

**Arizona Health Care
Cost Containment System**

**Encounter Manual
October 2011**

The Encounter Manual

The Encounter Manual may be downloaded at no charge from the AHCCCSA Internet web page at www.azahcccs.gov. Revisions and updates to the manual will be posted to the AHCCCSA web page. The contractor is responsible for providing copies of this manual and any revisions to its staff, Third Party Administrators (TPAs), and other interested parties.

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DEFINITIONS

Action Modes	The three actions available to contractors to resolve pending encounter errors. The action modes are (C) correct, (A) approve or (N) no change.
AHCCCS	Arizona Health Care Cost Containment System
AHCCCSA	Arizona Health Care Cost Containment System Administration
CMS	The Centers for Medicare and Medicaid Services, an organization within the Department of Health and Human Services, which has oversight responsibilities for the AHCCCS program, including encounter reporting.
Control Reference Number (CRN)	A unique 14-digit (12 digit for institutional services) number assigned to each encounter record by AHCCCSA for tracking purposes. The first five numbers of the CRN contain the Julian date, which reflects the date of receipt for adjudication processing.
Contractor	A managed care organization or entity, agreeing through a direct contractual relationship with AHCCCSA to provide services to AHCCCS members.
Covered Services	Health care services to be delivered by a Contractor as defined by AHCCCSA statute and rules.
Encounter	A record of a medically related service rendered by a registered AHCCCS provider to an AHCCCS member enrolled with a capitated contractor on the date of service.
Encounter Adjudication Edits and Audits	AHCCCSA adjudication system for evaluating submitted encounter data for data quality problems and duplicate records.

DEFINITIONS (Continued)

Encounter Form Type	<p>The four encounter types are:</p> <ul style="list-style-type: none">• Professional services are reported with an 837P (Form A);• Dental services are reported with an 837D (Form D);• Pharmacy services are reported with a NCPDP transaction (Form C); and• Institutional services are reported with an 837I (Form B). Institutional encounters are further subdivided into three additional form types: form type I for inpatient hospital services; form type O for outpatient hospital services; and form type L for long-term care facility services.
Encounter Manual	<p>Reference guide for contractors that are required to submit encounter data to AHCCCSA.</p>
Encounter Adjudication Process	<p>The process that includes receipt of New Day and Pended Encounter Correction files, encounter processing disposition, and distribution of Status and Pend Correction files and reports to Contractors.</p>
Julian Date	<p>A five-digit representation of a date, where the first two digits describe the year and the next three digits reflect the number of days since the beginning of the calendar year. For example, a date of January 20, 2008 is expressed in Julian date format as 08020. The first five digits of an AHCCCSA CRN comprise the Julian date that the encounter record was received.</p>
Member	<p>An eligible person who enrolls in the AHCCCS system.</p>
New Day Encounter File	<p>An encounter file submitted by a contractor to AHCCCSA containing encounter records that: have not previously been processed by the adjudication system; or are voids or replacements of previously processed encounter records.</p>

DEFINITIONS (Continued)

Pended Encounter Correction File	An encounter file submitted by a contractor to AHCCCSA containing encounter records that had previously been submitted and had failed the adjudication edit and audit process.
Pended Encounter File	An encounter file produced by AHCCCSA for contractors containing encounter records that have failed AHCCCSA's adjudication edit and audit process.
Provider Files	Files produced by AHCCCSA for contractors with information regarding all AHCCCS registered providers.
Reference Files	Files produced by AHCCCSA for contractors with information regarding service coverage and fee-for-service payment rates.
Status File	A 277U file produced by AHCCCSA that includes all finalized encounter records, as well as all pended encounter records, following adjudication processing.
Transmission Submitter Number (TSN)	A number assigned by AHCCCSA for each submitter of encounter data. Contractors must have one TSN and may have multiple TSNs. Multiple TSNs may be used to identify different lines of business, benefit packages, or subcontracts.
Validation/Translation Process	The AHCCCSA front-end editor validates syntax, code sets, and code relationships. Records that successfully pass validation are translated into file formats to be processed by the adjudication system.