



Delta Dental of Virginia

Companion Guide for the Claim Status Transactions (ASC X12 276/277)

September 2012

Confidential and Proprietary Information of Delta Dental of Virginia

Updated on September 1, 2012

© 2012 Delta Dental of Virginia

4818 Starkey Road

Roanoke, VA 24018

Phone 800-237-6060 • Fax 540-776-8109

www.deltadentalva.com

Disclosure Statement

The information provided by Delta Dental of Virginia in this companion guide is based on Delta Dental of Virginia's interpretation of implementation specifications as set forth in the administrative simplification requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and regulations promulgated by the U.S. Department of Health and Human Services pursuant thereto. In presenting this information, Delta Dental of Virginia seeks to facilitate a smooth transition to utilization of the standard. This layout is not intended by Delta Dental of Virginia to constitute the provision of legal services or advice; nor does Delta Dental of Virginia seek to create reliance on your part such as to give rise to liability. Delta Dental of Virginia makes no representation, and extends no warranty of any kind, regarding the completeness, accuracy and legal sufficiency of the information provided herein. We respectfully encourage you to review the matters discussed herein, and the applicability to your entity of the administrative simplification requirements of HIPAA and its implementing regulations as identified above, with your legal counsel and other experts to determine the scope of your compliance related responsibilities and obligations under HIPAA.

Preface

This companion guide to the Technical Report Type 3 (TR3) adopted under HIPAA clarifies and specifies the data content when exchanging transactions electronically with Delta Dental of Virginia. Transactions based on this companion guide, when used in tandem with the TR3, Health Care Claim Status and Response (276/277) and published by X12 as ASC X12N/005010X212, are compliant with both X12 syntax and those guides. This companion guide is intended to convey information that is within the framework of the TR3 adopted for use under HIPAA. The companion guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.

(This page intentionally left blank.)

TABLE OF CONTENTS

1	INTRODUCTION	7
1.1	SCOPE	7
1.2	OVERVIEW	7
1.3	REFERENCES	7
1.4	ADDITIONAL INFORMATION	7
2	GETTING STARTED	8
2.1	CONNECTIVITY WITH DELTA DENTAL OF VIRGINIA	8
2.2	TRADING PARTNER REGISTRATION	8
2.3	CERTIFICATION AND TESTING OVERVIEW	8
3	TESTING WITH DELTA DENTAL OF VIRGINIA	9
4	CONNECTIVITY WITH DELTA DENTAL OF VIRGINIA	10
4.1	PROCESS FLOWS	10
4.2	TRANSMISSION ADMINISTRATIVE PROCEDURES	10
4.3	RE-TRANSMISSION PROCEDURE	10
4.4	COMMUNICATION PROTOCOL SPECIFICATIONS	10
4.5	PASSWORDS	11
4.6	SYSTEM AVAILABILITY	11
4.7	COSTS TO CONNECT	11
5	CONTACT INFORMATION	12
5.1	EDI CUSTOMER SERVICE	12
5.2	EDI TECHNICAL ASSISTANCE	12
5.3	PROVIDER SERVICE NUMBER	12
5.4	APPLICABLE WEBSITES/E-MAIL	12
6	CONTROL SEGMENTS/ENVELOPES	13
6.1	ISA-IEA	13
6.2	GS-GE	13
6.3	ST-SE	14
6.4	CONTROL SEGMENT HIERARCHY	15
6.5	CONTROL SEGMENT NOTES	15
6.6	FILE DELIMITERS	15
7	DELTA DENTAL OF VIRGINIA SPECIFIC BUSINESS RULES AND LIMITATIONS	16
7.1	276 CLAIM STATUS REQUEST	16
7.2	277 CLAIM STATUS RESPONSE	16
8	ACKNOWLEDGEMENTS AND/OR REPORTS	17
8.1	REPORT INVENTORY	17
9	TRADING PARTNER AGREEMENTS	18
9.1	TRADING PARTNERS	18
10	TRANSACTION SPECIFIC INFORMATION	19

