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# Arkansas Blue Cross Blue Shield

## **HIPAA Transaction Standard Companion Document Guide**

**Refers to the Implementation Guides  
Based on ASC X12 version 005010**

**005010X279A1: (270/271) Health Care Eligibility  
Benefit Inquiry and Response**

**005010X212E1: (276/277) Health Care Claim  
Status Request and Response**

**005010X217E2: (278) Health Care Services  
Review- Request for Review and  
Response**

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## **Preface**

The ASC X12N Implementation Guides were adopted under Health Insurance Portability and Accountability Act (HIPAA) as the official guides to use for the exchange of electronic transactions. This Electronic Transaction Manual contains the Companion Documents for the 270/271, 276/277 and 278 transactions. The Companion Documents provide further clarification and specify the data content when exchanging electronic transactions with Arkansas Blue Cross Blue Shield. Transmissions based on this companion document, used in tandem with the X12N Implementation Guides, are compliant with both the X12 syntax and those guides. These Companion Guides are intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guides are not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides. The Companion Guides within this document describe the requirements and recommendations of implementing 270/271, 276/277 and 278 transactions.

## **Connectivity**

ANSI 27X transactions will be sent to Arkansas Blue Cross Blue Shield via secure internet connections in secure HTTP wrappers. The test and production URLs will be provided by EDI Services upon completion of enrollment. The hours of operation for submitting ANSI 27X transactions are 6:00 a.m. to 12:00 a.m. CST, Monday through Saturday.

Arkansas Blue Cross Blue Shield will strip the wrappers and then pass the transactions to the processing system. Arkansas Blue Cross Blue Shield will support either HTTP 1.0 or HTTP 1.1. The wrapper formats are as follows:

### **Request (Request Interchange)**

GET /ELIG HTTP/1.0

Host: hostname (where hostname is obtained from EDI Services)

Accept: \*/\*

Connection: Close

Content-Length: **xxx** (**xxx** = content length)

Content-type: text/ansix12

### **Response (Reply Interchange)**

HTTP/1.0 200 OK

Date: **ddd** (**ddd** = date, example = Sat Jul 12 23:50:04 2003)

Content-type: text/ansix12

Content-Length: **xxx** (**xxx** = content length)

Password-expire: **ppp** (**ppp** = expiration, example = 3 days)

## **Passwords**

A clearinghouse submitter ID will be assigned to submitters by EDI Services at Arkansas Blue Cross Blue Shield. Submitters will be able to change passwords prior to expiration by using a maintenance transaction (PWC). A TA1 or a 997 response transaction with the error status will be returned if the transaction does not pass authentication.

Submitters must have a valid password. Standard password rules are:

- When using the password change (PWC) transaction, the old password specified in the transaction must match the current password.
- The password must be a minimum of 8 characters and a maximum of 10 characters.
- The password must be different from the initial password assigned by EDI Services.
- The password cannot be the same as the current password.
- The password cannot contain the clearinghouse submitter ID.
- Adjacent characters or symbols cannot be the same. e.g., Aef119F2 is invalid because of the two ones that are adjacent
- The password is case sensitive.
- The password must be changed at least every 30 days.

EDI Services will also create a clearinghouse organization in AHIN so that one or more users can be added for the clearinghouse. At least one user is required and this user (or users) will be responsible for the initial setting and maintenance of the clearinghouse password which is required by the transaction (/ELIG) interface. It is strongly recommended that each vendor have two users to manage the account.

Submitters will be able to change passwords before they expire without logging on to AHIN by using the following maintenance transaction:

### **Request**

POST /PWC HTTP/1.0

Accept: \*/\*

Connection: close

Content-Length: 0

Content-type: text/plain

Userid=**xxx**&oldpass=**yyy**&newpass=**zzz** (where **xxx** = user ID, **yyy** = old password and **zzz** = new password)

**NOTE:** The line above is not part of the actual HTTP header. It should be separated from the HTTP header by a carriage return / line feed (CRLF). This transaction should be sent without an X12 transaction.

