

834

834 Benefit Enrollment and Maintenance

This Companion Guide consolidates information from both the 834 User Guide and 834 Companion Document into a single document.

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A: 834 User Guide

I. Getting Started

Anthem is a strong proponent of EDI transactions as they significantly increase administrative savings, reduce operating costs, and gain efficiency in processing time and improve data quality. In order to begin exchanging transactions with Anthem, trading partners must manage their own unique set of requirements, operational needs, and systems capabilities.

References: from www.anthem.com/edi, select state, review Companion Guide

- Section A - EDI User Guide: **834 User Guide**
- Section A – Communication Protocol: [for HTTPS only] **EDI HTTPS File Upload**
- Section B - Transaction Specific Companion Documents: **834 Benefit Enrollment and Maintenance (includes 834 User Guide)**

Hours of Gateway Operation: Under normal operating conditions, files are processed 24/7

II. Implementation

As a trading partner of Anthem, it is necessary to take the following 5 steps into consideration:

1. Read, become familiar with, sign and submit the Trading Partner Agreement (TPA)
 - The HIPAA administrative simplification regulations include requirements in these legal contracts between covered entities and their business associates. They define the terms and conditions of HIPAA compliance under which trading partners are permitted to exchange transactions with Anthem.
2. Decide upon one of the two methods for generating and submitting your HIPAA compliant data files:
 - Method 1: For the direct submission using a vendor or self-developed software product approach, the trading partner is the employer group or agent. The employer group's internal programming staff or systems vendor modifies the computer system to meet the format and quality requirements of the ASC X12N HIPAA Technical Report Type 3 (TR3) and Anthem. It is the responsibility of the trading partner to operate and/or configure the computer, modem, communications software, internet, all telecommunications and all transactions submitted to Anthem.
 - Method 2: For the submission by a third party clearinghouse approach, the clearinghouse is the trading partner. Services are paid by the employer group for the EDI preparation, submission, and/ or management. The business relationship between the trading partner and employer group is held strictly between the two parties. Typically, the clearinghouse will help employer groups configure the necessary computer equipment or software. The clearinghouse must undergo testing, approval, and production procedures before submitting EDI transactions to Anthem.

3. Forward the 834 Companion Guide to your internal programming staff, systems vendor or third party clearinghouse.
 - Select your data transmission method: SFTP, SFTP w/PGP or HTTPS File Upload.
 - Consult with your technical staff to assess your existing hardware.
4. Understand the process that occurs when submitting files and receiving acknowledgments/reports (See Part B: Section 5 - Acknowledgments and Reports for examples and details).
5. As confirmation for the completion of your set up, receive the following:
 - [for SFTP, SFTP w/PGP] secure email from our Gateway administrators (EGW_Support): includes your trading partner sender ID (xx12345e), Gateway login ID and password with SFTP External Client Instructions
 - "Welcome letter" from your assigned E-Solutions representative: includes details to assist you through the EDI transaction submission process

III. Testing Process

All trading partners are required to successfully complete the testing process. As part of the testing preparation, Anthem offers a [free on-line testing tool](#) for the validation of HIPAA compliance standards.

Testing Preparation

- Use filenames without space(s) or special characters !@#\$\$%^&*()+= in the filename.
- Submit a test file containing the same type of scenarios you may have previously submitted electronically in the non-HIPAA compliant format or via paper for purposes of comparison.
- Populate "T" in the Interchange Control Header (ISA15 Usage Indicator) to indicate file as TEST.
- Include approximately 25-100 test scenarios per transaction per interchange.
- Transmit a representative sampling of the scenarios that you normally submit.
- Prepare to receive, retrieve and review acknowledgments/reports in response to your file submissions.

Approval for Production Status

You will be allowed to submit files in production based on the following criteria:

- Met telecommunications connectivity and logon/security parameters.
- Exercised report retrieval and interpretation.
- Pass 100% syntactical compliance - editing includes ISA Interchange identification (correct length of ISA, legal separators/terminators, valid receiver/sender IDs), GS/GE Functional Group Identification (control numbers, version, envelope counts), and ST/SE Transaction Set Identification (valid data types, separators/terminators, transaction and segment IDs, envelope totals).
- Pass 95% data content compliance - editing includes variables based on TR3, code sets, looping structures, situational edits, TR3 balancing rules, other TR3 specific edits and requirements, member ID, business rules, and trading partner specific edits

Submitting Production Files

- Populate "P" in the Interchange Control Header (ISA15 Usage Indicator) to indicate file as PRODUCTION. Discontinue populating "T" in the ISA15 (Usage Indicator).

IMPORTANT! Once in production, you assume responsibility of all acknowledgment and response reports (TA1, 999, and 864) as they will no longer be monitored by E-Solutions.

B: 834

834 Benefit Enrollment and Maintenance

This companion document is for informational purposes only to describe certain aspects and expectations regarding the transaction and is not a complete guide. The details contained in this document are supplemental and should be used in conjunction with the ASC X12 Standards for Electronic Data Interchange Technical Report Type 3 (TR3) as published by the Washington Publishing Company.

