Real-Time Inquiry Connectivity Specifications

For ANSI X12 Version 5010
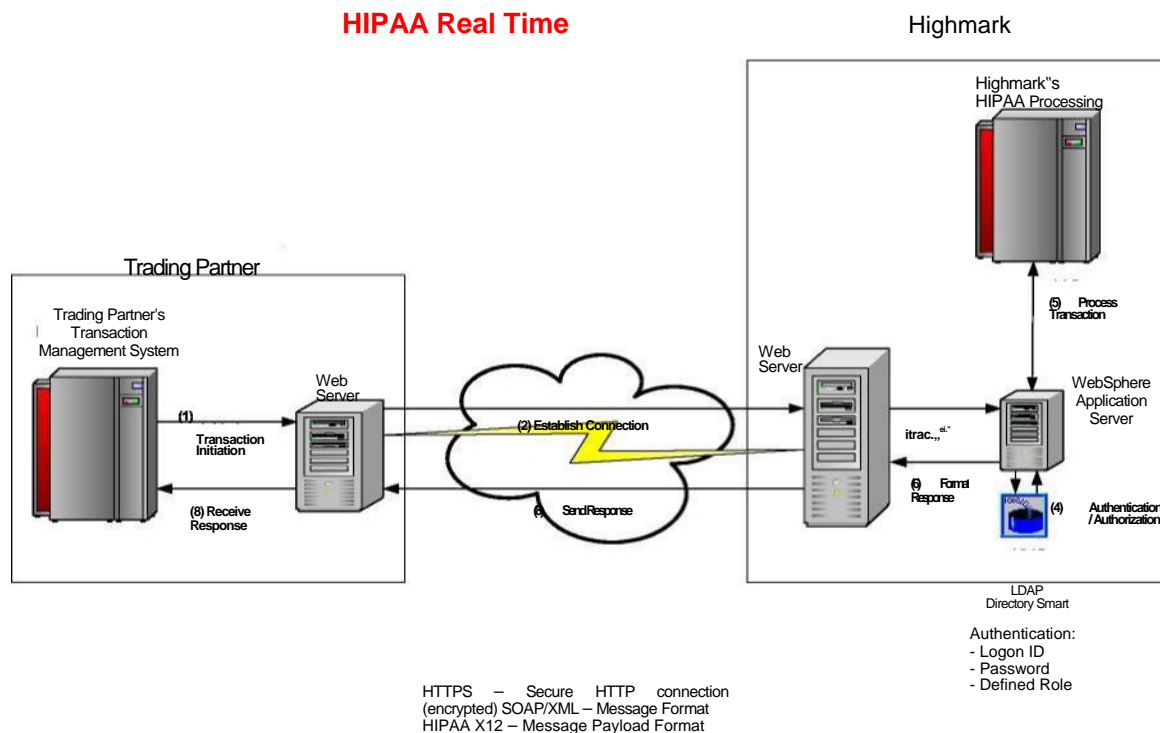
Highmark, Inc.
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Contents

1. Overview

Real-time transactions utilize a CORE^{TM}-compliant Web Services Description Language (WSDL) Simple Object Access Protocol (SOAP). WSDL is a specification that describes networked XML-based services. SOAP is a simple XML based protocol to let applications exchange information over HTTP. Since the Internet is being utilized to transport the data, encryption will be utilized to secure messages in the same way financial transactions are secured over the Internet. Access to Highmark's networks will follow the same security model in place today, which requires a Login/Password.

HIPAA Real Time

Highmark

Highmark"s
HIPAA Processing

Trading Partner

Trading Partner's
Transaction
Management System

Web
Server

(1)
Transaction
Initiation

(2) Establish Connection

Send Response

(8) Receive
Response

Web
Server

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(5)   Process
Transaction

WebSphere
Application
Server

(6)   Formal
Response

(4)   Authentication
/ Authorization

LDAP
Directory Smart

Authentication:
- Logon ID
- Password
- Defined Role

HTTPS – Secure HTTP connection (encrypted) SOAP/XML – Message Format
HIPAA X12 – Message Payload Format

In order to understand the lifecycle of the transaction, processes have been outlined below:

(1) Transaction Initiation
Highmark Trading Partner's Transaction Management System will initiate a Real-time X12 HIPAA transaction.

(2) Establish Connection
The Trading Partner's Transaction Management System will establish a secure Internet connection (HTTPS) to Highmark and send an encrypted CORE™-compliant SOAP or MIME Multipart message that contains a HIPAA X12 transaction payload, along with the Trading Partner logon id, and password assigned by Highmark.

(3) Receive Transaction Highmark receives the Real-time
   request on its Web Server.

(4) Authentication/Authorization
When the CORE™-compliant message is received by Highmark's WebSphere application, it will be validated and the Trading Partner's logon id and password are authenticated using the LDAP (Lightweight Directory Access Protocol). Only Trading Partners that have signed a Highmark Trading Partner Agreement are granted a logon ID, password and defined role.

If the Trading Partner is not authorized to submit a Real-time request, the WebSphere application will return a CORE™-compliant invalid security/unauthorized message to the Trading Partner via the secure Internet connection (HTTPS).

(5) Process Transaction
Trading Partners authorized to submit real time requests will have their transactions routed through the WebSphere application to the target system. The target system will generate the Real-time response.

(6) Format Response
The WebSphere Application Server will envelope the response in a CORE™-compliant response message.

(7) Send Response
The responses will be encrypted, and returned to the Trading Partner via the secure Internet (HTTPS) connection.

(8) Receive Response
The Trading Partner's Web Server will return the response message to the Trading Partner's Transaction Management System that initiated the request.

2. Trading Partner Requirements

- Trading Partners must submit Inquiry transactions using HTTPS over a public line.