### **Good Response**

HTTP/1.0 202 Accepted

### **Error Response**

HTTP/1.0 406 Not Acceptable

If an incorrect or old password is supplied without a successful login more than 3 times or if the password expires prior to execution of the maintenance transaction, the account will be locked and must be reset by logging on to AHIN and resetting the clearinghouse password. The clearinghouse users of the 27X transaction will need to maintain their account keeping passwords current and unlocking passwords when required.

Additionally, a text string will be returned indicating the status of the request. Possible values are:

- Password changed successfully.
- Invalid parameters. Usage is: `userid=xxx&oldpass=yyy&newpass=zzz`
- AHIN is currently offline for maintenance. Please try again later.
- System Error. AHIN Administration has been notified.
- Unable to locate userid
- Account is locked. Please logon to AHIN in order to reset your clearinghouse account/password.
- Old password incorrect. Too many failed attempts. Account is locked. Please logon to AHIN in order to reset your clearinghouse account/password.
- Old password incorrect.
- Password must be a minimum of 8 characters and a maximum of 10 characters.
- Password cannot be the same as or contain the user ID.
- New password cannot be same as old password.

## **Documentation and Instructions**

- For 27X and password change transaction examples, see Appendix A.
- For instructions for adding a user to AHIN and the AHIN User form, see Appendix B.

## **27X ISA/GS Authentication Error Responses**

The 27X ISA/GS authentication error responses will apply to the 270, 276 and 278 transactions if an error has occurred in the ISA or GS segment. The chart below shows the error response that will be returned for a specific data element.

<b>Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).</b>	
<b>Invalid Data Element</b>	<b>Interchange Acknowledgment Error Response</b>
Password Expired (see NOTE)	TA104 = R Transaction Rejected TA105 = 011 Invalid Authorization Information Value
ISA03	TA104 = R Transaction Rejected TA105 = 012 Invalid Security Information Qualifier Value
ISA04	TA104 = R Transaction Rejected TA105 = 013 Invalid Security Information Value
ISA05	TA104 = R Transaction Rejected TA105 = 005 Invalid Qualifier for Sender ID
ISA06	TA104 = R Transaction Rejected TA105 = 006 Invalid Sender ID
ISA07	TA104 = R Transaction Rejected TA105 = 007 Invalid Qualifier for Receiver ID
ISA08	TA104 = R Transaction Rejected TA105 = 008 Invalid Receiver ID
GS02	TA104 = R Transaction Rejected TA105 = 006 Invalid Sender ID
GS03	TA104 = R Transaction Rejected TA105 = 008 Invalid Receiver ID

### **NOTE:**

- TA105=011 normally would indicate that ISA02 has an invalid value. If it indeed contains invalid characters that is the reason for the failure.
- AHIN will also return the same error code (TA105=011) when ISA06 / ISA04 (used for security verification) fails the security lookup.
- If you receive a TA105=011 and ISA02 is all blanks, it indicates ISA06 / ISA04 is the problem. These problems could include incorrect values or be the result of account lockout. See AHIN 27X User Guide, 3.3 Password Tab, for instructions.

## **270 Eligibility Inquiries**

The optimum 270 search criteria should include one or more of the following items listed below. To maximize the search result, include as much information as possible in the 270 Eligibility Request.

- Primary criteria must include Member ID Number (maximum length of 17) and 2 of the following:
  - § First Name
  - § Last Name
  - § Date of Birth.
- Secondary criteria could include: Gender or Social Security Number.
- Data is required at either the subscriber or dependent loop.

For Arkansas members (i.e., BlueAdvantage, Blue Cross and Health Advantage) the member ID prefix can be sent but is not required.

Arkansas Blue Cross Blue Shield supports only one service type code per transaction. '98' is the recommended default service type code.

