

Table of Contents

Chapter Three – Encounter Processing

I.	Introduction	1
II.	Encounter File Processing by AHCCCS	1
III.	Encounter Data Files Submitted by Contractors	2
IV.	AHCCCS Data Access Forms	3
V.	Contractor Administrative Denials/Zero Payment Encounter Submissions	4
VI.	Contractor Encounter File Hold Requests	5
VII.	Institutional Submissions with Non-Covered Lines for Invalid Code Set	5
VIII.	File Validation – EDI Portal	6
IX.	Validation Files Produced by AHCCCS	6
X.	Assignment of AHCCCS Claim Reference Numbers (CRNs)	9
XI.	Adjudication System Edits and Audits	10
XII.	Adjudication Files and Reports Produced by AHCCCS	11
XIII.	Encounter Monthly Reconciliation Data File AKA “Magic” file	18
XIV.	Modifications to Encounters	21
XV.	Adjudication System Error Correction	22
XVI.	Complete, Accurate, and Timely Encounter Data	22
XVII.	Encounter Submission Benchmarks – Standard Measure Data Points	23
XVIII.	Tracking Encounters Denied by AHCCCS and Contractor Voided Encounters	24
XIX.	Sanctions	24
XX.	Assistance	25

Chapter 3 – Encounter Processing

I. INTRODUCTION

The purpose of this chapter is to provide Contractors with the sequence of events that occur for encounter processing and to provide the criteria that Arizona Health Care Cost Containment System (AHCCCS) uses to determine when encounter files and/or individual records are acceptable.

Record layouts for each of the four (4) form types (837P – Form A/1500s, 837D/ADA – Form D, 837I – Form B/UB04, and NCPDP – Form C) can be found in the following documents:

- X12N 005010 technical reports at www.azahcccs.gov/Resources/Downloads/HIPAA/5010/2010/May/X12NActual005010TR3ErataStatusReport.pdf.
- National Council for Prescription Drugs Programs (NCPDP) Post Adjudication History (PAH) Version 2.2 implementation guide at www.azahcccs.gov/Shared/Downloads/EDI/CompanionDocuments/AZ_NCPDP_ENC_CG.pdf
- Health Insurance Portability and Accountability Act (HIPAA) 5010 Consortia and Documentation at www.azahcccs.gov/Resources/EDI/consortium.html.

Record layout for the status file (277U) may be found in the X12N 3070 implementation guide. In addition, the AHCCCS Encounter Companion Documents www.azahcccs.gov/Resources/EDI/ and shared provider/reference files have supplemental information to assist with the submission of encounter data.

II. ENCOUNTER FILE PROCESSING BY AHCCCS

Encounter data is scheduled to be processed in the Pre-paid Medicaid Management Information System (PMMIS) twice a month. The first processing cycle is scheduled to begin on the first Friday after the first Wednesday of the month (see the link below for details on Encounter Processing Schedules). Files placed in the wrong path and/or folder or those which cannot be recognized and validated by AHCCCS will not be processed. AHCCCS will not provide notification of such errors, and additional file processing will not occur.

For the first cycle, newly submitted Encounter (New Day) Files, Pend Correction Files, and all currently pended encounters will be recycled regardless of the action taken by Contractors. All replacement and voided transactions will be processed. The Reinsurance Case Creation cycle will run immediately after the first processing cycle.

The second processing cycle is scheduled to begin on the third Friday following the third Wednesday of the month. For the second cycle, pended corrections submitted since the first cycle will be processed; however, pended encounters with no action will not be recycled.

Replacement and voided transactions for original encounters associated with reinsurance (RI) are NOT PROCESSED IN THE SECOND ENCOUNTER CYCLE. They are left in Staging with a “W” (waiting) status and will be processed in the first cycle of the following month. Online overrides should not be processed during the first or second cycles. Contractors will receive cycle reports and files only for encounters processed only for encounters processed during the submitting period. The Encounter Processing Schedules are available on the AHCCCS website under AHCCCS Encounter Resources section at

www.azahcccs.gov/PlansProviders/HealthPlans/encounters.html#Encounter_Processing_Schedules.

III. ENCOUNTER DATA FILES SUBMITTED BY CONTRACTORS

There are two (2) primary types of encounter data files submitted by Contractors:

- New Encounter Submissions (837P, 837I, 837D, NCPDP):
 - New Encounter Files include encounters submitted to AHCCCS for the first time, encounters resubmitted to AHCCCS after being rejected by validation, translation or mainframe edits, replacements (resubmissions), and voids.
- Pended Encounter Corrections:
 - Contractors submit allowed corrections for encounters that failed the edit and audit process and were returned on the Pend File. This file is the accumulation of all current and previously pended encounters. Not all AHCCCS mainframe edits/audits allow this type of correction.

Encounter data must be transmitted electronically to the AHCCCS Secure File Transfer Protocol (SFTP) Server at <https://sftp.statemedicaid.us/>. Files must be placed in the appropriate Contractor folder on the SFTP server site for processing.

Contractors may submit encounter files as often as desired throughout the month, and multiple files may be submitted on the same day. Duplicate files should not be submitted. Each file is date and time stamped with the date/time the file is uploaded to the AHCCCS server. Contractors are assigned a directory on the SFTP Server for placing plan submitted “incoming” and AHCCCS deposited “outgoing files.” When logging in to the AHCCCS SFTP Server Contractors must first choose between Arizona (AZ) and Hawaii (HI) directory paths. After choosing AZ, the next selection “XXX” represents Contractors’ three (3) character name abbreviation. Within each Contractor’s SFTP Server directory are folders designed for specific data exchange purposes.

Refer to section 4.6 of the [Communications/Connectivity Information \(CCI\) Companion Guide](#), for file size/length and volume limits (inbound transmissions) and electronic data interchange (EDI) file naming standards.

The following are the directory structure and file naming standards for depositing incoming encounter files:

- New Encounter Submission files 837 and NCPDP PAH (pathsftp/AZ/XXX/prod/edi-in/file name):
 - XXX = the 3-character mnemonic (name abbreviation) assigned to each contractor by AHCCCS.
 - Contractors can use their naming convention if the file name is unique.
 - This path is restricted to 837 and NCPDP PAH version files.
 - These files must not be zipped.
- Pended Encounter Correction path: sftp/AZ/XXX/prod/in/file name:
 - XXX = the 3-character mnemonic (name abbreviation) assigned to each Contractor by AHCCCS.

NOTE: There are two (2) “in” and “out” folders for each Contractor. The “in folder” for pended encounters is **prod/in/**. Incoming 837 New Day encounters are to be placed in the **prod/edi-in/** folder. AHCCCS will place outgoing encounter pend reports in the **prod/out** folder. AHCCCS places response files to New Day file submission in the **prod/edi-out** folder. These files must be zipped. An AHCCCS file naming convention is required for submitting Pended Encounter Corrections: AZSTNDPLANIDTSNXMMDDYY.SEQ. The Proprietary file name standard is:

- AZ = Arizona,
- STND = PEND (Pend Corrections),
- PLANID = Contractor six-byte plan identification number,
- TSN = Contractor Plan ID three-byte transmission submitter number,
- 1 = One-byte code distinguishing denied encounter files from other encounter files.
 - The ‘1’ value indicates all other encounter files, including pend correction files.
- MMDDYY = Current date, and
- SEQ = Sequence number used to identify transmission of multiple same-day files and to distinguish unique file names. Duplicate file names are not accepted.

IV. AHCCCS DATA ACCESS FORMS

Contractors gain access to the SFTP Server by AHCCCS acceptance upon proper completion and submission of the following forms located at

<https://azahcccs.gov/PlansProviders/ISDresources.html>:

- Electronic Data Exchange Request Form
 - The Electronic Data Exchange Request Form is used by providers and vendors who need to request an electronic data exchange account for the AHCCCS Electronic File Transfer (EFT) Server. If requesting a new account, this form must be accompanied by a signed External User Affirmation Statement.

- External User Affirmation Statement
 - The External User Affirmation Statement is an agreement signed by external users who have access to the AHCCCS computer network and data. Users who sign this statement agree to abide by all applicable laws, rules, and AHCCCS directives.

Contractors must submit personal data exchange application forms and affirmation statements for each staff member who requires access to the SFTP Server to place or remove encounter-related files or data. The AHCCCS Information Services Division (ISD) Customer Support Center is the primary contact for all questions related to submitting electronic transactions and data. The preferred method of communication is via email. All inquiries result in Ticket Number assignment and problem tracking. The contact information is:

Email: EDICustomerSupport@azahcccs.gov

Telephone Number: (602) 417-4451

Hours: 7:00 AM – 5:00 PM Arizona Time, Monday through Friday

Information required for initial inquiry:

Customer Name

Organization Name

Customer Email Address

Customer Telephone Number

Health Plan ID/Provider ID/Submitter ID

Transaction ID Inquiring About

Applicable IS/GS Control Numbers

Topic/Nature of Problem (setup, connectivity, etc.)