10.1	USAGE OF THE 276 HEALTH CARE CLAIM STATUS REQUEST	19
10.2	USAGE OF THE 277 HEALTH CARE CLAIM STATUS RESPONSE	20
APPENDICES	21
	IMPLEMENTATION CHECKLIST	21
	BUSINESS SCENARIOS	21
	TRANSMISSION EXAMPLES	21
	FREQUENTLY ASKED QUESTIONS	21
	CHANGE SUMMARY	22

1 INTRODUCTION

1.1 SCOPE

This document is to be used for the implementation of the Technical Report Type 3 (TR3) HIPAA 5010 276/277 Health Care Claim Status Request and Response (referred to as the Claim Status guide in the rest of this document) for the purpose of submitting claim status inquiries electronically. This companion guide is not intended to replace the TR3.

1.2 OVERVIEW

This Companion Guide is intended to be used in conjunction with the ASC X12N 005010X212 Health Care Claim Status Request and Response (276/277) Technical Report Type 3 (TR3) when submitting electronic requests for claim status information to Delta Dental of Virginia. Although this companion guide does not replace the TR3; it is intended to assist you in implementing electronic Claim Status transactions that meet Delta Dental of Virginia processing standards, by identifying pertinent structural and data related requirements and recommendations. This Companion Guide replaces, in total, all previous Delta Dental of Virginia Companion Guide versions for Claim Status.

Updates to this companion guide will occur periodically and new documents will be posted on http://www.deltadentalva.com/hipaa/companion_guides with reasonable notice, for a minimum of 30 days, prior to required implementation. In addition, all trading partners will receive an email with a summary of the updates.

1.3 REFERENCES

ASC X12 Version 5010 Implementation Guides and Errata

<http://store.x12.org>

CAQH CORE Operating Rules

http://www.caqh.org/CORE_operat_rules.php

WSDL

<http://www.w3.org/TR/wsd1>

SOAP

<http://www.w3.org/TR/soap>

MIME Multipart

http://www.w3.org/Protocols/rfc1341/7_2_Multipart.html

1.4 ADDITIONAL INFORMATION

- Submitters must have Internet (HTTPS) connection capability to submit an Claim Status Request and receive an Claim Status response.
- Submitters must obtain a valid User ID and Password in order to submit inquiries directly to Delta Dental of Virginia.
- Real-time Claim Status Requests are supported.
- Batch Claim Status Requests are not supported.
- This system supports inquiries for Delta Dental of Virginia subscribers only.

2 GETTING STARTED

2.1 CONNECTIVITY WITH DELTA DENTAL OF VIRGINIA

Delta Dental of Virginia accepts Claim Status Requests from their designated clearinghouses. As of this writing, Delta Dental of Virginia transacts exclusively with Mercury Data Exchange, although Delta Dental of Virginia reserves the right to establish connections with other clearinghouses as needed.

2.2 TRADING PARTNER REGISTRATION

Clearinghouse Connection

Dental offices and healthcare professionals should contact their current clearinghouse vendor to discuss their ability to support the Claim Status transactions, as well as associated timeframe, costs, etc. Dental offices and healthcare professionals also have an opportunity to submit and receive a suite of EDI transactions by working with Mercury Data Exchange (MDE). For more information, please contact your MDE Account Manager. If you do not have a MDE Account Manager, please contact the MDE Sales Team at (866) 633-1090 for more information.

CAQH CORE Connectivity

The Council for Affordable Quality Health Care (CAQH) is seeking to simplify healthcare administration. CAQH through CORE, (Committee on Operating Rules for Information Exchange) a voluntary organization comprised of providers, health plans, vendors and clearinghouses, has developed industry rules. These rules seek to increase interoperability between health plans and providers to reduce administrative costs. The rules are being released in phases. CORE has defined methods for connecting to a health plan. Details of the connectivity methods can be found on CAQH's website <http://www.CAQH.org>.