**270 Companion Document**

IG Page #	Loop ID	Reference	Name	Notes/Comments
<b>First Level Authentication: All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</b>				
C.4	Header	ISA03	Security Information Qualifier	Must be a value of 01.
C.4	Header	ISA04	Security Information	Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.
C.4	Header	ISA05	Interchange ID Qualifier	Must be a value of ZZ.
C.4	Header	ISA06	Interchange Sender ID	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.
C.5	Header	ISA07	Interchange ID Qualifier	Must be a value of ZZ.
C.5	Header	ISA08	Interchange Receiver ID	Must be equal to a value of 020.
<b>Second Level Authentication: All data elements in the Functional Group (GS) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</b>				
C.7	Header	GS02	Application Sender's Code	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06.
C.7	Header	GS03	Application Receiver's Code	Must be a value of 020. This is the same value as the ISA08.
<b>See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).</b>				
77	2100B	NM108	Identification Code Qualifier	Must be a value of XX.
78	2100B	NM109	Identification Code	Must be equal to the pay-to provider's National Provider Identifier (NPI).
79	2100B	REF01	Reference Identification Qualifier	Must be equal to EO.
80	2100B	REF02	Reference Identification	Must be equal to the provider's submitter ID number assigned by EDI Services at Arkansas Blue Cross Blue Shield.

**271 Authentication Error Responses**

<b>Authentication errors for specific loops are returned on the 271. The 271 will always return the AAA segment on the 271 if there are errors.</b>		
<b>Invalid Loop / Data Element</b>	<b>271 Loop Returned</b>	<b>271 Segment &amp; Data Element Error Response Returned</b>
2100B / NM108	2100B	AAA01 = N The Transaction Has Been Rejected AAA03 = 51 Provider Not on File AAA04 = N Resubmission Not Allowed
2100B / NM109	2100B	AAA01 = N The Transaction Has Been Rejected AAA03 = 51 Provider Not on File AAA04 = N Resubmission Not Allowed
2100B / REF01	2100B	AAA01 = N The Transaction Has Been Rejected AAA03 = 51 Provider Not on File AAA04 = N Resubmission Not Allowed
2100B / REF02	2100B	AAA01 = N The Transaction Has Been Rejected AAA03 = 51 Provider Not on File AAA04 = N Resubmission Not Allowed
2100B	2100B	AAA03 = 51 Provider Not on File (ISA06 or 2100B NM109 invalid)
2100C	2100C	AAA03 = 15 Required Application Data Missing AAA03 = 42 Unable to Respond at Current Time AAA03 = 52 Service Dates Not Within Provider Plan Enrollment AAA03 = 71 Patient Birth Date Does Not Match That for the Patient on the Database AAA03 = 72 Invalid/Missing Subscriber/Insured ID AAA03 = 73 Invalid/Missing Subscriber/Insured Name AAA03 = 75 Subscriber/Insured Not Found AAA03 = 76 Duplicate Subscriber/Insured ID Number AAA03 = 77 Subscriber Found, Patient Not Found AAA03 = 78 Submitter/Insured not in Group Plan Identified.
2100D	2100D	AAA03 = 15 Required Application Data Missing AAA03 = 42 Unable to Respond at Current Time AAA03 = 52 Service Dates Not Within Provider Plan Enrollment AAA03 = 64 Invalid/Missing Patient ID AAA03 = 65 Invalid/Missing Patient Name AAA03 = 67 Patient Not Found AAA03 = 71 Patient Birth Date Does Not Match That for the Patient on the Database AAA03 = 77 Subscriber Found, Patient Not Found

**276 Companion Document**

IG Page #	Loop ID	Reference	Name	Notes/Comments
<b>First Level Authentication: All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</b>				
C.4	Header	ISA03	Security Information Qualifier	Must be a value of 01.
C.4	Header	ISA04	Security Information	Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.
C.4	Header	ISA05	Interchange ID Qualifier	Must be a value of ZZ.
C.4	Header	ISA06	Interchange Sender ID	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.
C.5	Header	ISA07	Interchange ID Qualifier	Must be a value of ZZ.
C.5	Header	ISA08	Interchange Receiver ID	Must be equal to a value of 020.
<b>Second Level Authentication: All data elements in the Functional Group (GS) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</b>				
C.7	Header	GS02	Application Sender's Code	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06.
C.7	Header	GS03	Application Receiver's Code	Must be a value of 020. This is the same value as the ISA08.
<b>See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).</b>				
46	2100B	NM108	Identification Code Qualifier	Must be a value of 46.
46	2100B	NM109	Identification Code	Must be the submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.
51	2100C	NM108	Identification Code Qualifier	Must be a value of XX.
51	2100C	NM109	Identification Code	Must be the pay-to provider's National Provider Identifier (NPI).

