

LTCare Encounter Reporting User Guide

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I. INTRODUCTION

I - A: Purpose of this Guide

The Managed Care Organization Encounter Reporting User Guide has been designed to assist you in the operation of the encounter application. It will guide you through all the steps needed to submit a monthly encounter batch submission.

This User Guide is divided into three sections:

- I. **Introduction** – Provides general information about the Encounter Reporting application.
- II. **Creating and Sending Encounter Data** - Gives detailed step-by-step instructions on how to perform the tasks necessary to submit and validate a submission.
- III. **Appendix** – Important reference material and FAQ.

This manual only provides information on using the encounter application. If you would like to know more about encounter technical specifications or business requirements, please refer to the “Implementation Guide”.

If you have any questions about this manual or encounter reporting, please contact: DHSLTCareEncounterHelp@dhs.wisconsin.gov

I - B: Overview of the Encounter Reporting

The LTCare/Agency Encounter Reporting process consists of monthly data transfers from each Managed Care Organization (MCO) or Agency to the State. These monthly data transfers yield timely information for reporting and analysis. All file submissions, report viewing, and administration activities are done from a standard web browser.

In summary, this data collection and verification utility:

- Accepts claims and non-claims data directly from MCO/Agency business systems,
- Allows for the transfer of compressed files via an SSL Web site for secure transmission,
- Provides diagnostic feedback to MCOs/Agencies regarding quality of transmitted data,
- Assists MCOs/Agencies in achieving and maintaining HIPAA data compliance,
- Allows MCOs/Agencies to correct data anomalies either by resubmission or through adjustment transactions, and
- Includes quality assurance summary verification to ensure local and state databases remain synchronized.

Each MCO/Agency initiates a monthly data transfer submission file. Once submitted, the data transfer files are processed through a series of parser and content edits based on the business rules. Differing levels of error checking are used within the application to verify the submission. Content edits will be delayed until parser edits are corrected.

It is possible that an entire submission is rejected when certain critical errors are found. This is referred to as a "Batch Reject Error".

A batch is considered accepted, if no batch reject errors occurred. Even when a submission (or batch file) is accepted, it may contain individual records that have errors that are found in the editing process, which are referred to as "Batch Accept Errors". When Batch Accept errors are corrected, the file should be resubmitted.

Upon completion of the data verification, feedback reports on the data transfer are returned to the submitter. These feedback reports outline specific details of batch reject errors, batch accept errors, and other warnings that may be in place to assist the MCO/Agency in managing its data.

Certified data is loaded into the data warehouse.

The current encounter reporting data collection and verification utility is designed to accept claims and non-claims encounter data.

Figure 1 illustrates the encounter reporting process flow.

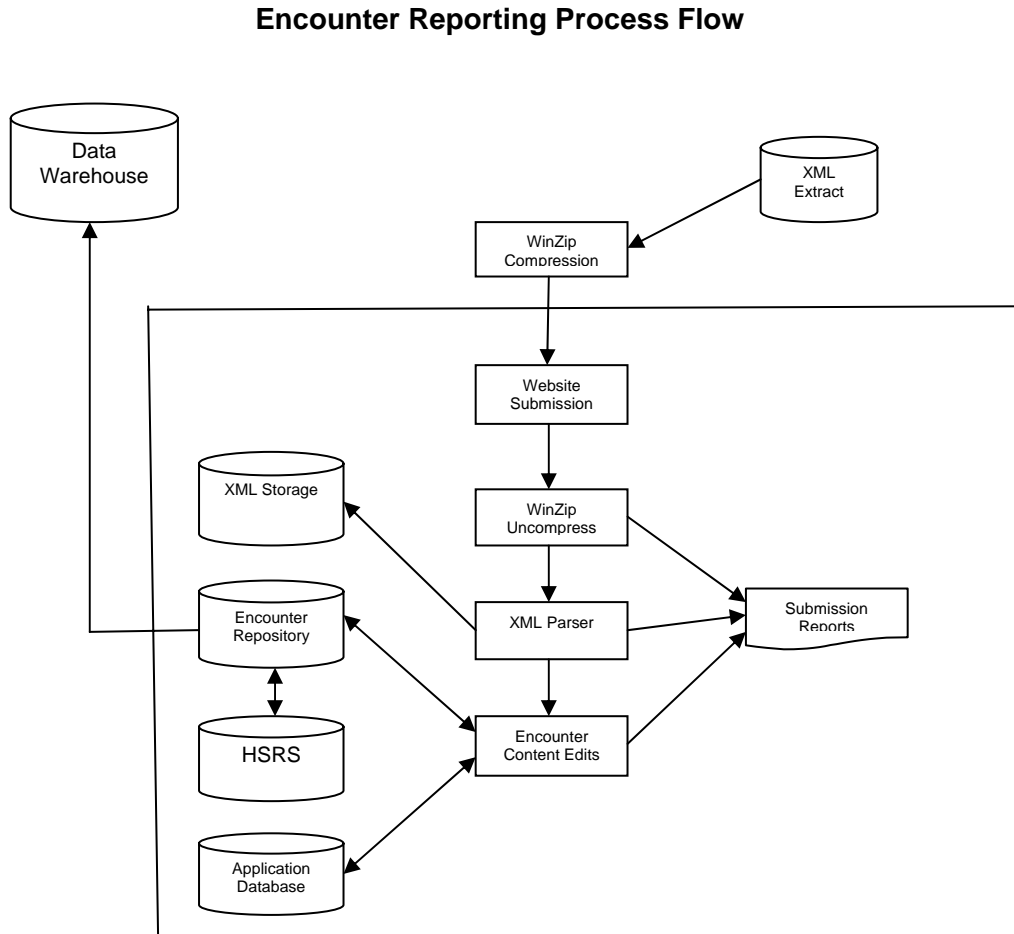


Figure 1 - Encounter reporting process flow

I - C: Defining an Encounter

Encounter records are detailed records of events or services, which are provided to members of the MCO/Agency. Encounter Reporting requires a separate and unique record for each service. There are two types of Transactions; Encounter claims and non-claims transactions.

Encounter claims transactions include the following:

- A service or item provided to a member through the case management plan. Examples are transportation services, durable medical equipment, specific case management, etc.
- A service not directly provided by the MCO/Agency but for which the MCO/Agency is financially responsible, such as an emergency service provided by an out-of-network provider or facility.
- A service not directly provided by the MCO/Agency, but for which the MCO/Agency holds professional or administrative responsibility.

Non-claims transactions include:

- A cost share amount due the MCO.
- A voluntary contribution.
- Room & board.

Multiple encounters may occur between a single provider and a single recipient on a day. For example, if a therapy service, personal care services, and care management are all provided on a given day, the MCO/Agency will report three encounter records. These services may or may not be provided by the same provider, but they are three distinct encounters.

Encounter data contains detailed records of services that have been provided to members of the MCO/Agency. The source of most of the encounter data is the MCO/Agency claims systems but encounter data can have other sources. In addition to reporting service encounters, MCOs/Agencies are required to report collections of member share and voluntary contributions.

MCOs/Agencies must consider the following when planning for the implementation of encounter reporting:

- MCOs/Agencies must be able to generate encounter records for both provider-based and MCO/Agency-based services.
- Encounter data must conform to claims and service reporting requirements for HIPAA as mandated by the program area.
- MCOs/Agencies must have sufficient resources available to analyze and correct problems with encounter data.

- MCOs/Agencies must be able to extract encounter data in XML file format for transmission.
- MCOs/Agencies must be able to generate an 18-month QA summary report to verify historical data has not been altered.

I - D: Purpose of Encounter Data Collection

Encounter Reporting provides a consistent data collection and validation utility to gather data for:

- Updating and evaluating service costs for business or operation management.
- Calculating capitation payment rates.
- Providing a source of data for federal reporting.
- Monitoring program integrity (i.e., service utilization, access to care).
- Quality of care monitoring.
- Contract monitoring.
- Research.

II. CREATING AND SENDING ENCOUNTER DATA

II - A: Logging On & Off of Encounter Reporting

TO LOG ON:

- 1) Open the web browser on your workstation and position your cursor at the address line.
- 2) Type in the following URL:

<https://lccounter.forwardhealth.wi.gov/lccounter/secureLogin.html>

Press <ENTER>

- 3) Then you see the following screen:

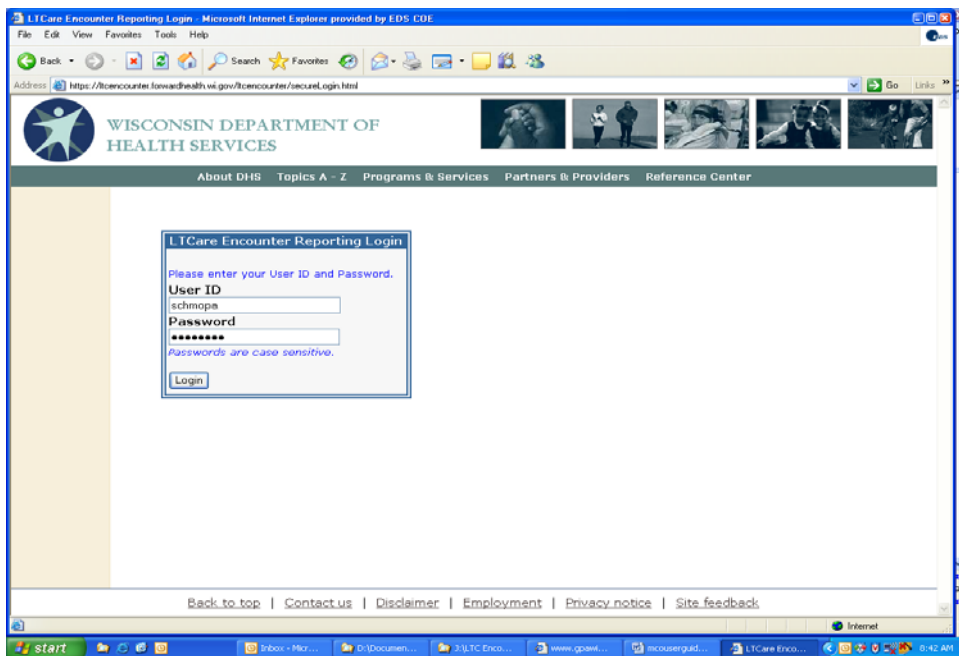


Figure 1 - Encounter Secure Login screen

- 4) In the “User ID” field, enter your user ID.
In the “Password” field, enter your password.
Then click on the “Login” button.