Section 1 – 834 Benefit Enrollment and Maintenance: Basic Instructions

Section 2 – 834 Benefit Enrollment and Maintenance: Business Case Scenarios

Section 3 – 834 Benefit Enrollment and Maintenance: Enveloping

Section 4 – 834 Benefit Enrollment and Maintenance: Charts for Situational Rules

Section 5 – 834 Benefit Enrollment and Maintenance: Reports and Acknowledgments

Section 1 - Basic Instructions

1 X12 and HIPAA Compliance Checking, and Business Edits

EDI interchanges submitted to Anthem for processing pass through compliance edits. 5010 acknowledgments and reports for accepted/rejected files will be placed in the submitter's trading partner mailbox for pickup.

- TA1 Interchange Acknowledgment (IA). Anthem returns TA1 X12 and proprietary reports to the submitter of inbound 834 files containing envelope errors in the ISA and GS segments.
- Level 1. Anthem returns a 999 IA to the submitter for every inbound transaction received. Each transaction passes through edits to ensure that it is X12 compliant. If the X12 syntax or any other aspect of the 834 is not X12 compliant, the 999 will also report the Level 1 errors in AK segments and indicate that the entire transaction set has been rejected.
- Level 2. In addition to HIPAA TR3 edits, Anthem applies business edits to ensure that the necessary information is populated and complete for efficient processing. When encountering HIPAA compliance, code set or business errors, Anthem returns an 864 Level 2 Status Report to the submitter indicating the entire transaction set has been rejected.

2 Dates

- File Effective Date – Effective date of actual file used if member level effective date is not present in Loop 2000.
- Effective Date – Member level effective date. The file effective date will be utilized unless otherwise stated in Loop 2000-Member Level Detail, Member Level Dates.
- Override Date – Member level date denoted in Loop 2000, DTP03 with values '303', '356', and '357'.

3 Dependents

Subscribers and dependents are sent as separate occurrences of Loop 2000. The initial enrollment for the subscriber must be sent before sending the initial enrollment for any of the subscriber's dependents.

4 Transfer of Coverage

Transfer of coverage, often referred to as plan changes, can occur on two levels: 1) Firm Division and 2) Health Benefit Plan. Anthem recognizes specific plan change transactions that will automatically cancel the old plan and establish the new plan and new effective date.

5 Transaction Control Totals (QTY)

In order to ensure that all data in the file is received, Anthem requires enrollment files be populated with the Header QTY segment. This allows for accurate comparison and balancing of the file.

6 Uppercase Letters, Special Characters, and Delimiters

As specified in the TR3, the basic character set includes uppercase letters, digits, space, and other special characters.

- All HIPAA deemed values (segments, qualifiers) must be submitted in UPPERCASE letters only.
- To avoid syntax errors, hyphens, parentheses and spaces are not recommended to be used in values for identifiers.

Examples: Recommended: Tax ID 987654321 SSN 123456789 Phone 8001235010

- Anthem encourages trading partners to not use the following special characters as part of the value: asterisk (*), less than/greater than signs (<, >), colon (:), and slash (/). This minimizes the risk for a special character to be recognized as a delimiter.

Example: Provider assigns a Social Security Number '123-45-6789'. Although a hyphen (-) is a valid special character, it adversely affects the processing since the membership system is unable to process correctly.

- Delimiters are an integral part of the data that is transmitted between you and Anthem. They are characters used to separate two data elements (or sub-elements) or to terminate a segment (refer to TR3, Appendix B). The following delimiters for the transaction are assigned as part of the trading partner set up.
 - Data Element Separator, Asterisk (*)
 - Repetition Separator (ISA11), Caret (^)
 - Sub-Element Separator, Colon (:)
 - Segment Terminator, Tilde (~)

7 Address Information

In Loop 2000, Member Level Detail, data elements INS03 and INS04 identify a member's enrollment status. If the enrollment involves a changes of addition (INS03 populated with '001' or '021'), a reason must be given for qualification. Otherwise, the file will be rejected.

Example: Member adding newborn to her insurance policy. In Loop 2000, INS03 is populated with value '021' (addition) followed by INS04 with value '020' (birth)

8 Updates

- An update is either an "add", "terminate" or "change" request. The transaction only contains information about the changed members. Within the full file process, transactions are generated as a result of a membership inventory cross reference between the incoming file (full file) and current membership for the firm. For example, a member appearing on the incoming full file but not currently active will generate an "add" transaction.
- For full files, data element BGN08 must be submitted with action code '2' (Change), '4' (Verify), or 'RX' (Replace). Per 5010, action code '4' strictly indicates the file is for verification only. To ensure that a full file is uploaded to the membership system, begin using action code 'RX' instead.