Mercury Data Exchange (MDE), the preferred clearinghouse for Delta Dental of Virginia, supports both Phase I and Phase II CORE connectivity methods. Please contact your Account Manager at MDE for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.

2.3 CERTIFICATION AND TESTING OVERVIEW

Contact your MDE Account Manager or the MDE Sales Team for Certification and Testing information.

Delta Dental of Virginia is currently pursuing CORE Phase I and Phase II certification and has signed the CORE Phase I and Phase II pledge.

3 TESTING WITH DELTA DENTAL OF VIRGINIA

Mercury Data Exchange (MDE) is the preferred clearinghouse for Delta Dental of Virginia. Please contact MDE for testing of all Claim Status transactions. MDE supports both Phase I and Phase II CORE connectivity methods. Contact your Account Manager at MDE for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.

4 CONNECTIVITY WITH DELTA DENTAL OF VIRGINIA

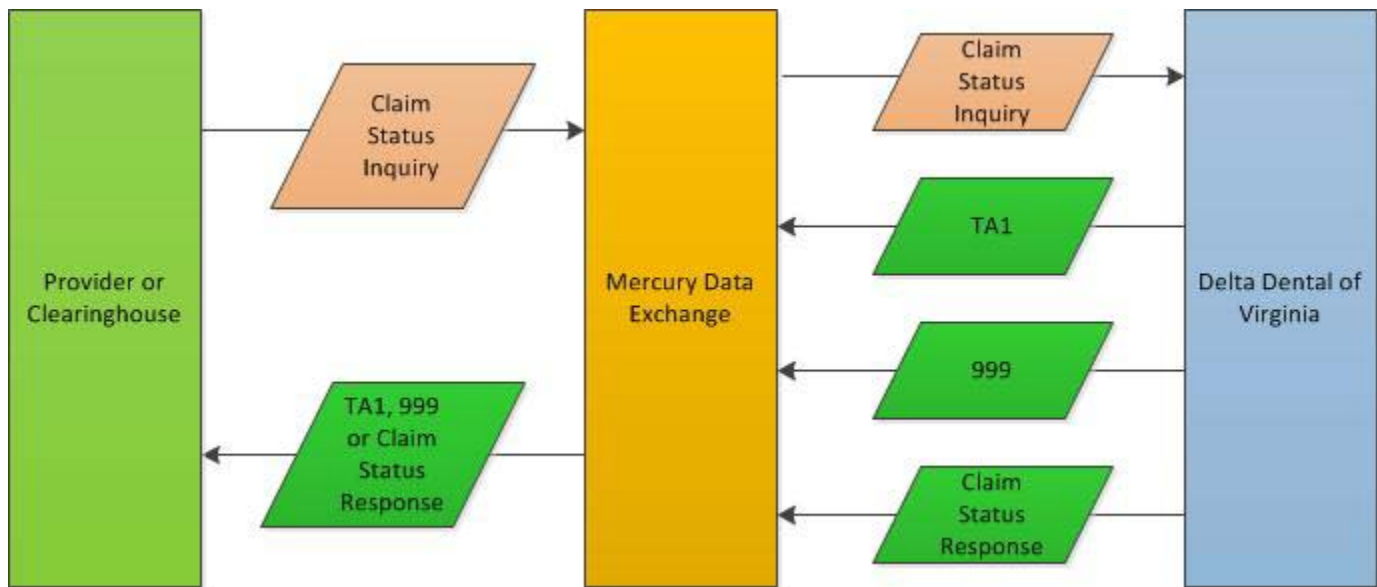
4.1 PROCESS FLOWS

This section contains process flow diagrams and appropriate text.

Real-time Claim Status Request and Response:

The response to a real-time claim status request transaction will consist of exactly one of the following:

1. First level response - TA1 will be generated when errors occur within the envelope.
2. Second level response - 999 if the submitted 276 failed compliance checks.
3. Third level response - 277 Claim Status response indicating either:
 - a. The status of the claim(s) in an STC segment, or
 - b. An STC segment indicating the error.