Information required for follow up inquiry:

Ticket Number assigned by the Customer Support Center

V. CONTRACTOR ADMINISTRATIVE DENIALS/ZERO PAYMENT ENCOUNTER SUBMISSIONS

As previously stated, before an encounter is submitted to AHCCCS, a service must be completed, and the provider's claim or encounter must be finalized Paid, Denied for Administrative reasons, or Zero Medicaid Payment by Contractors. AHCCCS requires Contractor Administratively Denied and Zero Medicaid Payment (except for transplants) 837P, 837I, and 837D encounters to be submitted in separate files from paid encounters. Claims with multiple lines that result in "mixed status" (paid and denied lines) should be split appropriately and submitted in the appropriate files. See Chapter 6, "How To" for additional guidance.

Contractor Administrative Denials encounters are defined as Contractor adjudicated claims that have been denied or non-covered in full for only specific types of administratively related reasons. Denials for administrative reasons represent those claims which are for valid Medicaid covered services provided to eligible members by enrolled and eligible providers that Contractors denied for these administrative reasons:

- Failure of the provider to obtain a required Prior Authorization (PA),
- Untimely submission of the claim to Contractors,

- Provider billed units are more than the Medicaid service benefit limits, and
- Provider's failure to supply required claims supporting documentation for the following scenarios:
 - The provider included primary payer data, the claim would have been paid; because of a lack of coordination of benefits (COB) data, claim was denied.
 - The provider submitted the correct claim form, the claim would have been paid; because of incorrect claim form, claim was denied.
 - The provider submitted supporting documentation, the claim would have been eligible for payment; because of missing documentation, the claim was denied.

Zero Medicaid Payment encounters are encounters for which Contractors did not deny the claim but paid zero due to primary payment and no pass thru or no secondary payment was made under Medicaid, etc. The zero paid designation should not be used for any situations where services are not paid due to bundled payment arrangements such as the Federally Qualified Healthcare Centers (FQHC); services are not paid as they fall under a sub-capitated arrangement of any type (including "Block purchase," "Case Rates," etc.). Denied/Zero Medicaid Payment 837 files must have the input mode of '6' in Loop 1000A NM109, the value of 'AHCCSDENIED' in GS03 (per current companion document located at

<https://www.azahcccs.gov/Resources/Downloads/EDIchanges/EDIchangesAZ837ENCCG.pdf>) and **add the extension of '.deny' to the file name.**

NCPDP Administratively Denied/Zero Payment encounter reporting file specifications are located within the AHCCSS website at

https://www.azahcccs.gov/Shared/Downloads/EDI/CompanionDocuments/AZ_NCPDP_ENC_CG.pdf.

These files will undergo limited validator syntax editing and, when they pass validation, will be moved to the mainframe as a denied/zero payment file. These claims will have an encounter status code of 43 = adjudicated/denied by Plan. Files that fail validation must be corrected and resubmitted by the Contractor.

VI. CONTRACTOR ENCOUNTER FILE HOLD REQUESTS

On a limited basis, AHCCCS can support requests to hold submitted encounter files. Contractors needing to hold an encounter file before the encounter processing cycle must submit the request to the DHCM Encounter Manager and Technical Coordination Unit (TCU) via email at TCURequests@azahcccs.gov. All Encounter File Hold Requests must be received no later than noon one (1) day before the scheduled PMMIS encounter processing date. All requests must appropriately identify the location and name of the file the Contractor(s) are requesting to have held.

VII. INSTITUTIONAL SUBMISSIONS WITH NON-COVERED LINES FOR INVALID CODE SET

AHCCCS requires 837I encounters with non-covered lines containing invalid codes to be submitted in separate files from paid or denied encounters. These institutional encounters with an invalid code set at the line must have the line denied or non-covered. While all other data elements are identical to paid files, these files must have 'AHCCSPARTIAL' in GS03 (per the current companion guide).

These files will undergo validation syntax editing and after passing validation, will be moved to the mainframe as a paid file. See Chapter 6, "How To" for additional guidance.

VIII. FILE VALIDATION

All 837 files are subject to AHCCCS's front-end validation edits. When Contractors submit TR3 compliant encounters, the validator reviews the data and its validity. These transactions are then passed for translation onto the mainframe for processing.

For additional information regarding validation reports and error correction, refer to the EDI Portal Users Guide provided electronically to Contractor staff upon obtaining a validation User-ID and password or when validation upgrades are implemented.

The EDI Portal allows a browser to view reports about HIPAA EDI processing. This includes the number and types of transactions processed by date, error rates and types, and success rates. These can be filtered in various ways. In addition, users with the appropriate permissions can view specific transactions at multiple levels of detail.

If you do not have an account, please follow the instructions outlined in the: [EDI Portal Provider Signup and Login Guide](#). If you need assistance, please log your request by going to <https://servicedesk.azahcccs.gov/portal> or send an email to servicedesk@azahcccs.gov. Please state to assign your ticket to the ISD EDI Team.

IX. VALIDATION FILES PRODUCED BY AHCCCS

Following 837 file validation, applicable TA1, 999, 824, and 277CA files are placed in each Contractor's outgoing directory. These files provide validation results and pass/fail status of each encounter or file.

TA1 Interchange Acknowledgment:

The TA1 Acknowledgment is used by AHCCCS to notify Contractors of errors in the interchange control structure. The TA1 verifies X12 envelopes only.

Line	Content
1	ISA*00* *00* *ZZ*AHCCCS866004791*ZZ* *180607*1226**00501*000407338*0*P*::~~
2	TA1*837015588*180605*1401*R*025~
3	IEA*0*000407338~
4	

999 Functional Acknowledgment:

The 999 Functional Acknowledgment is used by AHCCCS to acknowledge each 837 functional group that has passed or failed translator edits.

AZEP_HP010999_2018052416531197_AZ837PXXX052218_001.999	
1	ISA*00* *00* *ZZ*AHCCCS866004791*ZZ*999337737 *180524*1653*^*00501*000034168*0*T*~
2	GS*FA*AHCCCS866004791*0109990Z9*20180524*165327*1*X*005010X231A1~
3	ST*999*0001*005010X231A1~
4	AK1*HC*100000321*005010X222A1~
5	AK2*837*00000001*005010X222A1~
6	IK5*A~
7	AK2*837*00000002*005010X222A1~
8	IK5*A~
9	AK2*837*00000003*005010X222A1~
10	IK5*A~
11	AK2*837*00000004*005010X222A1~
12	IK5*A~
13	AK2*837*00000005*005010X222A1~
14	IK5*A~
15	AK2*837*00000006*005010X222A1~
16	IK5*A~
17	AK2*837*00000007*005010X222A1~
18	IK5*A~
19	AK2*837*00000008*005010X222A1~
20	IK5*A~
21	AK2*837*00000009*005010X222A1~
22	IK5*A~
23	AK2*837*00000010*005010X222A1~
24	IK5*A~
25	AK2*837*00000011*005010X222A1~
26	IK5*A~
27	AK2*837*00000012*005010X222A1~
28	IK5*A~
29	AK2*837*00000013*005010X222A1~
30	IK5*A~
31	AK2*837*00000014*005010X222A1~
32	IK5*A~
33	AK9*A*14*14*14~
34	SE*32*0001~
35	GE*1*1~
36	IEA*1*000034168~
37	

824 Acknowledgment:

The 824 Acknowledgment is used by AHCCCS to report 837 syntactical problems or data structure errors.

