

PAYER ID:

SUBMITTER ID:



emdeon™

## Emdeon **Claims** Provider Information Form

\*This form is to ensure accuracy in updating the appropriate account

<b>1 Provider Organization</b>					
Practice/ Facility Name		Provider Name			
Tax ID		Client ID		Site ID	
Address		City/State		Zip Code	
Contact Name					
E-mail Address		Telephone		Fax	
<b>2 Vendor</b> <i>(Emdeon certified vendor used to submit files to Emdeon)</i>					
Vendor Name		Vendor Submitter ID		Division ID	
Contact Name					
E-mail Address					
<b>3 Payer</b>					
Payer ID					
Group ID	Individual Provider ID		NPI ID		
<b>4 Confirmations</b>					
Send Emdeon Claim Confirmations To:					
Special Instructions:					
<ul style="list-style-type: none"> <li>All Payer Registration forms must contain signatures when applicable, stamped signatures or photocopies are accepted.</li> <li>SUBMIT COMPLETED FORM TO:            Fax: (615) 231-4843            Email: <a href="mailto:batchenrollment@Emdeon.com">batchenrollment@Emdeon.com</a></li> </ul>					
EMDEON REVISION FORM DATE:					

**HAWAII BCBS MEDICAL**

## **SPECIALIZED PROCESSING STEPS FOR HAWAII BCBS PAYER ENROLLMENT**

- ❖ Complete and submit the Hawaii BCBS payer EDI Agreement for processing to Emdeon Enrollment Department at:
  - ✓ Emdeon Business Services  
Attn: Enrollment Dept  
Donelson Corporate Ctr Bldg 3  
3055 Lebanon Pike Ste 2000  
Nashville, TN 37214
- ❖ Emdeon Enrollment Department verifies and processes the EDI Payer Agreement to HMSA for approval.
  - ✓ List Provider/Group name at top of page 1 of EDI agreement also add provider id next to name example: (John Smith #000000).
  - ✓ Complete provider section in full on pages 14 and 17 of agreement; remember to sign and date form.
  - ✓ Only submit EDI agreements with authorized signatures.
  - ✓ Submitted payer agreement **MUST** include the cover pages.
- ❖ HMSA submits payer approval to Emdeon for processing.
- ❖ Emdeon updates production systems to reflect the payer approval.
- ❖ Emdeon Enrollment Department processes Payer Approval Confirmation Letter to Provider/Group.
- ❖ Provider/Group submits trial claim file to HMSA consisting of 20-25 claims segregating by product line (HMSA, 65C and Quest).
- ❖ Provider/Group reviews the claim report and corrects any errors that HMSA requires.
- ❖ Upon completion of the trail process HMSA notifies the Provider/Group that they are then approved to submit large claim files.  
Please direct all question to the Enrollment Helpdesk at 800-854-6592 opt 1.

## ELECTRONIC TRADING PARTNER AGREEMENT

This Agreement is by and between \_\_\_\_\_  
("Trading Partner") and Hawaii Medical Service Association ("HMSA"), and is made effective on the date of the last signature.

### RECITALS

WHEREAS, HMSA provides health plan benefits to its members ("HMSA Members") and;

WHEREAS, Trading Partner is either a provider of health care services to HMSA Members (a "Provider"), or a service bureau or billing service ("Service Bureau") for such a Provider; and

WHEREAS, HMSA has developed electronic data interchange networks and sub networks, databases, and software (collectively referred to as "EDI Products and Services") to enhance communication of information needed to administer health plans and deliver health care services; and

WHEREAS, HMSA has agreed to offer access to such EDI Products and Services to Trading Partner and Trading Partner has elected to access certain EDI Products and Services offered by HMSA; and

WHEREAS, HMSA and Trading Partner consider their mutual interest to be served by engaging in the electronic transfer of data communications as a means of furthering their respective business objectives; and

WHEREAS, HMSA provides benefit payments on behalf of persons covered under health benefit programs and engages in the electronic transfer of data between Providers; and

WHEREAS, Trading Partner is a business entity that transacts business with HMSA on a regular basis pursuant to the terms of a Business Agreement; and

WHEREAS, HMSA anticipates that Trading Partner may use, in the performance of this Agreement, various third party subcontractors in the electronic exchange of information;

NOW, THEREFORE, in consideration for the mutual promises herein, the parties agree as follows:

### **I. DEFINITIONS**

The following terms with initial capitals have these meanings:

- 1.1 ANSI means American National Standards Institute, an organization whose Accredited Standards Committee develops and approves uniform standards for

the electronic interchange of business transactions.