Section 2 – Business Case Scenarios

Common business case scenarios have been identified in the following table:

Business Case Scenarios	
Loop	Data Element [Value]
834 Translation: SEGMENT, Data Element Separator (*), Value/[Value], Segment Terminator (~)	
New Enrollments (Subscriber and Dependent records)	
2000	INS01[Y] + INS02[18] + INS03[021] + INS04[28]
	INS*Y*18*021*28~
Add Dependents	
2000	INS01[N] + INS02[relationship code] + INS03[021] + INS04[no 28]
	INS*N*[relationship code]*021~
Terminate Contract	
2000	INS01[Y] + INS02[18] + INS03[024]
	INS*Y*18*024~
Terminate Dependents	
2000	INS01[N] + INS02[relationship code] + INS03[024]
	INS*N*[relationship code]*024~
Address Change	
2000	INS01[Y] + INS02[18] + INS03[001] + INS04[43]
2100A	N301 + N401 + N402 + N403 NEW ADDRESS
	INS*Y*18*001*43~ N3*[street name]*[city]*[state]*[zip]~
Name Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[25]
2100A	NM101[74] + NM102[1] + NM103 + NM104 + NM105 NEW NAME
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105 OLD NAME
	INS*Y*[relationship code]*001*25~ NM1*74*1*[last name/org]*[first name]*[middle name]~ NM1*70*1*[last name/org]*[first name]*[middle name]~
Primary Care Physician (PCP) Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[15]
2310	LX01
2310	PLA01[2] + PLA02[1P] + PLA03 + PLA05
	INS*Y*[relationship code]*001*15~ LX*[number] PLA*2*1P*[date CCYYMMDD]**[reason code]~ <i>NOTE: According to the 834 TR3, data element PLA04 is not used. Account for PLA04 by using the asterisk (*) as the data element separator.</i>

Business Case Scenarios	
Loop	Data Element [Value]
834 Translation: SEGMENT, Data Element Separator (*), Value/[Value], Segment Terminator (~)	
Date of Birth (DOB) or Gender Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[25]
2100A	NM101[IL] + NM102[1] + NM103 + NM104 + NM105 MEMBER NAME
2100A	DMG01[D8] + DMG02 + DMG03 NEW DOB & GENDER
2100B	NM101[70] + NM102[1] + NM103 + NM104 + NM105 MEMBER NAME
2100B	DMG01[D8] + DMG02 + DMG03 OLD DOB & GENDER
INS*Y*[relationship code]*001*25~ NM1*1L*1*[last name/org]*[first name]*[middle name]~ DMG*D8*[date of birth CCYYMMDD]*[M,F OR U]~ NM1*70*1*[last name/org]*[first name]*[middle name]~ DMG*D8*[date of birth CCYYMMDD]*[M,F OR U]~	
Handicap Indicator Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[21] + INS10
INS*Y*[relationship code]*001*21*****[handicap status]~	
Student Indicator Change	
2000	INS01[N] + INS02[child dependent code] + INS03[001] + INS04[33] + INS09
INS*N*[child dependent code]*001*33*****[student status]~	
Disability Indicator Change	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[21]
2200	DSB01
2000	DTP01[360 OR 361] + DTP02[D8] + DTP03
INS*Y*[relationship code]*001*21~ DSB*[1, 2, 3 OR 4]~ DTP*[360 OR 361]*D8*[disability eligibility date CCYYMMDD]~	
Firm Division / Product Change	
2000	INS01[Y] + INS02[18] + INS03[001] + INS04[22 OR XT]
2300	REF01[1L] + REF02 NEW FIRM DIVISION
2300	HD01[001] + HD04 NEW HEALTH BENEFIT PLAN (HBP)
INS*Y*18*001*[22 OR XT]~ REF*1L*[group policy]~ HD*001***[plan coverage description]~	
Reinstatement	
2000	INS01[Y] + INS02[18] + INS03[025]
INS*Y*18*025~	
Add / Terminate Product	
2000	INS01[Y] + INS02[relationship code] + INS03[001] + INS04[29]
2300	HD01[021] ADD PRODUCT
2300	HD01[023] TERMINATE PRODUCT
INS*Y*[relationship code]*001*29~ HD*021~ HD*023~	

Additional examples in 834 file format shown below and on following pages:

Example 1. Enrolling a subscriber effective 10/01/2010.

```
INS*Y*18*001**A***PT~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20101001~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*IND~
DTP*348*D8*20101001~
```

Example 2. Enrolling a family effective 10/01/2010.

```
INS*Y*18*001**A***PT~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*FAM~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*19*001**A~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Dependent3****34*777777777~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19930913*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
INS*N*01*001**A~
REF*OF*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20100601~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20101001~
```



Example 3. Term a spouse effective 12/31/2010, change status from family to subscriber and dependents

INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*ECH~
DTP*348*D8*20060101~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060101~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060101~
INS*N*01*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050601~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20051001~
DTP*349*D8*20101231

Example 4. Add dependent to a subscriber and spouse contract effective 06/25/2006. Previously, subscriber and spouse were effective 01/01/2006.

INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*FAM~
DTP*348*D8*20060625~
INS*N*01*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060601~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060625~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*20060625*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20060625~



Example 5. Term family effective 12/31/2006. Family has been effective since 01/01/2006.