AZEP_HP010999_2018052416531197_AZ837PXXX052218_001.824	
1	ISA*00* *00* *ZZ*AHCCCS866004791*ZZ*999337737 *180524*1653*^*00501*000034169*0*T*~
2	GS*AG*AHCCCS866004791*0109990Z9*20180524*165327*1*X*005010~
3	ST*824*0001*005010~
4	BGN*11*00000001*20180524*1653~
5	OTI*TR*F8*00000001*0109990Z9*AHCCCS866004791*20180524*1457*100000321*00000001*837*005010X222A1~
6	TED*024*X2 E 41152 2010BB The Billing Provider Secondary Identificat*REF*18~
7	NTE*DEP*ion (2010BB REF) is required when the Billing Provider Identification Code Quali~
8	NTE*DEP*fier (2010AA NM108/NM109) is not present.~
9	RED*Not Claim Specific*AI~
10	SE*8*0001~
11	GE*1*1~
12	IEA*1*000034169~
13	

277CA Claims Acknowledgment:

The 277CA is an acknowledgment of an 837 transaction at the pre-adjudication stage. This transaction identifies claims that are accepted or rejected for adjudication. A summary level and an individual claim level pre-adjudication status is included in the 277CA.

```

1 ISA*00*                                *00*                                *ZZ*AHCCCS866004791*ZZ*999337737                                *180524*1653*^*00501*000034170*0*T::~~
2 GS*HN*AHCCCS866004791*010999029*20180524*165327*1*X*005010X214~
3 ST*277*0001*005010X214~
4 BHT*0085*08*00321*20180524*1653*TH~
5 HL*1*20*1~
6 NM1*PR*2*AHCCCS*****46*866004791~
7 TRN*1*KT81392VLK8UH7Q5RD4SLMV0H0~
8 DTP*050*D8*20180524~
9 DTP*009*D8*20180524~
10 HL*2*1*21*1~
11 NM1*41*2*AHCCCS COMPLETE CARE OF ARIZONA, INC.*****46*010999029~
12 TRN*2*00321~
13 STC*A1:20*20180524*WQ*130.82~
14 QTY*AA*1~
15 AMT*YY*130.82~
16 HL*3*2*19*1~
17 NM1*85*2*A PLUS MEDICAL TRANSPORT*****FI*460743313~
18 TRN*1*KT8139AVLK8UHC6U4L8OHTSS7~
19 STC*A1:20**WQ*130.82~
20 QTY*QC*1~
21 AMT*YY*130.82~
22 HL*4*3*PT~
23 NM1*QC*1*RFP76*AHCCCS*****MI*A99000076~
24 TRN*2*18138A00022~
25 STC*A3:21*20180524*U*130.82~
26 DTP*472*RD8*20180111-20180111~
27 SE*25*0001~
28 ST*277*0002*005010X214~
29 BHT*0085*08*00321*20180524*1653*TH~
30 SE*28*0014~
31 GE*14*1~
32 IEA*1*000034170~
33
  
```

For outgoing acknowledgment files, the encounter SFTP directory structure and file naming convention is **837 Acknowledgment path: SFTP/XXX/prod/edi-out/filename.**

XXX = the 3-character mnemonic (name abbreviation) assigned to each contractor by AHCCCS.

File Name Convention for Acknowledgment Files:

AZEt_HPPLANID_ccymmddhhmmssss_originalfilename. (TA1, 999, or 824).

Following NCPDP and Pend Correction File validation, the file pass/fail information is placed in the Contractors' outgoing SFTP directory-Pend=prod/out and NCPDP=prod/edi-out.

NOTE: NCPDP PAH files with a validation error will be placed in the outgoing directory with a **.bad** extension.

NCPDP PAH 2.2 Acknowledgments:

Inbound filenames can be any name designated by the Health Plan/Program Contractor but should not exceed 29 characters. Files should be rendered in a standard text file format and should not have a .tmp, .zip, and/or any other application file extension. NCPDP PAH 2.2 files that fail validation will be returned to the Health Plan EDI-Out directory with the original filename and a **.REJECT** file extension.

Correct files that are accepted will simply add “ACK” to the first section of the filename.

Example: AZENACK_HP123456_2016052617290989_AZNCPDP1100070401052316.002.TXT (this is the original filename).

Incorrect rejected files will also add the “ACK” to the first section of the filename and add the word “REJECT” to the end of the filename just before the extension.

Example: AZENACK_HP123456_2016060216105814_2016052319580898NCPDP.REJECT.TXT.

X. ASSIGNMENT OF AHCCCS CLAIM REFERENCE NUMBERS (CRNS)

Data that passes validation is translated and moved to the mainframe to be loaded for processing. Contractors should monitor the load/no-load status of their files. (See Chapter 6 for details on how to monitor the load status of files). Each encounter record is assigned a unique Claim Reference Number (CRN) when loaded into the adjudication system. AHCCCS subsequently uses the CRN to identify the encounter record and determine the encounter receipt date for timeliness calculations. A CRN is derived from the following information:

- **Julian Date (digits 1 - 5)** (xx = year and xxx = day of the year 1-365/6):
 - This date reflects the receipt of the New Day encounter file in Julian date format.
- **Batch Number (digits 6-9)** (Sequence 0001-9999)
- **Document Number (digits 10-12)** (Sequence 001-999)
- **Line Number (digits 13-15)** (Sequence 001-999):
 - This number applies to detail lines only.

XI. ADJUDICATION SYSTEM EDITS AND AUDITS

Each encounter record is evaluated against a series of claim-processing like adjudication edits and audits. The acceptable values and relational edits required for successful encounter adjudication are contained in the member enrollment, provider and reference files routinely provided to each Contractor by AHCCCS. When Contractors' claims adjudication systems utilize the most updated information in these files, AHCCCS editing should produce limited pended/denied encounters.

Adjudication Edit Process:

The adjudication edit process examines data fields necessary for the processing and adjudication of the encounter. These edits involve data quality checks of items such as member and provider information, dates of service, service and diagnosis codes, and Contractor payment data. When an encounter passes the edit checks without errors, it is then evaluated by the adjudication audit process.

Adjudication Audit Process:

The adjudication audit process evaluates the encounters against encounters already in history or other lines within the same claim for duplicates, potential duplicates, and service/benefit limits. Encounters must pass both edits and audits to be finalized and placed in history within the adjudicated encounter database. Each adjudicated encounter is assigned an adjudication status code (which may change over time with encounter processing).

Adjudication Status Codes:

- 11 = Pended,
- 31 = Adjudicated/Approved,
- 32 = Adjudicated/Void Original,
- 33 = Adjudicated/Replaced Original,
- 41 = Adjudicated/Denied by AHCCCS, and
- 43 = Adjudicated/Denied by Plan.

If an encounter fails one or more edits or audits, an error condition occurs, and AHCCCS either denies or pends the encounter. Denied encounters are returned in the 277U and 277S Supplemental Files. For error correction, pended encounters are also placed in the Contractors' Pend File. For further explanation on Pended Encounter correction, please see Chapter 4 of this manual.

AHCCCS denied encounters (status 41) like pended encounters, must be corrected, recouped, or voided in the Contractors' claim processing systems as appropriate and may be subject to Contractor performance standards. Re-adjudicated/corrected denied encounters may be submitted to AHCCCS as either New Encounter Submissions or Replacement Encounters.

Resubmitting as Replacement Encounters maintains the original encounter submission date for timely encounter submission evaluation.

NOTE: Replacement Encounters cannot replace voided encounters. The replacement will void the encounter and then replace the encounter within PMMIS. Resubmitting as New Encounter Submissions will generate a new encounter received date and, in some cases, could be included in untimely encounter submission calculations.

Only finalized adjudicated/approved (status 31) and adjudicated/denied by Contractor/Plan (status 43) encounters are used by AHCCCS to evaluate health outcomes, performance measures, rate development/setting, etc. Thus, Contractors should ensure that encounters are submitted according to AHCCCS requirements to avoid underreporting of data that may negatively affect Contractors.

XII. ADJUDICATION FILES AND REPORTS PRODUCED BY AHCCCS

After encounter adjudication edit and audit processing, AHCCCS generates the following status and Pend Files for Contractors:

Status File (277U) – Unsolicited:

The status file provides the encounter status (finalized or pending) for all encounters from the most recent encounter processing. The file layout is available from Washington Publishing Company at www.wpc-edi.com (subscription required) and the AHCCCS Companion Document is available on the AHCCCS website at www.azahcccs.gov/Resources/EDI/EDITEchnicaldocuments.html.

