**X12 Corporate Administrative
Policy and Procedure**

Processing Suggestions, Input, and Feedback

(CAP11)

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Processing Suggestions, Input, and Feedback

1   Introduction

The X12 Board of Directors (Board) is responsible for this policy and the associated procedures. X12 members agree to adhere to X12's policies and procedures as a condition of membership. Non-member participants afforded specific collaboration privileges agree to adhere to X12's policies and procedures as a condition of those privileges. Any party may submit a revision suggestion at x12.org/maintenance-requests.

2   Authority

X12 maintains corporate rules which define overall corporate policies and procedures. X12's primary organizational policies are established in the **CAP01 - X12 Bylaws**. The policies established herein supplement the **X12 Bylaws** to establish X12's suggestion processing policies in full; no related lower-level governance shall be permitted.

3   Background

X12 solicits and accepts suggestions and feedback related to its products from member representatives and the public. Suggestions are specific ideas related to revising an X12 product or developing a new X12 product. A vetted suggestion may become a maintenance request (MR) and be subject to other corporate and committee policies. Feedback is a general comment on a published X12 product submitted to inform X12 of industry reaction to enhancements and other functionality described in the X12 product.

The corporate policies and processes related to suggestions described herein shall be consistent across X12 committees including the Accredited Standards Committee (ASC), Registered Standards Committee (RSC), and Governance Panel.

4   Suggestions

Any X12 member representative or materially interested non-member may submit a request, idea, or suggestion for revising an X12 product or developing a new X12 product at any time. Such input is submitted via X12's online form and referenced herein as a suggestion. Examples of X12 products include, but aren't limited to, any component of the EDI Standard, external code lists, implementation guides, tutorials, data models, white papers, schemas, data maps, and FHIR resources. Suggestions related to the codes defined in X12's internal code lists shall be exempt from this suggestion process and shall be handled via the **ASC Standards Development Manual (ASC02)**. Some portions of the suggestion process documented in this section are in effect and some are planned. Any section not currently in effect shall be clearly specified as such herein, either with an asterisk or with a note. This information is provided to clarify X12's intentions for processing suggestions in the future.

Suggestions are intended to describe one functional revision for consideration on a stand-alone basis, suggestions which include more than one functional revision shall be split into multiple suggestions during the vetting process.

- Example of a single functional suggestion: Across the AIA implementation guides, there are several situational rules for POD02 which are similar but not identical, please use a consistent situational rule or clarify the different requirements more distinctly.
- Example of a suggestion that would be split into two functional suggestions: Change ISA05 to required and make the GE segment optional.

A suggestion is expected to be presented as a well-formed, clear statement of a desired outcome with supporting business case or explanation. Suggestions are not intended to be fully formed solutions or detailed technical requests.

- Example of a well-formed suggestion: With so many ways to communicate these days, we need to be able to send more communication options than the PER segment supports. Please allow for at least 3 more options.
- Example of a suggestion that is too detailed and needs a supporting business case: Change the situational rule for NM103 on pages 72, 115, 203, and 340 of X327.

Activities related to an X12 pilot are not considered to be suggestions or maintenance requests and shall be processed in accordance with the parameters of the pilot.

4.1   Suggestion Policies

The following policies apply to suggestions related to X12 products.

1. Any party may submit a request or suggestion, herein referenced as a suggestion, for revising an X12 product, policy, or procedure.
2. Suggestion shall be submitted via the online form
3. Suggestions shall be evaluated without regard to whether the submitter is an X12 member or a non-member.
4. Suggestions are subject to revision or restatement to ensure clarity and accuracy during the vetting and maintenance processes.
5. * Once submitted, suggestions shall be publicly visible so that any materially interested party can ascertain the status of the suggestion. X12 member representatives may be afforded more detailed information as a privilege of membership, with the level of detail determined by the individual's current roles and responsibilities within X12.
6. Suggestions shall undergo initial vetting by staff to ensure the information submitted is accurate, clear, well-formed, and appropriately scoped. Refer to section **4.2 Initial Vetting** for more information on this process.
7. * Input on suggestions shall be solicited from both X12 members and materially interested non-members as part of the vetting process that precedes X12's maintenance process. Refer to section **4.3 Soliciting Input** for more information on this process. The input collected shall be

considered during the maintenance process; however, the input doesn't constrain the subsequent decision on the maintenance request.