5) You see the following screen:

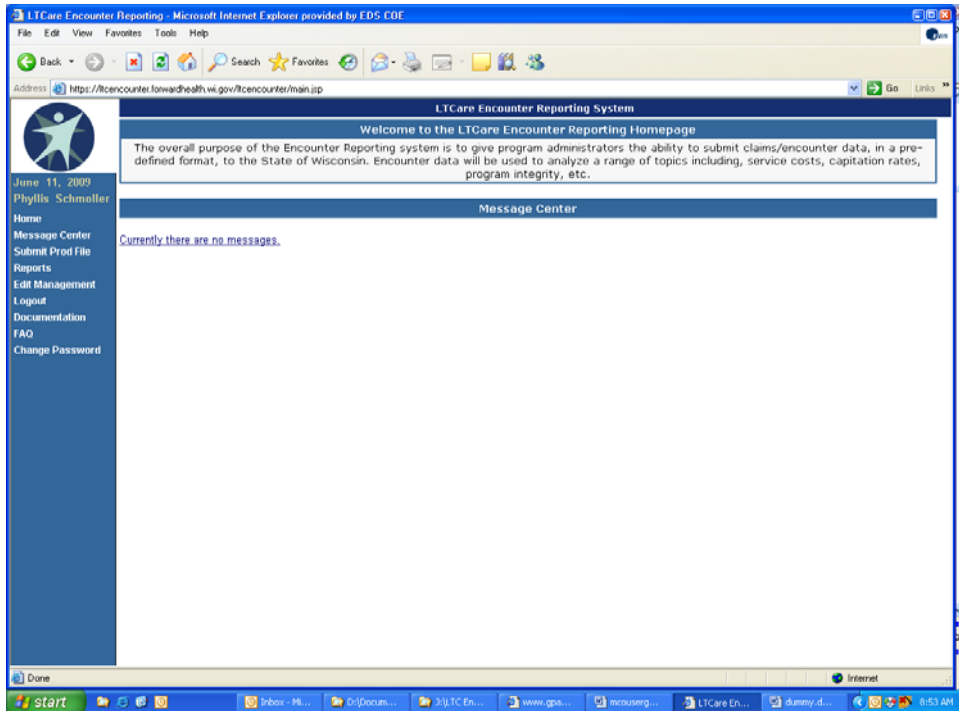


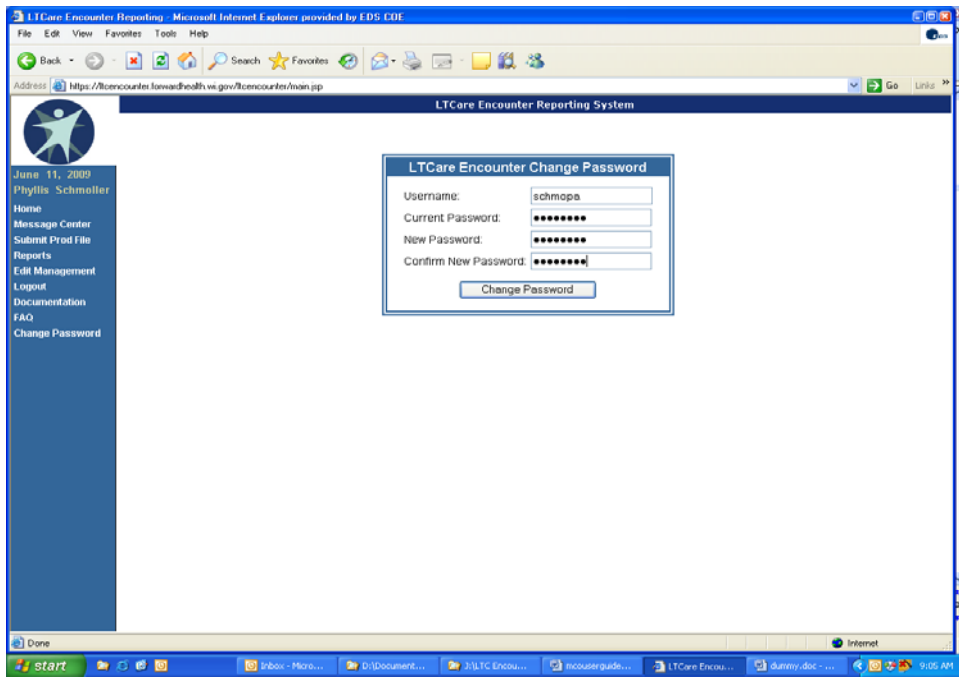
Figure 2 - LTCare Encounter reporting screen

Note: When you initially log on, you get a view that shows both the Home Page and the Message Center. This is to ensure that you see your messages for the day.

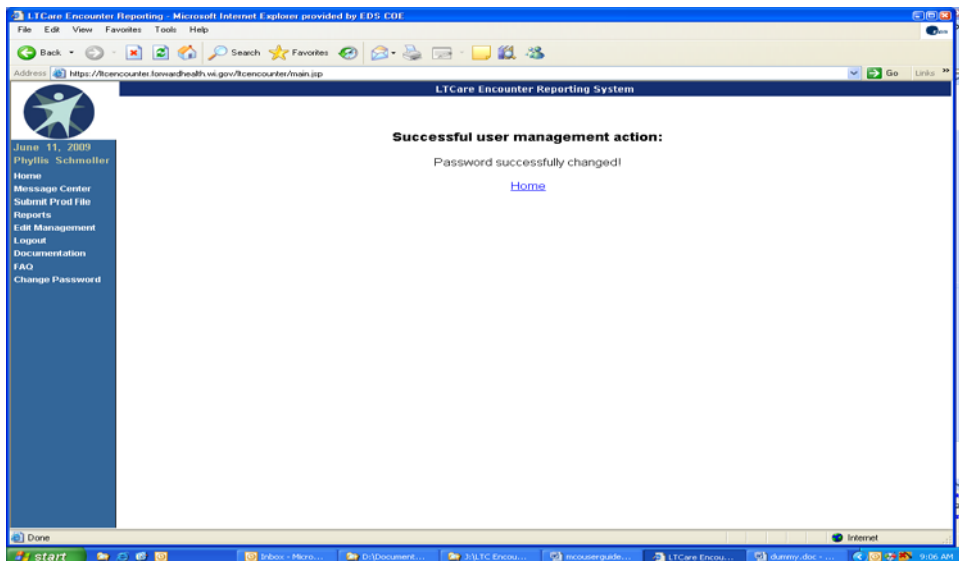
6) You are now logged onto the Encounter Reporting Application.

II - B: To Change User Password

- 1) On the left-hand side of the Message Center Page, you see nine options. In order to change the user password to the system, please click on the hyperlink that says “**Change Password**”.
- 2) After clicking the Change Password hyperlink, the following screen is displayed.



- 3) Enter the **“User name”** and **“Current Password”**, and then type a **“New Password”** and now confirm the **“New Password”** by retyping it.
- 4) After clicking the **“Change Password”** button, the following screen is displayed.



User password successfully changed.

- 5) Click the **“Home”** hyperlink to return to the main screen.

TO LOG OFF:

Once you have completed the process of uploading a file and retrieving your reports, you will want to log off of the website.

- 1) On the left-hand side of the main screen, you see seven options. In order to log off of the system, please click on the hyperlink that says “**Logout**”.
- 2) Next, close the browser window to the Encounter application by clicking on the ‘X’ in the top right-hand corner of the screen.
- 3) Once this is done, you are logged out.

II - C: Creating an Encounter Extract

Creating the monthly XML-based encounter extract is the responsibility of each MCO/Agency and their Information Technology resource. All the business and technical specifications necessary for developing an extract can be found in the [Implementation Guide](#).

You can locate a copy of this guide on the LTCare Encounter Reporting documentation website: <http://www.dhs.wisconsin.gov/LTCare/encounter/index.htm>

II - D: Submitting an Extract for Edit

1. Log on to Encounter Reporting Application (see Section II-A).
2. After logging in, you see the following screen:

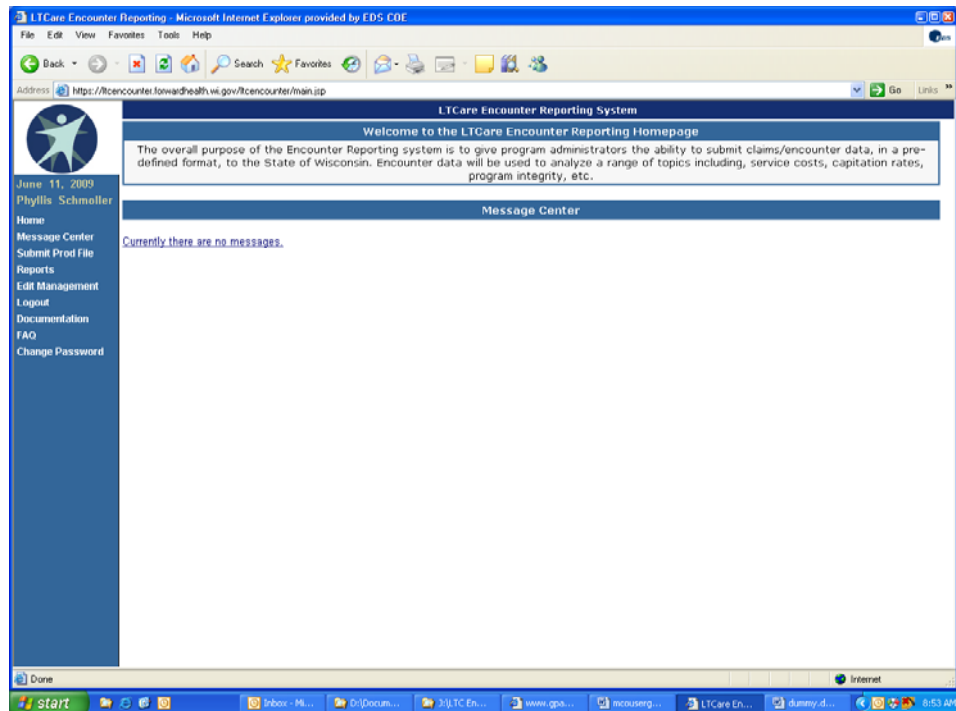
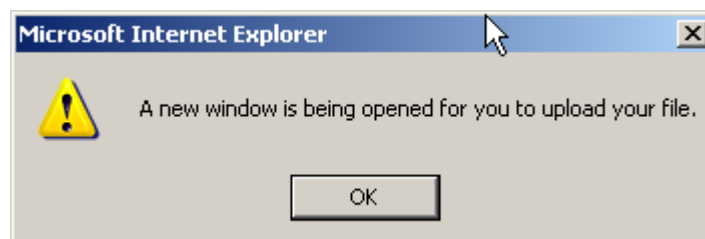


