



Electronic data interchange 270/271 for member eligibility and benefits

Save time and processing costs by verifying member benefits electronically. Using electronic data interchange (EDI) on your practice management system (PMS) for sending and receiving 270/271 transactions will help your organization improve efficiency, reduce costs and increase cash flow. EDI is available for all eligible UnitedHealthcare dental transactions.



What is EDI?

Rather than contact UnitedHealthcare by phone or log into our provider portal to verify patients' member eligibility, benefit coverage and accumulators, EDI automates the verification process. Data is exchanged between the provider and payer in a standardized online format using two-way electronic communication in the EDI protocol.

- The provider sends a 270 request to the payer for eligibility and benefits associated with a member or dependent.
- The payer sends a 271 response to the provider with the information requested



How EDI can benefit your patients and your practice

Eligibility verifications sent electronically can help:

- Increase productivity and efficiency
- Fewer denials for eligibility
- Decrease time spent on manual administrative tasks
- Minimize need for phone verifications
- Seamlessly exchange information with multiple payers



Dental Benefit Providers®



Payer transaction code 271

The following chart shows the benefit information you can get from a 271 response:

Category	EDI 270/271
Member coverage status	✓
Deductible calendar year	✓
Deductible year to date	✓
Deductible remaining	✓
Deductible (specialty)	✓
Out-of-pocket (stop loss) calendar year	✓
Out-of-pocket (stop loss) year to date	✓
Out-of-pocket (stop loss) remaining	✓
Service in-network/out-of-network status	✓
Coinsurance	✓
Copayment	✓
Limitations	✓
Member information, including name, date of birth, gender, address and ID number	✓
See insurance information, including payer name and ID number, plan description and claims address	✓
Find member copay and coinsurance amounts	✓
See deductible amounts	✓
View out-of-pocket maximums	✓
View vendor coverage	✓
Referral requirements	✓



HIPAA service type codes

The following codes are compatible with the 271 response:

HIPAA_SERVICE_TYPE	HIPAA_SERVICE_TYPE_DESC
23	Diagnostic dental
24	Periodontics
25	Restorative
26	Endodontics
27	Maxillofacial prosthetics
28	Adjunctive dental services
35	Comprehensive dental services
36	Dental crowns
37	Dental accident
38	Orthodontics
39	Prosthodontics
40	Oral surgery
41	Routine (preventive) dental



How to set up EDI

Follow these steps to set up your PMS to accept EDI transactions. This will enable the system to automatically generate 270 inquiries and enable 271 responses to post benefit information to members' accounts.

- Identify the clearinghouse your practice uses for electronic transactions. Approved clearinghouses by UnitedHealthcare include:
 - Change Healthcare (CHC)
 - DentalXChange (DXC)
 - QSI/NextGen
 - Tesia
 - NEA
- Contact your clearinghouse to enroll for 270 and 271 EDI transactions
 - UnitedHealthcare Dental Benefit Provider payer ID 52133
 - United Medical Resources (UMR) payer ID 39026
- Promptly complete the tasks required by the clearinghouse to help avoid delays
- Contact your PMS vendor to enable 270 and 271 transactions
 - Skip this step if the transactions are already enabled for another payer

Help with common errors

Follow these instructions if you experience difficulties installing EDI into your system.

Problem: You are receiving AAA*Y**73*C~AAA*Y**71*C~ (invalid or missing name and DOB)

Solution: Verify name and date of birth in your records and include member ID

Problem: You are receiving AAA*Y**75 (subscriber/insured not found)

Solution: Member may not be a UnitedHealthcare member or has no active coverage

Problem: You are receiving AAA*Y**71 (subscriber/insured date of birth doesn't match member database)

Solution: Check formatting of date of birth. Format should be YYMMDD

Problem: You are not receiving benefit information you are expecting to see

Solution: Contact your PMS vendor and check if the 270/271 is fully activated or if they are not translating the code appropriately

Contact your clearinghouse if you continue to receive error codes or experience other issues. They will work with Optum360, the clearinghouse for UnitedHealthcare Dental, to set up the EDI connection.



Dental Benefit Providers®