277U File Layout Reference:

www.azahcccs.gov/Resources/Downloads/EDICHanges/AZ_277U_Companion_Docv20160902.pdf.

```

AZU277-010999-180524.TXT
1 ISA{00}{00}{ZZ{AHCCCS866004791}{ZZ{999337737}{180524}{1848}{U}{00307}{181448499}{0}{T}{
2 GS{HN{AHCCCS866004791}{010999}{180524}{1848}{181448499}{X}{003070X070
3 ST{277}{0001
4 BHT{0010}{08}{0109990Z920180524001}{180524}{TH
5 HL{1}{20}{1
6 NM1{PR}{2}{AHCCCS}{FI{866004791
7 HL{2}{1}{21}{1
8 NM1{41}{2}{AHCCCS COMPLETE CARE}{46}{0109990Z9
9 HL{3}{2}{19}{1
10 NM1{1P}{2}{NO NAME AVAILABLE}{XX{1285767822
11 HL{4}{3}{22}{0
12 NM1{QC}{1}{NO LAST NAME{NO FIRST NAME}{MI{NOT AVAILABLE
13 TRN{2}{18131000008A1
14 STC{F2}{2}{180524}{NA{3874
15 REF{1K}{181440035003001
16 TRN{2}{18131000008A1
17 STC{F2}{2}{180524}{NA{3874
18 REF{1K}{Health Plan CRN Not Available
19 DTP{472}{RD8}{20180115-20180115
20 SVC{HC}{64633}{RT}{SG{3874}{0}{1
21 STC{F2}{2}{NA{3874
22 REF{FJ}{1
23 DTP{472}{RD8}{20180115-20180115
24 HL{5}{2}{19}{1
25 NM1{1P}{2}{BANNER-UNIV MED GROUP}{XX{1508809427
26 HL{6}{5}{22}{0
27 NM1{QC}{1}{RFP56{AHCCCS}{MI{A99000056
28 TRN{2}{18138A00009
29 STC{F0}{585}{180524}{NA{330
30 REF{1K}{181440033006001
31 TRN{2}{18138A00009
32 STC{F0}{585}{180524}{NA{330
33 REF{1K}{Health Plan CRN Not Available
34 DTP{472}{RD8}{20180402-20180402
35 SVC{HC}{99233}{330}{0}{1
36 STC{F0}{585}{NA{330
37 REF{FJ}{1
38 DTP{472}{RD8}{20180402-20180402
39 SE{37}{0001
40 GE{1}{181448499
41 IEA{1}{181448499

```

Supplemental Status (277S):

This file contains additional status information not found in the 277U Status File. For example, mainframe denial reasons for encounters and reinsurance information are found in the 277S file.

- **277U and Supplemental Status SFTP path:** ftp/XXX/prod/edi-out/file name.
- XXX = Contractor's 3-digit name abbreviation. **File name convention for these status files:**
AZa277-PLANID-YYMMDD.TXT:
 - AZ = Arizona; 'a' represents an Unsolicited or "S" (Supplemental) file.
 - PLANID = Contractors' 6-digit AHCCCS assigned numeric Plan ID.
 - YYMMDD = the cycle date.

Additional files, as noted below, are placed on the SFTP server in the Contractors' **prod/out** folder **sftp/AZ/XXX(3-character mnemonic)/prod/out/file name** (XXX = the Contractors' 3-digit name abbreviation).

277S File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/277SFileLayoutTable.pdf.

AZS277-010999-180524.TXT					
1	2	3	4	5	6
1	18099902920180524SU				
2	181440035003001	DNA	M47812	200.70	200.70H280
3	181440033006001	DEA	I426 01	.00	.00
4	181440033006002	DEA	I426 01	.00	.00
5	181440033006003	DEA	I426 01	.00	.00
6	181440035004001	DNA	Z00129 01	77.93	77.93P332
7	181440035004002	DNA	Z00129 01	18.58	18.58P332
8	181440033004001	DEA	R5381 01	.00	.00
9	181440033004002	DEA	Z87828 01	.00	.00
10	181440017006	DEO	N186 16	.00	.00
11	181440017007	DEO	N186 16	.00	.00
12	181440035009001	APA	Q673 15	4000.00	4000.00
13	181440035010001	APA	Q673 15	4000.00	4000.00
14	181440035008001	DNA	F840 47	54.72	54.72P332
15	181440035006001	DNA	F809 07	17.82	17.82P332
16	181440035006002	DNA	F809 07	75.61	75.61P332
17	181440035002001	APA	D122 12	60.26	60.26
18	181440035002002	APA	D123 12	60.26	60.26
19	181440035002003	PEA	D124 12	60.26	60.26
20	029	181445U00000018			
21					

Pend Files (PEND):

File name = HPPLANID_CLMMDDYY.ZIP.

This file contains pending encounters that passed validation and translation, but failed the adjudication edit or audit process. These encounters will continue to pend and appear on the Pend File until the Contractor corrects the encounters.

The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/PendFileLayoutTable.pdf.

CL052418	
1	02918144 T0
2	181440035002003000002A20180524010999A99000019107358573318138A00018 C1
3	1814400350020032300 C4
4	181440035002003000002010A99000019 N92AHCCCS ID C5
5	18144003500200300000206388305 N92PROCEDURE CODE C5
6	18144003500200300000206476 N92PROC MODIFIER 1 C5
7	18144003500200300000215920180305 N92SVC BEGIN DATE C5
8	18144003500200300000216020180305 N92SVC END DATE C5
9	1814400350020030000021630000001.000 N92SERVICE UNITS C5
10	181440035002003000002207 N92PROC MODIFIER 2 C5
11	181440035002003000002257197311 N92SERV PROV ID C5
12	18144003500200300000225802 N92SERV PROV LOC C5
13	181440035002003000002260 N92PROC MODIFIER 3 C5
14	181440035002003000002261 N92PROC MODIFIER 4 C5
15	1814400350020042300 C4
16	181440035002004000002010A99000019 N92AHCCCS ID C5
17	18144003500200400000206388305 N92PROCEDURE CODE C5
18	18144003500200400000206476 N92PROC MODIFIER 1 C5
19	18144003500200400000215920180305 N92SVC BEGIN DATE C5
20	18144003500200400000216020180305 N92SVC END DATE C5
21	1814400350020040000021630000001.000 N92SERVICE UNITS C5
22	181440035002004000002207 N92PROC MODIFIER 2 C5
23	181440035002004000002257197311 N92SERV PROV ID C5
24	18144003500200400000225802 N92SERV PROV LOC C5
25	181440035002004000002260 N92PROC MODIFIER 3 C5
26	181440035002004000002261 N92PROC MODIFIER 4 C5
27	181440035011000000011A20180524010999A99000037182130908918138A00020 C1
28	181440035011000H050 C2
29	181440035011000000011155 N92REFER PROV NPI C3
30	029 18144 0000030000000000000000 T9
31	

Pended Encounter Detail Aging File (Record Layout-DETLAGIN):

File name = HPPLANID_DETLAGINMMDDYY.ZIP.

This file contains the number of days encounters have been pended and additional information regarding those pended encounters.

The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/PendedEncounterDetailedAgingFileLayoutTable.pdf.

DETLAGIN	
1	010999291A18144003500200318138A00018 1073585733ARIZONA PATHOLOGY GROUP 0420180305201803052018052488305760000000602F 02300
2	010999291A18144003500200418138A00018 1073585733ARIZONA PATHOLOGY GROUP 0420180305201803052018052488305760000000602F 02300
3	010999291A18144003501100118138A00020 1821309089CHIRICAHUA COMM HC-VISTA C2201804012018040120180524T1015 0000003056A 0H050
4	010999291A18144003501100218138A00020 1821309089CHIRICAHUA COMM HC-VISTA C220180401201804012018052499202 00000000000{ 0H050
5	

Pended Encounter Duplicate CRN File (Record Layout -DUPECRN):

File name = HPPLANID_DUPECRNMMDDYY.ZIP.

This file contains information regarding duplicate pending encounters and the encounters already in history that are causing the duplicate audit failure.

The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/PendingCRNFileLayoutTable.pdf.

DUPECRN X		
1	010999Z97300EXACT DUPLICATE	18144003500200318138A00018 20180305
2	010999Z97300EXACT DUPLICATE	18144003500200418138A00018 20180305

DUPECRN X		
1	2018030520180305A1073585733A9900001901099918144003500200218138A00018	2018030520180305A1073585733A99000019
2	2018030520180305A1073585733A9900001901099918144003500200218138A00018	2018030520180305A1073585733A99000019

Comment File (CC):

File name = HPPLANID_CCMDDYY.ZIP.

This file contains comments regarding select pending encounters. The comments are intended to aid in the correction of these pending encounters.

The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/CommentFileLayoutTable.pdf.

CC070618 X	
1	97/08/2018 NO CCL COMMENTS TODAY FOR 010999
2	

Detail Show Action Taken (Record Layout-ACTNTKN):

File name = HPPLANID.PNMMDDYY.TSN.ZIP.YYMMDD.ACTNTKN.ZIP.

This file contains information regarding action taken on pended encounters during the last cycle.

The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/DetailShowActionFileLayoutTable.pdf.

NOZIP x									
0	10	20	30	40	50	60	70	80	90
1	010999979A9017ERROR OVERRIDDEN	0300DATE OF BIRTH	19280614				17265033389900116264527220A1L2	16264527220A1L2	A1427814992A99910654
2	010999979C9003CORRECTION CHANGE	PR160SVC END DATE	20171219	20171225			18118005813700118011510061999	18011510061999	B1588682405A99990169
3	010999979A9017ERROR OVERRIDDEN	010AHCCCS ID	A99999003				18121081886200118044E0110222L1	18044E0110222L1	A1669692224A99999003
4	010999979A9017ERROR OVERRIDDEN	011STATE ALLOW AMT	4465.80				1814506690230011815650001971L1	1815650001971L1	A1386688414A99999942

Adjudicated Encounters Report Overall (Report ID-EC9AM128):

File name = HPPLANID_RC_EC9AM128MMDDYY.ZIP.