**277 Authentication Error Responses**

<b>Authentication errors for specific loops are returned on the 277. The 277 will always return the STC segment on the 277 if there are errors.</b>		
<b>Invalid Loop / Data Element</b>	<b>277 Loop Returned</b>	<b>277 Segment &amp; Data Element Error Response Returned</b>
2100B / NM108	2200E	STC01-1 = E0 Response Not Possible - Error on Submitted Request Data STC01-2 = 25 Entity Not Approved STC01-3 = RC Receiving Location
2100B / NM109	2200E	STC01-1 = E0 Response Not Possible - Error on Submitted Request Data STC01-2 = 25 Entity Not Approved STC01-3 = RC Receiving Location
2100C / NM108	2200E	STC01-1 = E0 Response Not Possible - Error on Submitted Request Data STC01-2 = 25 Entity Not Approved STC01-3 = RC Receiving Location
2100C / NM109	2200E	STC01-1 = E0 Response Not Possible - Error on Submitted Request Data STC01-2 = 25 Entity Not Approved STC01-3 = RC Receiving Location

**278 Health Care Services Review – Request for Review and Response**

IG Page #	Loop ID	Reference	Name	Notes/Comments
<b>First Level Authentication: All data elements in the Interchange Control Header (ISA) are required. The data elements listed below are Arkansas Blue Cross Blue Shield specific requirements and must contain the information assigned by EDI Services at Arkansas Blue Cross Blue Shield.</b>				
C.4	ISA	ISA03	Security Information Qualifier	Must be a value of 01.
C.4	ISA	ISA04	Security Information	Must be the password initially assigned by EDI Services at Arkansas Blue Cross Blue Shield or the value to which it has been changed.
C.4	ISA	ISA05	Interchange ID Qualifier	Must be a value of ZZ
C.4	ISA	ISA06	Interchange Sender ID	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield.
C.5	ISA	ISA07	Interchange ID Qualifier	Must be value of ZZ
C.5	ISA	ISA08	Interchange Receiver ID	Must be value of 020
C7	Header	GS02	Application Sender’s Code	Must be equal to the clearinghouse submitter ID assigned by EDI Services at Arkansas Blue Cross Blue Shield. This is the same value as the ISA06
C7	Header	GS03	Application Receiver’s Code	Must be value of 020. This is the same value as the ISA08
<b>See page 7 for the Interchange Control Header (ISA) and Functional Group (GS) authentication error responses. Authentication errors are returned on the TA1 (Interchange Acknowledgment).</b>				
77	2010B	NM108	Identification Code Qualifier	Must be value of XX
78	2010B	NM109	Identification Code	Must be the provider’s National Provider Identifier (NPI)

**278 Authentication Error Responses**

<b>Authentication errors for specific loops are returned on the 278. The 278 will always return the AAA segment on the 278 if errors are found.</b>		
Invalid Loop / Data Element	278 Loop Returned	278 Segment & Data Element Error Response Returned
2010B / NM108	2010B	AAA01 = N The Transaction Has Been Rejected AAA03 = 50 Provider Ineligible for Inquiries AAA04 = N Resubmission Not Allowed
2010B / NM109	2010B	AAA01 = N The Transaction Has Been Rejected AAA03 = 50 Provider Ineligible for Inquiries AAA04 = N Resubmission Not Allowed

## **Appendix A – Coding Examples**

### **X12 Transaction Examples**

```
<?php
// (C) Copyright Arkansas Blue Cross Blue Shield 2009-2010 All Rights Reserved.
//
// sample PHP function to send x12buffer to AHIN Gateway
//
// valid $hostnames are: hostname (where hostname is obtained from EDI Services)    test system
//                          hostname (where hostname is obtained from EDI Services)    prod system
//
// $x12buf contains the x12 transaction to submit
//     ISA security and provider IDs are contained within the x12 data and
//     are beyond the scope of this sample application.
//
// the next set of variables are all output fields generated from the request and response
//
// $header_out contains any http header data submitted to AHIN
// $header_rsp contains any http header data returned by AHIN
// $x12buf_rsp contains any payload data returned by AHIN
//
//     in normal conditions, ansi x12 payload will be returned and Content-type: text/ansi x12
//     in cases of error    , text string will be returned and Content-type: text/plain
//
//     an error will be returned if the gateway is offline for maintenance or does not respond within 60
seconds.
//
//     authentication errors (invalid senderid/password or provider ids) are carried within the response.
//     meaning an ansi x12 payload will be returned as a TA1 or 997 depending on the type of failure.
//
// the response header may contain some data of interest
// Password-expires: nnn days    <- this is returned to indicate how many days until password must be changed
// Total-time: s.ddd            <- this is how long it took server to handle total request
// Content-type: text/ansi x12  <- this is returned to indicate payload area is an x12 response
// Content-type: text/plain     <- this is returned to indicate payload area is text message reporting an
abnormal condition
```

