**, rather than 60 days. After that period, files may be retrieved by contacting the Provider Assistance Center's EDI team at 1-800-842-8440, option 3 or via email ctedisupport@gainwelltechnologies.com.



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Onboarding Period

The CMAP EDI Team will host onboarding to assist Safe Harbor Trading Partners with confirming access to the new translator **June 2 - June 13, 2025**.

During this specified time, Safe Harbor Trading Partners are asked to:

1. Contact the CMAP EDI Helpdesk to obtain Safe Harbor Health Direct EDI (HDE) account credentials by providing their Trading Partner ID if they have not received an email. The password will be sent to the email address listed on the Trading Partner Master User Profile by the EDI Helpdesk (ctedisupport@gainwelltechnologies.com).
2. Change the HDE password before using the Harbor Health Direct EDI account. Instructions for changing the password are found in the Safe Harbor Connectivity Companion Guide that will be sent at the same time as the credentials in a separate email. The guide will also be posted to the www.ctdssmap.com Web site under Trading Partner>EDI>EDI Documents>Safe Harbor Companion Guide.
3. Complete the program updates needed to interact with the Safe Harbor HDE solution. Detailed instructions can be found in the Safe Harbor Connectivity Companion Guide that will be sent at the same time as the credentials in a separate email.
4. Submit one 270 Health Care Eligibility/Benefit Inquiry and Information Request transaction and verify a valid 271 response is obtained. If you need assistance, contact the EDI Helpdesk. **Note: Affordable Care Act batch processing will not be available during the onboarding window.**
5. Notify the EDI Helpdesk of successful testing with the new Safe Harbor HDE solution. After successfully testing, Safe Harbor Trading Partners should continue to use the **current** Safe Harbor solution to process both batch and real-time transactions until the implementation of the new solution on **June 15, 2025**.
6. Begin using the **new** Safe Harbor HDE solution for all real-time and batch transactions on and after **June 15, 2025, 8:10 am EST**. Notification will be sent if there is any change in the schedule.

For More Information

Contact the Provider Assistance Center's EDI team at 1-800-842-8440, option 3 or via email ctedisupport@gainwelltechnologies.com for questions about these changes.

