

HealthChoices (HC) Encounter Data Voiding/Adjusting Encounters Systems Notice

Purpose: To provide guidance on voiding or adjusting encounters in the PROMISE system.

Overview:

- Do not send an original encounter on the same day as an adjustment or void of the same encounter. Once a response is received for a submitted encounter a subsequent adjustment or void may be submitted.
- A PROMISE paid encounter may be adjusted as many times as needed so long as the most recent paid encounter is the one being adjusted.
- A PROMISE denied encounter cannot be adjusted or voided.
- The following fields should not be adjusted, instead void original and resubmit new day for:
 - Claim Type
 - Recipient ID
 - Submitter ID/Location
 - Billing Provider ID/Location

Recommendations for 837 Professional and Institutional:

- Encounters that have both PROMISE approved and PROMISE denied detail lines should be voided and resubmitted as a new day encounter.
- Adjustments can be made only to encounters when all the detail lines are PROMISE approved and the detail lines are **not** being adjusted to MCO denied
- Encounters with all detail lines approved in PROMISE should be voided and a new day encounter submitted if changing any detail lines to MCO denied.
- Encounters with all PROMISE denied detail lines should not be voided or adjusted, simply resubmit a new day encounter.

Technical Guidance:

Claim Frequency Code is contained in Loop 2300, Segment CLM, Data Element CLM05-03.

Claim Original Reference Number is contained in Loop 2300, Segment REF, Data Element REF02 (Claim Original Reference Number) positions 1 through 13.

- Denied Encounters **cannot** be adjusted or voided. They must be resubmitted and treated as a new day encounter. Use claim frequency code "1" or "2". Original Reference Number is **not** submitted for new day encounters.

- To adjust a PROMISe paid encounter, use claim frequency code “7”, Original Reference Number will contain the previously paid ICN.
- To adjust a previously adjusted encounter, use Claim Frequency Code “7”, Original Reference Number will contain the **Last approved adjustment** ICN.
- To void a previously adjusted encounter, use Claim Frequency Code “8”, Original Reference Number will contain the **Last approved adjustment** ICN.
- To void (cancel) a previously paid encounter, use claim frequency code “8”, Original Reference Number will contain the Paid ICN. **Error Status Codes**
- ESC 9010 = Claim Denied Due to Void Request (Indicates successful void)
- ESC 0550 = Adjustment not Processed
- ESC 0638 = Original Claim Already Adjusted
- ESC 0665 = Amount Reimbursed Invalid for a Void Claim
- ESC 0660 = Claim Frequency code not supported

Questions regarding this systems notice should be directed to the ra-pwomhsas837issues@pa.gov