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```
// AHN-warning: request content-length($contentlength) did not match actual length received($actuallength)
causing delayed response
// this warning is present when the server detects the Content-length variable is missing or larger than actual
data sent
// since the server must 'timeout' before it hands the data off to be processed, it causes a delay of at least
10 seconds.
// this adds to the overall transaction turn around time and will not be part of the Total-time: value since the
timing doesn't start
// until the data is handed off for processing.
//
function transactEligServer( $hostname, $x12buf, &$header_out, &$header_rsp, &$x12buf_rsp )
{
    $CrLf = "\r\n"; // dos style line separator

    $header_out =
        'POST /ELIG HTTP/1.0' . $CrLf . // build the buffer we need to send
        'Host: ' . $hostname . $CrLf . // hostname we're sending to
        'Content-type: text/ansi-x12' . $CrLf . // not required but simply specifies the payload data
type we're sending
        // if we calc the content length too short, not all data will get picked up by the server even if we send
all the actual data.
        // the response will be TA105=023 error since the x12 decode stream does not see all the data and thinks
this is an envelope error.
        // if content length calculated as longer than actual, the server will be delayed reading for 10 seconds
before it processes the data.
        // this is due to fact the server attempts to read Content-Length # of bytes of data or until timeout of
10 seconds is reached.
        'Content-Length: ' . strlen($x12buf) . $CrLf . // make sure we properly calculate the payload length
payload
        $CrLf; // important blank line here to separate header from

    $bufsend_out = $header_out . $x12buf; // add on the payload data

    $port = 8008; // port 8008 is the eligibility port
    $addr = gethostbyname($hostname); // get the ipv4 address of hostname

    // lets open the connection to the server and write the data
    $socket = @socket_create(AF_INET, SOCK_STREAM, SOL_TCP) or die(socket_strerror(socket_last_error()));
    @socket_connect($socket, $addr, $port) or die(socket_strerror(socket_last_error()));
}
```

```
@socket_write($socket, $bufsend_out, strlen($bufsend_out)) or die(socket_strerror(socket_last_error()));  
// accumulate the response in 2k chunks until we get an empty read  
$rsp = '';  
do  
{  
    $out = @socket_read($socket, 2048);  
    if (socket_last_error()) die(socket_strerror(socket_last_error()));  
    $rsp .= $out;  
} while ($out);  
@socket_close($socket);  
  
// we got the response. Lets separate the header from the payload  
// split on the double crlf which separates the header and data  
list($header_rsp, $x12buf_rsp) = preg_split("/\r\n\r\n/", $rsp, 2, PREG_SPLIT_NO_EMPTY);  
}  
?>
```

## **Appendix A – Coding Examples (continued)**

### **Password Change Transaction Example**

