

## 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
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### 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

```
TR: AH000                AHCCCS - PMMIS
NTR: _____          MAIN MENU

1. CASE MANAGEMENT      11. ALTCS MEDICAL ELIGIBILITY (CATS)
2. ENCOUNTERS           12. ALTCS FINANCIAL ELIGIBILITY (LEDS)
3. SYSTEM SERVICE REQUEST 13. ALTCS GENERAL INQUIRY/MAINTENANCE
4. HEALTH PLAN          14. ELIGIBILITY QUALITY CONTROL/FRAUD
5. INFORMATION MANAGEMENT 15. REINSURANCE
6. PROVIDER             16. (AVAILABLE)
7. RECIPIENT           17. FINANCE
8. REFERENCES           18. CLAIMS
9. UR/QA                19. SVES - WTPY REQUEST/RESPONSE
10. SECURITY             20. KIDS CARE (KEDS)

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

```
TR: EC000                AHCCCS - ENCOUNTER
NTR: _____          MAIN MENU

1. BATCH INVENTORY CONTROL
2. ENCOUNTER MAINTENANCE
3. ENCOUNTER RESEARCH
4. BATCH STAGING
5. INQUIRY
6. REPORTING
7. TABLE MAINTENANCE

ENTER SELECTION: 2 ACT: _

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

**Section 1B – Encounter Override Screen from Main Menu – continued**

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Enter Override – Generic, Not Error Specific

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.

```
TR: EC200                                AHCCCS - ENCOUNTER
NTR: _____                          MAINTENANCE MENU

(EC205)  1. FORM 1500 CORRECT/INQUIRE    (EC261) 11. ERROR CORRECT AUDIT TRAIL
(EC810)  2. FORM UB92 CORRECT/INQUIRE    (EC262) 12. OVERRIDE AUDIT TRAIL
(EC215)  3. FORM C CORRECT/INQUIRE       (EC263) 13. ERROR RECORD AUDIT TRAIL
(EC203)  4. FORM D CORRECT/INQUIRE       (EC264) 14. ENCOUNTER COMMENTS
(EC256)  5. ERROR CORRECT BY LOCATION     (EC266) 15. ENC ADJUSTMENT SEQUENCE
(EC235C) 6. FORM 1500 VOID                 (EC272) 16. MED ORIG TO REPLACEMENT
(EC840C) 7. FORM UB92 VOID                 (EC274) 17. DENT ORIG TO REPLACEMENT
(EC245C) 8. FORM C VOID                   (EC280) 18. ENC BY LOCATION & FORM TYPE
(EC233C) 9. FORM D VOID                   (EC281) 19. PENDED ENC BY LOCATION
(EC270) 10. ON-LINE ADJUDICATION          (EC286) 20. PENDED ENC ERR CODE

                                     ENTER SELECTION: __ ACT: _
CRN: _____ ORIG CRN: _____ LOCATION: ____

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

**Section 2 – Override by Form Type**

**2A: EC205C, Override Form A, 1500**

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

TR: EC205	ACT: C	AHCCCS - ENCOUNTER	
NTR: _____		FORM 1500 ERROR CORRECT	
CRN: _____	ORIG CRN:	FREQ CD:	PANEL: 1
CLM HP ID:	TSN:	HP CLM NO:	
SER PR ID:	NPI:	SER PR NAME:	
RECPNT ID:	DOB:	SER PR TAXON:	PR TYP:
<b>AHCCCS ID:</b>	SEX:	NAME:	
ENROLL ID:	ADDR:		
PAT ACT NO:		MED REC NO:	
INVOICE NO:	TRACKNG NO:		INP MODE:
ADMIT DATE:	DCHRG DATE:	PAT STA:	HIPAA IND:
AUTO ACDNT:	ST/CNTY CD:	CNTRY CD:	ACDNT DATE:
OTHER ACDNT:	EMPLMT REL:	OTHER INS:	BILL DATE:
BILL PR ID:	BILL PR NPI:	BILL PR TAX ID:	
REFR PR ID:	REFR PR NPI:	BILL PR TAXON :	
FACL PR ID:	FACL PR NPI:	FORCE PND:	DEN RSN:
FACL NAME :		DELAY RSN:	SPEC PGM:
ATCH IND:	RPT TYPE:	TRANS CD:	CTL NO:
PF: 1=HLP 2=RTN 3=CLR 4=OVR 6=NXT 7=PYR 8=ADR 9=CNF 10=263 11=NPI 12=ESC			

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)