Each transaction is validated to ensure that the 276 complies with the TR3 (005010X212). Transactions which fail this compliance check will generate a real-time 999 message back to the sender with an error message indicating that there was a compliance error. Transactions that pass compliance checks, but failed to process (e.g. due to member not being found) will generate a real-time 277 response transaction including an STC segment indicating the nature of the error. Transactions which pass compliance checks and do not have errors will contain claim status information for the requested patient.

4.2 TRANSMISSION ADMINISTRATIVE PROCEDURES

Delta Dental of Virginia supports real-time 276/277 Health Care Claim Request and Response transactions.

4.3 RE-TRANSMISSION PROCEDURE

Re-transmission should be attempted if the submitter does not receive a response within 60 seconds.

4.4 COMMUNICATION PROTOCOL SPECIFICATIONS

For communication protocol options, please contact your Account Manager at Mercury Data Exchange (MDE) for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.

4.5 PASSWORDS

For password generation, maintenance and recovery options, please contact your Account Manager at Mercury Data Exchange (MDE) for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.

4.6 SYSTEM AVAILABILITY

Delta Dental of Virginia will accept and respond to 276 transaction submissions at any time, 24 hours per day/7 days a week except for when systems are down for backups and during scheduled maintenance. Delta Dental of Virginia will send an e-mail communication to all direct connections for scheduled and unplanned outages.

4.7 COSTS TO CONNECT

Mercury Data Exchange (MDE) is the designated clearinghouse for Delta Dental of Virginia Claim Status Request and Response Transactions. For information regarding costs, please contact your Account Manager at MDE for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.

5 CONTACT INFORMATION

5.1 EDI CUSTOMER SERVICE

Email dataexchangesupport@deltadentalva.com

5.2 EDI TECHNICAL ASSISTANCE

Email dataexchangesupport@deltadentalva.com

5.3 PROVIDER SERVICE NUMBER

Delta Dental of Virginia

ATTN: Benefit Services

4818 Starkey Rd

Roanoke, VA 24018

Toll Free 800-237-6060

Local 540-989-8000

5.4 APPLICABLE WEBSITES/E-MAIL

The table contains detailed information about useful web sites and email addresses.

Organization	Contact web site or email address
CAQH CORE	http://www.caqh.org
Companion Guides	dataexchangesupport@deltadentalva.com
Delta Dental of Virginia Help Desk	dataexchangesupport@deltadentalva.com
Mercury Data Exchange	http://www.whymde.com
ASC X12 guides	http://store.x12.org

6 CONTROL SEGMENTS/ENVELOPES

6.1 ISA-IEA

This section describes Delta Dental of Virginia’s use of the interchange control segments. It includes a description of expected sender and receiver codes, authorization information, and delimiters.

Transactions are identified by an interchange header segment (ISA) and trailer segment (IEA) which forms the envelope enclosing the transmission. Each ISA marks the beginning of the transmission and provides sender and receiver identification. The tables below represent only those fields where Delta Dental of Virginia requires a specific value or has additional guidance on what the value should be. The tables do not represent all of the fields necessary for a successful transaction. Please refer to the TR3 for that information.

276: The table below contains information that will need to be included in the Interchange Control Header of the submitted 276

Loop ID	Reference	Name	Values	Notes/Comments
None	ISA	ISA Interchange Control Header		
	ISA05	Interchange Sender ID Qualifier	30	
	ISA06	Interchange Sender ID		Defined by trading partner agreement
	ISA07	Interchange Receiver ID Qualifier	30	
	ISA08	Interchange Receiver ID	540844477	Delta Dental of Virginia Payer ID Pad with spaces following the ID to 15 characters
	ISA14	Acknowledgment Requested Indicator	1	Delta Dental of Virginia requires this field to be a 1 in order to return a TA1 transaction if necessary

277: The table below contains information that will be included in the Interchange Control Header of the 277 response.