- Trading Partners must be able to connect to
  SOAP: https://services.highmark.com:8443/edirpc/Core

  **MIME
  Multipart: https://services.highmark.com:8443/edirpc/Core/mime**

- Trading Partner must ensure that only authorized persons and/or applications will be able to submit requests to Highmark with their logon id and password.

- Highmark Real-Time transactions (Request and Response) are based on a CORE™-compliant WSDL Rule version 2.2.0 SOAP format or MIME Multipart format. However, due to Highmark system requirements Real-Time transactions must adhere to Highmark's Model CORE™-compliant SOAP or MIME Multipart Messages (see Section 3).

- The CORE™-compliant SOAP message "header" must contain the following required data elements for all Highmark Real-Time transactions (MIME Multipart messages do not have a "header" but must contain these fields, as well):

  Username = (7 positions, Upper Case) Highmark assigned login ID.

  Password = (8 positions)

Following are key points to consider regarding the handling of CORE™ Envelope Metadata. They are not intended to be all inclusive. *For additional information, please refer to Phase II CORE™ 270: Connectivity Rule, Table 4.4.2 - Table of CORE™ Envelope Metadata.*

- The CORE™-compliant message "body" must contain the following required data elements for all Highmark Real-Time request transactions:

PayloadType (requests) =

- 'X12_270_Request_005010X279A1' (270 Eligibility Request)

- 'X12_276_Request_005010X212' (276 Claim Status Request)

- 'X12_278_Request_005010X217E1_2' (278 Referral/Authorization Request)

- Highmark will return the following values in PayloadType on Real-Time response transactions:

PayloadType (responses from Highmark) =

- 'X12_271_Response_005010X279A1' (271 Eligibility Response)

- 'X12_277_Response)005010X212' (277 Claim Status Response)

- 'X12_278_Response_005010X217E1_2' (278 Referral/Authorization Response)

- 'X12_TA1_Response_00501X231A1 (TA1 Interchange Acknowledgement)

- 'X12_999_Response_005010X231A1 (999 Functional Acknowledgement)

ProcessingMode = 'RealTime'

PayloadID = Trading Partner defined.   Unique within the domain from the domain of the party that sets this value. PayloadID is a payload identifier assigned by the Sender in the Real Time processing mode.

TimeStamp = XMLSchema dateTime representation; see http://www.w3.org/TR/xmlschema11-2/#dateTime

Includes CORE™-compliant restrictions:

- *Year must be four (4) digits*

- *Must include a "time zone offset"*

SenderID = (7 position, Upper Case) Highmark assigned login id. Must be same value as Username in the CORE™-compliant message.

ReceiverID = Receiver plan NAIC Code. Must be one of the following values:

'54771' (Highmark)

'54828' (Highmark – West Virginia)

'00070' (Highmark – Delaware)

'71768' (Highmark Health Insurance Co.)

'15459' (Highmark Senior Solutions Co.) – WV

'15460' (Highmark Senior Health Co.) – PA

Note: "54771" is used as the NAIC code in all sample messages within this document

CORERuleVersion = '2.2.0'

Payload = The Payload must be embedded using the Inline method (using CDATA element as shown in the examples below), except when sending or receiving payloads which contain non-printable characters, e.g., separator characters in an ASC X12 Interchange payload, the payload must be Base64 encoded.

- For 5010 X12 files, the Trading Partner must use a '~' as the segment terminator, the '^' element delimiter, the '>' Component Element Separator, and '{' Repetition Separator.

- The Trading Partner will be responsible to evaluate the returned response and to resubmit the request with any corrections required as indicated by the CORE™-compliant response.

DISCLAIMER

Real-time transactions are designed to respond to individual end-user requests for eligibility, claim status or authorization information. For typical requests (requests with a single patient), the average response time should be within 15 seconds. Actual response time will be dependent upon Real-time transaction activity.

3. MODEL CORE™-COMPLIANT SOAP MESSAGES

The following are models of valid Highmark Real-time transactions (Request and Response) with properly formatted CORE™-compliant SOAP envelopes.

In the following examples the HTTP Header is shown in blue:

Sample 5010A1 270 Request Message:

```
POST /Core HTTP/1.1
Host: services.highmark.com:8443
Content-Type: application/soap+xml; charset=UTF-8; action="RealTimeTransaction"
```

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
 <soap:Header>
  <wss:Security xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-
1.0.xsd">
    <wss:UsernameToken>
     <wss:Username>V999999</wss:Username>
     <wss:Password>xxxxxxxx</wss:Password>
    </wss:UsernameToken>
  </wss:Security>
 </soap:Header>
<soap:Body>
 <cor:COREEnvelopeRealTimeRequest>
  <PayloadType>X12_270_Request_005010X279A1</PayloadType>
  <ProcessingMode>RealTime</ProcessingMode>
  <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID>
  <TimeStamp>2007-08-30T10:20:34Z</TimeStamp>
  <SenderID>V999999</SenderID>
  <ReceiverID>54771</ReceiverID>
  <CORERuleVersion>2.2.0</CORERuleVersion>
  <Payload> <![CDATA[ISA^00^      ^00^      ^ZZ^V999999      ^33^54771
^120201^0130^{^00501^000008934^1^P^:~GS^HS^R1999999^54771^20120201^0130^1^X^005010X279A1~S
T^270^CR208378L^005010X279A1~BHT^0022^13^CR208378L^20120201^013011~HL^1^^20^1~NM1^PR^2^
HIGHMARK^^^^^NI^54771~HL^2^1^21^1~NM1^1P^2^MEMORIAL MEDICAL
CENTER^^^^^XX^1999999999~HL^3^2^22^1~NM1^IL^1^DOE^JANE^^^^MI^999999999999~HL^4^3^23^0~
TRN^1^CR208378
DONOTROUTE^9NAVINET00~NM1^03^1^DOE^JOHN~DMG^D8^19650101^M~DTP^291^RD8^20120707-
20120707~EQ^30~SE^15^CR208378L~GE^1^1~IEA^1^000008934~]]></Payload>
 </cor:COREEnvelopeRealTimeRequest>
```

