ENCOUNTER OVERRIDE

This desk level procedure provides instructions for the resolution/override of encounters

**Purpose:** PMMIS Screens and Function keys needed to override encounters – not edit/error specific.

**Resource:** PMMIS (Encounter Subsystem)

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    - ADJU STATUS: 31
    - LOCATION: 75
  - 3C: Comment Screen

**Procedure:**

**Section 1 – Encounter Override Screen**

A. NTR Line Field Entry.

The most direct way to get to the encounter override screen in PMMIS is by entering the correct code in the NTR Field. Open a PMMIS session, and enter the corresponding code on the NTR line located at the top left corner to go to the appropriate screen to override the pended CRN.

| NTR: _________________ |

- (EC205C) 1. FORM 1500 CORRECT
- (EC810C) 2. FORM UB92 CORRECT
- (EC215C) 3. FORM C CORRECT
- (EC203C) 4. FORM D CORRECT

After arriving at the override screen, skip to Section 2 of this guide. For instructions on how to get to an encounter override screen in PMMIS from the Main Menu, see Subsection B on the next page.
Section 1B – Encounter Override Screen from Main Menu

B. From the Main Menu, Type 2 in the Selection field, then hit Enter for the Encounter Main Menu

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<tr>
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<tbody>
<tr>
<td>1. CASE MANAGEMENT</td>
<td>11. ALTCS MEDICAL ELIGIBILITY(CATS)</td>
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<td>2. ENCOUNTERS</td>
<td>12. ALTCS FINANCIAL ELIGIBILITY(LEDS)</td>
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<td>3. SYSTEM SERVICE REQUEST</td>
<td>13. ALTCS GENERAL INQUIRY/MAINTENANCE</td>
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<td>4. HEALTH PLAN</td>
<td>14. ELIGIBILITY QUALITY CONTROL/FRAUD</td>
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<td>5. INFORMATION MANAGEMENT</td>
<td>15. REINSURANCE</td>
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<td>6. PROVIDER</td>
<td>16. (AVAILABLE)</td>
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<td>7. RECIPIENT</td>
<td>17. FINANCE</td>
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<td>8. REFERENCES</td>
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<td>9. UR/QA</td>
<td>19. SVES - WTPY REQUEST/RESPONSE</td>
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<tr>
<td>10. SECURITY</td>
<td>20. KIDS CARE (KEBS)</td>
</tr>
</tbody>
</table>
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ENTER SELECTION: 2

PF: 1=HLP 3=CLR 4=MSG 12=ESC

From the Encounter Main Menu, Type 2 (for Encounter Maintenance) in the Selection field then hit Enter for the Encounter Maintenance Menu

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<table>
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<tr>
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<tbody>
<tr>
<td>1. BATCH INVENTORY CONTROL</td>
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<tr>
<td>2. ENCOUNTER MAINTENANCE</td>
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<td>3. ENCOUNTER RESEARCH</td>
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<td>4. BATCH STAGING</td>
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<td>5. INQUIRY</td>
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<td>6. REPORTING</td>
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<tr>
<td>7. TABLE MAINTENANCE</td>
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</tbody>
</table>
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ENTER SELECTION: 2 _ ACT: _

PF: 1=HLP 2=RTN 3=CLR 4=MSG 12=ESC

Section 1B – Encounter Override Screen from Main Menu – continued
From the Encounter Maintenance Menu, choose which form needs to be overridden by entering 1, 2, 3 or 4, then type C in the ACT field, then hit Enter.
Section 2 – Override by Form Type