Loop ID	Reference	Name	Values	Notes/Comments
None	ISA	ISA Interchange Control Header		
	ISA05	Interchange Sender ID Qualifier	ZZ	Delta Dental of Virginia will always return this value
	ISA06	Interchange Sender ID	540847777	Delta Dental of Virginia will always return this value
	ISA07	Interchange Receiver ID Qualifier	ZZ	Delta Dental of Virginia will always return this value
	ISA08	Interchange Receiver ID	???	Defined by trading partner agreement
	ISA14	Acknowledgment Requested Indicator	0	Delta Dental of Virginia will always return this value

6.2 GS-GE

This section describes Delta Dental of Virginia’s use of the functional group control segments. It includes a description of expected application sender and receiver codes.

Delta Dental of Virginia supports real-time claim status transactions and does not support batch claim status transactions. Consequently, there can only be one functional group per 276 and/or 277 transaction.

2012 © Delta Dental of Virginia All rights reserved. This document may be copied.

This material is provided on the recipient’s agreement that it will only be used for the purpose of describing Delta Dental of Virginia’s products and services to the recipient. Any other use, copying or distribution without the express written permission of Delta Dental of Virginia is prohibited.

The below table represents only those fields where Delta Dental of Virginia requires a specific value in or has additional guidance on what the value should be. The table does not represent all of the fields necessary for a successful transaction. Please consult the TR3 for that information.

276: The table below contains information that will need to be included in the Functional Group Header of the submitted 276.

Loop ID	Reference	Name	Values	Required Header
None	GS	Functional Group Header		
	GS02	Application Sender's Code	???	Established by trading partner agreement
	GS03	Application Receiver's Code	540847777	Delta Dental of Virginia payer ID
	GS08	Version / Release / Industry Identifier Code	005010X212	Version ID expected by Delta Dental of Virginia

277: The table below contains information that will be included in the Functional Group Header of the 277 response.

Loop ID	Reference	Name	Values	Notes/Comments
None	GS	Functional Group Header		
	GS02	Application Sender's Code	540847777	Delta Dental of Virginia payer ID
	GS03	Application Receiver's Code	???	Established by trading partner agreement
	GS08	Version / Release / Industry Identifier Code	005010X212	Version ID sent by Delta Dental of Virginia

6.3 ST-SE

This section describes Delta Dental of Virginia's use of transaction set control numbers.

The beginning of each individual transaction is identified using a transaction set header segment (ST). The end of every transaction is marked by a transaction set trailer segment (SE). For real time transactions, there will always be one ST and SE combination.

The below table represents only those fields where Delta Dental of Virginia requires a specific value in or has additional guidance on what the value should be. The table does not represent all of the fields necessary for a successful transaction. Please refer to the TR3 for that information.

276: The table below contains information that will need to be included in the Transaction Set Header of the submitted 276

Loop ID	Reference	Name	Values	Notes/Comments
None	ST	Transaction Set Header		Required Header
	ST03	Implementation Convention Reference	005010X212	Version ID expected by Delta Dental of Virginia

277: The table below contains information that will be included in the Transaction Set Header of the 277 response.

Loop ID	Reference	Name	Values	Notes/Comments
---------	-----------	------	--------	----------------

2012 © Delta Dental of Virginia All rights reserved. This document may be copied.

This material is provided on the recipient's agreement that it will only be used for the purpose of describing Delta Dental of Virginia's products and services to the recipient. Any other use, copying or distribution without the express written permission of Delta Dental of Virginia is prohibited.

None	ST	Transaction Set Header		Required Header
	ST03	Implementation Convention Reference	005010X212	Version ID sent by Delta Dental of Virginia

6.4 CONTROL SEGMENT HIERARCHY

This section describes the sequence of the control segments within the Claim Status Request transaction.

ISA - Interchange Control Header segment
GS - Functional Group Header segment
ST - Transaction Set Header segment
First (and only) 276 Transaction
SE - Transaction Set Trailer segment
GE - Functional Group Trailer segment
IEA - Interchange Control Trailer segment

6.5 CONTROL SEGMENT NOTES

The ISA data segment is a fixed length record and all fields must be supplied. Fields that are not populated with actual data must be filled with space.