This report provides an encounter count of finalized and pended status by form type and an overall percent of finalized encounters by status.

EC9AM128 x									
0	10	20	30	40	50	60	70	80	90
1	REPORT ID: EC9AM128- [REDACTED] ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM								
2	PROGRAM #: EC97L128 ADJUDICATED ENCOUNTERS REPORT (OVERALL)								
3	AS OF 06/23/18								
4	0 HEALTH PLAN/PROGRAM CONT ID/TSN: [REDACTED]								
5	HEALTH PLAN/PROGRAM CONT NAME: [REDACTED]								
6	0SUBTOTAL BY HEALTH PLAN/PROGRAM CONT ID:								
7	-								
8	0TOTAL APPROVED	55860				TOTAL APPROVED	76.93%		
9	1500	37848				TOTAL PENDED	2.02%		
10	FACL	3116				TOTAL REPLACED	5.23%		
11	FORM C	14697				TOTAL VOIDED	4.14%		
12	DENTAL	199				TOTAL AHCCCS DENIED	0.69%		
13						TOTAL PLAN DENIED	10.96%		
14	TOTAL PENDED	1469				TOTAL PROCESSED	93.76%		
15	1500	437							
16	FACL	38							
17	FORM C	942							
18	DENTAL	52							
19	0TOTAL REPLACED	3799							
20	1500	2275							
21	FACL	663							
22	FORM C	861							
23	DENTAL	0							
24	0TOTAL VOIDED	3012							
25	1500	942							
26	FACL	613							
27	FORM C	1457							
28	DENTAL	0							
29	0TOTAL AHCCCS DENIED	506							
30	1500	273							
31	FACL	21							
32	FORM C	208							
33	DENTAL	4							
34	0TOTAL PLAN DENIED	7959							
35	1500	7785							
36	FACL	135							
37	FORM C	0							
38	DENTAL	39							
39	0TOTAL PROCESSED	72605							
40									

EC CCL Summary by Error Code (Report ID-EC9AD949):

File name = HPPLANID_RC_EC9AD949MMDDYY.ZIP.

CHAPTER 3 – ENCOUNTER PROCESSING

The cycle (CCL) Summary indicates the number of errors by transmission submitter number, by form type and by error code.

EC9AD949											
0 10 20 30 40 50 60 70 80 90 100 110 120 130											
1	REPORT ID: EC9AD949-010999				ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM						PAGE: 1
2	PROGRAM #: EC91L949				EC CCL SUMMARY BY ERROR CODE						RUN:05/24/18
3					AS OF 05/24/18						18:42
4	TAPE SUPPLIER ID: Z9										
5	FORM UB82/92 FORM 1500 FORM C-- FORM D--										
6	HP ID	ERROR	NEW		NEW		NEW		NEW		
7		CODE	ENTRIES	ADJUSTMENTS	ENTRIES	ADJUSTMENTS	ENTRIES	ADJUSTMENTS	ENTRIES	ADJUSTMENTS	TOTAL
8											
9	0010999	H050			1						1
10		Z300			2						2
11	0TOTAL				3						3
12	0TOTAL				3						3
13											

Edit Failures by Health Plan (Report ID-EC91D949):

File name = HPPLANID_RC_EC91D949MMDDYY.ZIP.

This report provides a count of pending encounters by transmission submitter number, error code, and form type.

EC91D949											
0 10 20 30 40 50 60 70 80 90 100 110 120 130											
1	REPORT ID: EC91D949-010999						ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM				PAGE: 1
2	PROGRAM #: EC91L949						EDIT FAILURES BY HEALTH PLAN				RUN: 05/24/18
3							AS OF 05/24/18				18:42
4	TAPE SUPPLIER ID: Z9										
5	HEALTH PLAN ID: 010999										
6											
7	--FORM UB92-- --FORM 1500-- --FORM C-- --FORM D--										
8	ERROR	ERROR	NEW	NEW	NEW	NEW	NEW	NEW	NEW	NEW	
9	CODE	MESSAGE	ENTRIES	ADJUSTS	ENTRIES	ADJUSTS	ENTRIES	ADJUSTS	ENTRIES	ADJUSTS	TOTAL
10	0H050	PARTICIPATING PROVIDER NPI NOT PROVIDE			1						1
11	Z300	EXACT DUPLICATE			2						2
12	0 TAPE SUPPLIER ID: Z9				3						3
13	0 HEALTH PLAN ID: 010999				3						3
14											

Duplicate CRN by Error Code (Report ID-EC97R179):

File Name = HPPLANID_RC_EC97R179MMDDYY.ZIP.

This report contains information regarding duplicate pending encounters and the encounters that are causing duplicate pending encounters. The File Layout is located at www.azahcccs.gov/Resources/Downloads/Contractor/Tables/DupeCRNbyErrorFileLayoutTable.pdf.

EC97R179												
1 REPORT ID: EC97R179-010999 ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM PAGE: 1												
2 PROGRAM #: EC97L179 DUPLICATE CRN BY ERROR CODE RUN:05/24/18												
3 AS OF 05/24/18 18:42												
4 (ENCOUNTERS)												
5 0TAPE SUPPLIER ID: Z9 2ND LINE: IN-PROCESS DATA / 3RD LINE: HISTORICAL DATA												
6 HEALTH PLAN ID: 010999 *****												
7 0ERROR CODE AND MESSAGE												
8 -----												
9 CRN HP CLAIM NUMBER PATIENT ACCOUNT NO HP ID BEGIN DATE END DATE F PROVIDER AHCCCS ID												
10 -----												
11 Z300 EXACT DUPLICATE												
12 181440035002003 18138A00018 010999 03/05/2018 03/05/2018 A 1073585733 A99000019												
13 181440035002002 18138A00018 03/05/2018 03/05/2018 A 1073585733 A99000019												
14 0Z300 EXACT DUPLICATE												
15 181440035002004 18138A00018 010999 03/05/2018 03/05/2018 A 1073585733 A99000019												
16 181440035002002 18138A00018 03/05/2018 03/05/2018 A 1073585733 A99000019												
17												

Pending Encounters Detailed Aging (Report ID-EC9EM187):

File name = HPPLANID_RC_EC9EM187MMDDYY.ZIP.

CHAPTER 3 – ENCOUNTER PROCESSING

The detailed aging report is a list of pended encounters by transmission submitter number, aging category, form type, and error code. The File Layout is located at www.azahcccs.gov/Resources/Downloads/Contractor/Tables/PendedEncounterDetailedAgingFileLayoutTable.pdf.

EC9EM187 X

1	REPORT ID: EC9EM187-010999	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	PAGE: 1										
2	PROGRAM #: EC97L187	PENDED ENCOUNTERS DETAILED AGING REPORT	RUN: 05/24/18										
3	(SORTED BY HEALTH PLAN, TAPE SUPPLIER NUMBER, AGING CATEGORY, FORM TYPE AND CRN)		18:43										
4	HEALTH PLAN: 010999												
5	TAPE SUPPLIER: Z9												
6	AGING CATEGORY: 1 - 30 DAYS												
7	===== SERVICE PROVIDER =====												
8	TP	CRN	PATIENT ACCOUNT NUM	HEALTH PLAN CRN	ID	NAME	TP	BEG DOS	END DOS	PROCESS DATE	PROC -NDC	PEND DAYS	
9	-----												
10	A	181440035002003	18138A00018		1073585733	ARIZONA PATHOLOGY GRO04	03/05/18	03/05/18	05/24/18	88305-76		0	
11	0	TOT:\$	ERRORS: Z300									0	
12	0A	181440035002004	18138A00018		1073585733	ARIZONA PATHOLOGY GRO04	03/05/18	03/05/18	05/24/18	88305-76		0	
13	0	TOT:\$	ERRORS: Z300									0	
14	0A	181440035011001	18138A00020		1821309089	CHIRICAHUA COMM HC-VIC2	04/01/18	04/01/18	05/24/18	T1015		0	
15	0	TOT:\$	3 ERRORS: H050									0	
16	0A	181440035011002	18138A00020		1821309089	CHIRICAHUA COMM HC-VIC2	04/01/18	04/01/18	05/24/18	99202		0	
17	0	TOT:\$	ERRORS: H050									0	
18	0	TOTALS:	4 ENCOUNTERS FOR HEALTH PLAN 010999, TAPE SUPPLIER Z9, PENDED 1 - 30 DAYS										
19	0	TOTALS:	4 ERRORS										
20	0	TOTALS:	4 ENCOUNTERS FOR HEALTH PLAN 010999, TAPE SUPPLIER Z9										
21	:		\$426.13 TOTAL DOLLARS FOR HEALTH PLAN 010999, TAPE SUPPLIER Z9										
22	:		4 ERRORS										
23	1	REPORT ID: EC9EM187-010999	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM							PAGE: 2			
24	2	PROGRAM #: EC97L187	PENDED ENCOUNTERS DETAILED AGING REPORT							RUN: 05/24/18			
25	3	(SORTED BY HEALTH PLAN, TAPE SUPPLIER NUMBER, AGING CATEGORY, FORM TYPE AND CRN)										18:43	
26	4	HEALTH PLAN: 010999											
27	5	TAPE SUPPLIER: Z9											
28	6	AGING CATEGORY:											
29	7	0 ERROR											
30	8	CODE	===== ERROR MESSAGE =====										
31	9	H050	PARTICIPATING PROVIDER NPI NOT PROVIDED OR INVALID										
32	0	Z300	EXACT DUPLICATE										
33	1	REPORT ID: EC9EM187-010999	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM							PAGE: 3			
34	2	PROGRAM #: EC97L187	PENDED ENCOUNTERS DETAILED AGING REPORT							RUN: 05/24/18			
35	3	(SORTED BY HEALTH PLAN, TAPE SUPPLIER NUMBER, AGING CATEGORY, FORM TYPE AND CRN)										18:43	
36	4	HEALTH PLAN: 010999											
37	5	TAPE SUPPLIER:											
38	6	AGING CATEGORY:											
39	7	===== SERVICE PROVIDER =====											
40	8	TP	CRN	PATIENT ACCOUNT NUM	HEALTH PLAN CRN	ID	NAME	TP	BEG DOS	END DOS	PROCESS DATE	PROC -NDC	PEND DAYS
41	9	-----											
42	0	-TOTALS:	4 ENCOUNTERS FOR HEALTH PLAN 010999										
43	1	:	\$426.13 TOTAL DOLLARS FOR HEALTH PLAN 010999										
44	2	:	4 ERRORS										
45	3												