INS*Y*18*024**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*024**HLT*HEALTH 1*FAM~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*19*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*19*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~
INS*N*01*024**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20060101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*024**HLT*HEALTH 1~
DTP*348*D8*20060101~
DTP*349*D8*20061231~

Example 6. For family contract, add medical coverage effective 01/01/2005 and dental coverage effective 02/01/2005.

INS*Y*18*001**A***PT~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
DTP*336*D8*19930103~
NM1*IL*1*TestName*Subscriber*M***34*987654321~
PER*IP**HP*8129345656~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19600115*F*M~
HD*001**HLT*HEALTH 1*FAM~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Dependent1****34*999999999~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19820303*F~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*19*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Dependent2****34*888888888~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19920620*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~
INS*N*01*001**A~
REF*0F*987654321~
REF*1L*00012345~
REF*DX*0000~
REF*17*001~
DTP*356*D8*20050101~
NM1*IL*1*TestName*Husband****34*666666666~
N3*100 Test Blvd~
N4*Batesville*IN*47006*US*CY*Franklin~
DMG*D8*19550527*M*M~
HD*001**HLT*HEALTH 1~
DTP*348*D8*20050101~
HD*001**DEN*DENTAL 1~
DTP*348*D8*20050201~

Section 3 - Enveloping

EDI envelopes control and track communications between you and Anthem. One envelope may contain many transaction sets grouped into the following:

- Interchange Control Header (ISA)
- Functional Group Header (GS)
- Functional Group Trailer (GE)
- Interchange Control Trailer (IEA)

834 Benefit Enrollment and Maintenance—Envelope Specific to Anthem Blue Cross (TR3, Appendix C)

ISA—Interchange Control Header		GS—Functional Group Header		GE—Functional Group Trailer		IEA—Interchange Control Trailer	
ISA01	00	GS01	BE	GE01	refer to TR3	IEA01	refer to TR3
ISA02	refer to TR3	GS02	SENDER ID	GE02	refer to TR3	IEA02	refer to TR3
ISA03	00	EDI assigned		<p><i>Confirm with Business Analyst on which value to submit in GS03. (ISA08=GS03)</i></p>			
ISA04	refer to TR3	Left-justified followed by no zeroes or spaces					
ISA05	ZZ	GS03	BCCAWGS				
ISA06	SENDER ID		BCCANAT				
EDI assigned			BCCASTAR				
Left-justified followed by spaces			GWDENTAL				
ISA07	ZZ		GWDENTALSTAR				
ISA08	BCCAWGS	GS04	refer to TR3				
	BCCANAT	GS05	refer to TR3				
	BCCASTAR	GS06	refer to TR3				
	GWDENTAL	GS07	X				
	GWDENTALSTAR	GS08	005010X220A1				
ISA09	refer to TR3	<p>NOTE. Critical Batching and Editing Information *Transactions must be batched in separate functional group by GS03. *Unique group control number (GS06) MUST NOT be duplicated within 365 days by Trading Partner ID (GS02); files containing duplicate or previously received group control numbers will be rejected.</p>					
ISA10	refer to TR3						
ISA11	^ (5E)						
ISA12	00501						
ISA13	refer to TR3						
ISA14	refer to TR3						
ISA15	refer to TR3						
ISA16	refer to TR3						

Section 4 - Charts for Situational Rules

Listed below are loops, segments, and data elements required for proper processing by Anthem per the situational rules in the 834 TR3.