2A: EC205C, Override Form A, 1500

Enter EC205C on the NTR line, press return for this screen

1. Enter the pended CRN, press return/enter, and the error code and its description will appear at the top of the screen.
2. When ready to override, hit the F4 key and input – S then enter the appropriate 4-digit override reason code next to the error code.
3. After hitting return/enter, a message at the top of the screen will read that information was successfully added.
4. Hit the F2 key and the system will return to panel 3 of the encounter.
5. Hit F3 (-TOG), then F8, then F5 to get to the Encounter Comments screen.
6. Input the error code on the DESCRIPTION line.
7. On the COMMENT line input the specific and detailed explanation for override which supports the override reason.
8. Hit ENTER to update the COMMENT field.
9. Hit F9 to post the COMMENT to the system – NOTE IF THIS STEP IS MISSED THE COMMENT WILL NOT BE POSTED INTO THE SYSTEM.
10. After pressing the F9 key, a message at the top of the screen will appear verifying that the COMMENT was successfully added.
11. Hit F2 twice which will return to panel 3 of the encounter.
12. To complete the OVERRIDE, hit F9 again.

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Section 2 – Override by Form Type - continued

2B: EC810C, Override Form B, UB92 Pended Encounters.

Enter EC810C on the NTR line, press enter/return, for this screen (correct mode)

1. Enter the pended CRN, press return/enter, and error code with its description will appear at the top of the screen.
2. When ready to override, hit the F4 key and input – S then enter the appropriate 4-digit override reason code next to the error code
3. After pressing enter/return, a message at the top of the screen will note that the information was successfully added
4. Hit the F2 key and the system will return to panel 3 of the encounter
5. Hit F3 (-TOG), then F8, then F5 Hit the F6 key three times, then F11, then F8, then F5 to get to the Encounter Comments screen
6. Input the error code on the DESCRIPTION line
7. On the COMMENT line input the specific and detailed explanation for override which supports the override reason
8. Hit ENTER to update the COMMENT field
9. Hit F9 to post the COMMENT to the system – NOTE IF THIS STEP IS MISSED THE COMMENT WILL NOT BE POSTED INTO THE SYSTEM
10. Enter F9 key to confirm and a message at the top of the screen will verify that the COMMENT was successfully added
11. Hit F2 twice which will return to panel 3 of the encounter
12. To complete the OVERRIDE, hit F9 again
Section 2 – Override by Form Type - continued

2C: Override Form C, EC215C, Form C Error Correct

Enter EC215C on the NTR line, press return/enter, for this screen (correct mode)

1. Enter the pended CRN, press enter/return, the encounter will populate the screen and the error code with its description will appear at the top of the screen.
2. Hit F6 (=NXT) then when ready to override, hit the F6 key When ready to override, hit the F4 key and input – S then enter the appropriate 4-digit override reason code next to the error code
3. Hit enter and a message at the top of the screen will appear verifying that the information was successfully added
4. Hit the F2 key and the system will return to panel 3 of the encounter
5. Hit the F6 key, then F8, then F5 to get to the Encounter Comments screen
6. Input the error code on the DESCRIPTION line
7. On the COMMENT line input the specific and detailed explanation for override which supports the override reason
8. Hit ENTER to update the COMMENT field
9. Hit F9 to post the COMMENT to the system – NOTE IF THIS STEP IS MISSED THE COMMENT WILL NOT BE POSTED INTO THE SYSTEM
10. The F9 key will confirm and a message at the top of the screen will verify that the COMMENT was successfully added
11. Hit F2 twice which will return to panel 3 of the encounter
12. To complete the OVERRIDE, hit F9 again
Section 2 – Override by Form Type - continued

2D: Override Form D, EC203C, Dental Error Correct
Enter EC203C, press return/enter on the NTR line, for this screen