```
  </soap:Body>
</soap:Envelope>
```

Sample 5010A1 271 Response Message:

```
HTTP/1.1 200 OK
Content-Type: application/soap+xml;
action="http://www.caqh.org/SOAP/WSDL/CORETransactions/RealTimeTransactionResponse";charset=UTF-8
```

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
  <soapenv:Body>
    <ns1:COREEnvelopeRealTimeResponse
xmlns:ns1="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0xsd">
      <PayloadType>X12_271_Response_005010X279A1</PayloadType>
      <ProcessingMode>RealTime</ProcessingMode>
      <PayloadID>a81d44ae-7dec-11d0-a765-00a0c91e6ba0</PayloadID>
      <TimeStamp>2007-08-30T10:20:34Z</TimeStamp>
      <SenderID>54771</SenderID> <!-- NAIC code of the response sender (the receiver ID from the request) -->
      <ReceiverID>V999999</ReceiverID> <!-- The login ID of the response receiver (the sender ID from the
request) -->
      <CORERuleVersion>2.2.0</CORERuleVersion>
      <Payload><![CDATA[ISA^00^        ^00^        ^33^54771         ^ZZ^V999999
^120326^1159^{^00501^062044379^0^P^>~GS^HB^54771^R1999999^20120326^1159389^62044379^X^005
010X279A1~ST^271^1001^005010X279A1~BHT^0022^11^WEB270^20120326^1159389~HL^1^^20^1~NM
1^PR^2^HIGHMARK^^^^^NI^54771~HL^2^1^21^1~NM1^1P^2^EXAMPLE REGIONAL MEDICAL
CENTER^^^^^XX^1999999999~HL^3^2^22^0~TRN^2^BX8B2011080707194001700^993ITSA
~NM1^IL^1^DOE^JANE^A^^^MI^WEM199999999001~REF^18^363~REF^6P^09999999~REF^Q4^ZAR19
99999990010~N3^123 MAKEBELIEVE
DRIVE~N4^ANYTOWN^PA^199990000~DMG^D8^19500101^F~INS^Y^18^001^25~DTP^291^RD8^20030
101-99991231~EB^P~MSG^UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS NOT
A GUARANTEE OF PAYMENT. BENEFITS ARE SUBJECT TO ALL CONTRACT LIMITS AND THE
MEMBER'S STATUS ON THE DATE OF SERVICE. ACCUMULATED AMOUNTS SUCH AS
DEDUCTIBLE MAY CHANGE AS ADDITIONAL CLAIMS ARE
PROCESSED.~EB^1^ESP^30{47^PR^PPOBlue Med/Surg~EB^A^^30^^^^^.3^^^^N~MSG^Out-of-
Pocket~EB^A^^30^^^^^.1^^^^Y~MSG^Out-of-
Pocket~EB^C^IND^30^^^23^2000^^^^^N~MSG^Aggregate~EB^C^IND^30^^^29^2000^^^^^N~MSG^Aggre
gate~EB^C^FAM^30^^^23^4000^^^^^N~MSG^Aggregate~EB^C^FAM^30^^^29^4000^^^^^N~MSG^Aggreg
ate~EB^C^IND^30^^^23^500^^^^^Y~MSG^Aggregate~EB^C^IND^30^^^29^500^^^^^Y~MSG^Aggregate~E
B^C^FAM^30^^^23^1000^^^^^Y~MSG^Aggregate~EB^C^FAM^30^^^29^1000^^^^^Y~MSG^Aggregate~E
B^F^^30^^^^^^^^^W~MSG^Mental Health Lifetime Maximum Policy
Maximum~EB^G^IND^30^^^23^4500^^^^^N~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^IND^30^^^29^4500^^^^^N~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^FAM^30^^^23^9000^^^^^N~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^FAM^30^^^29^9000^^^^^N~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^IND^30^^^23^2000^^^^^Y~MSG^Aggregate~MSG^Excludes
```

Copayments~EB^G^IND^30^^^29^2000^^^^^Y~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^FAM^30^^^23^4000^^^^^Y~MSG^Aggregate~MSG^Excludes
Copayments~EB^G^FAM^30^^^29^4000^^^^^Y~MSG^Aggregate~MSG^Excludes
Copayments~EB^1^ESP^48{BZ{BY{98{33{52{86{MH{50^PR^PPOBlue
Med/Surg^^^^^^Y^W~LS^2120~NM1^X3^2^HIGHMARK HEALTHCARE MGMT
SERVICES~PER^IC^^TE^8004528507~LE^2120~EB^F^^48^^^^^^^^^W~MSG^Room and Board Semi-
Private Room Private Room   Must be Medically Necessary Special Care Unit   Must be Medically
Necessary~EB^1^ESP^BZ{BY{98^PR^PPOBlue
Med/Surg^^^^^^Y^W~MSG^SPECIALIST~LS^2120~NM1^X3^2^HIGHMARK HEALTHCARE MGMT
SERVICES~PER^IC^^TE^8004528507~LE^2120~EB^A^^BZ{BY^^^^^0^^^^Y~MSG^SPECIALIST~EB^B^
^BZ{BY^^^^35^^^^^Y~MSG^SPECIALIST Apply Only 1 Copayment, per Date of Service, per
Provider~EB^C^^BZ{BY^^^^0^^^^^Y~MSG^SPECIALIST~EB^A^^BZ{BY^^^^^0^^^^Y~EB^B^^BZ{BY^^
^^20^^^^^Y~MSG^Apply Only 1 Copayment, per Date of Service, per
Provider~EB^C^^BZ{BY^^^^0^^^^^Y~EB^F^^33^^^23^^^VS^25^^W~MSG^Visit~EB^F^^33^^^29^^^VS^2
5^^Y~MSG^Visit~EB^F^^33^^^29^^^VS^25^^N~MSG^Visit~EB^A^^52^^^^^0^^^^W~MSG^Applicable to
Room charges only otherwise Program Coinsurance applies~EB^B^^52^^^27^100^^^^^W~MSG^Waived if
Admitted Applies to   Room charges only~EB^C^^52^^^^0^^^^^W~MSG^Applicable to   Room charges only
otherwise Program Deductible applies~SE^102^1001~GE^1^62044379~IEA^1^062044379~]]></Payload>