- 1.2 Business Agreement means a signed agreement between HMSA and Trading Partner whereby HMSA and Trading Partner may exchange Data and/or funds and includes, without limitation, Participating Hospital and Medical Center Agreement, Participating Pharmacy agreement, Participating Physician Agreement, or any other applicable signed agreement between the parties that now exists or that the parties may enter into from time to time.
- 1.3 Business Associate means a third party organization, designated by the Trading Partner, that contracts with Trading Partner to perform services to facilitate the electronic transfer of Data or funds or to conduct other business functions with HMSA on behalf of Trading Partner. Examples of Business Associates include, without limitation, clearinghouses, vendors, billing services, service bureaus, and accounts receivable management firms.
- 1.4 Protected Health Information means information relating to specific Individuals, including Individually Identifiable Health Information and Health Information, that is exchanged by and between HMSA and Trading Partner or Business Associate for various business purposes, and that is protected from disclosure to unauthorized persons or entities by Social Security Act § 1171 *et seq.*, the Standards for Privacy of Individually Identifiable Health Information, 45 C.F.R. Parts 160 and 164, the Privacy Act of 1974 (5 U.S.C. §552A), or other applicable state and federal statutes and regulations, including statutes and regulations protecting the privacy of general medical, mental health and substance abuse records (collectively, “Privacy Statutes and Regulations”).
- 1.5 Data means formalized representation of specific facts or concepts suitable for communication, interpretation or processing by people or automatic means.
- 1.6 Data Transmission means automated transfer or exchange of Data, pursuant to the terms and conditions of this Agreement, between HMSA and Trading Partner or its Business Associates by means of their respective Operating Systems, which are compatible for that purpose, and includes without limitation Electronic Data Interchange (“EDI”), Electronic Remittance Advice (“ERA”) and Electronic Media Claims (“EMC”) transmissions unless otherwise specified in this Agreement.
- 1.7 Electronic Data Interchange (“EDI”) means the automated exchange of business documents from application to application.
- 1.8 Electronic Media Claims (“EMC”) means automated methods of submitting claims for payment of medical services or supplies rendered or sold by a Provider or Supplier to an Individual.
- 1.9 Electronic Remittance Advice (“ERA”) means an automated way of electronically explaining the benefit payments of claims submitted.

- 1.10 Envelope means a control structure in a format mutually agreeable to HMSA and Trading Partner for the electronic interchange of one or more encoded Data Transmissions between HMSA and Trading Partner or Business Associate.
- 1.11 HHS means the United States Department of Health and Human Services.
- 1.12 Health Information means any information, whether oral or recorded in any form or medium that (i) is created or received by a provider, health plan, public health authority, employer, life insurer, school, university or health care clearinghouse and (ii) relates to the past, present, or future physical or mental health or condition of an Individual, the provision of health care to an Individual or the past, present or future payment for the provision of health care to an Individual.
- 1.13 Individual means a person whose claims for services or supplies may be eligible to be paid under the terms of an applicable governmental or private program for which HMSA processes or administers claims.
- 1.14 Individually Identifiable Health Information means any Health Information, including demographic information collected from an Individual, that is created or received by a provider, health plan, employer or health care clearinghouse and either (i) identifies an Individual or (ii) creates a reasonable basis to believe the information can be used to identify the Individual.
- 1.15 Lost or Indecipherable Transmission means a Data Transmission that is not received or cannot be processed to completion by the receiving party because it is garbled or incomplete, regardless of how or why the Data Transmission was rendered garbled or incomplete.
- 1.16 National Standard Identifier means the standard unique health identifier for each Individual, employer, health plan and provider for use in the health care system.
- (a) Employer Identifier means the Federal Employer Identification Number assigned by the Internal Revenue Service to identify the tax accounts of businesses with employees or businesses operating as partnerships or corporations or such other unique alphanumeric identifier assigned to employers pursuant to regulations implementing the Health Insurance Portability and Accountability Act of 1996.
- (b) National Provider Identifier means the unique alphanumeric identifier assigned to each provider pursuant to regulations implementing the Health Insurance Portability and Accountability Act of 1996.
- (c) Additional Identifiers mean identifiers for health plans and Individuals assigned pursuant to regulations implementing the Health Insurance Portability and Accountability Act of 1996.
- 1.17 Operating System means the equipment and software.
- 1.18 Proprietary Information means information used or created by a party in the

conduct of its business activities that is not normally made available to the party's customers, competitors or third parties, the disclosure of which will or may impair the party's competitive position or otherwise prejudice its ongoing business.