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
P.31	ST Transaction Set Header	ST03 Implementation Convention Ref	005010X220A1	005010X220A1 - Benefit Enrollment and Maintenance
P.32	BGN Beginning Segment	BGN08 Action Code	2 4 RX	2 - Change (Update) 4 - Verify FILE IS NOT UPLOADED RX - Replace FILE IS UPLOADED
P.36	REF	<i>Transaction Set Policy Number - refer to TR3</i>		
P.37	DTP	<i>File Effective Date - refer to TR3</i>		
P.38	QTY Transaction Set Control Totals	QTY02 Quantity	(Record Totals)	In absence of trailer record, submit record totals for Anthem Blue Cross to capture compare/balancing of transaction.
Loop ID 1000A—Sponsor Name				
P.39	N1	<i>Sponsor Name - Refer to TR3</i>		
Loop ID 1000B—Payer				
P.41	N1 Payer	N102 Name	ANTHEM BLUE CROSS	Anthem Blue Cross Benefit Enrollment
		N104 ID Code	953760001	Represents the Tax ID of Anthem Blue Cross.
Loop ID 1000C—TPA/Broker Name				
P.43	N1 TPA/Broker Name	N104 ID Code	(TPA or Broker ID Code)	Use '01' to accompany '94' qualifier in N103.
Loop ID 1100C—TPA/Broker Account Information				
P.45	ACT	<i>TPA/Broker Account Information - Refer to TR3</i>		
Loop ID 2000—Member Level Detail				
P.47	INS Member Level Detail	File will be rejected when INS03 (values '001' and '021') is not accompanied by a value populated in INS04		
		INS04 Maintenance Reason Code	If enrollment is a change or addition (INS03=001, 021), maintenance reason code must be populated.	
P.55	REF Subscriber Identifier	REF02 Reference Identification	(Subscriber Identifier)	Represents Social Security Number for each Subscriber.
P.56	REF Member Policy Number	REF02 Reference Identification	(Insured Group or Policy Number)	<ul style="list-style-type: none"> Enter the Member Policy No. assigned by Anthem to efficiently process through systems. Contact Sales Rep for related questions.
P.57	REF	<i>Member Supplemental Identifier - Refer to TR3</i>		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
Loop ID 2000—Member Detail (cont'd)				
P.59	DTP Member Level Dates	DTP01 Date/Time Qualifier	356	Must be submitted with all initial enrollments to identify when eligibility could begin. For the actual begin date, refer to Loop 2300 DTP Health Coverage Dates segment.
Loop ID 2100A—Member Name				
P.62	NM1 Member Name	NM105 Name Middle	(Subscriber Middle Name)	If whole Middle name is passed, only 1st position will be mapped and it must be an alpha character.
		NM109 Identification Code	(Subscriber Identifier)	Valid Social Security Number for each subscriber record needed to process the transaction successfully.
P.65	PER Member Communications Numbers	PER04 Communication Number	(Communic. Number)	Format - <AAA><BBBCCCC> 3 digit area code and 7 digit phone number
				Strongly encouraged for employer group to submit member email address
P.68	N3 Member Residence Street Address	N301 Address Information	(Subscriber Address Line)	Address for enrolling subscriber, for a dependent when the subscriber's address differs from the dependent's, or for a change in member's address.
P.71	DMG Member Demographics	DMG03 Gender Code	If U is passed, the record will error and be reported back as discrepancy.	
P.76	EC	<i>Employment Class - Refer to TR3</i>		
P.79	ICM	<i>Member Income - Refer to TR3</i>		
P.81	AMT	<i>Member Policy Amounts - Refer to TR3</i>		
P.82	HLH	<i>Member Health Information - Refer to TR3</i>		
P.84	LUI	<i>Member Language - Refer to TR3</i>		
Loop ID 2100B—Incorrect Member Name				
P.86	NM1	<i>Incorrect Member Name - Refer to TR3</i>		
P.89	DMG	<i>Incorrect Member Demographics - Refer to TR3</i>		
Loop ID 2100C—Member Mailing Address				
P.92	NM1	<i>Member Mailing Address - Refer to TR3</i>		
P.94	N3	<i>Member Mail Street Address - Refer to TR3</i>		
P.95	N4	<i>Member Mail City, State, ZIP Code - Refer to TR3</i>		
Loop ID 2100D—Member Employer				
P.97	NM1	<i>Member Employer - Refer to TR3</i>		
P.100	PER	<i>Member Employer Communications Numbers - Refer to TR3</i>		
P.103	N3	<i>Member Employer Street Address - Refer to TR3</i>		
P.104	N4	<i>Member Employer City, State, ZIP Code - Refer to TR3</i>		
Loop ID 2100E—Member School - Refer to TR3				
P.106	NM1	<i>Member School - Refer to TR3</i>		
P.108	PER	<i>Member School Communications Numbers - Refer to TR3</i>		
P.111	N3	<i>Member School Street Address - Refer to TR3</i>		
P.112	N4	<i>Member School City, Stat, ZIP Code - Refer to TR3</i>		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
Loop ID 2100F—Custodial Parent				
P.114	NM1	Custodial Parent - Refer to TR3		
P.117	PER	Custodial Parent Communications Numbers - Refer to TR3		
P.120	N3	Custodial Parent Street Address - Refer to TR3		
P.121	N4	Custodial Parent City, State, ZIP Code - Refer to TR3		
Loop ID 2100G—Responsible Person				
P.123	NM1	Responsible Person - Refer to TR3		
P.126	PER	Responsible Person Communications Numbers - Refer to TR3		
P.129	N3	Responsible Person Street Address - Refer to TR3		
P.130	N4	Responsible Person City, State, ZIP Code - Refer to TR3		
Loop ID 2100H—Drop Off Location				
P.132	NM1	Drop Off Location - Refer to TR3		
P.134	N3	Drop Off Location Street Address - Refer to TR3		
P.135	N4	Drop Off Location City, State, ZIP Code - Refer to TR3		
Loop ID 2200—Disability Information				
P.137	DSB	Disability Information - Refer to TR3		
P.139	DTP	Disability Eligibility Dates - Refer to TR3		
Loop ID 2300—Health Coverage				
Segment needed for each member and dependent record to process the transaction successfully.				
P.140	HD	Health Coverage - Refer to TR3		
P.143	DTP Health Coverage Dates	DTP01 Date/Time Qualifier	348 349	348 - Benefit Begin; 349 - Benefit End Change file processing requires both a '348' and '349' when submitting a cancel/term. Full file processing requires a '348' as a default value with a valid date in the DTP03.
		DTP03 Date Time Period	(Coverage Period)	
P.145	AMT	Health Coverage Policy - Refer to TR3		
P.146	REF Health Coverage Policy Number	Provide REF segment only if not present in Loop 2000		
		REF01 Ref ID Qualifier	1L	1L - Group or Policy Number
		REF02 Reference Identification	(Insured Group or Policy No.)	<ul style="list-style-type: none"> 10 digit no. representing the insured's group, including sub-group. no. available from your Account Manager.
P.148	REF	Prior Coverage Months - Refer to TR3		
P.150	IDC	Identification Card - Refer to TR3		
Loop ID 2310—Provider Information				
P.152	LX	Provider Information - Refer to TR3		
P.153	NM1	Provider Name - Refer to TR3		
P.156	N3	Provider Address - Refer to TR3		
P.157	N4	Provider City, State, ZIP Code - Refer to TR3		
P.159	PER	Provider Communications Numbers - Refer to TR3		
P.162	PLA	Provider Change Reason - Refer to TR3		