    <ErrorCode>Success</ErrorCode>
    <ErrorMessage>NA</ErrorMessage>
  </ns1:COREEnvelopeRealTimeResponse>
 </soapenv:Body>
</soapenv:Envelope>

4. MODEL CORE^{TM}-COMPLIANT MIME MULTIPART MESSAGES

In the following examples the HTTP Header is shown in blue:

Sample 5010A1 270 Request Message:

```
POST /Core/mime HTTP/1.1
Host: services.highmark.com
Content-Length: 9999
Content-Type: multipart/form-data; boundary=XbCY
```

```
--XbCY
Content-Disposition: form-data; name="PayloadType"
X12_270_Request_005010X279A1
--XbCY
Content-Disposition: form-data; name="ProcessingMode"
RealTime
--XbCY
Content-Disposition: form-data; name="PayloadID"
e51d4fae-7dec-11d0-a765-00a0c91e6da6
--XbCY
Content-Disposition: form-data; name="TimeStamp"
2007-08-30T10:20:34Z
--XbCY
Content-Disposition: form-data; name="UserName"
V999999
--XbCY
Content-Disposition: form-data; name="Password"
xxxxxxxx
--XbCY
Content-Disposition: form-data; name="SenderID"
V999999
--XbCY
Content-Disposition: form-data; name="ReceiverID"
54771
--XbCY
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
--XbCY
Content-Disposition: form-data; name="Payload"
ISA^00^      ^00^      ^ZZ^V999999      ^33^54771
^120201^0130^{^00501^000008934^1^P^:~GS^HS^R1999999^54771^20120201^0130^1^X^00501
0X279A1~ST^270^CR208378L^005010X279A1~BHT^0022^13^CR208378L^20120201^013011~H
L^1^^20^1~NM1^PR^2^HIGHMARK^^^^^NI^54771~HL^2^1^21^1~NM1^1P^2^MEMORIAL
MEDICAL
CENTER^^^^^XX^1999999999~HL^3^2^22^1~NM1^IL^1^DOE^JANE^^^^MI^999999999999~H
L^4^3^23^0~TRN^1^CR208378
DONOTROUTE^9NAVINET00~NM1^03^1^DOE^JOHN~DMG^D8^19650101^M~DTP^291^RD8
^20120707-20120707~EQ^30~SE^15^CR208378L~GE^1^1~IEA^1^000008934~>
--XbCY—
```

Sample 5010A1 270 Response Message:

```
HTTP/1.1 200 OK
Content-Length: 9999
Content-Type: multipart/form-data; boundary=XbCY
```

```
--XbCY
Content-Disposition: form-data; name="PayloadType"
X12_271_Response_005010X279A1
--XbCY
Content-Disposition: form-data; name="ProcessingMode"
RealTime
--XbCY
Content-Disposition: form-data; name="PayloadID"
e51d4fae-7dec-11d0-a765-00a0c91e6da6
--XbCY
Content-Disposition: form-data; name="TimeStamp"
2007-08-30T10:20:34Z
--XbCY
Content-Disposition: form-data; name="SenderID"
54771
--XbCY
Content-Disposition: form-data; name="ReceiverID"
V999999
--XbCY
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
--XbCY
Content-Disposition: form-data; name="ErrorCode"
Success
--XbCY
Content-Disposition: form-data; name="ErrorMessage"
NA
--XbCY Content-Disposition: form-data; name="Payload"
```
ISA^00^   ^00^   ^33^54771   ^ZZ^V999999
^120326^1159^{^00501^062044379^0^P^>~GS^HB^54771^R1999999^20120326^1159389^620443
79^X^005010X279A1~ST^271^1001^005010X279A1~BHT^0022^11^WEB270^20120326^115938
9~HL^1^^20^1~NM1^PR^2^HIGHMARK^^^^^NI^54771~HL^2^1^21^1~NM1^1P^2^EXAMPLE
REGIONAL MEDICAL
CENTER^^^^^XX^1999999999~HL^3^2^22^0~TRN^2^BX8B2011080707194001700^993ITSA
~NM1^IL^1^DOE^JANE^A^^^MI^WEM199999999001~REF^18^363~REF^6P^09999999~REF^Q
4^ZAR1999999990010~N3^123 MAKEBELIEVE
DRIVE~N4^ANYTOWN^PA^199990000~DMG^D8^19500101^F~INS^Y^18^001^25~DTP^291^R
D8^20030101-99991231~EB^P~MSG^UNLESS OTHERWISE REQUIRED BY STATE LAW,
THIS NOTICE IS NOT A GUARANTEE OF PAYMENT. BENEFITS ARE SUBJECT TO ALL
CONTRACT LIMITS AND THE MEMBER'S STATUS ON THE DATE OF SERVICE.
ACCUMULATED AMOUNTS SUCH AS DEDUCTIBLE MAY CHANGE AS ADDITIONAL
CLAIMS ARE PROCESSED.~EB^1^ESP^30{47^PR^PPOBlue
Med/Surg~EB^A^^30^^^^^.3^^^^N~MSG^Out-of-Pocket~EB^A^^30^^^^^.1^^^^Y~MSG^Out-of-
Pocket~EB^C^IND^30^^^23^2000^^^^^N~MSG^Aggregate~EB^C^IND^30^^^29^2000^^^^^N~M
SG^Aggregate~EB^C^FAM^30^^^23^4000^^^^^N~MSG^Aggregate~EB^C^FAM^30^^^29^4000^^
^^^N~MSG^Aggregate~EB^C^IND^30^^^23^500^^^^^Y~MSG^Aggregate~EB^C^IND^30^^^29^5
00^^^^^Y~MSG^Aggregate~EB^C^FAM^30^^^23^1000^^^^^Y~MSG^Aggregate~EB^C^FAM^30

