

## Asynchronous Communication Errors

### Recommended Text

These errors are currently located in the Asynchronous Interface section of your InfoSolutions specifications.

When a provider's system receives any of the following error codes in response to a request sent to InfoSolutions, the recommended verbiage below should be displayed on the provider's screen. This verbiage is recommended and should be customized by each vendor to direct the provider to possible solutions before calling for support. Messages that direct the provider to call Blue Cross should include the Blue Cross Help Desk phone number. All other support calls on these issues should come from the vendor. Blue Cross will be happy to help vendors with problem resolution on these matters.

0100h	The provider ID is unknown, ensure that proper ID is being sent. The provider number you are sending has not been set up on the InfoSolutions security file at Blue Cross. Contact your vendor to make sure provider information is set up correctly in your system.
0200h	The provider ID has been verified, but the password is incorrect. The provider number is on the security file, but you are not sending the correct password. Contact your vendor to make sure provider information is set up correctly in your system.
0300h	Contact your vendor, a data length error has occurred in the prepare packet.
0400h	Contact your vendor, a maximum packet size error has occurred in the prepare packet.
0500h	Retry. If persistent, this could be a resource problem at Blue Cross. Call (205) 988-2421.
0600h	Communications problem with your system, try again. If persistent, contact your vendor.
0700h	Retry. If persistent, contact Blue Cross at (205) 988-2421.
0800h	Contact your vendor, there is an invalid transaction type code in the prepare packet.
0900h	Retry. If persistent, contact Blue Cross at (205) 988-2421.
0a00h	Contact your vendor, a communication timeout has occurred.
0b00h	Contact your vendor, an unknown request ID was received.
0c00h	This provider number has not been given access to this InfoSolutions subsystem. Contact your vendor to ensure your

	system is set up properly.
0d00h	Contact your vendor, invalid release sent on message.
0e00h	Contact your vendor, compression or encryption problem. This could be caused by sending an encrypted message with an unsecured password. Contact your vendor to ensure your system is set up correctly.
0f00h	Contact your vendor, encryption is required for this message. Patient Medical information must be sent encrypted.
1000h	Contact your vendor, bad trailer sent on claims file or length and size of file do not match information given in the CB10 record.
1100h	Contact your vendor, the password field must be blank on encrypted messages.