834 Benefit Enrollment and Maintenance				
TR3	Segment	Reference Designator(s)	Value	Definitions and Notes Specific to Anthem Blue Cross
Loop ID 2320—Coordination of Benefits				
P.164	COB			<i>Coordination of Benefits - Refer to TR3</i>
P.166	REF			<i>Additional Coordination of Benefits - Refer to TR3</i>
P.168	DTP			<i>Coordination of Benefits Eligibility Dates - Refer to TR3</i>
Loop ID 2330—Coordination of Benefits Related Entity				
P.169	NM1			<i>Coordination of Benefits Related Entity - Refer to TR3</i>
P.171	N3			<i>Coordination of Benefits Related Entity Address - Refer to TR3</i>
P.172	N4			<i>Coordination of Benefits Other Insurance Company City, State, ZIP Code - Refer to TR3</i>
P.174	PER			<i>Administrative Communications Contact - Refer to TR3</i>
P.176	LS			<i>Additional Reporting Categories - Refer to TR3</i>
Loop ID 2710—Member Reporting Categories				
P.177	LX			<i>Member Reporting Categories - Refer to TR3</i>
Loop ID 2750—Reporting Category				
P.178	N1			<i>Reporting Category - Refer to TR3</i>
P.179	REF			<i>Reporting Category Reference - Refer to TR3</i>
P.181	DTP			<i>Reporting Category Date - Refer to TR3</i>
P.183	LE			<i>Additional Reporting Categories Loop Termination - Refer to TR3</i>
P.184	SE			<i>Transaction Set Trailer - Refer to TR3</i>

Section 5 – Reports and Acknowledgments

This section describes the types of file responses Anthem may return for trading partners to properly track and manage their file submissions to the Enterprise EDI Gateway.

Outbound File Naming Conventions

Listed below is a table of responses that may or may not be generated and delivered to trading partners.

Outbound File Naming Convention		
Report Designation / Description	Format	Example
N/A	Email Notification from Enterprise EDI Gateway (EEG)	<i>Generated if inbound file fails processing. Refer to Reject Report.</i> Email from Unix @anthem.com
N/A	Email Notification from Enterprise EDI Clearinghouse (EECH)	<i>Generated if inbound file fails processing. Refer to TA1, 999, 864 Reports</i> Email from eech_alerts@anthem.com
N/A	Reject Report	<i>File Reject Report occurs if inbound file fails processing.</i> RJ {File Type Identifier} MMDDhhmmssnnn {RunID} RJ0103063503001
TA1	TA1 X12	<i>Interchange rejection of inbound file.</i> IA{Transaction code} MMDDhhmmssnnn {RunID}.### IAHC0121163833001001001.834
999	Interchange Acknowledgment	<i>Acknowledges acceptance or rejection of inbound file.</i> FA {File Type Identifier} MMDDhhmmssnnn {RunID}.### FA0218180603001001022445.834
864	Reports and acknowledgments sent within the 864 have the same naming convention. Note: BMG02 and MIT02 provide the name of the specific report or acknowledgment.	
	Text Message Transaction (TA1) TA1 Report	<i>Interchange rejection of inbound file.</i> TA1 MMDDhhmmssnnn {RunID}.### TA1021818060001311111110.864
	Text Message Transaction (L2) Level 2 Status Report	<i>Itemized listing of submitted data from accepted file with Pass/Fail status and rejection detail.</i> TX {File Type Identifier} MMDDhhmmssnnn {RunID}.### TX0218180603001987654321.834
Alert	Alert Message: EDI Broadcast	NoticeMMDDYY Multiple Notices per day NoticeMMDDYY.2 digit sequence Notice120114 Notice120114.01

As part of the 834 set up process, email addresses are captured to alert trading partners on the status of their submitted files, and if further action is required. When status is "Reject," trading partners must retrieve the detailed report(s) corresponding to the email notification.