^^^29^1000^^^^^Y~MSG^Aggregate~EB^F^^30^^^^^^^^^W~MSG^Mental Health Lifetime Maximum Policy Maximum~EB^G^IND^30^^^23^4500^^^^^N~MSG^Aggregate~MSG^Excludes Copayments~EB^G^IND^30^^^29^4500^^^^^N~MSG^Aggregate~MSG^Excludes Copayments~EB^G^FAM^30^^^23^9000^^^^^N~MSG^Aggregate~MSG^Excludes Copayments~EB^G^FAM^30^^^29^9000^^^^^N~MSG^Aggregate~MSG^Excludes Copayments~EB^G^IND^30^^^23^2000^^^^^Y~MSG^Aggregate~MSG^Excludes Copayments~EB^G^IND^30^^^29^2000^^^^^Y~MSG^Aggregate~MSG^Excludes Copayments~EB^G^FAM^30^^^23^4000^^^^^Y~MSG^Aggregate~MSG^Excludes Copayments~EB^G^FAM^30^^^29^4000^^^^^Y~MSG^Aggregate~MSG^Excludes Copayments~EB^1^ESP^48{BZ{BY{98{33{52{86{MH{50^PR^PPOBlue Med/Surg^^^^^^Y^W~LS^2120~NM1^X3^2^HIGHMARK HEALTHCARE MGMT SERVICES~PER^IC^^TE^8004528507~LE^2120~EB^F^^48^^^^^^^^^W~MSG^Room and Board Semi-Private Room Private Room   Must be Medically Necessary Special Care Unit   Must be Medically Necessary~EB^1^ESP^BZ{BY{98^PR^PPOBlue Med/Surg^^^^^^Y^W~MSG^SPECIALIST~LS^2120~NM1^X3^2^HIGHMARK HEALTHCARE MGMT SERVICES~PER^IC^^TE^8004528507~LE^2120~EB^A^^BZ{BY^^^^^0^^^^Y~MSG^SPECIALIS T~EB^B^^BZ{BY^^^^35^^^^^Y~MSG^SPECIALIST Apply Only 1 Copayment, per Date of Service, per Provider~EB^C^^BZ{BY^^^^0^^^^^Y~MSG^SPECIALIST~EB^A^^BZ{BY^^^^^0^^^^Y~EB^B^^ BZ{BY^^^^20^^^^^Y~MSG^Apply Only 1 Copayment, per Date of Service, per Provider~EB^C^^BZ{BY^^^^0^^^^^Y~EB^F^^33^^^23^^^VS^25^^W~MSG^Visit~EB^F^^33^^^2 9^^^VS^25^^Y~MSG^Visit~EB^F^^33^^^29^^^VS^25^^N~MSG^Visit~EB^A^^52^^^^^0^^^^W~ MSG^Applicable to   Room charges only otherwise Program Coinsurance applies~EB^B^^52^^^27^100^^^^^W~MSG^Waived if Admitted Applies to   Room charges only~EB^C^^52^^^^0^^^^^W~MSG^Applicable to   Room charges only otherwise Program Deductible applies~SE^102^1001~GE^1^62044379~IEA^1^062044379~
--XbCY—

5. CORE^{TM}-compliant SOAP Faults

When a Real-Time transaction fails validation for the format of the CORE^{TM}-compliant SOAP message **or system error occurs or times out,** the following error codes will be used when responding to the Trading Partner.

NOTE: All SOAP Faults will return a 500 HTTP Status Code

Fault Code	Fault Reason Text	Comments
Sender	A detailed message about what was wrong with the request SOAP message.	SOAP Request needs to be corrected and resubmitted.
Receiver	Could Not Respond	Highmark's systems could not respond due to an error or a time out. Request can be resubmitted later.
Receiver	Real Time Not Available	Highmark's real-time systems are down for scheduled maintenance. Request can be submitted again later.
VersionMismatch	Expecting CORERuleVersion=2.2.0; Received CORERuleVersion=[received value]	Request SOAP message contains the wrong version of CORE or CORERuleVersion. SOAP Request needs to be corrected and resubmitted.

In the following examples the HTTP Header is shown in blue:

An example of a WSDL CORE^{TM}-compliant SOAP Receiver Fault response with PayloadID:

HTTP/1.1 500 Internal Server Error
Content-Type: text/xml

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
  <soapenv:Body>
    <soapenv:Fault>
      <soapenv:Code>
        <soapenv:Value>soapenv:Receiver</soapenv:Value>
      </soapenv:Code>
      <soapenv:Reason>
        <soapenv:Text xml:lang="en-US">Could Not Respond</soapenv:Text>
      </soapenv:Reason>
      <soapenv:Detail>
        <txnId>9999999</txnId> <!—server-specific ID →
        <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID> <!-- The PayloadID from the
request -->
```

```
        </soapenv:Detail>
      </soapenv:Fault>
    </soapenv:Body>
</soapenv:Envelope>
```

An example of a WSDL CORE[TM]-compliant SOAP Sender Fault response with PayloadID:

HTTP/1.1 500 Internal Server Error
Content-Type: text/xml