Pended Encounters Summarized Error (Report ID-EC9FM187):

File name = HPPLANID_RC_EC9FM187MMDDYY.ZIP.

The summary of pended encounters illustrates the pended encounter error count in descending order.

EC9FM187				
1	REPORT ID: EC9FM187-010999			PAGE: 1
2	PROGRAM #: EC97L187			RUN: 06/10/18
3	PENDED ENCOUNTERS SUMMARIZED ERROR REPORT			08:04
4	(SORTED BY HEALTH PLAN AND ERROR COUNT IN DESCENDING ORDER)			
5	HEALTH PLAN: 010999			
6	ERROR		FORM	
7	CODE	ERROR MESSAGE	TYPE	ERROR COUNT
8	-----			
9	Z305	NEAR DUPLICATE FOUND	A	2010
10	0Z300	EXACT DUPLICATE	A	1966
11	0A905	UNREASONABLE AHCCCS ALLOWED AMT IN RELATION TO BILLED AMT	C	1742
12	0Z300	EXACT DUPLICATE	O	576
13	0H050	PARTICIPATING PROVIDER NPI NOT PROVIDED OR INVALID	A	369
14	0H199	INGREDIENT COST + DISPENSE FEE + SALES TAX < HP PAID AMT	C	170
15	0Z305	NEAR DUPLICATE FOUND	O	144
16	0Z800	EXACT DUPLICATE FOUND	C	104
17	0H209	VACCINE ADMINISTRATION FEE EXCEEDS CONTRACTED AMOUNT	C	99
18	0A905	UNREASONABLE AHCCCS ALLOWED AMT IN RELATION TO BILLED AMT	A	76
19	0Z305	NEAR DUPLICATE FOUND	I	47
20	0Z340	RELATED PROVIDER DUPLICATE	A	29
21	0D045	RECIPIENT SEX INVALID FOR PRIMARY DIAGNOSIS	A	26
22	0N027	DRUG NOT ELIGIBLE FOR MEDICAID COVERAGE	C	21
23	0P353	PROVIDER TYPE NOT ELIGIBLE FOR SERVICE BILLED	A	17
24	0R105	BIRTH WEIGHT IS OUT OF RANGE	I	15
25	0A905	UNREASONABLE AHCCCS ALLOWED AMT IN RELATION TO BILLED AMT	L	15
26	0S385	SERVICE UNITS EXCEED MAXIMUM ALLOWED	A	13
27	0Z300	EXACT DUPLICATE	I	13
28	0R410	RECIPIENT NOT ELIGIBLE FOR AHCCCS SERVICES ON SERVICE DATES	A	12
29	0R100	BIRTH WEIGHT IS REQUIRED	I	12
30	0R480	RECIPIENT NOT ENROLLED ON SERVICE DATES	A	11
31	0S445	PROCEDURE MODIFIER INVALID FOR PROCEDURE ON DATE OF SERVICE	A	11
32	-TOTAL			7498
33				

Detail and Summary Show Action Taken (Report ID-EC91R901):

File name = HPPLANID.PHMMDDYY.TSN.ZIP.YYMMDD.RPTS.ZIP.

This report contains information regarding action taken on pended encounters. The File Layout is located at

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/DetandSumShowFileLayoutTable.pdf.

IMPORTANT NOTE: Contractors have 90 days from the date the files are placed on the server to retrieve files and reports before AHCCCS removes them from the SFTP Server site as a component of the automated processing.

XIII. ENCOUNTER MONTHLY RECONCILIATION DATA FILE AKA “MAGIC” FILE

Monthly, AHCCCS provides each Contractor with an encounter data extract that Contractors must use to compare financial data in the AHCCCS Encounter Database with the Contractors’ claims financial data. The file is replaced each month and contains the past 36 months of encounter financial data submitted to AHCCCS. If a Contractor misses processing for a month, the following month will include the previous months minus the oldest month and the new encounters reaching adjudicated status by AHCCCS in the current month. The file is to be used by the Contractor to verify what has been submitted to AHCCCS.

Encounter Monthly Extract File Layout (Magic File):

www.azahcccs.gov/Resources/Downloads/Contractor/Tables/EncounterMonthlyFileLayoutTable.pdf

The file is available on the SFTP server after the completion of the second encounter cycle of the month.

Location: sftp.statemedicaid.us\xxx\prod\out\ENC_nnnnnn.zip

xxx = 3 Character Plan Mnemonic assigned to each Contractor

nnnnnn = Health Plan ID

The zipped file contains the following five type codes for encounter file extracts named ENC_type code_nnnnnn.TXT:

- ADJ – Adjudicated/Approved – Status 31
- DENIED – Adjudicated/Plan Denied – Status 43
- ACCDNY – Adjudicated/AHCCCS Denied – Status 41
- PEND – Pended – Status 11
- VOID – Adjudicated/Voided – Status 32

ADJ Example:

ENC_ADJ_010999.TXT		
1	010999201801A	18131000005
2	010999201801A	18131000005
3	010999201801A	18131000005
4	010999201801D201812413312000002	201812413312000002
5	010999201801D201812413312000003	201812413312000003
6	010999201802D201812413664500002	201812413664500002
7	010999201802D201812413664500006	201812413664500006
8	010999201804D	2018131158143000002
9	010999201804D	2018131158143000004
10	010999201803D	201813119812200001
11		

ENC_ADJ_010999.TXT		
1	000.00+00000000.00+00000000.00+00000000.00A5Z23	09+000000015.43+00000000.00
2	000.00+00000000.00+00000000.00+00000000.00A5Z23	09+000000015.43+00000000.00
3	000.00+00000000.00+00000000.00+000000253.96A5Z00129	09+000000072.97+00000000.00
4	000.00+00000000.00+00000000.00+000000069.01A5	05+000000038.88+00000000.00
5	000.00+00000000.00+00000000.00+000000049.00A5	05+000000019.35+00000000.00
6	000.00+00000000.00+00000000.00+000000054.00A5	05+000000026.02+00000000.00
7	000.00+00000000.00+00000000.00+000000047.00A5	05+000000019.35+00000000.00
8	062.59+000000062.59+00000000.00+0000000240.00A5	05+000000062.59+000000062.59
9	020.14+000000020.14+00000000.00+000000130.00A5	05+000000020.14+000000020.14
10	062.59+000000062.59+00000000.00+000000748.00A5	05+000000062.59+000000062.59
11		

CHAPTER 3 – ENCOUNTER PROCESSING

DENIED Example:

ENC_DENIED_010999.TXT		
1	010999201802A	18138E0000005 432018020320180203A99000060459138181440033001001+000000000.00
2	010999201802A	18138E0000005 432018020320180203A99000060459138181440033001002+000000000.00
3	010999201802A	18138E0000005 432018020320180203A99000060459138181440033001003+000000000.00
4	010999201802D201812413444100010	201812413444100010 432018022020180220A99000042068171181300018016001+000000000.00
5	010999201802D201812413444100011	201812413444100011 432018022020180220A99000042068171181300018017001+000000000.00
6	010999201802D201812413444100012	201812413444100012 432018022020180220A99000042068171181300018018001+000000000.00
7	010999201804D201813115814300005	201813115814300005 432018040320180403A99000049925242181370009001001+000000000.00

