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HETS 270/271 Communication Protocol Best Practices

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HETS 270/271 Communication Protocol Best Practices

Please be sure to review basic HETS 270/271 communication protocol specifications in Section 4.3 of the HETS 270/271 Companion Guide. The current HETS 270/271 Companion Guide is available in the 'Downloads' section at:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/index>

1 HETS 270/271 SUBMITTERS SHOULD:

- Only request to open a TCP/IP socket connection as necessary to support their active eligibility requests.
- Submit the 270 request immediately after successfully negotiating the socket. Submitters should be as efficient as possible when using available sockets.
- Monitor the TCP/IP socket connection while connected to ensure that the socket remains open and viable. Submitters should be able to determine if a socket has prematurely terminated for any reason.
- Submit only one transaction concurrently per socket. Transactions process linearly – submitting more than one transaction per socket concurrently results in additional transaction(s) queuing, delaying response time to the additional transactions.
- CMS recommends that high volume submitters send transactions by streaming multiple sequential requests via single socket connection. If sending transactions using this method, submit the next 270 request as soon as the response to the previous request is received. Submitters may open multiple sockets if necessary to support transaction volume during high volume periods.
- Limit their number of simultaneous connections to HETS 270/271. There are a finite number of available HETS sockets. Submitters should be as efficient as possible when using available sockets; re-using an open socket improves system efficiency.
- Close the socket immediately after the last requested response is received. All submitters should forcefully terminate the socket connection when complete. HETS is configured to close idle connections, but only after a 5 second delay to see if additional requests will be sent. Submitters will greatly improve overall socket availability if they forcefully terminate all socket requests when complete.

2 HETS 270/271 SUBMITTERS SHOULD NOT:

- Open a socket without an active eligibility request ready to be sent. Submitters should not preemptively open sockets in anticipation of possibly needing to submit an eligibility request.
- Send more than one eligibility request concurrently per socket without waiting for a response. HETS processes transactions serially, even if more than one

eligibility transaction is submitted at once on a socket. Transactions submitted during periods of high volume and corresponding long response times may cause the HETS system to reject a large number of these transactions.

- Submit duplicate eligibility requests in the same 24 hour period. Submitting a duplicate eligibility request within the same day will result in HETS returning a duplicate eligibility response.