Examples

- EEG email notification. If you are unable to decipher the reason for rejection using this notification, access a "RJ" reject report from your gateway mailbox.

```

...
Subject: Gateway Inbound – xx12345e

*****NOTE: THIS IS AN AUTO-GENERATED EMAIL. PLEASE DO NOT RESPOND TO THIS EMAIL.

Account: xx12345e - EMPLOYER GROUP
Client File: elig_jaaogu_2017021.txt.pgp
Gateway File: BD0201181933002
Date: Wed Feb 1 18:19:34 EST 2017
File Type: Inbound
Alert Type: Mailbox Receipt
Status: Reject
Message: Invalid File Format - file not forwarded for processing
    
```

- EECH email notification. If you are unable to decipher the reason for rejection using this notification, access a 999, TA1 X12, TA1 864, and/or Level 2 864 reject report from your gateway mailbox.

```

From: eech_alerts@anthem.com Sent: Wed 01/18/2017 5:00 PM
To:
Cc:
Subject: EECH Error Notification from vaathmr225

Hello from EECH

Error Notification Sent on:- Wednesday Jan 18 17:00:24 2017
=====

Error file details are as follows:-

TPNAME : EMPLOYER GROUP
ISA Sender : XX12345E
ISA Receiver : BCCAWGS
GS Sender : XX12345E
GS Receiver : BCCAWGS
ISA Date & Time : 170018 & 0309
GS Cntrl# : 866654103
Version : 005010X220A1
Group Name : EMPLOYER GROUP
Filename : 0070852201701180001_i_invalid.t_834_x220
Date : Jan 18 16:46
Transaction Type : 834
Enrollment Count : 41
File Type : X12
Direction : INB
Stage : INSTREAM
DirPath : /ech/process/834/inbound/instream/rejects/archive/
Status : FAIL

****End of Message****
    
```

TA1 X12 (Automated Alert for Failed Inbound Transactions)

A TA1 in response to an EDI file submission failing for standard enveloping errors; one TA1 is returned for each interchange (ISA/IEA) accepted. It is also important to note that the TA1 is not intended to be manually interpreted.

```
ISA*00*          *00*          *ZZ*BCCA          *ZZ*XX12345E
*110302*0933*^*00501*000000001*0*T*:~
TA1*559026000*110301*1706*R*006~
IEA*0*000000001~
```

864 Text Message Transaction (TA1 Report)

The TA1 Report is formatted as a text document to communicate the failure of an inbound transaction.

The TA1 report is generated and sent to the submitter’s mailbox when one of the following occurs:

- 1) Duplicate GS Control Number (unique file identifier)
- 2) Error based on the construction of the file (segment control error)
- 3) Gateway envelope error (ex. information out-of-sequence according to HIPAA guidelines)

```
ISA*00*          *00*          *ZZ*RECEIVER      *ZZ*SENDER      *101211*1322*^*00501*009290505*0*T*:~
GS*TX*RECEIVER*SENDER*20101211*13223885*9290505*X*005010~
ST*864*0001*005010~
BMG*00*TA1 REPORT*03~
MIT*9290505*TA1 REPORT~
MSG*                                     ENTERPRISE CLEARINGHOUSE                               *SS~
MSG*                                     *SS~
MSG*                                     TRADING PARTNER TA1 REPORT identifies the specific message/report ~ *SS~
MSG*                                     *SS~
MSG* TRADING PARTNER ID #: SENDER          submitter ID                               *SS~
MSG*                                     *SS~
MSG* REPORT RUNTIME: 12/11/10 13:22                               *SS~
MSG*                                     *SS~
MSG* FILE REJECT TIME: 12/11/10 13:22                               *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG* ----- START OF REPORT ----- *SS~
MSG* ----- *SS~
MSG*                                     unique file identifier *SS~
MSG*                                     *SS~
MSG* SOURCE FILE NAME  TRANS  RECEIPT DATE  ISA CNTRL #  GS REC ID  GS CNTRL #  REJECT REASON *SS~
MSG* ----- *SS~
MSG* BE#####          834      02/01/2009  009290505  RECEIVER  9290505    File cannot be processed *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG*                                     *SS~
MSG* ----- END OF REPORT ----- *SS~
SE*37*0001~
GE*1*9290505~
IEA*1*009290505~
```

999 Interchange Acknowledgment (for Inbound Transactions)

A 999 Interchange Acknowledgment in response to an EDI file submission; one 999 is returned for each interchange (ISA/IEA) accepted. The following examples of a 999 were aligned with each segment beginning in the left margin so that you could conveniently read the transaction segments from top to bottom. Normally, EDI transmissions are a continuous stream of characters. However, we have unwrapped them (by segment) in each example of clarity.

It is also important to note that the 999 is not intended to be manually interpreted. These transactions are processed by the trading partners' transaction software. The examples clearly show that the information (results of Level 1 editing) is not returned in an easy-to-read, formatted report.