```
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
  <soapenv:Body>
    <soapenv:Fault>
      <soapenv:Code>
        <soapenv:Value>soapenv:Sender</soapenv:Value>
      </soapenv:Code>
      <soapenv:Reason>
        <soapenv:Text xml:lang="en-US">Illegal Value for Payload Type</soapenv:Text>
      </soapenv:Reason>
      <soapenv:Detail>
          <txnId>9999999</txnId> <!—server-specific ID →
          <PayloadID>f81d4fae-7dec-11d0-a765-00a0c91e6bf6</PayloadID> <!-- The PayloadID from the
request -->
      </soapenv:Detail>
    </soapenv:Fault>
  </soapenv:Body>
</soapenv:Envelope>
```

6. CORE[TM]-compliant Error Responses

When a Real-Time transaction fails validation content of the request message, a CORE-compliant response message will be sent to the Trading Partner. The following error codes are those which are not defined by the CORE Phase II 270 Connectivity Rule, Section 4.3.3.2:

NOTE: CORE[TM]-compliant Error Responses *will return a 200 HTTP Status Code*

Error Code	Error Message	Comments
PayloadTypeNotSupported	**Payload *${PayloadType}* Not Supported**	**A CORE-enumerated payload type was submitted, but it is not supported by this service.**

UsernameSenderIDMismatch	Username must match SenderId	The Username and the SenderID were not the same value.
ReceiverIDNotSupported	Receiver ID *${ReceiverID}* Not Supported	The value of the ReceiverID field was not one of the supported Receiver ID NAIC plan codes listed above.

In the following examples the HTTP Header is shown in blue:

An example of a CORE-Compliant SOAP Error Response:

```
HTTP/1.1 200 OK
Content-Type: application/soap+xml;
action="http://www.caqh.org/SOAP/WSDL/CORETransactions/RealTimeTransactionResponse";charset=UTF-8

<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"
xmlns:cor="http://www.caqh.org/SOAP/WSDL/CORERule2.2.0.xsd">
    <soapenv:Body>
        <cor:COREEnvelopeRealTimeResponse>
            <PayloadType>Core_Envelope_Error</PayloadType>
            <ProcessingMode>RealTime</ProcessingMode>
            <!—PayloadID from request, when available-->
            <PayloadID>a81d44ae-7dec-11d0-a765-00a0c91e6ba0</PayloadID>
            <TimeStamp>2007-08-30T10:20:34Z</TimeStamp>
            <!-- NAIC code of the response sender (the receiver ID from the
            request) -->
            <SenderID>54771</SenderID>
            <!-- The login ID of the response receiver (the sender ID from the
            request) -->
            <ReceiverID>V999999</ReceiverID>
            <CORERuleVersion>2.2.0</CORERuleVersion>
            <!—Note that there is no Payload when the response PayloadType is
            Core_Envelope_Error-→
            <ErrorCode>PayloadTypeIllegal</ErrorCode> <!—Just one of many
            possible error codes→
            <ErrorMessage>Illegal value for PayloadType</ErrorMessage>
        </cor:COREEnvelopeRealTimeResponse>
    </soapenv:Body>
</soapenv:Envelope>
```

An example of a CORE-Compliant MIME Multipart Error Response:

```
HTTP/1.1 200 OK
Content-Length: 9999
Content-Type: multipart/form-data; boundary=XbCY