- 1.19 Security Access Codes mean alphanumeric codes that HMSA assigns to Trading Partner to allow Trading Partner access to HMSA's Operating System for the purpose of successfully executing Data Transmissions or otherwise carrying out this Agreement.
- 1.20 Source Documents mean documents containing Data that are or may be required as part of a Data Transmission concerning a claim for payment of charges for medical services that a provider furnishes or medical supplies that a supplier sells to a covered individual. Source Documents are subject to the security standards of Article IV of this Agreement. Examples of Data contained within a Source Document include, without limitation, Individual's name and identification number, claim number, diagnosis codes for the services rendered, dates of service, service procedure descriptions, applicable charges for the services rendered, the provider's or supplier's name and/or National Standard Identifier, and signature.
- 1.21 Transaction Rules means the Standards for Electronic Transactions, 45 C.F.R. Parts 160 and 162, as may be amended or modified from time to time.

## II. OBLIGATIONS OF THE PARTIES

- 2.1 Mutual Obligations. The mutual obligations of HMSA and Trading Partner include the following:
- (a) EDI Data Transmission Accuracy. The parties will take reasonable care to ensure that Data Transmission are timely, complete, accurate and secure. Each party will take reasonable precautions in accordance with Article IV of this Agreement to prevent unauthorized access to the other party's Operating System, Data Transmissions or the contents of an Envelope transmitted to or from either party.
- (b) Equipment Cost. Each party will obtain and maintain, at its own expense, its own Operating System including trained personnel necessary for timely, complete, accurate and secure Data Transmission pursuant to this Agreement. Each party will pay its own costs related to Data Transmission under this Agreement, including, without limitation, charges for the party's own Operating System equipment, software and services, maintaining an electronic mailbox, connection time, terminals, connections, telephones, modems and applicable minimum use charges. Each party is responsible for its own expenses incurred for translating, formatting and sending or receiving communications over the electronic network to any electronic mailbox of the other party.

- (c) Transmission Format. All standard transactions, as defined by Social Security Act § 1173(a) and the Transaction Rules, conducted between HMSA or its contractors and Trading Partner or Business Associates, will use only those codes sets, data elements and formats specified by the Transactions Rules, unless otherwise permitted by the Transaction Rules. The provisions of this Section 2.1(c), and any other section herein requiring compliance with the Transaction Rules, shall commence only upon the initial transmittal between the parties of a “transaction”, as defined in the Transaction Rules, using the standard for that transaction specified in the Transaction Rules.

All other Data Transmissions conducted between HMSA and Trading Partner or Business Associate will use the code sets, data elements and formats specified in Exhibit A of this Agreement.

- (d) Data and Data Transmission Security. HMSA and Trading Partner will employ security measures necessary to protect Data and Data Transmissions between them 1) in compliance with Social Security Act § 1173(d) and any HHS implementing regulations or guidelines, and 2) as set forth in Article IV of this Agreement. Unless HMSA and Trading Partner agree otherwise, the recipient of Data or Data Transmission will use at least the same level of protection for any subsequent transmission as was used for the original transmission.
- (e) National Standard Identifiers. HMSA and Trading Partner will use National Standard Identifiers in all Data and Data Transmissions conducted between the parties no later than HMSA’s mandatory compliance date with any National Standard Identifier adopted by HHS through regulations implementing the Health Insurance Portability and Accountability Act of 1996.
- (f) Security Access Codes. The Security Access Codes that HMSA issues to Trading Partner or Business Associates will, when affixed to Data Transmissions, be legally sufficient to verify the identity of the transmitter and to authenticate the Data Transmission, thereby establishing the Data Transmission’s validity. Data Transmissions having a Security Access Code affixed to them will be deemed to have been “written” or “signed” by the sender. Computer printouts of the information contained in such correspondence and documents that have been electronically or magnetically recorded and kept in the normal course of the sender’s or receiver’s business will be considered original business records admissible in any judicial, arbitration, mediation or administrative proceeding to the same extent and under the same conditions as other business records originated and maintained in documentary form.