```

TR: EC810  ACT: C                AHCCCS - ENCOUNTER
NTR: _____ FORM UB92 ERROR CORRECT

CRN: _____ ORIG CRN: _____   FREQ CD: _____   PANEL: 1
CLM HP ID: _____ TSN: _____ HP CLM NO: _____
SER PR ID: _____ NPI: _____   SER PR NAME: _____
RECPNT ID: _____ DOB: _____   PR TYPE: _____
AHCCCS ID: _____ SEX: _____   NAME: _____
ENROLL ID: _____ ADDR: _____
PAT ACT NO: _____ MED REC NO: _____
INVOICE NO: _____ TRACKNG NO: _____   INP MODE: _____
STATEMENT COVERS: _____ - _____   BILL TYP: _____   HIPAA IND: _____
ADMIT DATE: _____ ADMIT HR: _____ DCHRG HR: _____ PAT STA: _____ FORM TYP: _____
ADMIT TYPE: _____ ADMIT SRC: _____ AUTO ACDNT ST: _____ BILL DATE: _____

BILL PR ID: _____ BILL PR NPI: _____ BILL PR TAX ID: _____
ATND PR ID: _____ ATND PR NPI: _____ BILL PR TAXON : _____
REFR PR ID: _____ REFR PR NPI: _____ OTH CVG: _____ MDC CID: _____
FACL PR ID: _____ FACL PR NPI: _____ MHS IND: _____ MDC LTR: _____
FACL NAME : _____ FORCE PND: _____ DEN RSN: _____
ATTCH IND: _____ ATTCH RPT TYP: _____ ATTCH TRANS CD: _____ DELAY RSN CD: _____
ATTCH CTL NO: _____
PF: 1=HLP 2=RTN 3=CLR 4=OVR 5=NTE 6=NXT 7=PYR 8=ADR 9=CNF 10=263 11=NPI 12=ESC
    
```

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 1 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)

TR: EC215	ACT: C	AHCCCS - ENCOUNTER	
NTR: _____		FORM C ERROR CORRECT	
CRN: _____	ORIG CRN:	TRANS CD:	PANEL: 1
CLM HP ID:	TSN :	HP CLM NO:	
SER PR ID:	NPI :	NAME:	
RECPNT ID:	DOB :	SEX:	PROV TYP:
<b>AHCCCS ID:</b>	NAME:	PREG:	
ENROLL ID:	ADDR:		
PAT ACCT NO:			
INVOICE NO:	TRACKNG NO:	INP MOD:	
NCPDP IND:	OTHR INS:	MHS IND:	POS: FORCE PND: DENL RSN:
PRSC PR ID :	PRSC PR QUAL:		
DEA LICENSE:	PRSC PR NPI:	PRSC PR TAXON:	
PROF SVC CODE:	PA NUM:	BILL DATE:	
REAS SVC CODE:		ATTACH IND:	
RSLT SVC CODE:	DIAG CD 1:	2:	3:
PF: 1=HLP 2=RTN 3=CLR 4=OVR 5=PRI 6=NXT 7=PYR 9=CNF 10=263 11=NPI 12=ESC			

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 **2** 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

```

TR: EC203  ACT: C          AHCCCS - ENCOUNTER
NTR: _____ DENTAL ERROR CORRECT

CRN: █ _____ ORIG CRN:          FREQ CD:
CLM HP ID:          TSN:          HP CLM NO:
SER PR ID:          NPI:          SER PR NAME:
RECPNT ID:          DOB:          SER PR TAXON:
AHCCCS ID:          SEX:          NAME:
ENROLL ID:          ADDR:
PAT ACT NO:

                VBP CONTRACT ID:
INVOICE NO:          TRACKNG NO:          INP MODE:
AUTO ACDNT:          ST/CNTY CD:          CNTRY CD:          ACDNT DATE:          HIPAA:
OTHR ACDNT:          EMPT REL:          OTHR INS:          TREAT CMPLT:
BILL DATE :
BILL PR ID:          BILL PR NPI:          BILL PR TAX ID:
REFR PR ID:          REFR PR NPI:          BILL PR TAXON :
FACL PR ID:          FACL PR NPI:          FORCE PND:          DEN RSN:
FACL NAME :
ATTCH RPT TYP:          ATTCH TRANS CD:          DELAY RSN CD:          SPEC PGM:
ATTCH CTL NO:          NOTE CD:

PF: 1=HLP 2=RTN 3=CLR 4=ERR 5=NTE 6=NXT 7=PYR 8=ADR 9=CNF 10=263 11=NPI 12=ESC
    
```

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

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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
- 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
- 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		
ERR	MESSAGE	MATCHED CRN
PF: 1=HLP 2=RTN 3=CLR 4=MSG		
12=ESC		

**3C: PMMIS Comment Screen**

COMMENT NO: 01    DESCRIPTION: \_\_\_\_\_

COMMENT:

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PF: 1=HLP 2=RTN 3=CLR

7=UP 8=DWN 9=SAVE

12=ESC