For example, a suggestion for a change that supports the trucking industry is not automatically negated by twenty responses indicating non-support of the suggestions from the rail industry.

8. Suggestions shall be processed in order of receipt.
9. To ensure information integrity, accommodate research, and ensure institutional memory, staff shall maintain a repository that stores information related to the suggestion through its full life cycle. All information used or referenced as part of the suggestion or maintenance process shall be stored in the repository.
10. This repository shall be the definitive source for all information related to a suggestion/maintenance request. All actions and ballots related to the suggestion/maintenance request shall be based upon the information in the repository.

4.2 Initial Vetting

X12 staff evaluates each suggestion for completeness, clarity, and accuracy. Suggestions are intended to describe one functional revision for consideration on a stand-alone basis, suggestions which include multiple functional revisions shall be split into discrete suggestions during the initial vetting process. Suggestions are to be presented as a well-formed, clear statement of a desired outcome with supporting business case or explanation. Suggestions are not intended to be fully formed solutions or detailed technical requests.

Staff assigns each suggestion a short title and key words to assist in searches.

Staff evaluates suggestions based on the following and updates the repository accordingly.

- Suggestions determined to be submitted by an automated "bot" or as a prank, shall be discarded without further processing.
- Suggestions determined to refer to activities or decisions outside the scope of X12 activities shall be rejected and the submitter shall be notified of the rejection and basis thereof.
- X12 staff shall be responsible for suggestions related to external reference information and grammatical or typographical errors. Staff shall process the necessary correction and notify the submitter of the correction.
- All other suggestions are processed as described below.

Staff works with the submitter, if necessary, to refine a suggestion for accuracy and clarity, and updates the repository appropriately.

A submitter may withdraw their suggestion voluntarily at any point.

Once initial vetting is complete, suggestions are ready for public input as described in **4.3 Soliciting Input*.**

4.3   Soliciting Input

The tools to support solicitation of input are in development. For now, the information in this section is provided to clarify X12's intentions for soliciting input in the future.

Every suggestion moved forward out of the vetting process shall be posted so that X12 members and materially interested non-members can provide input on the suggestion. This input is considered during all phases of the X12 maintenance process. To ensure suggestions are vetted by interested members and non-members, X12 establishes various groups based on defined areas of interest. X12 members and materially interested non-members may elect to enroll or disenroll from interest groups via a self-serve portal. The corporate input process is the only process for non-member review of X12 maintenance requests, subordinate policies shall not define additional non-member review or comment periods.

Staff initiates an online input period for each suggestion moved forward. Information about the suggestion shall be distributed to interest groups based on the specific suggestion. The input period shall be at least 15 calendar days and shall not exceed 45 calendar days.

Each input survey consists of multiple-choice statements and free-form comments. The responder submits information to identify who they are responding on behalf of and whether they support the request. If the responder does not support the request, they are asked to enter a comment describing the reason why or the circumstance under which they would support the suggestion.

Staff evaluates each input review survey submitted and discards responses determined to be submitted by an automated "bot" or as a prank. Staff compiles survey statistics and a summary of comments for the verified responses.

Once the input solicitation process is complete, processing continues as described in **5 Maintenance Requests.**

5   Maintenance Requests

From this point forward, the suggestion shall be considered a maintenance request. Maintenance requests shall be subject to applicable corporate and committee policies and processes.

5.1   Maintenance Request Policy

The following policies apply to all X12 maintenance requests.