```
<?php
// (C) Copyright Arkansas Blue Cross Blue Shield 2009 All Rights Reserved.
//
// sample PHP function to send password change request to AHIN Gateway
// this can be adapted to other languages since the basics are the same and only the syntax changes.
// valid $hostnames are: hostname (where hostname is obtained from EDI Services) test system
//                          hostname (where hostname is obtained from EDI Services) prod system
//
// $buf contains the field and value data for the change request.
//      "Userid=$userid&oldpass=$opassword&newpass=$npassword"
//
// the next set of variables are all output fields generated from the request and response
//
// $header_out contains any http header data submitted to AHIN
// header_rsp  contains any http header data returned by AHIN
// buf_rsp     contains any message text returned by AHIN
//
//      an error will be returned if the gateway is offline for maintenance or there are issues with the values
sent.
//
//      if the change request is good, a server status of 202 is returned.
//      if there are problems, a server status of status 406 is returned.
//
//      There will also be a text message returned indicating acceptance or failure reason.
//
//      Password changed successfully.
//      Invalid parameters. Usage is: userid=xxx&oldpass=yyy&newpass=zzz
//      AHIN is currently offline for maintenance. Please try again later.
//      System Error. AHIN Administration has been notified.
//      Unable to locate userid
```

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```
// Account is locked. Please logon to AHIN in order to reset your gateway account/password.
// Old password incorrect. Too many failed attempts. Account is locked. Please logon to AHIN in order to
reset your gateway account/password.
// Old password incorrect.
// Password must be a minimum of 8 characters and a maximum of 10 characters.
// Password cannot be the same as or contain the user ID.
// New password cannot be same as old password.
//
// $buf = "User id=$user id&old pass=$opassword&newpass=$npassword";
// transactPwcServer(hostname (where hostname is obtained from AHIN Support), $buf, $header_req,
$header_rsp, $buf_rsp);
// echo $header_rsp;
// echo $buf_rsp;
//
function transactPwcServer( $hostname, $buf, &$header_out, &$header_rsp, &$buf_rsp )
{
    $CrLf = "\r\n"; // dos style line separator

    $header_out =
        'POST /PWC HTTP/1.0' . $CrLf . // build the buffer we need to send
        'Host: ' . $hostname . $CrLf . // hostname we're sending to
        'Accept: */*' . $CrLf . //
        'Connection: Close' . $CrLf . // don't hold the connection after we're done
        'Content-type: text/plain' . $CrLf . // not required but simply specifies the payload data
type we're sending
        'Content-Length: ' . strlen($x12buf) . $CrLf . // make sure we properly calculate the payload length
        $CrLf; // important blank line here to separate header from
payload

    $bufsend_out = $header_out . $x12buf; // add on the payload data

    $port = 80; // port 80
    $addr = gethostbyname($hostname); // get the ipv4 address of hostname

    // let's open the connection to the server and write the data
    $socket = @socket_create(AF_INET, SOCK_STREAM, SOL_TCP) or die(socket_strerror(socket_last_error()));
    @socket_connect($socket, $addr, $port) or die(socket_strerror(socket_last_error()));
    @socket_write($socket, $bufsend_out, strlen($bufsend_out)) or die(socket_strerror(socket_last_error()));
}
```

```
// accumulate the response in 2k chunks
$rsp = '';
do
{
    $out = @socket_read($socket, 2048);
    if (socket_last_error()) die(socket_strerror(socket_last_error()));
    $rsp .= $out;
} while ($out);
@socket_close($socket);

// we got the response. lets separate the header from the payload
// split on the first double crlf which separates the header and data
list($header_rsp, $buf_rsp) = preg_split("/\r\n\r\n/", $rsp, 2, PREG_SPLIT_NO_EMPTY);
}
?>
```

## **Appendix B – Adding AHIN Users**

1. Complete the AHIN Fax Cover Sheet. The following information is required for each user to be granted access to Arkansas Blue Cross Blue Shield 270/271, 276/277 and 278 transactions:
  - ◆ Clearinghouse's Submitter Number
  - ◆ 27X Vendor Name
  - ◆ Clearinghouse's Contact Name
  - ◆ Clearinghouse's Contact Phone Number
  - ◆ Clearinghouse's Contact E-mail
  - ◆ User's First and Last Name (Printed)
  - ◆ User's Date of Birth
  - ◆ User's Signature
  
2. Fax the completed form to **(501) 378-2484**.
  
3. Allow three (3) business days for the request to be processed. AHIN Support will call the contact person listed on the form with user(s) ID, PIN, and temporary password.

**Note: All fields are required; incomplete forms will be returned.**

For assistance please contact AHIN Customer Support at (501) 378-2336 or [customersupport@ahin.net](mailto:customersupport@ahin.net).



**Customer Support**  
**Phone (501) 378-2336**  
**FAX (501) 378-2484**

Clearinghouse Submitter #:

27X Vendor Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

**ADDING USERS:**

NAME (PRINTED)	DATE OF BIRTH	SIGNATURE OF USER