Figure 3 – LTCare Encounter left-side options screen

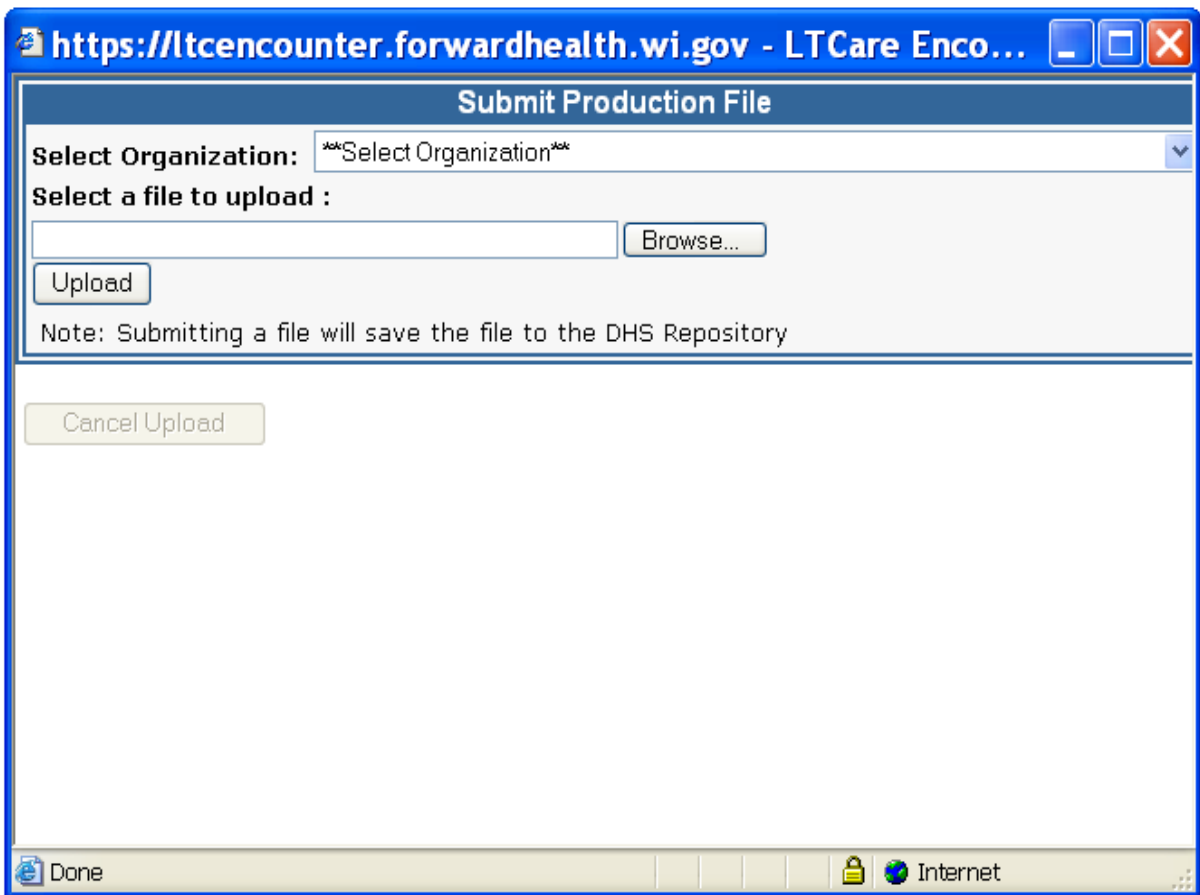
- 3) There are seven (7) options on left side of the screen. To submit an encounter file, please click on the hyperlink: **“Submit Prod File”**.
- 4) You see the following pop-up window; **“A new window is being opened for you to upload your file.”** Click the **“OK”** button to continue.
- 5)



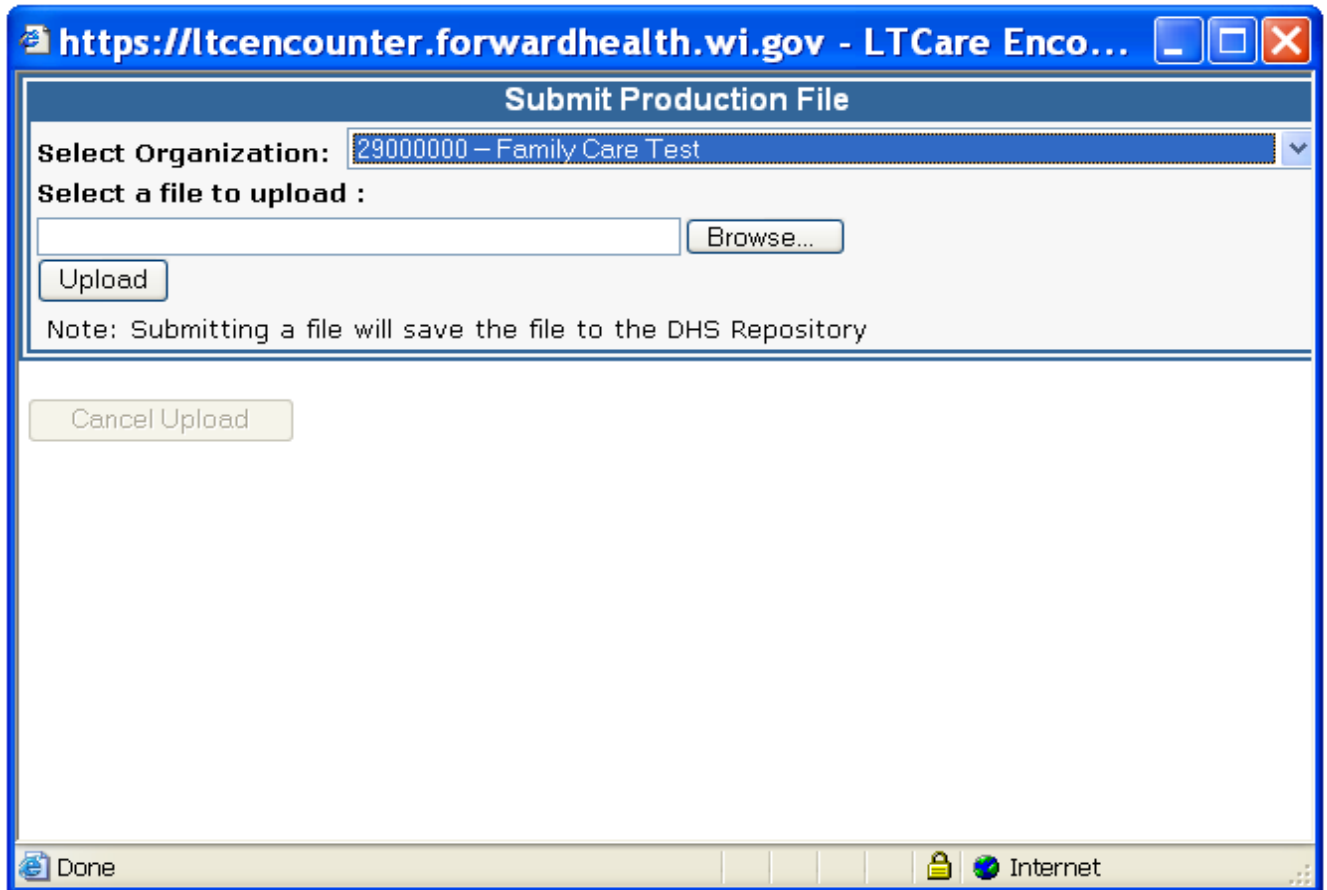
You now see the following screen:

Please note the following in the “**Select Organization**” drop-down field.

- If your user ID is associated with one and only one organization (i.e., a single Submitter Organization ID number), your organization pre-populates for you.
- If your user ID is associated with multiple organizations, choose the appropriate organization from the drop-down menu.



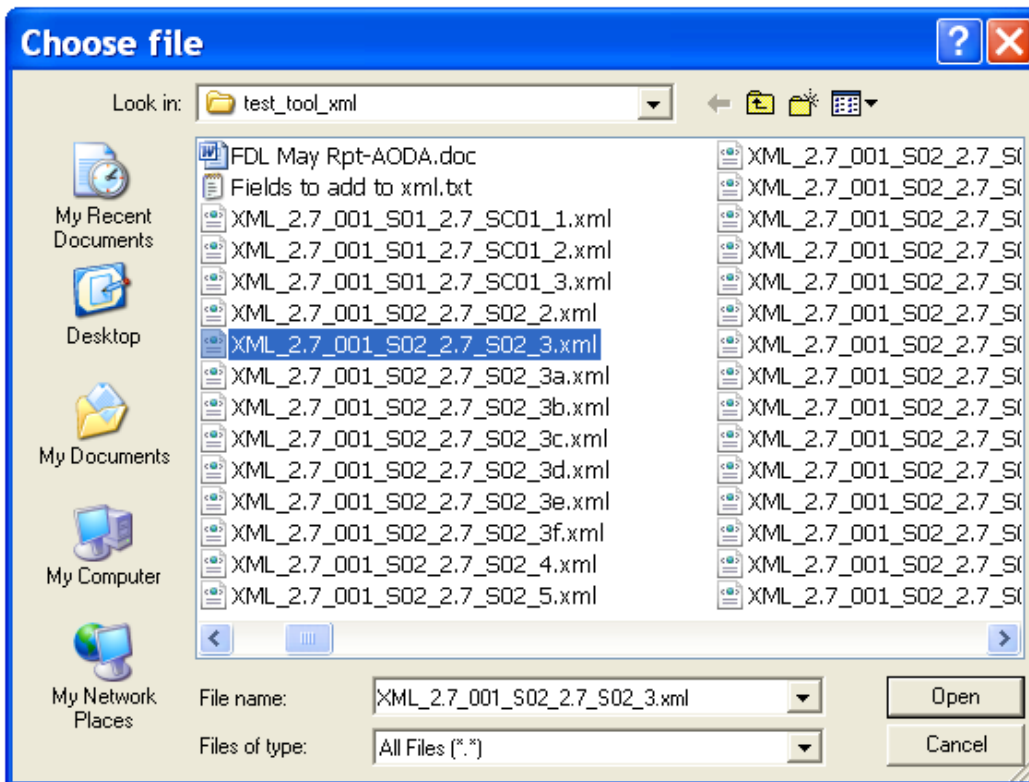
6) To select a file for transferring, click on the “Browse” button.