--XbCY
Content-Disposition: form-data; name="PayloadType"
COREEnvelopeError
--XbCY
Content-Disposition: form-data; name="ProcessingMode"
RealTime
--XbCY
Content-Disposition: form-data; name="PayloadID"
f81d4fae-7dec-11d0-a765-00a0a91e6fa6
--XbCY
Content-Disposition: form-data; name="TimeStamp"
2007-08-30T10:20:34Z
--XbCY
Content-Disposition: form-data; name="SenderID"
54771
--XbCY
Content-Disposition: form-data; name="ReceiverID"
V999999
--XbCY
Content-Disposition: form-data; name="CORERuleVersion"
2.2.0
--XbCY
Content-Disposition: form-data; name="ErrorCode"
VersionMismatch
--XbCY
Content-Disposition: form-data; name="ErrorMessage"
Expecting CORERuleVersion=2.2.0; Received CORERuleVersion=1.0
--XbCY—
```

5. Highmark EDI WebServices Certificate

This Section will explain how to save to a file the certificate used by the Highmark Web Services Gateway. Highmark offers the use of web services to perform EDI transactions. Since these transactions require the utmost security, all data is encrypted and transmitted over Secure Sockets Layer Protocol (SSL). The document will provide some links to information about SSL and instructions for downloading to a file the Highmark certificate that would be required to be setup as a Truststore to establish a SSL connection with the web services gateway server. Note: This document is meant for individuals whom have information technology experience and an understanding of SSL and web services.

A. Introduction
Prior to obtaining the Highmark Public Certificate for the enablement of the EDI web services one should have an understanding of SSL. Here's a link to a SSL Introduction.

These instructions are for Windows Internet Explorer 7 and may vary with other versions.

Introduction to SSL

B. Downloading the Digital Certificate.

First, open a web browser to the **https://services.highmark.com** home page, click on the gold "LOCK" icon in your Windows Internet Explorer Browser. Choose "View Certificates."

Next, you'll see the Certificate Window which displays the general information about the Certificate.
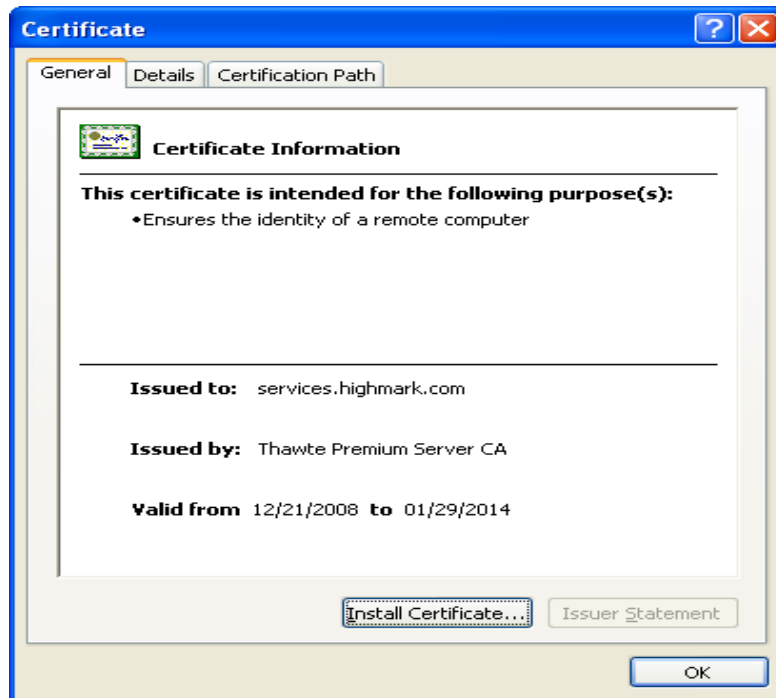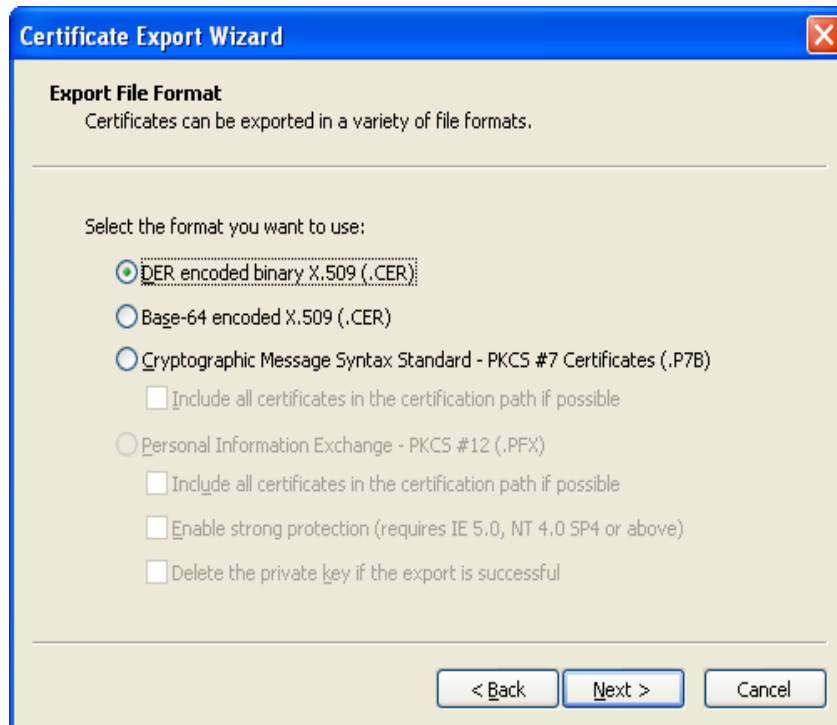
If you click the details tab, it will show the detailed information about the certificate. This certificate is signed by the certificate authority.
