

How to Read a 997 Functional Acknowledgment

Part of the testing procedures will be to retrieve a valid 997 Functional Acknowledgment for your test claims submission. Below is a Sample of a 997 Functional Acknowledgment and a description of the fields you will need to be able to read in order to determine if your submission was successful. Please note that the following record has been reformatted for the purpose of identifying the segments you will need to use.

```
ISA*00*                *00*                *ZZ*745698161        *ZZ*501000011
*030130*1454*U*00401*000000003*0*T*:
~GS*FA*745698161*501000011*20030130*145444*3*X*004010X098A1
~ST*997*3001
~AK1*HC*134
~AK2*837*000000001
~AK3*CLM*19**8
```

← The AK3 Segment reports any segment errors
'AK3' is the segment name
'CLM' (AK301) lists the segment in error
'19' (AK302) position of the error
'8' (AK304) segment error code (see Implementation Guide for all error codes)

```
~AK4*5:1**7*01
```

← The AK4 Segment reports any element errors
'AK4' is the segment name
'5:1' (AK401) position of the error in segment
'7' (AK403) data element error code (see the Implementation Guide for all error codes)
'01' (AK404) displays erroneous data element

```
~AK3*DTP*20**3
~AK3*DTP*21**3
~AK3*REF*22**8
~AK4*1**7*EA
~AK3*REF*22**8
~AK4*2**7*EDIT117TC4
~AK3*REF*22**7
~AK3*REF*22**8
~AK4*2**2
~AK3*HI*23**3
~AK3*NM1*24**3
~AK3*PRV*25**3
~AK5*R*5
```

← The AK5 Segment is the Transaction Set Response
'AK5' is the segment name
'R' (AK501) indicates Rejection or Acceptance of transaction
'5' (AK502) syntax error code (see the Implementation Guide for all error codes)

```
~AK9*R*1*1
```

← The AK9 Segment is the Functional Group
'AK9' is the segment name
'R' (AK901) indicates Acceptance or Rejection of functional group
'1' (AK902) indicates the number of transaction sets in the group

'1' (AK903) indicates the number of received transaction sets.
' ' (AK904) indicates the number of accepted transaction sets

~SE*20*3001
~GE*1*3
~IEA*1*000000003
~

In this 997 Functional Acknowledgment we are told that the CLM segment has data element errors and that the data element has an invalid value in the 5th element of the segment and that the invalid value is '01'.

This error would need to be corrected and then resubmitted. Once you have received an Accepted (A value of 'A' in AK501 & AK901) 997 Functional Acknowledgment, fax a copy to the EDI Department at 860-255-3840 Please be sure to include your Trading Partner ID, contact name and phone number on the fax.

For more detailed information on the 997 Functional Acknowledgment, please refer to Appendix B of the appropriate Implementation Guide.

The format for this transaction may vary by software vendor. For providers who are submitting transactions using HP's Provider Electronic Solutions software the 997 Functional Acknowledgment will be formatted as shown:

Technical support will need the following transaction dump:
-----beginning-of-dump-----
ISA*00* *00* *ZZ*745698167 *ZZ*501000003 *030210*102
8*U*00401*000000004*0*P*:~GS*FA*745698167*501000003*20030210*102830*4*X*004010X0
96A1~ST*997*4001~AK1*HC*20~AK2*837*000000001~AK5*A~AK9*A*1*1*1~SE*6*4001~GE*1*4~
IEA*1*000000004~
-----end-of-dump-----

The sample above shows an 'Accepted' 997 Functional Acknowledgment. There are no segments AK3 & AK4 and AK5 & AK9 both indicate an 'A'.

Follow the steps listed below to retrieve the 997 Functional Acknowledgment in Provider Electronic Solutions from the web using HP's Provider Electronic Solutions software:

- On the Main menu select 'Communications'.
- Select 'Submission'.
- When the submission window appears highlight '997 Acknowledgement(s)'.
- Click on the 'Submit' button.
- When you have received the message that the transmission was successful, close the submission window.

Follow the following steps to view your 997 Functional Acknowledgment using HP's Provider Electronic Solutions software. (After you have downloaded the files from the web by performing the steps above.):

- On the Main menu select 'Communications'.
- Select 'View Batch Responses'.
- A list will appear select the record that you want to view by highlighting the record.
- To print the 997 Functional Acknowledgment so that it can be faxed to HP, click on the 'Print' button on the right side of the screen.

Please fax it to:
Attn: EDI
(860)-255-3840