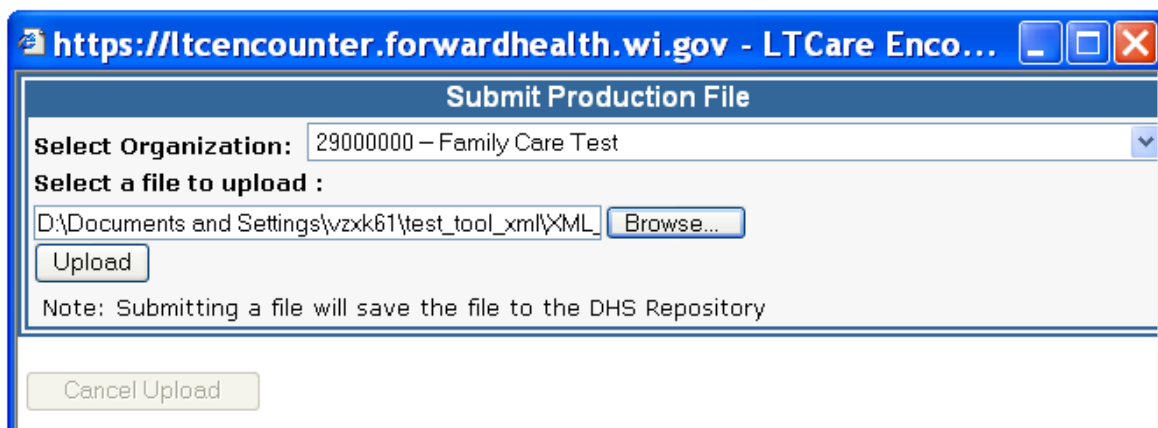
7) This opens a window to give you access to all the directories that are normally available on your workstation.

- Scroll through your folders and select the file you want to submit.
- When you select your file, that file name is loaded on the bottom of your pop-up window in a field called “**File Name**”.
- Click on the button that says “**Open**”. In the following illustration, the file “**XML_2.7_001_S02_2.7_S02_3.xml**” has been chosen.

NOTE: Zip files will upload more quickly than xml files.



- 8) After you open your file, you are returned to the “Upload Production File” screen with the chosen file selected.



- 9) In order to submit your file, click on the button “**UPLOAD**”. Shortly you will see a “percentage complete” icon. When the percentage goes to 100%, your file has been transferred and the **Submission Status screen** is displayed.

10) To confirm the upload is complete, the Encounter Reporting website displays the following message on the submission status screen:



Top of Form 1

Bottom of Form 1

11) You have now successfully submitted your XML file to the Encounter application.

12) When the file has completed processing, you will receive an e-mail notification.

II - E: Reviewing Messages & Error Reports

Notification

The Encounter application notifies the user at two points during the submission process:

- When the file has finished uploading.
- When application has finished all edit processing.

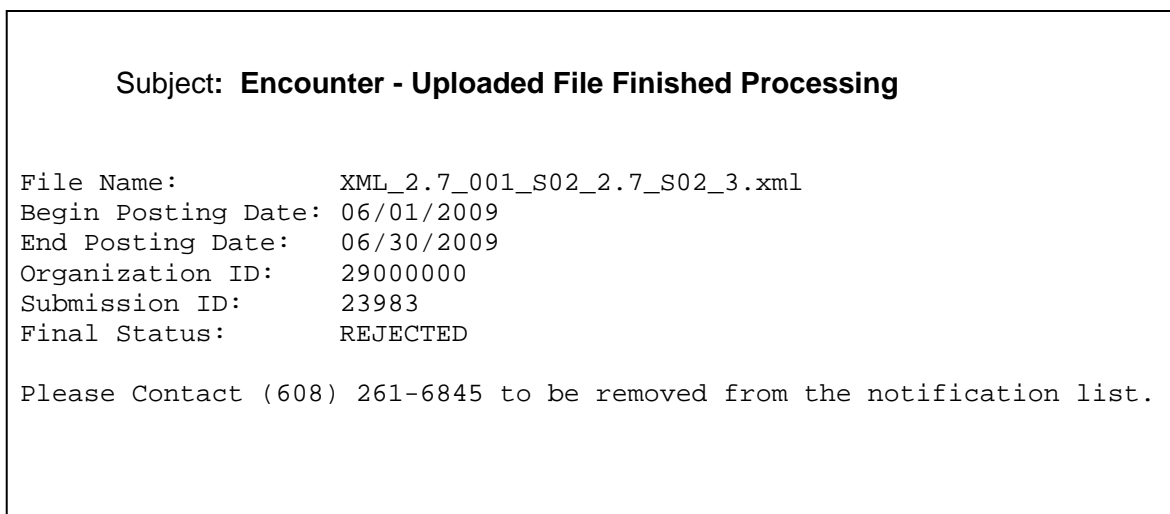
When the file has finished uploading:

You see the following message displayed on your screen:



When the file has finished all processing

- You are sent an automated e-mail regarding the file you just submitted. The e-mail will look like this:



- **NOTE:** If the application cannot determine your submission organization ID, the e-mail below will be sent to you. If you get this e-mail, you will not get any reports.

Reasons for getting this e-mail:

- Organization id and header submission organization ID do not match.
- A parser error occurred in the header and no header record is written

Subject: **File deleted due to error. (Sub ID: 23983)**

This file was submitted at 2010-09-15 09:17:39 am

Submission ID: 23983

Name of File Submitted: XML_2.7_001_S02_2.7_S02_3.xml

It was deleted since the organization that owns the file could not be determined.

Error(s) for this submission:

Validation Error - No schema associated with chosen org id: 29000000

Report Management Screen

1) To view available reports, click on the 'Reports' link on the left-hand column of the main menu. You are taken to the Report Management Screen below:

Submission Status Listing - 59000000						
Report:	Submission Status Listing	PURGE	GO	Organization ID:	59000000	
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

2) To view reports, make the appropriate selection of field values for Report selection and Organization ID. Then click on the "GO" button. Possible choices are explained below.

- **"Report" field:** Choose "Submission Status Listing", "Warnings Listing" or "Critical Acceptance Listing". **The default is "Submission Status Listing"**. A summary explanation of each report follows:

Submission Status Listing: All errors

- This report list is updated after every submission.
- Each report is specific to a submission.

Warnings Listing: Warning messages

- This report list is updated after the latest submission status = Accepted.
- Each report is specific to a submission.
- These reports only show Warnings.

Critical Acceptance Listing: Aging of Batch Accept Errors

- This report list is updated after the latest submission status = Accepted.
- Each report is an aging report and shows all Batch Accept errors which exist after that submission.
- These reports only show Batch Accept errors and are intended to alert you to Accepted errors that have yet to be corrected.

- **"Organization ID" field:** Choose a Submitter Organization ID or "All Organizations". *The default is the Submitter Organization ID you are associated with or "all Organizations" if you are associated with more than one.*

Submission Status

Submission Status Report Listing Screen

This listing screen can be used to access information regarding the results of your Encounter submissions after they have finished. You can also use this screen to monitor the progress of submissions being validated. The “Current Status / %” field displays the disposition of your files. Please see the Current Status list below for details.

Submission Status Listing - 59000000						
Report:	Submission Status Listing	PURGE	GO	Organization ID:	59000000	
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	bug_1070_59000002.xml	1249	2003-01	2005-02-23 11:14:14	Accepted	Atkinson, D

Field Name and Description

Purge Select: This field is explained in the section “Managing Encounter Submissions”.

Submission Name: The name of the file that was submitted.

Sub ID: This is the unique submission number assigned by Encounter.

Sub Period: This is the submission period of your file (CCCC-MM format).

Upload Date: This is the date and time the file started uploading (CCCC-MM-DD HH:MM:SS format).

Current Status: The current status of a file in the submission process. It is one of the following: To refresh the status, click on the “GO” button.

- **Parsing File** - XML file is being parsed.
- **Uploading File** - File is being uploaded to the Encounter Application.
- **Content Editing / % complete** - This is the longest leg of the processing. We show % complete for monitoring purposes.
- **Evaluating** - Determining Accepted or Rejected based on results of content editing.
- **Translating** - Converting parser messages to edits.
- **Transferring** - Data is being written to the database.
- **Accepted** - With the exception of the accepted and warning errors
- **Rejected** - The file must be resubmitted.
- **Certified** - File has been Certified.

User Name: Name of the user who last performed an action on the file (submitted or certified).

Viewing Individual Submission Status Reports

- 1) In order to view a detailed submission status report, identify the submission you would like to view from the Submission Status Listing.
- 2) Move your cursor to the appropriate Submission Name and left click your mouse.
- 3) The appropriate submission Status Report will then be displayed.
- 4) An example of the Submission Status Report is below.

Header

Date/Time File Processed: 09/14/2010, 04:22:45 pm

Submission Status Report

Summary

Organization Name: Lakeland District MCO Organization ID: 69005530 Date of Submission: 09/14/2010
 Begin Posting Date: 08/01/2010 End Posting Date: 08/31/2010 Submission Period: August 2010
 Submission Status: ACCEPTED Name of File Submitted: LCDAUG10.zip Submission ID: 23981

Total number of rejected errors = 0 Total number of records submitted = 45077
 Total number of accepted errors = 0 Total paid amount = \$6,006,772.15
 Total number of errors = 0
 Total number of warning messages = 43640
[Download complete report in CSV format](#)

Edit / Warning Information

WARNINGS

Error Cat.	Edit Warning Number	Edit Warning Count	Explanation of Warning	Record ID
M	D030E	51	INFORMATIONAL DATA: This recipient does not have Family Care eligibility. <i>The first 10 records are displayed (Complete List)</i>	0720100049P00 0720100122P00 0801100814P00 0805100003P00 0702101002 0702101113 0706100907 0706100910 0707100857 0708101052
M	D072D	13	INVALID DATA: The Recipient Death Date does not match the DOD found in the MMIS Recipient Master Table. <i>The first 10 records are displayed (Complete List)</i>	0402100777 0604100832 0513100751 0513100752 0719100746

Field Names and Descriptions

Header section

Organization Name:	Name of the MCO/Agency
Organization ID:	Submission Organization ID
Date of Submission:	Submission Date on the header section of the file
Begin Posting Date:	Begin Posting Date on the header section of the file
End Posting Date:	End Posting Date on the header section of the file
Submission Period:	This is the submission period of your file
Submission Status:	Final disposition of your file
Name of File Submitted:	Name assigned by the MCO/Agency to the file
Submission ID:	This is the unique submission number assigned by Encounter

Summary section

Total number of rejected errors:	Count of Batch Reject errors
Total number of accepted errors:	Count of Batch Accept errors
Total number of errors:	Sum of Rejected and Accepted errors
Total number of warning messages:	Count of Warning messages
Total number of records submitted:	Total encounter records in submission
Total dollar amount:	Sum of all the Paid Amounts in submission

Editing error/warning section

This section details all the errors or warnings present in your submission. Batch Reject, Batch Accept and Warning messages are grouped. If your submission is error- and warning-free, this section will be blank.

Error category:	Indicates the category of error as detailed below: A = Adjustment attribute H = Header attribute M = Member identification attribute P = Provider identification attribute R = Record attribute S = Service attribute
Edit Error (Warning) Number:	A unique edit number associated with the error
Edit Error (Warning) Count:	Number of error occurrence for that edit
Explanation of Errors (Warnings):	Explanation of why the edit failed.
Record ID:	Record_ID of the data the edit failed on. Please note that it is hyper-linked. Clicking on the link gives you the entire record that was submitted.