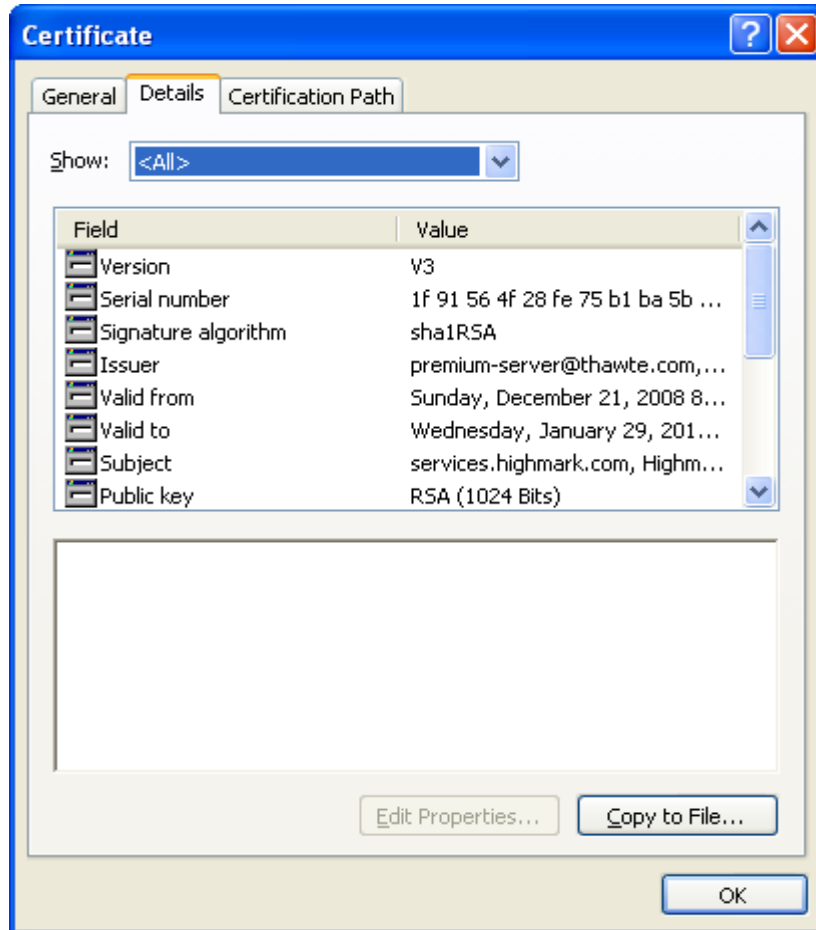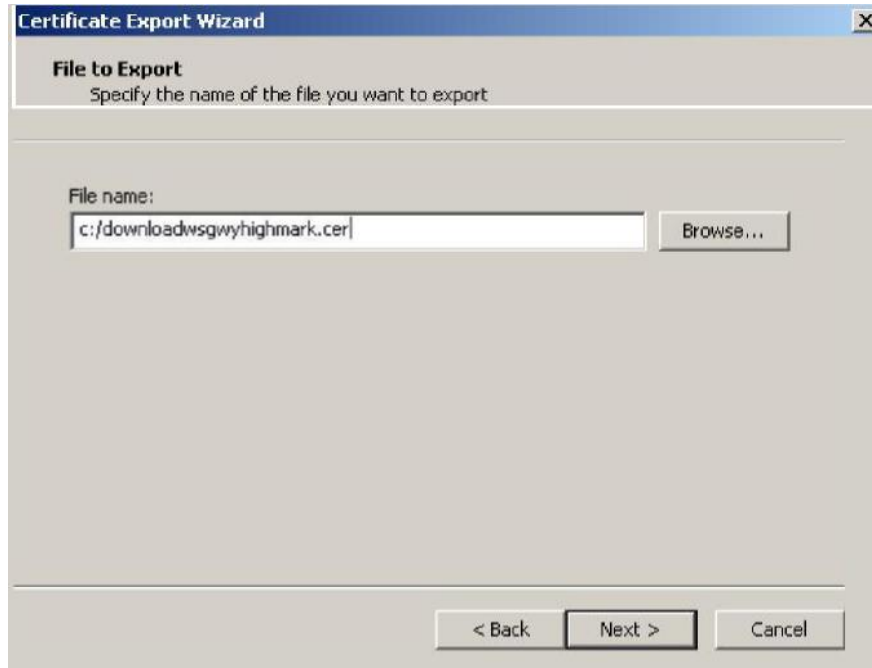
To retrieve the certificate, click the Copy to File…' button on the General tab.
You should now see the Welcome window for the Certificate Export Wizard for
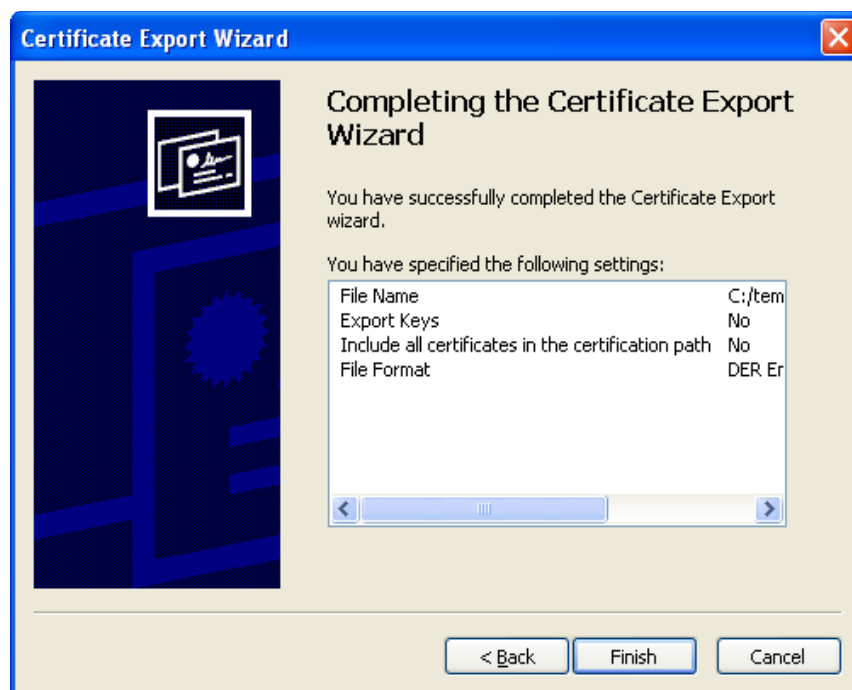windows. Select the Next Button.

Select the File Format. In this example, the default DER encoded binary X.509
is selected. Click Next.

Enter the file name to save the certificate under. In this example **C:/downloadwsgwyhighmark.cer** was used. Click Next.

Certificate Export Wizard

File to Export
Specify the name of the file you want to export

File name:

c:/downloadwsgwyhighmark.cer

Browse...

< Back   Next >   Cancel

Select Finish Button...

Certificate Export Wizard

Completing the Certificate Export Wizard

You have successfully completed the Certificate Export wizard.

You have specified the following settings:

File Name	C:/tem
Export Keys	No
Include all certificates in the certification path	No
File Format	DER En

< Back   Finish   Cancel

C. What to do next...

In order to establish a SSL connection via a web services client usually one needs to load the certificate to the "Truststore" file configured for the client's platform in which the web service will be invoked. Since, there are too many web services client platforms to mention in this guide, one will need to review the documentation associated with the web services client platform. For example, to obtain information for a client platform like IBM"s WebSphere Application Server one could perform a search on Google (www.google.com) for: "IBM websphere Truststore how to" or examine the Websphere Information Center Documentation.

D. Renewing the Certificate

Digital Certificates have a specific expiration date and will need to be renewed. In the example below the **General Tab** identifies the **Valid To and From dates** for the Certificate. Each Real-Time Trading Partner will receive an email 4 weeks before the certificate expires. (Note: Email addresses should be supplied by the EDI Trading Partner upon applying for Real-Time access.) The email will include the date the new certificate will be available for download and the date the new certificate will be activated. Repeat the above steps to incorporate the renewed certificate in your application.