ENC_DENIED_010999.TXT		
1	000.00+000000000.00+000000000.00+000000000.00+000000153.000A5Z00129	09+000000072.97+000000000.00
2	000.00+000000000.00+000000000.00+000000000.00+000000092.000A5Z00129	09+000000061.72+000000000.00
3	000.00+000000000.00+000000000.00+000000000.00+000000028.000A5Z00129	09+000000015.43+000000000.00
4	000.00+000000000.00+000000000.00+000000000.00+000000062.590A5	05+000000062.59+000000000.00
5	000.00+000000000.00+000000000.00+000000000.00+000000062.590A5	05+000000062.59+000000000.00
6	000.00+000000000.00+000000000.00+000000000.00+000000062.590A5	05+000000062.59+000000000.00
7	000.00+000000000.00+000000000.00+000000000.00+000000050.000A5	05+000000030.88+000000000.00

ACCDNY Example:

ENC_ACCDNY_010999.TXT		
1	010999201803A	18134E0000000 412018031520180315A99000056296844181370034001001+000000070.70+
2	010999201803A	18134E0000000 412018031520180315A99000056296844181370034001002+000000000.00+
3	010999201803A	18134E0000000 412018031520180315A99000056296844181370034001003+000000000.00+
4	010999201803A	18134E0000000 412018031520180315A99000056296844181370034001004+000000000.00+
5	010999201802A	18131A000015 412018021520180215A99000044383477181370034003001+000000070.70+
6	010999201802A	18131A000015 412018021520180215A99000044383477181370034003002+000000049.28+
7	010999201802A	18131A000015 412018021520180215A99000044383477181370034003003+000000045.76+
8	010999201802A	18131A000015 412018021520180215A99000044383477181370034003004+000000042.34+

ENC_ACCDNY_010999.TXT		
1	070.70+000000070.70+000000000.00+000000000.00+000000325.000A5S12300D	09+000000070.70+000000070.70
2	000.00+000000000.00+000000000.00+000000000.00+000000150.000A5S12300D	09+000000029.32+000000000.00
3	000.00+000000000.00+000000000.00+000000000.00+000000095.000A5S12300D	09+000000031.69+000000000.00
4	000.00+000000000.00+000000000.00+000000000.00+000000045.000A5S12300D	09+000000015.48+000000000.00
5	070.70+000000070.70+000000000.00+000000000.00+000000160.000A5S62610D	09+000000070.70+000000070.70
6	049.28+000000049.28+000000000.00+000000000.00+000000142.000A5S62610D	09+000000034.12+000000049.28
7	045.76+000000045.76+000000000.00+000000000.00+000000118.000A5S62610D	09+000000031.69+000000045.76
8	042.34+000000042.34+000000000.00+000000000.00+000000116.000A5S62610D	09+000000029.32+000000042.34

CHAPTER 3 – ENCOUNTER PROCESSING

PEND Example:

ENC_PEND_010999.TXT		
1	010999201801A	18131000005 112018010520180105A99000014170359181370034002001+000000022.32+
2	010999201801A	18131000005 112018010520180105A99000014170359181370034002004+000000000.00+
3	010999201801A	18131A00010 112018010720180107A99000005275274181370034004001+000000000.00+
4	010999201804A	18131000003 112018040920180409A990000062927970181370035002002+000000000.00+
5	010999201803A	18134E0000009 112018030120180301A99000019929343181370035003001+000000013.68+
6	010999201804D201812413532200001	201812413532200001 112018040920180409A99000024706012181300017025001+000000116.44+
7	010999201801D201812413555500001	201812413555500001 112018011520180115A990000066516726181300017026001+000000076.63+
8	010999201802D201812413664500001	201812413664500001 112018021520180215A990000073911748181300017027001+000000301.30+
9	010999201804D201812413996400001	201812413996400001 112018040220180402A99000049944125181300017033001+000000308.32+
10	010999201803D	201813119812200003 112018031520180315A990000041729347181370010028001+000000062.59+

ENC_PEND_010999.TXT		
1	22.32+000000022.32+000000000.00+000000000.00+000000131.400A5Z23	09+000000015.43+000000022.32
2	00.00+000000000.00+000000000.00+000000000.00+000000000.000A5Z23	09+000000015.43+000000000.00
3	00.00+000000000.00+000000000.00+000000000.00+000000312.730A5Z113	09+000000183.44+000000000.00
4	00.00+000000000.00+000000000.00+000000000.00+000000000.000A5Z23	09+000000015.43+000000000.00
5	13.68+000000013.68+000000000.00+000000000.00+000000021.540A5F329	09+000000013.69+000000013.68
6	16.44+000000116.44+000000000.00+000000000.00+000000300.000A5	05+000000116.44+000000116.44
7	76.63+000000076.63+000000000.00+000000000.00+000000191.000A5	05+000000076.63+000000076.63
8	01.30+000000301.30+000000000.00+000000000.00+000000301.300A5	05+000000000.00+000000301.30
9	08.32+000000308.32+000000000.00+000000000.00+000000308.320A5	05+000000000.00+000000308.32
10	62.59+000000062.59+000000000.00+000000000.00+000000748.000A5	05+000000062.59+000000062.59

VOID Example:

ENC_VOID_010999.TXT		
1	2017341NV90496	2017341NV90496 322017120220171202A99981319176199173520444413001+000000039.13+
2	2017343XX64943	2017343XX64943 322017120520171205A62230342176199173520444418001+000000030.00+
3	2017342XX75486	2017342XX75486 322017120220171202A45570195764614173520445001001+000000001.12+
4	2017343YY56451	2017343YY56451 322017120420171204A69401835964438173520445825001+000000051.25+
5	2017343AA76621	2017343AA76621 322017120320171203A34140010163361173520448526001+000000051.25+
6	2017342YY62721	2017342YY62721 322017120420171204A56415244365727173520454878001+000000030.89+
7	2017343YY68241	2017343YY68241 322017120220171202A12630277571191173520461577001+000000068.47+
8	2017343YY68242	2017343YY68242 322017120220171202A43130277571191173520461578001+000000002.39+
9	2017345YY78332	2017345YY78332 322017120320171203A59120033758201173520461597001+000000005.00+
10	2017344XX92521	2017344XX92521 322017120820171208A62860171208927173520462764001+000000051.25+

ENC_VOID_010999.TXT		
1	139.13+000000039.13+000000000.00+000000000.00+000000077.50017Z01411	02+000000039.13+000000039.13
2	130.00+000000030.00+000000000.00+000000000.00+000000030.00017I10	02+000000000.00+000000030.00
3	101.12+000000001.12+000000000.00+000000000.00+000000048.00017R112	02+000000001.12+000000001.12
4	151.25+000000051.25+000000000.00+000000000.00+000000080.00017J209	02+000000051.25+000000051.25
5	151.25+000000051.25+000000000.00+000000000.00+000000146.60017J329	02+000000035.87+000000051.25
6	130.89+000000030.89+000000000.00+000000000.00+000000088.00017R1013	02+000000030.89+000000030.89
7	168.47+000000068.47+000000000.00+000000000.00+000000202.00017N3001	02+000000055.41+000000068.47
8	102.39+000000002.39+000000000.00+000000000.00+000000021.00017N3001	02+000000002.94+000000002.39
9	105.00+000000005.00+000000000.00+000000000.00+000000005.00017M542	02+000000000.00+000000005.00
10	151.25+000000051.25+000000000.00+000000000.00+000000114.00017M65311	02+000000051.25+000000051.25

XIV. MODIFICATIONS TO ENCOUNTERS

When the Contractor adjusts, replaces, voids, or reprocesses claims, the Contractor must revise the corresponding encounter records that were adjudicated and placed into history by AHCCCS. Please refer to the X12N technical reports or NCPDP implementation guide for procedures to void and/or replace previously approved pharmacy encounters in history.

AHCCCS accepts replacements and voids for all form types at the claim header level. Voiding or replacing professional, dental, or pharmacy encounters at the claim header results in a void or replacement of all claim line information regardless of each claim line's adjudication or pend status. Only the first 12 digits of the CRN should be submitted when replacing or voiding. Void or replacement at the claim header must reflect the Contractor's final disposition or all claim lines for the claim.