Accepted

```

ISA*00*                *00*                *ZZ*BCCA                *ZZ*XX12345E
*101211*1323**^*00501*000000054*0*T*|~
GS*FA*BCCA*XX12345E*20101211*132228*540001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*6010233*005010X220A1~ Control Number links 999 back to inbound 834
AK2*834*000000001~
IK5*A~ Transaction Set Response, Accepted (A)
AK9*A*1*1*1~
SE*6*0001~
GE*1*540001~
IEA*1*000000054~
    
```

Rejected

```

ISA*00*                *00*                *ZZ*BCCA                *ZZ*XX12345E
*101211*1323**^*00501*000000084*0*T*|~
GS*FA*BCCA*XX12345E*20101211*132234*840001*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*BE*9290505*005010X220A1~ Control Number links 999 back to inbound 834
AK2*834*000000001~
IK5*R*4~ Transaction Set Response, Rejected (R)
AK9*R*1*1*0~
SE*6*0001~
GE*1*840001~
IEA*1*000000084~
    
```



864 Text Message Transaction (Level 2 Status Report)

The Level 2 Status Report is formatted to communicate results from data content editing. An example of the Level 2 Status Report is aligned with each segment beginning in the left margin so that you can conveniently read the text message from top to bottom. Normally, the EDI transmissions are a continuous stream of characters but we have unwrapped them (by segment) for clarity.

```

ISA*00*          *00*          *ZZ*BCCA          *ZZ*XX12345E          *101211*1322**^00501*00000002*0*T*::~~
GS*TX*BCCA*XX12345E*20101211*132228*1*X*005010~
ST*864*000000001*005010~ Text Message Transaction Identifier
BMG*00*ENROLLMENT AND MAINTENANCE REPORT~
MIT*312558*ENROLLMENT AND MAINTENANCE LEVEL 2 ERROR REPORT~
MSG*          ENTERPRISE CLEARINGHOUSE          *SS~
MSG*          LEVEL 2 STATUS REPORT identifies the specific message/report *SS~
MSG*          *SS~
MSG* SENDER ID #:          XX12345E          TRANSACTION:          005010X220A1          *SS~
MSG* SENDER NAME:         834IB_42726          TEST/PROD:           T          *SS~
MSG* FILE NAME:           BE1210163441          RECEIPT DATE:        090201          ISA CONTROL #: 006010233          *SS~
MSG* GS RECEIVER ID:      BCCA          REPORT RUNTIME:      14:30          GS CONTROL #: 6010233          *SS~
MSG*-----*SS~
MSG*          *SS~
MSG*TRANSACTION SET CONTROL NUMBER: 000000001          *SS~
MSG*          *SS~
MSG*-----*SS~
MSG*ACTION/      MEMBER          SUBSCRIBER          MEMBER          POLICY          POLICY          *SS~
MSG*INSLINE      NAME          ID          TYPE          ID          EFFECTIVE DATES          *SS~
MSG*-----*SS~
MSG*          *SS~
MSG* 030          SHAW-DAVIDSON, HARLEY          001234567          N          111154321          20090224          *SS~
MSG*          *SS~
MSG* Error#: 42726          Loop: 2100A          Segment: PER          Line #: 44          Invalid Data: jack_son@hotmail.com          *SS~
MSG* Error: Mbr: The Communication # (PER06) must match the correct email pattern when the Communication #          *SS~
MSG* Qualifier (PER05) is equal to EM, electronic mail          *SS~
MSG*          *SS~
MSG* 030          SHAW-DAVIDSON, HARLEY          001234567          N          111154321          20090224          *SS~
MSG*          *SS~
MSG* Error#: 42731          Loop: 2100A          Segment: N4          Line #: 44          Invalid Data:          *SS~
MSG* Error: Mbr: The State or Province Code (N402) is required when address is within the US or Canada.          *SS~
MSG*          *SS~
MSG*          MEMBERS          MEMBERS          MEMBERS          *SS~
MSG*          SUBMITTED          W/OUT ERRORS          WITH ERRORS          *SS~
MSG*          Count          Count          Count          *SS~
MSG*          -----          -----          -----          *SS~
MSG*          45          44          1          *SS~
MSG*          *SS~
MSG* TOTALS FOR GS CONTROL NUMBER: 312558 Group Control Numbers link report          *SS~
MSG*          information back to inbound 834          *SS~
MSG*          MEMBERS          MEMBERS          MEMBERS          *SS~
MSG*          SUBMITTED          W/OUT ERRORS          WITH ERRORS          *SS~
MSG*          Count          Count          Count          *SS~
MSG*          -----          -----          -----          *SS~
MSG*          45          44          1          *SS~
MSG*          *SS~
MSG*          *SS~
MSG*          PLEASE CONTACT YOUR LOCAL EDI HELPDESK AT          *SS~
MSG*          XXX-XXX-XXXX          *SS~
MSG*          WITH ANY QUESTIONS REGARDING THIS REPORT          *SS~
MSG*          *SS~
MSG*          *SS~
MSG* ---Message (MSG) segments contain actual----- END OF REPORT -----*SS~
MSG* formatted report          *SS~
SE*55*000000001~
GE*1*1~
IEA*1*000000002~

```

Release Notes		
Version	Page(s)	Description
4		Initial Inclusion of Employer-group User Guide (2 pages)
5	3	Reference to sFTP: 'sFTP' updated to 'sFTP w/PGP'
6		Reference to sFTP: 'sFTP w/PGP' updated to 'sFTP, SFTP w/PGP' Updated formatting Update hyperlinks