## 2.2 Trading Partner Obligations. Trading Partner will:

- (a) Not copy, reverse engineer, disclose, publish, distribute, alter or use Data,

Data Transmission or Envelope originating from HMSA for any purpose other than for which HMSA has specifically authorized Trading Partner under the terms of this Agreement.

- (b) Not obtain access by any means to HMSA's Data, Data Transmission, Envelope, or HMSA's Operating System for any purpose other than as HMSA has specifically granted Trading Partner access under this Agreement.
- (c) Protect and maintain the confidentiality of Security Access Codes issued to Trading Partner by HMSA.
- (d) Limit disclosure of Security Access Codes to authorized personnel on a need-to-know basis.
- (e) Require any Business Associate to abide by the obligations set forth in this Section 2.2, even though Business Associate is not a signatory to this Agreement.

2.3 HMSA Obligations. HMSA will:

- (a) Make available to Trading Partner, via electronic means, Data and Data Transmissions for which this Agreement grants Trading Partner access or authorization, or as provided by law.
- (b) Provide Trading Partner with at least Sixty (60) days prior written notice of any change or addition to the code sets, data elements or formats for Data Transmissions set forth in Section 2.1(e) and Exhibit A of this Agreement.
- (c) Provide Trading Partner with Security Access Codes that will allow Trading Partner access to HMSA's Operating System. The parties acknowledge and agree that such Security Access Codes are confidential and subject, without limitation, to the restrictions contained in Article IV of this Agreement. HMSA reserves the right to change Security Access Codes at any time and in such manner as HMSA, in its sole discretion, deems necessary. The parties agree that disclosure of Security Access Codes will be limited to authorized personnel of the respective parties on a need-to-know basis.

2.4 EDI Provisions.

- (a) HMSA grants Trading Partner and its Business Associates, for which HMSA has received a signed Business Associate Authorization in the form at Exhibit B, access to the HMSA networks and sub-networks selected by Trading Partner and approved by HMSA, as requested in the attached Exhibit B, and such other amendments as to which the parties may agree in writing, on the terms and conditions set forth herein. HMSA

makes no guarantee or warranty regarding the accessibility of such networks or sub-networks, and networks or sub-networks may be inaccessible for a variety of reasons. HMSA may at any time cease to provide access to any network or sub-network, in HMSA's sole discretion, and will provide sixty (60) days' written notice to Trading Partner of its intention to do so.

- (i) HMSA networks and sub-networks may be used by Trading Partner solely for the following purposes:
  - A. Claims submission and ERA retrieval
  - B. To monitor the status of claims;
  - C. To obtain HMSA Member eligibility and benefit information;
  - D. To obtain referral authorizations;
  - E. In the case of Providers only, to exchange health information needed in the provision of health care services to HMSA Members; and
  - F. To provide access to HMSA's EDI related Databases.

- (b) HMSA grants Trading Partner access to its Electronic Media Claims system ("EMC System") on the terms and conditions set forth herein. HMSA makes no guarantee or warranty regarding the accessibility of the EMC System, and the EMC System may be inaccessible for a variety of reasons. HMSA may at any time cease to provide access to the EMC System, in HMSA's sole discretion, and will provide sixty (60) days' written notice to Trading Partner of its intention to do so.

- (i) Access is granted solely for the purpose of submitting claims to HMSA for payment and remittance retrieval.
- (ii) HMSA agrees to accept and process medical claims, with the exception of claims that are rejected on front-end rejection reports, submitted by or on behalf of Trading Partner in accord with this Agreement.
- (iii) Trading Partner shall ensure the accuracy of all information provided by Trading Partner or on Trading Partner's behalf. Trading Partner shall research and correct any and all billing discrepancies caused by it. HMSA shall assist Trading Partner in resolving problems that may be encountered using the EMC System.
- (iv) Trading Partner warrants Trading Partner shall reimburse HMSA for any and all claims against HMSA resulting from misrepresentations, discrepancies and errors in any claim, whether made by Trading Partner or its Business Associate.