XV. ADJUDICATION SYSTEM ERROR CORRECTION

The correction of encounters denied or pended by AHCCCS allows Contractors to modify or correct encounter data and, for a limited set of edits, override edits such as a potential duplicate of another encounter or unit limitation guidelines. The 277 and Pend Files provided by AHCCCS identify the error conditions that caused the record to fail, assisting Contractors with identifying and resolving the problem. AHCCCS allows a grace period (refer to SANCTIONS in Section XIX) to correct aging pended or denied encounters. No penalty/sanction is applied to Contractor encounter corrections re-adjudicated as accepted within the grace period. Sanctions may be applied to denied or pended encounters that remain uncorrected or voided after the grace period.

XVI. COMPLETE, ACCURATE, AND TIMELY ENCOUNTER DATA

Contractors are required to monitor, track, and trend encounter submissions and corrections. If Contractors or their subcontracted encounter vendor is unable to resolve submission issues, correct errors or achieve acceptable encounter completion, accuracy, and timeliness rates, AHCCCS may require Corrective Action Plans and/or apply sanctions.

Completeness Measure:

Requires that encounters be submitted for all Contractor primary and secondary paid claims, as well as selected plan denials and Zero Medicaid Payment claims. These encounters must reach adjudicated/approved encounter status to eliminate omissions of AHCCCS eligible service utilization data required by contract.

Accuracy Measure:

Requires that the encounter data submitted correctly reflects the approved coding of the services reported. The encounter data must reflect the data coding submitted by the provider and enter as finalized in the Contractor's claims system. All required encounter elements must match provider claim submission and finalized claim adjudication in the Contractor's claims system.

Timeliness Measure:

Requires that all encounters reach approved adjudication status in the AHCCCS database within specified time periods. As per the contract, Professional, Institutional, and Dental Encounters (not eligible for Federal Drug Rebate processing) must be received by AHCCCS no later than 210 days after the end of the month in which the service was rendered, or the effective date of the enrollment with the Contractor, whichever date is later. Failure to submit encounters within 210 days may result in sanctions.

Pharmacy-related encounter data and other encounters involving services eligible for Federal Drug Rebate processing must be provided to AHCCCS no later than 30 days after the end of the quarter in which the pharmacy item was dispensed. Adherence to each of these measures is partially monitored through Encounter Data Validation Studies routinely conducted by AHCCCS. The purpose of these studies is to compare submitted encounter data with other sources (e.g., medical records, provider claims submissions, Contractor claims system to the Contractor submitted encounter data). Further details on annual and focused Data Validation Studies can be obtained on the AHCCCS website at

www.azahcccs.gov/PlansProviders/Downloads/Encounters/EncounterValidationTechnicalDocument.pdf. Adherence may also be evaluated during Annual Contractor Operational Reviews or through focused encounter reviews.

XVII. ENCOUNTER SUBMISSION BENCHMARKS – STANDARD MEASURE DATA POINTS

AHCCCS also monitors the overall volume of encounter submission and adjudication status by form type based upon a Contractor's enrollment. Based on a specified methodology, these encounter benchmarks will be based on rolling five (5) years of most recent data, and the data points will be reviewed annually for each contract year going forward and remeasured as the benchmarks are achieved and sustained by the Contractor. The goal of the benchmarks is to drive improvement. Benchmarks will be set for the following areas:

- Total approved encounters per member per month:
 - Approved percentage of total encounters.
- Total pended encounters per member per month:
 - Pended percentage of total encounters.
- Total voided encounters per member per month:
 - Voided percentage of total encounters.
- Total denied encounters per member per month:
 - Denied percentage of total encounters.

Benchmarks have been developed for the AHCCCS Complete Care (ACC) and Long-Term Care Contractors. Individual benchmarks were also created for each form type, A, C, D, I, O, and L; however, at this time, these benchmarks will be utilized by staff for internal monitoring only. The essential rule for standard compliance is one standard deviation from the five (5) contract year means. This rule identifies some outliers of encounter percentages and member month. Half of a standard deviation may be applied according to the plan performance and AHCCCS requirements.

XVIII. TRACKING ENCOUNTERS DENIED BY AHCCCS AND CONTRACTOR VOIDED ENCOUNTERS

Contractors are required to monitor encounters denied by AHCCCS and encounters voided by the Contractor. It is the Contractor's responsibility to either replace AHCCCS denied encounters, void the claims, recoup Medicaid funds, and correct or void pending encounters.

When AHCCCS denied and Contractor voided encounters due to data submission errors, the Contractor must replace or resubmit the encounters with revised data. The encounter must reflect the Contractor's final disposition of all claim lines for replacements. Data submission errors that are not replaced or resubmitted may affect the Contractor's encounter completeness rates.

AHCCCS denied encounters and Contractor voided encounters are not used by AHCCCS for Contractor capitation, rate setting development, evaluation of health outcomes, or Contractor performance. Contractors should ensure that encounters are submitted according to AHCCCS requirements to avoid underreporting data that may have a negative effect on Contractors.

Replaced encounters are linked to previous encounter submissions for purposes of encounter timeliness. Encounters resubmitted instead of replaced are treated as original submissions unrelated to prior encounter submissions. As a result, untimely encounter resubmissions may affect the Contractor's timeliness sanctions, supplemental payments, capitation and rate setting development, evaluation of health outcomes, or Contractor performance.

XIX. SANCTIONSAged-Pended Encounters:

AHCCCS Contractors are required by contract to monitor and resolve pending and AHCCCS denied encounters. Pending encounters are required to be corrected or appropriately voided within 120 days from the AHCCCS encounter received date, recorded as part of the AHCCCS assigned CRN. AHCCCS conducts quarterly monitoring of pending encounter aging. The data pull for the quarterly pending encounter aging file is a snapshot of encounters in pending status as of the last day of that quarter. Any pends corrected online or by pend correction files processed up to that date would be excluded from the data pull. The result of this aging monitoring generates Contractor pending encounter letters that may result in monetary sanctions for those pending encounters aged over 120 days.

Monitoring information extracted for each Contractor for the three (3) month period at the end of the quarter is downloaded into a Statistical Package for the Social Sciences (SPSS) Program for review. The data set is filtered to eliminate "soft" (used internally for statistical information gathering purposes) error codes; other "hard" (pend or deny back to the Contractor for correction) error codes specifically waived from sanction by AHCCCS, and edits or audits identified by AHCCCS as related to internal only edits. The reports are produced, reviewed internally, and distributed as preliminary to each Contractor for review and response.

The preliminary sanction report is distributed via the SFTP server. Contractors have 30 days to review the findings and respond to AHCCCS. AHCCCS will review and consider the response provided by the Contractor, and then a final sanction letter will be issued.

Sanction amounts are calculated based on the following amounts per pending encounter:

- Over 120 days less than 180 days = \$5.00
- Over 180 days less than 240 days = \$10.00
- Over 240 days less than 360 days = \$15.00
- Over 360 days = \$20.00

Pending Encounter Sanction Grievances:

Contractors have the right to file a grievance regarding encounter sanctions. Grievances must be filed in a timely manner. The details on filing this type of grievance are included in the Contractor notification letter.

Encounter Timelines Sanctions:

All Encounters not involving services eligible for Federal Drug Rebate processing shall be received by AHCCCS no later than 210 days for DOS after 10/1/2018; after the end of the month in which the service was rendered, or the effective date of the enrollment with the Contractor, whichever date is later. Unique to the R805 & R806 edits, the logic will be applied upon initial submission of Encounters, and once failed and logged, the edit will not persist when the Encounter is next edited or recycled. If an Encounter is initially submitted (new day or denied) and is timely, any subsequent replacements/resubmissions if submitted as such will also be considered timely.

After each encounter cycle, the following text files will be posted to each Contractor's SFTP Server folder. AHCCCS will send a notification to the Health Plans when the files are available.

- XXX/OTHER/DHCM/OUT - Placement
- ENC_SANCTIONS_XXXXXX_RPT_YYMMDD.TXT

The timeliness sanctions are \$2.00 per encounter, and quarterly, sanctions will be levied one-time at the end of the quarter, and include the total encounters exempted and not exempted for that quarter. For example, January, February, and March findings distributed with one total for sanctionable encounters for the quarter.

XX. ASSISTANCE

Encounter's customer service staff are available Monday through Friday (excluding State holidays) to assist Contractors. In addition, the Encounter Unit conducts ongoing meetings with each Contractor, both on a scheduled and as-needed basis. Contractors should contact their assigned Encounter Technical Liaison to request assistance or training.

Contractors may request encounter assistance or training via the AHCCCSEncounters@azahcccs.gov e-mail address. Questions regarding EDI Portal security issues, validation and/or translation should be submitted to <https://servicedesk.azahcccs.gov/portal> or send an email to servicedesk@azahcccs.gov. AHCCCS will acknowledge all requests within three (3) days and respond to the request within 30 days unless otherwise notified.