Warning Status

Warnings Report Listing Screen

The Warning Report Listing Screen gives you access to all your Warnings Reports. You will only see files with **Accepted**, **MEDS** or **Certified** Status listed on this screen.

Warnings Listing - 59000000	
Report: <input type="text" value="Warnings Listing"/>	GO <input type="text" value="Organization ID: 59000000"/>

Submission Name	Sub ID	Sub Period	Upload Date	Current Status	User Name
XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S
XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S

Field Names and Descriptions:

Submission Name: The name of the file that was submitted.

Sub ID: A unique submission number assigned by Encounter.

Sub Period: The submission period of your file. (CCYY-MM format)

Upload Date: The start date and time the file was uploaded. (CCCC-MM DD HH:MM:SS format)

Current Status: The current status of your file in the submission process. Only Files with Accepted, MEDS or Certified status display on this screen.

Accepted: Processing is complete with no Batch Reject errors.

Certified: The file has been certified with the exception of Batch Accept errors. The data will be moved weekly to the data warehouse.

MEDS: Processing is complete. This is the former status for files loaded into ODS, which is no longer used.

User Name: Name of the user who submitted/certified the file.

Viewing Individual Warning Reports

- 1) In order to view a detailed warning report, identify the report you want to view from the Warning Report Listing.
- 2) Move your cursor to the appropriate Submission Name and left click with your mouse.
- 3) The appropriate warning report is displayed.
- 4) An example of a Warning Report can be seen in the screen layout below.

Date/Time File Processed: 09/09/2010, 10:54:48 am

Warnings Report

Organization Name: DEV FC 000	Organization ID: 29000000	Date of Submission: 12/15/2008
Begin Posting Date: 11/01/2008	End Posting Date: 11/30/2008	Submission Period: November 2008
Submission Status: ACCEPTED	Name of File Submitted: XML_2.7_001_S02_2.7_S02_39.xml	Submission ID: 51159

Total number of Warning Messages = 3

Warning Messages

Error Cat.	Edit Warning Number	Edit Warning Count	Explanation of Warning	
H	H000C	1	INVALID SEQUENCE. Current encounter submission does not sequentially follow the last accepted submission.	header_record
M	D030E	1	INFORMATIONAL DATA. This recipient does not have Family Care eligibility.	FC27127239003
S	D127D	1	MISSING DATA. Claim Type or DCN Primary was not provided.	FC27127239003

Date/Time Report Displayed: 09/28/2010, 12:53:18 pm

Note: Please refer to Submission Status Report section for a detailed explanation of all fields.

Critical Acceptance Status

Critical Acceptance Report Listing Screen

The Critical Acceptance Listing Screen gives you access to all of your Critical Acceptance Reports.

Critical Acceptance Listing - 59000000	
Report: <input type="text" value="Critical Acceptance Listing"/>	<input type="button" value="GO"/> Organization ID: <input type="text" value="59000000"/>

[Aged Errors to Date](#)

[2003-01 \(January 2003\)](#)

[2003-02 \(February 2003\)](#)

[2003-03 \(March 2003\)](#)

[2003-04 \(April 2003\)](#)

[2003-05 \(May 2003\)](#)

[2003-06 \(June 2003\)](#)

[2003-07 \(July 2003\)](#)

Aged Errors to Date: Listing of all batch accept errors at this point in time.

Viewing Individual Critical Acceptance Reports

- 1) In order to view a detailed critical acceptance report, identify the report you want to view from the Critical Acceptance Listing.
- 2) Move your cursor to the appropriate report name and select by left clicking your mouse.
- 3) The appropriate Aged Critical Acceptance report is displayed.
- 4) An example of an Aged Critical Acceptance report can be seen in the screen layout below.

Critical Acceptance Report

Organization Name: Sun Lutz0	Organization ID: 59000000	Aged Errors to Date: July 2003			
CURRENT ERRORS					
Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID	
S	D14C	2	INVALID DATA. The Fourth ANSI Reason Code is not valid.	21	
				23	
S	D15C	2	INVALID DATA. The Fifth ANSI Reason Code is not valid[21	
				23	
S	D16C	2	INVALID DATA. The Sixth ANSI Reason Code is not valid.	21	
				23	
Total current errors = 6					
AGED ERRORS					
Age of Error	Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID
30 - 60 days	S	D14C	2	INVALID DATA. The Fourth ANSI Reason Code is not valid.	17
					19
30 - 60 days	S	D15C	2	INVALID DATA. The Fifth ANSI Reason Code is not valid.	17

Field Names and Descriptions

Header Section

Organization Name: Name of the MCO/Agency
Organization ID: Submitter Organization ID
Aged Errors to Date: Shows the month and year of all the aged errors to that point in time.

Current Errors Section - These are Batch Accept errors that have occurred in the latest Accepted submission.

Error category: Indicates the category of error as detailed below:
A = Adjustment attribute
H = Header attribute
M = Member identification attribute
P = Provider identification attribute
R = Record attribute
S = Service attribute

Edit Error Number: A unique edit number associated with the error.
Edit Error Count: Number of error occurrence for that edit.
Explanation of Errors: Explanation of why the edit failed.
Record ID: Record ID of the data the edit failed on. Please note that it is hyper-linked. Clicking on that link will give you full data that was submitted.

Aged Errors Section - These are all Batch Accept errors that exist excluding the latest Accepted submission. This section includes all the columns described in the section above for Current Errors. In addition, it includes "Age of Error" as defined below:

Age of Error: Indicates the age of the error based on the categories below:

- **30 - 60 days:** Batch Accept errors occurring last month and still not adjusted.
- **60 - 90 days:** Batch Accept errors occurring 2 months ago and still not adjusted.
- **Over 90 days:** Batch Accept errors occurring 3 months or more ago and still not adjusted.

II - F: Managing Encounter Submissions

Purging Encounter Submissions

The purge function allows you to delete a submission or a sequence of submissions. An Accepted file must be purged before a replacement file can be submitted. This may be

necessary due to the fact that Batch Accept errors must be corrected prior to certification.

Important things to know about purging Encounter submissions:

- Once a file is purged, it cannot be restored. It must be retransmitted and reprocessed.
- Since files must be processed sequentially, purging a file will automatically purge all later files, if any exist.
- Once a submission has been certified, it cannot be purged.
- Only users authorized for purging are allowed to perform this function.

How to Purge Files

- 1) To view available reports, click on the “Reports” link on the left-hand column of the main menu. You are then taken to the Report Management Screen below:

Submission Status Listing - 59000000

Report: Submission Status Listing ▼ Organization ID: 59000000 ▼

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.0 01 E B 05 6.xml	1301	2003-06	2005-02-28 10:05:34	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

- 2) Set the header fields as follows:
 - “Report” field: Set to “Submissions Status Listing”
 - “Organization ID” field: Select the Organization whose submissions need purging. It will default to your ID unless you are assigned multiple IDs.
 - Click on the “GO” button to refresh your screen.

Note that you can only purge “Accepted” submissions.

Submission Status Listing - 59000000

Report: Submission Status Listing Organization ID: 59000000

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.0 01 E B 05 6.xml	1301	2003-06	2005-02-28 10:05:34	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

Note: The application always purges sequentially. If you select a file that is not the newest, the application will auto-flag all subsequent files for deletion.

- 3) Select file(s) to purge by clicking on the “Purge Select” box to the left of the Submission Name. If you do not select the newest file, the application will auto-select all subsequent files.

Submission Status Listing - 59000000

Report: Submission Status Listing Organization ID: 59000000

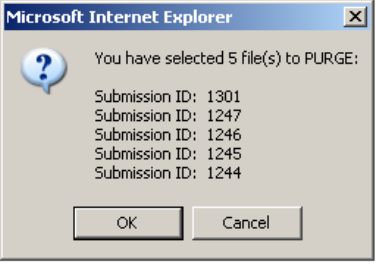
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input checked="" type="checkbox"/>	XML 2.0 01 E B 05 6.xml	1301	2003-06	2005-02-28 10:05:34	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

- 4) When you are satisfied that you have selected the proper file(s) to purge, click on the “PURGE” button at the top of the screen. A confirmation panel displays the files that will be purged.

Submission Status Listing - 59000000

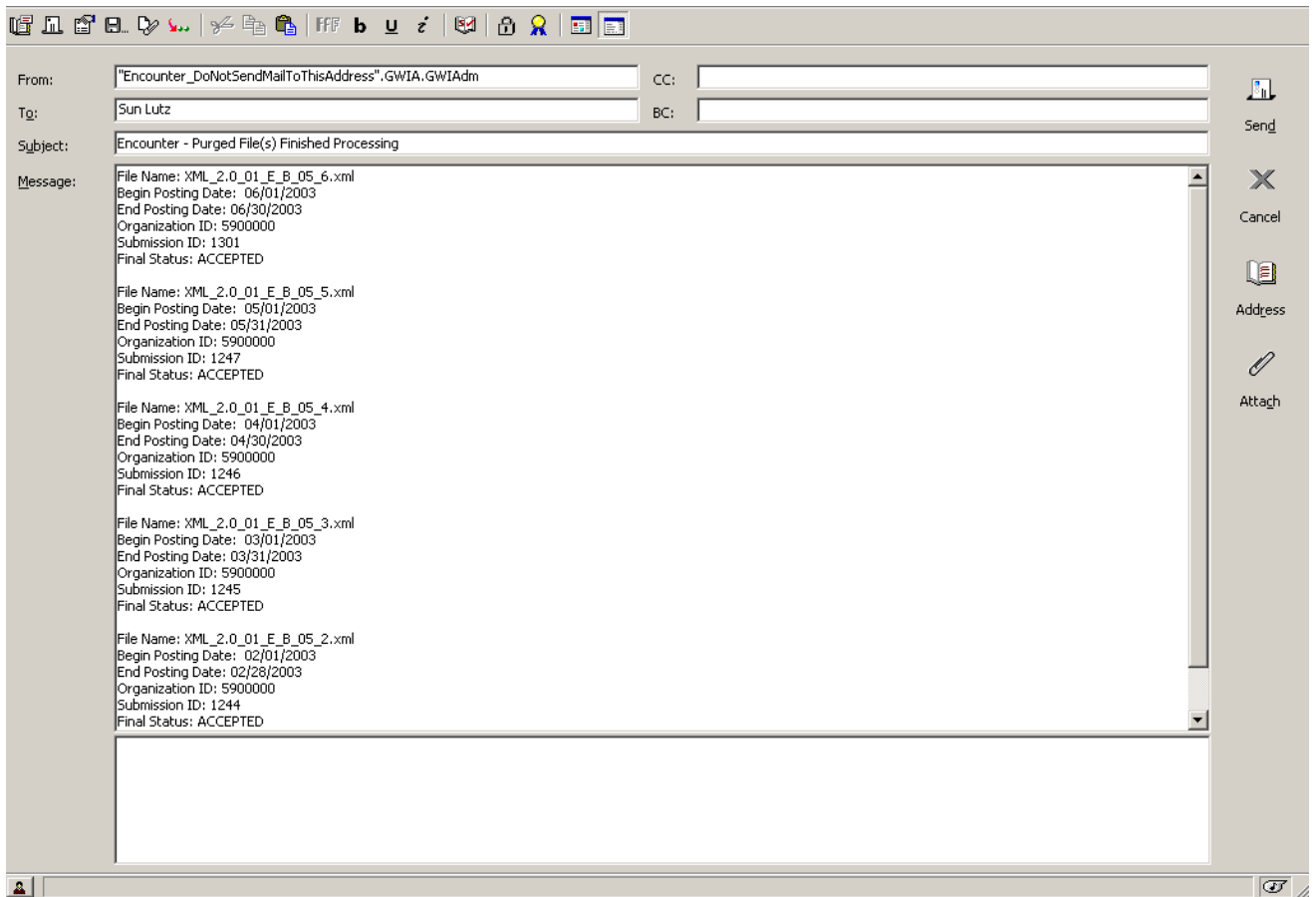
Report: Organization ID:

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input checked="" type="checkbox"/>	XML_2.0_01_E_B_05_6.xml	1301	2003-06	2005-02-28 10:05:34	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML_2.0_01_E_B_05_5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML_2.0_01_E_B_05_4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML_2.0_01_E_B_05_3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input checked="" type="checkbox"/>	XML_2.0_01_E_B_05_2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
	XML_2.0_01_E_B_05_1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S



The dialog box is titled "Microsoft Internet Explorer" and contains a question mark icon. The text inside reads: "You have selected 5 file(s) to PURGE:" followed by a list of submission IDs: "Submission ID: 1301", "Submission ID: 1247", "Submission ID: 1246", "Submission ID: 1245", and "Submission ID: 1244". At the bottom of the dialog are two buttons: "OK" and "Cancel".

- 5) Within the panel choose "OK" to confirm the purge or "Cancel" to abandon the purge function.
- 6) After a confirmation is selected, the window closes. If "OK" was selected, the purge activity completes.
- 7) Users will also receive an email notification that the file was purged. Subject of the email is **'File Purge Completed for 59000000'**. The body of the email shows relevant information regarding the file.



Effect on Encounter After Purging File(s):

- All encounter data associated with purged files will be deleted.
- The purged file will no longer appear on any report listing screens.
- Any Batch Accept errors that were corrected by an adjustment in the purged submission are re-flagged as an error.
- An audit trail of your purge activity is logged for reference.

Certifying an Encounter Submission

Once a file has an accepted status, the file is eligible for certification. Certification is the method used to communicate that you are satisfied with your submission. A certified file is considered the final submission for a period. Only certified files are eligible to be loaded into the Production repository.

Important things to know about certifying Encounter Submissions:

- Once a file is certified, **it cannot be purged**. Any adjustments need to be made in subsequent submissions.
- The file must be certified to be eligible for the weekly load into the Production repository.
- Only users authorized to perform a certification will be allowed to perform this function.

How to Certify Files

1. To View available reports, click on the “Reports” link on the left-hand column of the main menu. You are taken to the Report Management Screen below.

Submission Status Listing - 59000002							
Report: <input type="text" value="Submission Status Listing"/>		<input type="button" value="PURGE"/>		<input type="button" value="GO"/>		Organization ID: <input type="text" value="59000002"/>	
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name	
<input type="checkbox"/>	XML 2.5 01 E B 05 9.xml	2120	2003-10	2005-10-17 14:28:25	Rejected	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 7.xml	2118	2003-07	2005-10-17 14:26:14	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 6.xml	2117	2003-06	2005-10-17 14:25:20	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 5.xml	2116	2003-05	2005-10-17 14:24:30	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 4.xml	2115	2003-04	2005-10-17 14:24:25	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 3.xml	2114	2003-03	2005-10-17 14:24:19	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 2.xml	2113	2003-02	2005-10-17 14:24:15	Accepted	Haessly, B	
<input type="checkbox"/>	XML 2.5 01 E B 05 1.xml <input type="button" value="Certify"/>	2112	2003-01	2005-10-17 14:24:14	Accepted	Haessly, B	

2. Set the header fields as follows

- Report” field: Set to “Submissions Status Listing” (default)
- “Organization ID: Select the Organization whose submission needs certifying. Note that you can only certify “Accepted” submissions. If assigned to only one organization, this will default to that org ID.
- Click on the “GO” button to refresh your screen.

Submission Status Listing - 59000002							
Report: <input type="text" value="Submission Status Listing"/>		<input type="button" value="PURGE"/>		<input type="button" value="GO"/>		Organization ID: <input type="text" value="59000002"/>	

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.5 01 E B 05 9.xml	2120	2003-10	2005-10-17 14:28:25	Rejected	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 7.xml	2118	2003-07	2005-10-17 14:26:14	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 6.xml	2117	2003-06	2005-10-17 14:25:20	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 5.xml	2116	2003-05	2005-10-17 14:24:30	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 4.xml	2115	2003-04	2005-10-17 14:24:25	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 3.xml	2114	2003-03	2005-10-17 14:24:19	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 2.xml	2113	2003-02	2005-10-17 14:24:15	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 1.xml <input type="button" value="Certify"/>	2112	2003-01	2005-10-17 14:24:14	Accepted	Haessly, B

Note: The application only allows certification of the oldest accepted file.

3. Certify the file by clicking on the “Certify” flag to the right of the Submission Name.
4. Upon clicking the flag, the window below is displayed. The information displayed in the window is a summary of the complete certification form. Within the panel, enter your Encounter login User ID and password. Choose “Certify” to confirm the certification or “Cancel” to abandon the certification process.

Submission Data Certification -- Web Page Dialog

Organization Name: Sun Lutz2
Submission Period: January, 2003
Submission ID: 2112
Today's Date: 10/19/2005

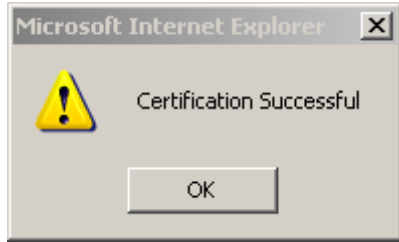
I have reviewed the encounter data for the period and ID listed above. By providing my Encounter UserID and password, I attest that based on best knowledge, information, and belief as of the date indicated above, all information submitted to the State of Wisconsin in this batch is accurate, complete, and truthful. No material fact as been omitted.

I acknowledge that the information described above may directly affect the calculation of payments to the CMO. I understand that I may be prosecuted under applicable federal and state laws for any false claims, statements, or documents, or concealment of a material fact.

Encounter login User ID: lutzsy
Password: ●●●●●●

https://64.73.75.203/cmoencounter/Certification.html Internet

- The following message is displayed upon a successful certification. To close out this window, click on the “OK” button.



- Upon clicking the “OK” button, the submission status listing is redisplayed with updated information. The current status of the file you certified now reads “Certified”. The certification flag has now moved to the next accepted submission period, if there is one.

Submission Status Listing - 59000002						
Report:	Submission Status Listing		PURGE	GO	Organization ID:	59000002
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.5 01 E B 05 9.xml	2120	2003-10	2005-10-17 14:28:25	Rejected	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 7.xml	2118	2003-07	2005-10-17 14:26:14	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 6.xml	2117	2003-06	2005-10-17 14:25:20	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 5.xml	2116	2003-05	2005-10-17 14:24:30	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 4.xml	2115	2003-04	2005-10-17 14:24:25	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 3.xml	2114	2003-03	2005-10-17 14:24:19	Accepted	Haessly, B
<input type="checkbox"/>	XML 2.5 01 E B 05 2.xml Certify	2113	2003-02	2005-10-17 14:24:15	Accepted	Haessly, B
	XML 2.5 01 E B 05 1.xml	2112	2003-01	2005-10-17 14:24:14	Certified	Haessly, B

- In addition to the Current Status change to “Certified”, the organization will also receive an email regarding the certification. The Subject will read, “Certification Completed for xxxxxxxx (organization name) , month, year (submission period), submission ID xxxxx”. You can print the email and save it for your files.

From: <Encounter_DoNotSendMailToThisAddress> CC: [redacted]

To: "LANDWLAA@DHFS.STATE.WI.US", GWIA.GWIAadm; "SMITHMA@DHFS.STATE.P(...)"

Subject: Encounter - Certification for Sun Lutz2, January 2003

Message:

ENCOUNTER DATA CERTIFICATION

Pursuant to the Health and Community Supports contract(s) between the State of Wisconsin, Department of Health and Family Services, Division of Disability and Elder Services, and the Sun Lutz2 Care Management Organization, hereafter known as the CMO. The CMO certifies that: The business entity named on this form is a qualified provider enrolled with and authorized to participate in the Wisconsin Medicaid program as a CMO. The CMO acknowledges that Federal Code 42 CFR 438.600 (e.g.) requires that the data submitted must be certified by a Chief Financial officer, Chief Executive Officer, or a person who reports directly to and who is authorized to sign for the Chief Financial Officer or Chief Executive Officer.

The CMO hereby requests payment from the Wisconsin Medicaid program based on encounter data submitted and in so doing makes the following certification to the State of Wisconsin as required by Federal Code 42 CFR 438.600 (e.g.).

The CMO has reported to the State of Wisconsin for January, 2003 all new encounters included in batch ID# 2112. The CMO has reviewed the encounter data for the period and batch listed above and I, Sun Lutz, attest that based on best knowledge, information, and belief as of the date indicated below, all information submitted to the State of Wisconsin in this batch is accurate, complete, and truthful. No material fact has been omitted from this form.

I, Sun Lutz, acknowledge that the information described above may directly affect the calculation of payments to the CMO. I understand that I may be prosecuted under applicable federal and state laws for any false claims, statements, or documents, or concealment of a material fact.

Sun Lutz, Verified by Encounter certification login ID and password 10/19/2005

SIGNATURE - NAME AND TITLE OF CFO, CEO OR DELEGATE DATE SIGNED

Date: 10/19/05 2:47PM

Printing Encounter Reports

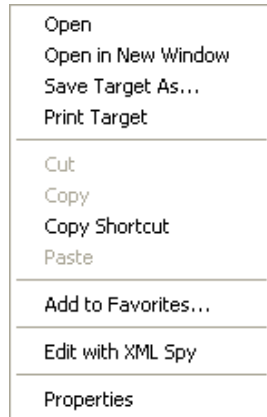
From the Report Listing screen, place the cursor on the submission name file you want to print and right-click on the report.