- (c) HMSA grants access to databases selected by Trading Partner and approved by HMSA on the terms and conditions set forth herein. Further, HMSA makes no guarantee or warranty regarding the accessibility of such databases, and databases may be inaccessible for a variety of reasons. Trading Partner shall be fully responsible for maintaining the confidentiality of any and all security codes and devices issued by HMSA to prevent access to HMSA's computer files by persons other than those expressly authorized by Trading Partner or by HMSA. HMSA may at any time cease to provide access to any database, in HMSA's sole discretion, and will provide written notice to Trading Partner of its intention to do so.
- (i) In the event that HMSA accesses any Trading Partner databases through the Network, HMSA agrees to abide by all requirements imposed by this Agreement on Trading Partner's access to HMSA databases.
- (ii) Trading Partner shall access HMSA databases solely for the purposes of providing health care services to HMSA Members, for Trading Partners who are Providers, or for obtaining reimbursement information from HMSA for such services. Any access to HMSA databases for any other purpose shall constitute a misuse of the rights granted Trading Partner hereunder and a material breach of this Agreement.
- (d) EDI Products and Services shall be provided to Trading Partner free of charge and in consideration of such, Trading Partner agrees to abide by the terms and conditions of this Agreement.
- (e) HMSA shall provide Trading Partner with the applicable manuals or guides ("Guides") containing further requirements and instructions for use of EDI Products and Services selected by Trading Partner. Trading Partner shall comply with all instructions and requirements set forth in the Guides as if fully incorporated in this Agreement. Any failure to comply with the requirements shall constitute a material breach of this Agreement by Trading Partner. HMSA shall provide Trading Partner with sixty (60) days prior notice of change to the Guides.
- (f) Except as otherwise agreed to in writing by HMSA, Trading Partner shall have sole responsibility for acquiring all computer hardware and software, and communication lines, links and modems necessary to use EDI Services. All such equipment shall comply with the technical standards and specifications set forth in the applicable Guides or separately set forth in writing by HMSA. In order to provide continued support of HMSA Services, Trading Partner is required to abide by the connection standards established by HMSA published in the Guides. Trading Partner shall notify HMSA a minimum of two weeks in advance before any changes of

an IP address may be effected. HMSA agrees to provide Trading Partner not less than sixty (60) days prior notice of any changes in technical standards and specifications. HMSA shall not be responsible for the cost of alterations to Trading Partner's equipment or software required as a result of HMSA's changes to EDI Services, nor shall HMSA be responsible for any incompatibility problems caused by EDI Services.

- (g) In the event that a party receives Data or Data Transmissions not intended for that party, the receiving party will immediately notify the sending party and will immediately delete the Data and Data Transmission from its System.

### **III. BUSINESS ASSOCIATES**

- 3.1 Business Associate Obligations. Trading Partner will ensure that its Business Associates will be bound by the mutual obligations of the parties set forth in Section 2.1 and Trading Partner's obligations set forth in Section 2.2, Article IV, and Article V, even though its Business Associate is not a signatory to this Agreement.
- 3.2 Responsibility for Business Associate. Trading Partner is liable to HMSA for its Business Associate's compliance with this Agreement.
- 3.3 Notices Regarding Business Associates. Trading Partner will, prior to commencement of Business Associate's services in connection with this Agreement, submit a complete, executed Business Associate Authorization form (Exhibit B of this Agreement) designating each Business Associate authorized to send or receive Data or Data Transmissions to or from HMSA on Trading Partner's behalf. Trading Partner will notify HMSA at least fourteen (14) days prior to the date of any material change to the information contained in the Business Associate Authorization form. The Business Associate Authorization form will be effective and incorporated into this Agreement on the date it is received by HMSA

### **IV. CONFIDENTIALITY AND SECURITY**

- 4.1 Data Security. Trading Partner and HMSA will maintain adequate policies and procedures to a) prevent unauthorized access to and disclosure of Data, Data Transmissions, Security Access Codes, Envelope, backup files, Source Documents or the other party's Operating System; b) assure Data are not inappropriately modified, deleted, or destroyed; and c) assure the availability of Data. Trading Partner will immediately notify HMSA of any unauthorized attempt to obtain access to or otherwise tamper with HMSA's Data, Data Transmissions, Security Access Codes, envelope, backup files, Source Documents or HMSA's Operating System.
- 4.2 Data and Operating Systems Security. Each party will develop, implement and

maintain measures reasonably necessary to ensure the security of a) Data transmitted or maintained by the party, b) each parties' own Operating System, and c) each parties' records relating to its Operating System. Each party will document and keep current its security measures. Each party's security measures will include, at a minimum, the requirements and implementation features set forth in Social Security Act § 1173(d) and all applicable HHS implementing regulations.