- The first element separator (byte 4) in the ISA segment defines the element separator to be used through the entire interchange.
- The ISA segment terminator (byte 106) defines the segment terminator used throughout the entire interchange.
- ISA11 defines the repetition separator
- ISA16 defines the component element

6.6 FILE DELIMITERS

Delta Dental of Virginia requests that you use the following delimiters on your Claim Status Request transaction. If used as delimiters, these characters (* ~ ^ |) must not be submitted within the data content of the transaction sets. Please contact Delta Dental of Virginia if there is a need to use a delimiter other than the following:

Data Element: The first element separator following the ISA will define what Data Element Delimiter is used throughout the entire transaction. **The recommended Data Element Delimiter is an asterisk (*).**

Segment: The last position in the ISA will define what Segment Element Delimiter is used throughout the entire transaction. **The recommended Segment Delimiter is a tilde (~).**

Component-Element: Element ISA16 will define what Component- Element Delimiter is to be used throughout the entire transaction. **The recommended Component-Element Delimiter is a vertical bar (|).**

Repetition Separator: ISA11 defines the repetition separator to be used throughout the entire transaction. **The recommended repetition separator is a caret (^).**

7 DELTA DENTAL OF VIRGINIA SPECIFIC BUSINESS RULES AND LIMITATIONS

7.1 276 CLAIM STATUS REQUEST

Delta Dental of Virginia fully supports real-time Claim Status Requests.
Delta Dental of Virginia does not support Claim Status Requests in batch mode.

For real time 276 inquiries submit:

- Only one Patient within each transmission.
- Only one occurrence of the 2000A, 2000B, 2000C Loops per transmission
- If the inquiry is for the Subscriber, only one occurrence of the 2110C loop is permitted.
- If the inquiry is for a Dependent of the Subscriber
 - The 2110C loop is not permitted
 - Only one occurrence of the 2000D and 2110D loops are permitted.

7.2 277 CLAIM STATUS RESPONSE

In order to better serve our trading partners, Delta Dental of Virginia may return information for multiple claims and/or predeterminations that match the search criteria sent in the Claim Status Request (276). Delta Dental of Virginia will respond to Claim Status Requests at the Billing Provider level.

Delta Dental of Virginia will respond back with the following Claim Status Category Code and Claim Status for claim lookup errors:

Error	2200D/E STC01-1	2200D/E STC01-2	2200D/E STC01-03
Invalid Subscriber/Dependent	A4	26	IL
Invalid Provider	D0	562	
Invalid Claim	A4	35	
Provider Not Authorized	A4	35	
Local System Unavailable	E1	484	

8 ACKNOWLEDGEMENTS AND/OR REPORTS

8.1 REPORT INVENTORY

Delta Dental of Virginia does not currently offer any reports surrounding the 276/277 Health Care Claim Status Request and Response transactions.

9 TRADING PARTNER AGREEMENTS

9.1 TRADING PARTNERS

An EDI Trading Partner is defined as any Delta Dental of Virginia customer (provider, billing service, software vendor, employer group, financial institution, etc.) that transmits to, or receives electronic data from Delta Dental of Virginia.

Payers have EDI Trading Partner Agreements that accompany the standard implementation guide to ensure the integrity of the electronic transaction process. The Trading Partner Agreement is related to the electronic exchange of information, whether the agreement is an entity or a part of a larger agreement, between each party to the agreement.

For example, a Trading Partner Agreement may specify among other things, the roles and responsibilities of each party to the agreement in conducting standard transactions.