Submission Status Listing - 59000000

Report: Organization ID:

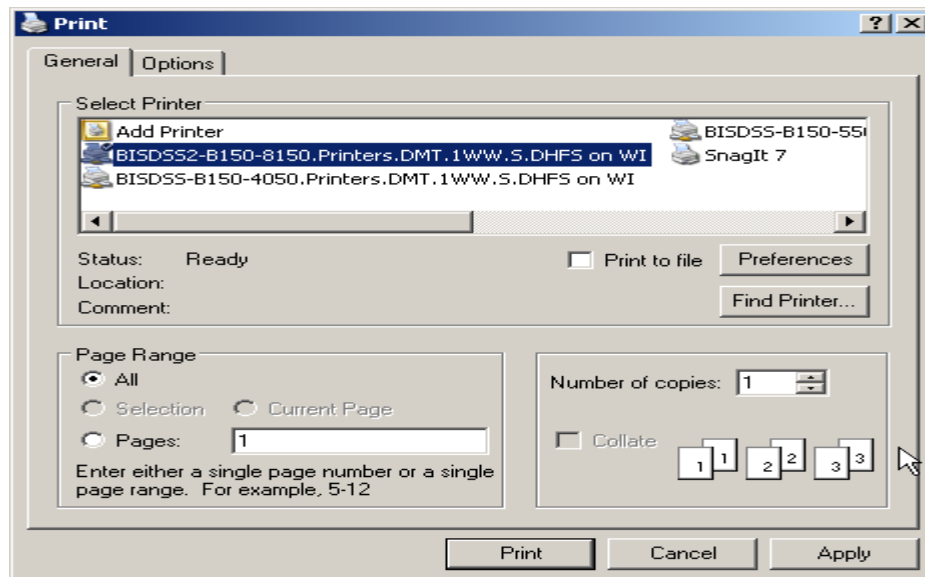
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.0 01 E B 05 6.xml	1255	2003-06	2005-02-23 12:31:57	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

- 1) A file management panel opens with the following options:



- 2) Highlight “Print Target”

- 3) A print dialogue window opens for you. Choose the appropriate Printer, Page Range, Number of copies and click on the “Print” button.



Creating an Electronic Report Copy

- 1) From the Report Listing screen, place your cursor on the submission name file you want to save and right-click on the report.

Submission Status Listing - 59000000						
Report:	Submission Status Listing	PURGE	GO	Organization ID:	59000000	
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
<input type="checkbox"/>	XML 2.0 01 E B 05 6.xml	1255	2003-06	2005-02-23 12:31:57	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
<input type="checkbox"/>	XML 2.0 01 E B 05 1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

- 2) A file management panel opens with the following options:

Open	
Open in New Window	
Save Target As...	
Print Target	

Cut	
Copy	
Copy Shortcut	
Paste	

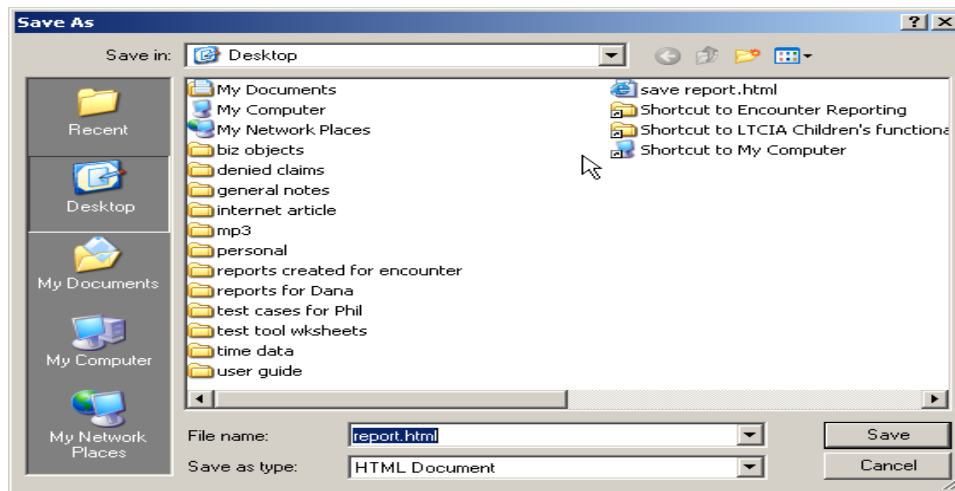
Add to Favorites...	

Edit with XML Spy	

Properties	

- 3) Highlight "Save Target As"

4) Windows displays the “**save as**” panel below:



5) Navigate to the desired directory.

6) You may modify the filename, if you wish.

7) Since this is an HTML file, please leave the extension as “.html”. Also, the “Save as type” field should always be “HTML document”.

8) Once you have chosen your settings, click on “Save” to create an electronic version of the file.

9) When you receive a message panel saying “Download Complete”, you may close the window.

II - G: Messaging Within Encounter Reporting

E-mail Messaging

E-mail messages will be sent during the following process:

- When the application has finished all edit processing
- When the application has finished a purge request
- When the application has finished certifying a file

Encounter may also send an e-mail regarding the availability of the encounter application for the following reasons:

- The encounter application has to perform an unscheduled shutdown and needs to notify you immediately.
- The encounter application cannot be brought up at all, and the user cannot access the Message Center within the application.

Note: Please notify Encounter Support at:

DHSLTCareEncounterHelp@dhs.wisconsin.gov

immediately if there is a change in the recipient e-mail id for your organization.

Accessing the Message Center

You can get to the Message Center two ways:

Upon initial login: Encounter displays the “Home Page” on the top half of the screen, and the Message Center on the lower half. This is to make sure you always visit the Message Center.

The screenshot shows the Message Center interface. At the top, there is a blue header with the text "Welcome to the CMO Encounter Homepage". Below this, a white box contains the text: "The overall purpose of the CMO Encounter Reporting system is to give Family Care counties the ability to submit claims/encounter data, in a pre-defined format, to the State of Wisconsin. Encounter data will be used to analyze a range of topics including, service costs, capitation rates, program integrity, etc." Below the white box is a blue bar with the text "MESSAGE CENTER". Underneath, there are several blue links: "Testing has begun for Release 2.0", "This message is just for you Sun", "You have an association to organization 29000000", "You have an association to organization 59000000", "You have an association to organization 69005500", "You have an association with Family Care", "You have an association with Mental Health", and "You have logged in as a user with a user role of 1".

Selecting the “**Message Center**” option from the menu bar on the left-hand side of the main menu. Clicking on the link brings you to the Message Center



Contents within the Message Center:

- **Message bar:** Information that requires your immediate attention is displayed here.
- **Future Development: News and Support:** There will be four links within this section to assist with general production support issues.

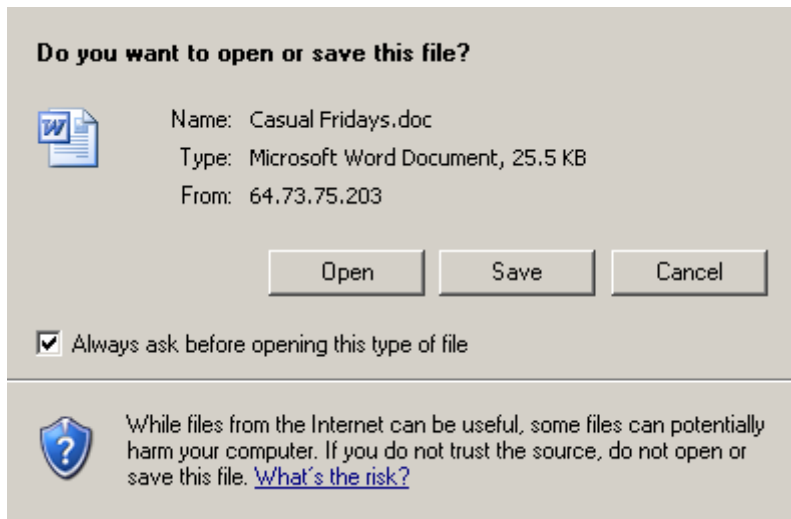
II - H: Accessing On-line Documentation and FAQ

Accessing Documentation

Select the “Documentation” link from the menu bar on the left-hand side of the main menu. Clicking on that link brings you to the Documentation area.

To open a document

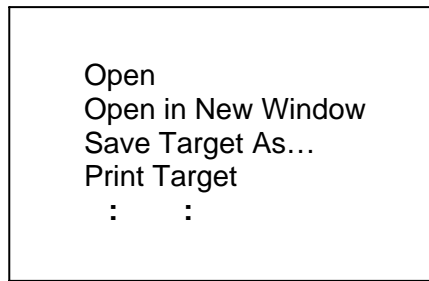
- 1) To open a document, place the cursor on the file name and **left-click** on that link.
- 2) A security panel may open with the following message:



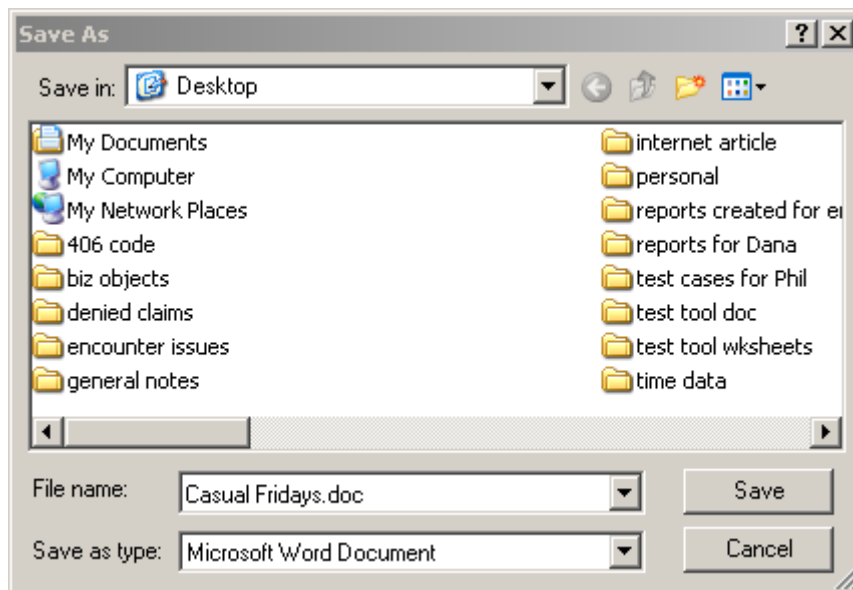
- 3) Select an option.
- 4) When you have finished viewing the document, either close the page and select the “documentation” link and the available documents will again be displayed, or click the ‘Back’ (←) button to again list the available documents.

To save a document

- 1) To save a document, place the cursor on the file name and **right-click** on that link.
- 2) A file management panel opens with the following options:



- 3) Choose “save target as...” option.
- 4) Windows displays the “**save as**” panel below:



- 5) Navigate to the desired directory.
- 6) You may modify the filename, if you wish.
- 7) Since this is a word file, the “Save as type” field should show Microsoft Word Document.
- 8) Once you have chosen your settings, click on “Save” to create an electronic version of the file.