#### 4.3 Confidentiality.

- (a) Protected Health Information. HMSA and Trading Partner acknowledge and agree that protection of the confidentiality of Protected Health Information is essential to protect the privacy of HMSA members. Protected Health Information shall include any individually identifiable health information, or any other health information that is protected by state or federal law or regulation, including specifically Protected Health Information as defined in 45 C.F.R. Section 164.501. HMSA and Trading Partner shall comply with all federal and state laws regarding protection and release of Protected Health Information. Trading Partner shall instruct its employees and agents of the terms and conditions of this Agreement.
- (b) Proprietary Information. Each party will treat the other party's Proprietary Information obtained or learned in connection with this Agreement as confidential and will not use the other party's Proprietary Information for its own commercial benefit or any other purpose not authorized in this Agreement. Each party will safeguard the other party's Proprietary Information against unauthorized disclosure and use.
- (c) Notice of Unauthorized Disclosures and Uses. Trading Partner will promptly notify HMSA of any unlawful or unauthorized use or disclosure of Protected Health Information or HMSA's Proprietary Information that comes to Trading Partner's attention and will cooperate with HMSA in the event that any litigation arises concerning the unlawful or unauthorized disclosure or use of Protected Health Information or HMSA's Proprietary Information.

4.4 The provisions of this Article IV will survive termination of this Agreement.

### **V. RIGHT TO AUDIT**

- 5.1 Right to Audit. HMSA will have the right, with prior notice, to audit relevant Trading Partner and Business Associate records, as HMSA deems necessary to ensure compliance with this Agreement. Trading Partner and Business Associate shall cooperate with such audit and shall provide all information necessary to verify compliance with the terms and conditions of this Agreement.
- 5.2 Government Requests for Information. Trading Partner will notify HMSA immediately upon Trading Partner's receipt of any request from a government

authority for information or documents relating to this Agreement, except to the extent such notification is prohibited by law.

## **VI. WARRANTIES**

- 6.1 Warranties Regarding Business Associates. Trading Partner warrants that Business Associate will make no unauthorized changes in the Data content of Data Transmissions or the contents of an Envelope. Trading Partner further warrants that Trading Partner will advise Business Associate of this Agreement and that Business Associate will comply in all respects with the terms of this Agreement.
- 6.2 HMSA Warranties. HMSA represents and warrants that, for a period of ninety (90) days, the EDI Products and Services will perform in accordance with HMSA's specifications and documentation therefore. HMSA specifically disclaims any warranty or guarantee that provision of the EDI Products and Services shall be uninterrupted. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS AGREEMENT, HMSA HEREBY DISCLAIMS ANY AND ALL OTHER EXPRESS WARRANTIES OF ANY KIND OR NATURE, AND ANY AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **VII. RESPONSIBILITY FOR ACTS**

- 7.1 Responsibility for Acts. Each party is responsible for its own actions
- 7.2 Participation in Actions. HMSA reserves the right, at its option and expense, to participate in the defense of any suit or action brought against Trading Partner or its Business Associate arising out of any act or omission in connection with this Agreement even if Trading Partner or its Business Associate choose not to pursue a defense.
- 7.3 Dispute Assistance. Each party will reasonably cooperate in providing necessary assistance to the other party when the other party is actively involved in a dispute with a third party concerning Data Transmissions that either are or reasonably could be the source of litigation with that third party.
- 7.4 Limitation of Liability. Neither party will be liable for any special, incidental, indirect, exemplary or consequential damages resulting from any claim or cause of action arising out of any delay, omission or error in any Data Transmission or the other party's performance or failure to perform in accordance with the terms of this Agreement, including, without limitation, loss of use, revenues, profits or savings, even if a party has been advised in advance of the possibility of such damages.
- 7.5 Survival. The provisions of this Article VII will survive termination of this Agreement.

