Blue Cross Blue Shield of Michigan

EDI Real Time SOAP/HTTPS Services:

Trading Partner Guide (ANSI 270/271, ANSI 276/277)

Revision History

Date	Version	Description	Author
07/20/2012	1.0	Initial doc	BCBSM
02/22/2013	1.1	Added SSL Client Authentication Corrections in the service endpoints	BCBSM
2/25/2020	1.2	Removed technical website information.	BCBSM

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Scope:

This guide contains steps regarding connecting to the BCBSM EDI Real Time gateway for processing of ANSI 270/271 and ANSI 276/277 transactions as per CORE (Committee on Operating Rules for Information Exchange) guidelines.

Audience:

1) External partners
2) BCBSM support personnel

1 Service Overview

1.1 Service Description

The implementation will conform to standards being set up by CORE (Committee on Operating Rules for Information Exchange) and support SOAP/HTTPS as a transport standard.

Note: Blue Cross Blue Shield Michigan is utilizing the IBM DataPower device to proxy EDI services.

For details about the CORE standards please refer to:
http://www.caqh.org/SOAP/WSDL/
http://www.caqh.org/pdf/CLEAN5010/270-v5010.pdf

HTTP Version 1.1
SSL Version 3.0
SOAP Version 2.2.0
WSDL Version 1.1
Web Services-Security 1.1

1.2 Service Access

1.2.1 Requesting Schema Components

Trading partner should request WSDL and Schema documents from BCBSM's EDI department. The email request and response need to be in encrypted format. Please note BCBSM uses ZixSelect to encrypt the outgoing information. To request the documents please send an email with your contact information to the EDICustMgmt@bcbsm.com mailbox.

1.2.2 Client CA (Certificate Authority) signed cert

HTTPS/SSL will require client authentication in the HTTPS handshake. Towards that end, client app needs to use a commercial CA signed certificate and submit this certificate to BCBSM to be loaded in the system.

1.2.3 Enabling Components for HTTPS/SOAP messaging

BCBSM will provide you the WSDL and Schema to help create a client-side request.

1.2.4 Sizing your usage

Before access can be granted to a new consuming application, a statement as to the usage requirements for that consumer will need to be provided in order to identify possible issues in the service's utilization or risks associated with its Service Level Agreement. Please note that you agree that HTTPS/SOAP connection is solely for "Real Time" usage of Eligibility/Benefits/Claim Status Inquiry/Response, and the channel should not be used to submit batched up ANSI 270/276 transactions.

1.2.5 Hours of Availability

EDI Real Time system availability is as follows:

Mon – Sun 1:00 AM – 1:00 AM EST
Sun – 1:00 AM – 6:00 PM EST

Any planned or unplanned system outages will be communicated via an email.

Help Desk Support for connection issues: 1-800-859-BLUE (2583)

2 Service Specification

2.1 Endpoint URL

To request, please contact us by email at realtimesupport@bcbsm.com.

2.2 SSL Server certificate

Non-production (QA) certificate will be the IBM DataPower self-signed certificate. The application can acquire the BCBSM certificate from the SSL handshaking process, with web browser or cURL.

At this time, the certificate is in PEM format.

Consumer application will install the certificate as trusted.

Production certificate will be commercial CA signed certificate. If consumer has the CA loaded as trusted, it is not necessary to load our production certificate.
Our production cert is issued by Entrust.

You need to load Entrust Certification Authority -L1C in your trust store, which in turn will verify our cert.

2.3 SSL client certificate

As a security requirement, in HTTPS/SSL handshake process, the client will be authenticated. This requires client commercial CA signed certificate to be loaded in BCBSM system.

Client app should follow client-side environment procedure to have a key store and CA signed certificate. The HTTPS client should employ the defined key store to call BCBSM WebService end point.

2.4 Authentication/Authorization

Payload authentications will occur using mutual certificate verification. The authorization of transaction will occur in EDI System using Provider Authorization lookup completed during TPA process.

2.5 Sample SOAP/Request

This will be provided as needed.

2.6 SOAP fault

Based on SOAP specifications, all SOAP applications are required to handle SOAP fault. This is in addition to the application error code. IBM DataPower will return the SOAP 2.2.0 fault in the event of a communication/internal/authentication error. Detail format will be communicated in the SOAP fault message.

BCBSM Data Power SOAP Fault Code	
Error ode	**Response Status**
M0006	Unknown URL (Cannot connect to service)
M0021	Proxy error (SLM violations, etc.)
M9999	Unable to process due to unknown or uncategorized error.