



## COMPLIANCE REVIEW RELATED TO

# 834 Health Care Benefits Enrollment and Maintenance

### Reason for review

834 2100A LUI Member Language segment

### Type of entity reviewed

Health Plans

### Process

Transaction testing completed during compliance reviews revealed health plans did not adhere to the requirements specified in the X12 834 Implementation Guide – Type 3 (TR3) 005010X220A1. We discovered instances in which some health plans incorrectly used the 2100A LUI in instances where the member's primary language was English.

The 2100A LUI Member Language segment is used to convey the member's primary language if the sponsor knows that the member's primary language is not English. However, if the member's primary language is English, the 2100A LUI segment should not be used. The TR3 situational rule for this segment states: "Required if the sponsor knows that the member's primary language is not English, and such transmission is required under the insurance contract between the sponsor and payer and allowed by federal and state regulations. If not required by this implementation guide do not send."

When the member's primary language is English, and the sponsor incorrectly submits "ENG" or "EN" in 2100A LUI02, the [Administrative Simplification Enforcement and Testing Tool \(ASETT\)](#) identifies this as a violation. For example, the following error

message displays when the 2100A LUI segment's situational rule is violated:

- The 2100 LUI segment's situational rule indicates this segment is not required to be sent if the member's primary language is English.

### Resolution

To maintain compliance with the adopted 834 transaction standard, sponsors should only use the 2100A LUI segment if the member's primary language is not English. For example, if the member's primary language is not English (and such transmission is required under the insurance contract between the sponsor and payer and allowed by federal and state regulations), the sponsor should indicate the non-English primary language in the 2100A LUI Member Language segment.

Data sent that explicitly violates the 2100A LUI Member Language segment's situational rule in the X12 834 transaction is a violation and may result in the need for corrective action.

For more information related to 834 transaction compliance and how to properly convey member information in the 2100A LUI Member Language segment, please see the guidance provided in the following X12 publications:

- 005010X220A1 Health Care Benefits Enrollment and Maintenance (834)
- Requests for Interpretation (RFI) response number [1846](#)