## VIII. MISCELLANEOUS

- 8.1 Amendments. This Agreement, including the provisions of this paragraph, may not be changed or modified except by an instrument in writing signed by each party's authorized representative.
- 8.2 Severability. The provisions of this Agreement are severable. If any provision of this Agreement is held or declared to be illegal, invalid or unenforceable, the remainder of the Agreement will continue in full force and effect as though the illegal, invalid or unenforceable provision had not been contained in the Agreement.
- 8.3 Automatic Amendment for Regulatory Compliance. This Agreement will automatically amend to comply with any final regulation or amendment to a final regulation adopted by HHS concerning the subject matter of this Agreement upon the effective date of the final regulation or amendment. HMSA will notify Trading Partner of any change within a reasonable period of time following the effective date of such final regulation or amendment.
- 8.4 Par Agreements Not Affected. This Agreement in no way supersedes nor affects any participating provider agreement between HMSA and Trading Partner. Neither does it supersede nor affect the provisions of any HMSA plan, plan certificate or brochure outlining the terms and conditions upon which HMSA has agreed to provide or pay benefits.
- 8.5 Termination of Agreement. This agreement will be effective until terminated by either party. Either party may terminate it for any reason upon sixty (60) days' written notice to the other party.
- 8.6 Independent parties. Trading Partner acknowledges that this Agreement constitutes an agreement between Trading Partner and HMSA and that HMSA is an independent plan operating under a license from the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans (the "Association"), permitting HMSA to use the Blue Cross and Blue Shield Service Marks in the State of Hawaii. HMSA is not contracting as the agent of the Association. Trading Partner further acknowledges and agrees that it has not entered into this Agreement based upon representations by any person other than HMSA and that no person, entity, or organization other than HMSA shall be held accountable or liable to Trading Partner for any of HMSA's obligations to Trading Partner created under this Agreement.
- 8.7 Arbitration. If any dispute arises between the parties to this Agreement, the parties shall settle the dispute by binding arbitration in Hawaii. All expenses of the arbitration including the arbitrator's fee, the costs of a reporter and transcript and the fees of an arbitration service, will be shared equally by the parties. Each party shall pay its own attorney and witness fees. The decision of the arbitrator shall be binding on both parties and no action may be brought in any court in connection with this decision except as stated in The Federal Arbitration Act, 9

U.S.C., § 1 *et seq.*

- 8.8 Entire Agreement. This Agreement along with the signature page, attachments and manuals constitute the entire agreement between the parties.
- 8.9 Copyright. If a third party claims that a Product HMSA provides to Trading Partner infringes that third party's copyright, HMSA will defend Trading Partner against that claim at HMSA's expense and pay all costs, damages, and attorney's fees that a court finally awards, provided that Trading Partner:
- (a) promptly notifies HMSA in writing of the claim; and
  - (b) allows HMSA to control, and cooperates with HMSA in, the defense and any related settlement negotiations.

This is HMSA's entire obligation to Trading Partner regarding any claim of infringement.

- 8.10 Trade Marks and Service Marks. Neither party grants to the other the right to use its trademarks, service marks, trade names, or other designations in any promotion or publication. Notwithstanding the foregoing, HMSA shall have the right to use Trading Partner's name, address and telephone number for the purpose of communicating to its Members, customers and other Participating Providers in connection with the Trading Partner's status as a Participating Provider and in connection with Trading Partner's obligations hereunder.
- 8.11 Assignment. This Agreement may not be assigned or otherwise transferred without prior written consent and any attempt to do so is void.
- 8.12 Governing Law. Except as otherwise indicated herein, this Agreement shall be governed by the laws of the State of Hawaii without reference to its conflicts or choice of law provisions.
- 8.13 Force Majeure. Neither party shall be held liable for failure to fulfill its obligations under the Agreement, if such failure is caused by flood, communications failure, extreme weather, fire or other natural calamity, acts of governmental agency, or similar causes beyond the control of such party.
- 8.14 No Waiver. Failure or delay on the part of either party to exercise any right, power, privilege, or remedy hereunder shall not constitute a waiver thereof. No provision of this Agreement may be waived by either party except by a writing signed by an authorized representative of the party making the waiver.

**IX. SIGNATURES**

The parties will be bound by all the terms, provisions and conditions of this Agreement upon execution of the Agreement by each party's authorized representative.