10 TRANSACTION SPECIFIC INFORMATION

This section describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of a table. The tables contain a row for each segment that Delta Dental of Virginia has something additional, over and above, the information in the IGs. That information can:

1. Limit the repeat of loops, or segments
2. Limit the length of a simple data element
3. Specify a sub-set of the IGs internal code listings
4. Clarify the use of loops, segments, composite and simple data elements
5. Any other information tied directly to a loop, segment, composite or simple data element pertinent to trading electronically with Delta Dental of Virginia

In addition to the row for each segment, one or more additional rows are used to describe Delta Dental of Virginia's usage for composite and simple data elements and for any other information. Notes and comments have been placed at the deepest level of detail. For example, a note about a code value should be placed on a row specifically for that code value, not in a general note about the segment.

The following table specifies the columns and suggested use of the rows for the detailed description of the transaction set companion guides.

10.1 USAGE OF THE 276 HEALTH CARE CLAIM STATUS REQUEST

TR3 Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
41	2100A	NM1	Payer Name			
41	2100A	NM103	Information Source Last or Organization Name			Suggested value is "DELTA DENTAL OF VIRGINIA"
42	2100A	NM108	Identification Code Qualifier	PI		The only value accepted by Delta Dental of Virginia is "PI".
42	2100A	NM109	Information Source Primary Identifier			The only value accepted by Delta Dental of Virginia is "54084".
49	2100C	NM1	Provider Name			
50	2100C	NM108	Identification Code Qualifier	XX		The only value accepted by Delta Dental of Virginia is "XX"

10.2 USAGE OF THE 277 HEALTH CARE CLAIM STATUS RESPONSE

TR3 Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
111	2100A		Payer Name			
112	2100A	NM108	Identification Code Qualifier	PI		Delta Dental of Virginia will only send a value of "PI"
112	2100A	NM109	Identification Code			Delta Dental of Virginia will send a value of 54084.

APPENDICES

IMPLEMENTATION CHECKLIST

1. Contact your Account Manager at Mercury Data Exchange (MDE) for additional information. If you do not yet have an MDE Account Manager, contact the MDE Sales Team at (866) 633-1090 for more information.
2. Review and/or execute a Trading Partner Agreement with MDE.
3. Establish connectivity to MDE.
4. Send test transactions.
5. When testing succeeds you will be able to exchange Claim Status transactions with Delta Dental of Virginia through MDE.

BUSINESS SCENARIOS

Please refer to the implementation guide for the 276/277 Health Care Claim Status Request and Response transactions. The implementation guide documents many business scenarios and provides detailed examples and explanations. If you do not have a copy of the implementation guide 005010X212, contact X12 to purchase one. Contact information is listed in the [Applicable Websites/E-Mail](#) section of Chapter 5 Contact Information.

TRANSMISSION EXAMPLES

Please refer to the implementation guide for the 276/277 Health Care Claim Status Request and Response transactions. The implementation guide documents transmission examples and provides detailed examples and explanations. If you do not have a copy of the implementation guide 005010X212, contact X12 to purchase one. Contact information is listed in the [Applicable Websites/E-Mail](#) section of Chapter 5 Contact Information.

FREQUENTLY ASKED QUESTIONS

1. Does this Companion Guide apply to all of Delta Dental of Virginia's trading partners?

Yes. The changes apply to all groups insured by Delta Dental of Virginia (payer id 54084).

2. How does Delta Dental of Virginia support, monitor, and communicate expected and unexpected connectivity outages?

Our systems do have planned outages. We have identified the planned maintenance windows for Delta Dental of Virginia in the [SYSTEM AVAILABILITY](#) section of Chapter 4 CONNECTIVITY WITH DELTA DENTAL OF VIRGINIA of this document. We will send an email communication for scheduled and unplanned outages to all directly connected trading partners.

3. If a 276 is successfully transmitted to Delta Dental of Virginia, are there any situations that would result in no response being sent back?

No. Delta Dental of Virginia will always send a response. Even if Delta Dental of Virginia's systems are down and the transaction cannot be processed at the time of receipt, a response detailing the situation will be returned.

CHANGE SUMMARY

Version	Date	Description	Approved By
1.0	11/7/12	Initial Draft	Tom Drinkard
1.1	12/4/12	Added section numbers Moved copyright notice to page footer Minor word-smithing	Tom Drinkard