Accessing FAQ

Select the “FAQ” link from the menu bar on the left-hand side of the main menu. Clicking on that link brings you to the FAQ area. See Appendix III-B for this information.

III. APPENDIX

III - A: Report Examples

Submission Status Report

Submission Status Report

Organization Name: Sun Lutz0 Organization ID: 59000000 Date of Submission: 04/15/2003
Begin Posting Date: 03/01/2003 End Posting Date: 03/31/2003 Submission Period: March 2003
Submission Status: ACCEPTED Name of File Submitted: XML_2.0_01_E_B_05_3.xml Submission ID: 1245

Total number of rejected errors = 0 Total number of records submitted = 3
Total number of accepted errors = 2 Total paid amount = \$ 600.
Total number of errors = 2
Total number of warning messages = 4

BATCH ACCEPT ERRORS

Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID
P	D21A	1	MISSING DATA. Billing Provider Last Name or Organization is not provided.	8
S	D42A	1	MISSING DATA. From Date of Service is not provided.	9

WARNINGS

Error Cat.	Edit Warning Number	Edit Warning Count	Explanation of Warning	Record ID
M	D30E	2	INFORMATIONAL DATA. Family Care eligibility segment is not found.	8
S	D73A	2	INVALID DATA. The DRG is not valid.	9

Warnings Report

Date/Time File Processed: 02/23/2005, 11:05:39 am

Warnings Report

Organization Name: Sun Lutz0	Organization ID: 59000000	Date of Submission: 04/15/2003
Begin Posting Date: 03/01/2003	End Posting Date: 03/31/2003	Submission Period: March 2003
Submission Status: ACCEPTED	Name of File Submitted: XML_2.0_01_E_B_05_3.xml	Submission ID: 1245

Total number of Warning Messages = 4



Warning Messages

Error Cat.	Edit Warning Number	Edit Warning Count	Explanation of Warning	Record ID
M	D30E	2	INFORMATIONAL DATA. Family Care eligibility segment is not found.	8
				9
S	D73A	2	INVALID DATA. The DRG is not valid.	8
				9

Date/Time Report Displayed: 02/23/2005, 01:21:36 pm

Critical Acceptance Report

Critical Acceptance Report

Organization Name: Sun Lutz0

Organization ID: 59000000

Aged Errors to Date: March 2003

CURRENT ERRORS

Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID
P	D21A	1	MISSING DATA. Billing Provider Last Name or Organization is not provided.	8
S	D42A	1	MISSING DATA. From Date of Service is not provided.	9

Total current errors = 2

AGED ERRORS

Age of Error	Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID
30 - 60 days	P	D21A	1	MISSING DATA. Billing Provider Last Name or Organization is not provided.	5
30 - 60 days	S	D42A	1	MISSING DATA. From Date of Service is not provided.	6
60 - 90 days	P	D21A	1	MISSING DATA. Billing Provider Last Name or Organization is not provided.	2
60 - 90 days	S	D42A	1	MISSING DATA. From Date of Service is not provided.	3

III - B: Frequently Asked Questions about Encounter Reporting

NOTE: This document will also be available on the Encounter web site under the FAQ link.

1. What is Encounter Reporting?

Encounter data are records of individual health care services provided to members of the MCO/Agency. *Encounter reporting* is the collection and electronic submission of this data to the State.

2. How will Encounter Reporting benefit Managed Care Organizations and Agencies?

Encounter Reporting will benefit the MCOs/Agencies in many of the following ways:

- Provide more accurate and timely data than is currently available from HSRS.
- Provide an easier method of data reporting to DHS for the counties. The source of most of the encounter data will be available within existing claims systems, which will be electronically submitted to the State.
- More closely resembles the data reporting required for other managed care entities (i.e., acute and primary).
- Matches claim and service reporting requirements in HIPAA, and will reduce re-coding requirements that would be necessary for continued HSRS reporting after the required date for HIPAA compliance.

3. Will encounter reporting directly affect capitation rates?

Yes. Encounter data is one of the primary components used in the calculation of annual capitation payment rates.

4. Is encounter reporting mandatory for MCOs/Agencies?

Yes. MCOs/Agencies are required to perform all required tasks by the target dates outlined within the MCO/Agency contract.

5. What types of data are MCOs/Agencies expected to submit?

The Encounter Reporting project has documented guidelines outlining what data can and must be submitted. DHS provides a data dictionary and a record layout to the MCOs/Agencies. The submission process provides a “feedback loop” to the submitter regarding the status of their data.

6. What if the MCO/Agency currently does not capture a particular data element?

Encounter Reporting requires all MCOs/Agencies to submit standard and uniform data as detailed in the Implementation Guide. When an MCO/Agency becomes HIPAA compliant it is anticipated that all required encounter data will become available within the MCO's/Agency's system.

7. What is done with the data collected and how is it used by DHS?

Data received through encounter transmissions is stored within the Production repository for an indefinite amount of time. Once in the warehouse, the data can be used for a variety of purposes, which can include:

- Evaluation of service costs for business and operations management
- Evaluation and computation of capitation payment rates
- Federal reporting
- Monitoring program integrity (e.g., service utilization, access to care)

8. Will encounter reporting eliminate all my HSRS reporting requirements?

No. Encounter reporting only eliminates the need to enter HSRS data for selected programs. MCOs managing programs not reporting via Encounter Reporting continue to record all other HSRS related activities as they do currently.

9. What is the impact of HIPAA on encounter reporting?

Encounter reporting follows a HIPAA format similar to the 837 Health Care Claim Transaction. The encounter record layout the MCOs/Agencies receive from DHS is compliant under current HIPAA guidelines. HIPAA may impose regulations governing the many code sets that are currently in use by the MCOs/Agencies. These changes may have a direct impact on the way MCOs/Agencies capture and submit data. DHS continues to monitor HIPAA regulations as they become available and advise the MCOs/Agencies as necessary.

10. Why does the State have to keep their data "in-synch" with my system?

Since the data we collect from the MCOs/Agencies is used for rate calculations, it is critical the encounter database exactly matches the information in your business system.

11. When should I be submitting my encounter extracts?

You may begin submitting your encounter extract as soon as you are able. Successful (i.e., accepted) Encounter Reporting submissions are due no later than the 30th of each month. If the 30th falls on the weekend or a holiday, the submission is due on the next business day.

12. How do I create an encounter extract?

Please review the [Implementation Guide](#) for complete business and technical requirements for creating an encounter extract.

13. How do I know my submission was received for processing?

When your submission is successfully transmitted, you will receive a confirming e-mail automatically from the encounter system.

14. What is the difference between a Batch Reject error, a Batch Accept error and a Warning?

Batch Reject errors cause the entire submission to be rejected. You must correct the error(s) and resubmit the batch.

Batch Accept errors are individual encounters that have errors. The batch is accepted and the error records are held in suspension until they are corrected. These errors must be corrected prior to certification.

Warnings are advisory messages. Records that have warnings are still fully qualified and will be moved into the Production repository.

15. How do I correct a Rejected Batch?

Rejected Batches must be retransmitted. Please review the errors causing the Batch Reject, make the necessary corrections and resubmit the entire encounter submission.

16. How do I correct an Accepted Error?

Batch Accept Errors are serious data submission errors and can be corrected in one of two ways: either the data on the record is corrected or a reversal record is submitted in the same file and then a new record, if appropriate, is also submitted. The file with the Batch Accept error(s) must be purged and the new file with the corrections must be submitted.

17. What do I do if I realize the batch I submitted is incorrect even though it was accepted?

Any file in 'ACCEPTED' status can be purged and resubmitted. After it has been certified, you will have to contact the Encounter team through the help email address listed in Question 18.

18. Whom do I contact for questions and support?

If you have any questions or problems, you can contact Encounter Reporting support at: DHSLTCareEncounterHelp@dhs.wisconsin.gov

III - C: Monthly Submission Schedule

Encounter Reporting is a monthly submission for encounters **posted in the prior month**. Posted encounters are claims that are finalized (paid or denied with a corresponding EOB). Once claims have been finalized, there are no changes to these records although you may alter an encounter through an adjustment process. Adjustments are treated as an encounter record with similar rules as the original.

Encounter submissions are expected to be monthly and contain a complete month of data. Partial month submissions are not supported. The Begin Posting Date must always be the beginning of the month and the End Posting Date is the last day of the month. Before any new submission is accepted, the previous month's submission must be accepted.

Successful (i.e., accepted) encounter reporting submissions are due no later than the 30th of each month. For example, encounter data with posting dates in January must be submitted no later than February 28th. In the event the 30th falls on the weekend or a holiday, the submission is due on the next business day.

DHS highly recommends that the MCOs/Agencies submit their encounter batches prior to the 30th. This allows time to make corrections should the batch fail any serious edits. In order to meet the 30th deadline for successful, accepted data submissions, the file transmission must meet the following criteria:

- The MCO/Agency is satisfied that the data transmitted is representative of the business transacted in the previous month.
- The encounter submission is certified by the MCO/Agency.

III - D: Application Availability & Support for Encounter Reporting

Application Availability

The Encounter Reporting application is available 24/7. There may be times the application is unavailable due to maintenance or unexpected issues. Maintenance or new version deployments will be performed with prior notification to all users. These notifications will list the times when the application will be unavailable.

Application Support

Encounter Reporting application support will be available from 8:00 A.M. to 4:00 P.M., Monday through Friday, excluding holidays. If you have any questions or problems, please contact Encounter Support at: DHSLTCareEncounterHelp@dhs.wisconsin.gov

If you need immediate assistance, you can call Bob Haessly at (608) 261-6845.

IV. CHANGE LOG

Date	Changes	Changed By	Remarks/Reason
06/30/2007	Document is baselined at version 6. From now on, all changes will be implemented into the baseline document, and documented into the change log	Aziz Syed	One time document baselining
10/12/2007	Page 29 item 7 of the implementation guide removed as well as the screen shot for this instruction: Security warning.	Ramona Johnson	
10/12/2007	Addition: Document the new user password functionality: new Encounter Password Feature.	Ramona Johnson	UID and password login procedure: user management new password functionality.
06/27/2008	Change DHFS to DHS	Sven P. Ahlstrom	Reflect Name change
02/27/2009	Updated Help Desk E-mail address.	Phyllis Schmoller	Changed per Bugzilla 2349
06/11/2009	Updated MEDS to IAD and replaced old screen prints.	Phyllis Schmoller	Ongoing changes.
05/03/2010	Updated submission due dates from the 15 th to the 30 th .	Phyllis Schmoller	State contract changes.
10/8/2010	Multiple revisions as a result of weekly documentation meetings.	Phyllis Schmoller	Changed per CO 28418.