1. Each X12 committee is expected to maintain governance related to processing maintenance requests within the committee. Subordinate policies and procedures shall support a timely end-to-end process that allows most maintenance requests to be finalized within twelve months of receipt of the suggestion.
2. To eliminate any perception of preferential prioritization, maintenance requests shall generally be processed in order of receipt. However, in an unusual circumstance, a committee chair can approve a specific maintenance request be moved to the top of a group's queue.
3. Each maintenance request shall be assigned to one and only one X12 committee.
4. Each maintenance request shall be assigned to one and only one X12 subcommittee
5. Either the subcommittee as a whole, or a specific subordinate group operating under the subcommittee is assigned development responsibility for each maintenance request.
6. To ensure timely completion of maintenance requests, each group assigned with development responsibility is permitted to have up to ten (10) maintenance requests at any one time.
    a. The committee chair can approve an exception allowing up to fifteen (15) maintenance requests for a specific group based on the number of constituents and the number of maintenance requests processed timely in the preceding 24-month period.
7. If a group has more maintenance requests than can be assigned based on the assignment limit, staff holds each additional maintenance request until a previously assigned maintenance requests is completed.
8. To ensure information integrity, accommodate research, and ensure institutional memory, staff shall maintain a repository that stores information related to a suggestion through its full life cycle. Accordingly, all information used or referenced as part of the maintenance process shall be stored in the repository.
9. This repository shall be the definitive source for all information related to a maintenance request. All actions and ballots related to the maintenance request shall be based upon the information in the repository.
10. X12 committees and subcommittees shall not create supplemental documents related to a maintenance request except for temporary notes that shall be deleted after the maintenance request is determined via a committee ballot.

5.2   Initial Assessment

To reduce the workload of X12 volunteers, X12 staff conducts an initial

assessment as the first step of X12's maintenance process. The initial impact assessment identifies the X12 products or components that are or may be impacted by the maintenance request. Over the course of the maintenance process, the assessment is refined and updated as needed.

5.3   Assigning a Maintenance Request

When the initial assessment is complete, staff assigns each maintenance request to the appropriate X12 committee based on the impacted product(s).

- Maintenance requests related to ASC developed products shall be assigned to the Accredited Standards Committee (ASC).
- Maintenance requests related to RSC developed products shall be assigned to the Registered Standards Committee (RSC).
- Other maintenance requests shall be assigned to staff for further assessment or action.

Staff also makes a preliminary assignment to a group within the assigned committee. This preliminary assignment may later be overridden as permitted in the committee's policies.

5.4   Activating a Maintenance Request

Once responsibility is assigned, a maintenance request is either put into queue or activated in accordance with X12 policies related to workload and metered assignment as described in **5.1 Maintenance Request Policy**. When a maintenance request is activated, if the assigned committee has defined any review or approval processes related to the appropriateness of the request based on a committee's scope and the validity of the preliminary assignment, those processes are executed. Once the committee accepts the maintenance request and confirms the assigned subcommittee, staff develops the initial impact assessment for the maintenance request. The initial impact assessment identifies the detailed revisions that may or will be required based on the maintenance request for all X12 products or components that were identified as impacted in the initial assessment described in **5.2 Initial Assessment**. Once the initial impact assessment is finished, the maintenance process of the assigned committee is initiated. The committee's maintenance process covers the activities from developing subcommittee analysis through confirmation of a committee ballot on any maintenance request revisions.

Over the course of the maintenance process, the impact assessment is refined and updated as needed. As the maintenance request moves through the maintenance process, the impact assessment details are the definitive description of revisions considered in any X12 ballot at any level of the organization. Once the member ballot is confirmed and the committee votes to publish the approved

maintenance, the committee's maintenance process is concluded. At this point maintenance request processing returns to this corporate process as described in **Section 6 Applying Approved Maintenance**.

- The ASC maintenance process is defined in the *Standards Development Manual (ASC02)*.
- The RSC maintenance process is defined in the *Operating Manual (RSC101)*.

6 Applying Approved Maintenance

Annually, staff creates new versions of X12 products based on the revisions approved via committee ballot since the previous version was published. Once the draft versions are prepared, one or more X12 groups, as described below, conduct a quality assurance review of the revised content prior to publication of the new version(s). Quality assurance reviews shall be at least seven calendar days and shall not exceed fourteen calendar days. A quality assurance review is limited to verification of approved revisions, additional revisions cannot be discussed or applied as part of a quality assurance review. Similarly, approved revisions cannot be discarded as part of a quality assurance review.

For revisions to the components of the EDI Standard.

