



Submitting 270/271 and 276/277 EDI X12 Files to Partners Health Management

This guide outlines the process for providers to submit 270/271 and 276/277 EDI X12 files to Partners Health Management (Partners). Please follow the steps below to ensure a successful onboarding and submission process.

Step 1: Contact Partners Health Management

Providers should initiate contact with Partners using one of the following methods:

- **ProviderCONNECT Portal:** partnersbhm.org/tailoredplan/providers/providerconnect/
- **Email:** servicedesk@partnersbhm.org or sysaid2@partnersbhm.onmicrosoft.com
- **Phone:** 704-842-6431

Please indicate your intent to submit 270/271 and/or 276/277 EDI transactions. You will be asked to provide basic organizational information, such as provider name, address, and contact details. A System Administrator will be assigned to guide you through the onboarding process.

Step 2: Trading Partner Agreement

Partners will provide a [Trading Partner Agreement](#) (TPA), which establishes the terms and conditions for electronic data exchange. This agreement addresses data security, HIPAA compliance, confidentiality and the responsibilities of all parties involved.

Important:

If your organization already has a TPA in place for claim submissions, this form will serve as an addendum.

To expedite the process:

- Complete [Appendix A: Transaction Sets](#) in the TPA.
- Carefully review all sections of the agreement.
- Have an authorized representative sign the TPA.
- Submit the signed agreement to: integrations@partnersbhm.org

Step 3: Confirmation of Receipt

Partners will confirm receipt of the signed TPA via email. This confirmation may include:

- Additional onboarding instructions.
- Credentials for EDI platform access.
- Contact information for the technical support team.



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Step 4: Implementation Guides

Partners utilizes the ASC X12 Health Care Eligibility and Claims Status transaction standards. Providers will receive the following documentation:

- [Consolidated 270/271 Implementation Guide.](#)
- [NCTracks Companion Guide for 270/271 transactions.](#)
- [NCTracks Companion Guide for 276/277 transactions.](#)
- Any applicable supplemental documentation.

These resources will assist providers in formatting and submitting files accurately.

Step 5: File Preparation

Providers are responsible for creating EDI files using their internal systems or EDI software. Files must adhere to the formatting and data specifications outlined in the implementation guides provided.

Please ensure:

- Files are correctly formatted.
- All data is accurate and complete.
- Standards are followed to prevent rejections or delays.

Step 6: Testing and Validation

Before production submissions, Partners will coordinate a testing phase to ensure file compatibility and compliance.

- A test environment or designated testing window will be provided.
- Partners will review submitted sample files and offer feedback.
- Providers are responsible for resolving any identified issues in coordination with technical support.

Step 7: Production Submission

Once testing is complete and the files are approved, providers may begin submitting EDI files in the production environment.

Providers must:

- Follow the established file submission schedule.
- Monitor submissions for errors or rejections.
- Address any issues in a timely manner.



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Step 8: Submitting Physical Health Transactions and Availity Guidance

Physical Health Transactions:

Providers submitting physical health-related transactions must follow separate submission instructions, which are available upon completion of the TPA. Please refer to the appropriate guidelines provided by Partners.

Availity Trading Partners:

Providers who have already submitted EDI transactions for other health plans via a secure FTP connection through Availity should continue using their standard processes with Partners Health Management. Additional assistance is available in the Availity EDI Quick Start Guide.

Step 9: Ongoing Support and Updates

Providers should maintain ongoing communication with Partners Health Management throughout the submission process. It is important to:

- Notify Partners of any changes to internal systems or workflows that could affect EDI submissions.
- Stay informed of any updates to submission requirements.
- Reach out with questions, technical concerns or requests for clarification.

For assistance, contact:

- **Email:** servicedesk@partnersbhm.org
- **Phone:** 704-842-6431