1. Enter the pended CRN, press return/enter and the encounter will be populated. The error code with its description will appear at the top of the screen.
2. Hit F4 (=ERR) then when ready to override then When ready to override, hit the F4 key and input – S then enter the appropriate 4-digit override reason code next to the error code
3. Press enter/return and a message at the top of the screen will show that the information was successfully added
4. Hit the F2 key, then F3, then F8, then F5 to get to the Encounter Comments screen
5. Input the error code on the DESCRIPTION line
6. On the COMMENT line input the specific and detailed explanation for override which supports the override reason
7. Hit ENTER to update the COMMENT field
8. Hit F9 to post the COMMENT to the system – NOTE IF THIS STEP IS MISSED THE COMMENT WILL NOT BE POSTED INTO THE SYSTEM
9. Hit F9 key for a message at the top of the screen verifying that the COMMENT was successfully added
10. Hit F2 twice which will return to panel 3 of the encounter
11. To complete the OVERRIDE, hit F9 again
Section 3

3A: Reference Screen RF747 – Override Reason [Codes]

In PMMIS, enter RF747 and Enter F8=DWN if needed to find the appropriate reason code.

0001  RESUBMISSION OVRD 9 MONTH FILING
0002  RETRO ELIG ESTAB OVRD 9 MONTH FILING
0003  OTH INS/MEDICARE PMT OVRD 9 MO FILING
0004  GRIEVANCE OVRD 9 MONTH FILING
0005  RETRO ELIG OVRD 12 MO FILING
0006  OTH INS/MEDICARE PMT OVRD 12 MO FILING
0007  GRIEVANCE OVRD 12 MONTH FILING
0008  PA REQUIREMENT OVRD RETRO ELIG
0009  OVERRIDE AT REQUEST OF OMD
0010  OVERRIDE AT REQUEST OF DIR OFFICE
0011  OVERRIDE AT REQUEST OF CLAIMS SUP
0012  MED. REVIEW PREVIOUSLY COMPLETED
0013  CRS APPROVED
0014  RCP AGE CHANGE DURING MONTH OF SERVICE
0015  REINSURANCE UNIT REVIEWED
0016  ENCOUNTER UNIT REVIEWED

0017  OVERRIDE AT REQUEST OF OLA
0018  ISD LOGIC ISSUE - VERIFIED OVERRIDE
0019  PLAN REVIEW AND OVERRIDE
0020  OVERRIDE OLD DATA - PLAN CANNOT CORRECT
0021  SERVICE TRANSPLANT RELATED PER PLAN
0022  PLAN INDICATED MEDICAL NECESSITY
0023  VERIFIED MEMBER AGE AT ADMISSION
0080  BENEFIT OVER QMB DUAL - MDC DEDUCTIBLE
0085  LINKED RECIPIENT ISSUE - QMB ONLY
0090  PER LOA PLAN ALLOWED EXCEPTION
8000  OVERRIDE PER RI MGT - TRANSPLANT ONLY
8001  SERVICE PROVIDED ON PROVIDER DOD
8002  ALLOW POS - MEDICAL NECESSITY
8003  BHS STATE ONLY - HISTORICAL SUBMISSION
8010  OVERRIDE IHS CLMS COUNTED TO LIMITS

3B: PMMIS EC270 Screen, On-Line Adjudication

```
TR: EC270  ACT: C    AHCCCS - ENCOUNTER
NTR: ____________________ ON-LINE ADJUDICATION

CRN: ______________  CLAIM TYPE:
RECIPIENT:          FORM TYPE:
PROV/HLTH PLAN:      ADJUST/VOID:

TOTAL BILLED:  LAST ADJU DATE:  ADJU STATUS:
ALLOWED AMOUNT:  LAST ADJU TIME:  LOCATION:
DUPE-CHECK, SERVICE-LIMIT, COMB-AUDIT ERRORS RESULTING FROM ADJUDICATION ERROR
MESSAGE MATCHED CRN
```

PF: 1-HLP 2-PRTN 3-CLR 4-MSG 12-ESC
3C: PMMIS Comment Screen

<table>
<thead>
<tr>
<th>COMMENT NO: 01</th>
<th>DESCRIPTION: ____________________________</th>
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PF: 1=HLP 2=RTN 3=CLR 7=UP 8=DWN 9=SAVE 12=ESC