1. Staff creates a new version of the EDI Standard based on all approved revisions.
2. X12J conducts the quality assurance review of the revisions.
3. Staff posts a thread in the X12J iMeet workspace notifying X12J of the quality assurance review period and providing review instructions. The thread shall be posted as a seven-calendar day review. The post shall state that absent any comments disputing the accuracy of the revisions, X12J quality assurance concurrence is recorded on the 8th calendar day from the posting date.
4. The X12J chair may extend the review period based on the amount of material to review or a specific request from an X12J constituent; however, the review/ballot period cannot exceed twenty-one calendar days.
5. X12J constituents evaluate the revisions during the review period. Any X12J constituent with a concern about the revisions shall enter a comment in the iMeet thread within the review period.
6. If no X12J constituent posts a comment noting an error or discrepancy by the end of the review period, X12J quality assurance concurrence is recorded. Skip to step 8 below.
7. If one or more X12J constituent posts a comment noting an error or discrepancy before the end of the review period, the X12J chair reviews the comments and either directs staff to correct the error or discrepancy or initiates further X12J discussion on the item. Once X12J agrees on the corrective action, the X12J chair directs staff to take the action and move forward with publication.
8. Staff publishes the new version of the EDI Standard.

For revisions to technical reports.

1. Staff creates a new version of the technical report based on all approved revisions and notifies the developing subcommittee's primary X12J representative that the technical report is ready for a quality assurance review and providing review instructions.

2. The developing subcommittee's primary X12J representative conducts or coordinates a quality assurance review of the revisions within seven calendar days. The developing subcommittee's primary X12J representative may elect to have a small group assist with this review. If additional time is required to complete the review, developing subcommittee's primary X12J representative may extend the review period; however, the review/ballot period cannot exceed twenty-one calendar days.

11. The developing subcommittee's primary X12J representative shall notify staff of any error, discrepancy, or concern related to the revisions within the review period. Barring such a notification, the developing subcommittee's primary X12J representative's concurrence is recorded at the end of the review period, skip to step 5 below.

12. If the developing subcommittee's primary X12J representative reports any error, discrepancy, or concern, the primary X12J representative, subcommittee chair, X12J chair, and ASC chair shall collectively determine the desired corrective action and staff takes the action.

13. Staff publishes the new version of the technical report.

7   X12 Collects Feedback

Following publication of a new or revised technical report, X12 may execute a feedback review to gather member and non-member feedback. This feedback process is not intended, and shall not be used, as an additional mechanism for collecting suggestions for revisions or other maintenance. The submitted feedback is informational only and is reviewed by one or more X12 groups. If the feedback is determined to be a suggestion for revision, X12 may respond to the submitter inviting them to submit a corresponding suggestion or may choose to submit a corresponding suggestion itself.

7.1   Feedback Policy

The following policies and processes apply to all X12 feedback activities.

1. The corporate feedback process is the only process for non-member review of X12 work products, subordinate policies shall not define additional non-member review or comment periods.

2. Staff initiates an online feedback review.

3. Staff distributes an announcement soliciting feedback on a particular X12 product, noting the start and end dates of the feedback review period. The

review period shall be at least 15 calendar days and shall not exceed 45 days. The announcement is distributed via the X12 website and social media accounts as well as via one or more defined distribution groups.

4. Staff evaluates each feedback submission, compiles statistics, and creates a summary of the feedback. Feedback determined to be unrelated to the X12 product which was the focus of the review shall not be included in the summary.

5. The summary is distributed to one or more X12 groups for review based on the X12 product being reviewed.

8   Terminology

To ensure consistent use of terms, definitions, and acronyms across X12 products and activities, X12 maintains the **Wordbook**, a comprehensive corporate glossary. The included terms are either proprietary to X12, cite definitions published by another authority, or represent common terms and definitions that are relevant to X12's work. The terms and definitions defined in the **Wordbook** shall be used in X12 work products when applicable, without modification or revision. The **Wordbook** can be referenced online at wordbook.x12.org.

9   Document History

New versions of this document are effective on the approval date.

Date	Description
10/15/2019	Initial version