Trading Partner

Hawaii Medical Service Association

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (please print)

Mike Cheng  
\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Practice Name

Senior Vice Pres., External Operations  
\_\_\_\_\_  
Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date

\_\_\_\_\_  
City, State, Zip Code

(808)  
\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

**EXHIBIT A**  
**EDI STANDARDS**

- I. Standard Formats for Data Transmissions.** HMSA, Trading Partner and Business Associate will send and receive Data Transmissions involving the standard transactions established by the Transaction Rules in compliance with the Transaction Rules, in effect now are as amended in the future, as follows:
- (a) Health Care Claim or Equivalent Encounter Information:
    - (1) Professional, institutional, or dental health care claim-ASC X12N 837, Version 4010 (5/00) addenda version 4010 (10/02).
    - (2) Retail pharmacy claim-National Council for Prescription Drug Programs (“NCPDP”) Telecommunications Standard Implementation Guide, Version 5 Release 1 (9/99), or equivalent NCPDP Batch Standard Batch Implementation Guide, Version 1 Release 1 (1/2000).
  - (b) Health Care Payment and Remittance Advice:
    - (1) Professional, institutional, or dental health care claim payment-ASC X12N 835, Version 4010 (5/00) addenda version 4010A1 (10/02).
  - (c) Health Care Claim Status Request and Response-ASC X12N 276/277, Version 4010 (5/00) addenda version 4010 (10/02).
  - (d) Referral Certification and Authorization Request and Response-ASC X12N 278, Version 4010 (5/00) addenda version 4010 (10/02).
  - (e) Eligibility for a Health Plan:
    - (1) Professional, institutional, or dental health care eligibility benefit inquiry and response-ASC X12N 270/271, Version 4010 (5/00) addenda version 4010 (10/02).
    - (2) Retail pharmacy eligibility benefit inquiry and response-NCPDP Telecommunications Standard Implementation Guide, Version 5 Release 1 (9/99), or equivalent NCPDP Batch Standard Batch Implementation Guide, Version 1 Release 0 (2/1/96).
  - (f) Enrollment and Disenrollment in a Health Plan-ASC X12N 834, Version 4010 (5/00) addenda version 4010 (10/02).
  - (g) Health Plan Premium Payment-ASC X12N 820, Version 4010 (5/00) addenda version 4010 (10/02).

(h) Coordination of Benefits:

- (1) Professional, institutional, or dental health care claim-ASC X12N 837, Version 4010 (5/00) addenda version 4010 (10/02).
- (2) Retail pharmacy drug claim-NCPDP Telecommunications Standard Implementation Guide, Version 5 Release 1 (9/99), or equivalent NCPDP Batch Standard Batch Implementation Guide, Version 1 Release 0 (2/1/96).

**II. EDI Communication Protocols.** HMSA and Trading Partner or Business Associate will send and receive Data Transmissions in accordance with the EDI communication protocols set forth in the Guides as amended from time to time.

**III. Security Standards.** HMSA, Trading Partner and Business Associate will each develop, implement and maintain appropriate security measures for its own Operating System. These security measures will be in compliance with Social Security Act § 1173(d) and any HHS implementing regulation or guideline for electronically maintained or electronically transmitted Protected Health Information.

**EXHIBIT B**

**Business Associate Authorization**

In consideration of HMSA's willingness to permit the individual or entity named below as "Business Associate" to transmit EDI transactions to HMSA, and to receive EDI transactions from HMSA, on my behalf, I understand and agree that the transmission of any claim for payment for professional services sent by Business Associate on my behalf shall constitute my certification that the professional services indicated were rendered by me, that the charges are proper and correct, and that no payments for such services have been previously received by me, except as noted in the transmission of the claim. I further agree that in the event HMSA suffers any loss because of improper or inaccurate transmissions sent by Business Associate on my behalf, I will reimburse HMSA for such loss, including any expense incurred to recover said loss.

It is also understood that the appointment of the below named person(s) as my Business Associate shall remain in effect, and may be conclusively relied upon by you, until such time as you receive cancellation thereof executed in writing either by me or my said Business Associate.

\_\_\_\_\_ Electronic Media Claims      \_\_\_\_\_ Hawaii Healthcare Information Network

Provider Name: \_\_\_\_\_

Office Address: \_\_\_\_\_  
\_\_\_\_\_

Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Business Associate**

Name Emdeon

Address 26 Century Blvd. Suite 601  
\_\_\_\_\_

City Nashville State TN Zip Code 37214

Contact Enrollment Help Desk

Phone 800-845-6592

Please fax this completed form for Business Associates to (808) 948-6008 or mail it to:

HMSA  
EMC/HHIN Support – 7<sup>th</sup> Floor  
P.O.Box 860  
Honolulu, HI 96808-0860

**Please retain a copy of this document for your records**

- Notes: 1. Assumes this form applies to all HMSA business  
2. Please complete a form for each Business Associate doing business with HMSA, on your behalf.