HEALTH INDUSTRY COLLABORATION EFFORT
VIRTUAL CONFERENCE

ENCOUNTER STANDARDIZATION AND
EDGE COLLABORATION WITH IHA

AGENDA

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- Where we started

- Challenges and Accomplishments

- IHA and HICE

- EDGE Project

- Information on how to participate

ICE TEAM TIMELINE

- 2003 ICE RADAR Team was sharing the importance of encounter data and risk adjustment to delegates.
- 2011 CMS Mandated that Health Plans report member out of pocket information (MOOP) in encounter date effective October 2013
- 2013 MOOP Encounter team was created to address the challenges submitting member cost share data
- 2016 IHA requested ICE to work on encounter data standardization and the MOOP team was renamed to Encounter Data Standardization team.
- 2021 HICE and IHA collaborate to work on the EDGE project

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INDUSTRY CHALLENGES

- Health plans work on industry changes related to encounters independently.

- Once programming to software is completed, making changes is a hard sell if it's working. Trying to standardize after the fact is difficult.

- Delegated entities have multiple plan contracts and it is costly to program encounter requirements that vary from plan to plan.

- The 837 x12 standard is based on claims processing and was not intended for reporting a fully adjudicated claim or encounter.

- Fields in the 837 have been repurposed in order to report encounter data.

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TEAM ACCOMPLISHMENTS

- The team worked on standard definitions of what to report as MOOP

- Drafted a void and replacement best practice

- Drafted a Newborn best practice

- Drafted a misdirected claim best practice

- Reviewed edit and threshold reports and shared reports that were user friendly

- Reviewed encounter edits, root cause and worked to resolve

- Developed a claim adjustment reason code denial grid

IHA AND HICE COLLABORATION

- In 2016 IHA convened a stakeholder group consisting of 15 of the largest health plans and delegated entities to improve encounter data throughput.

- Building on the work of the HICE encounter work group, IHA with consensus from the stakeholders created a single interpretation of the most challenging and non-standardized date elements.

- Future plans were to work on standard encounter edit reports.

HEALTHNET ENCOUNTER DATA SUMMIT

- In August 2020, HealthNet convened a group of over 120 representative across the California health care date landscape to address the most pressing encounter data reporting challenges.

- The group agreed that an Encounter Data Reporting Entity should be established and charged with implementing, overseeing, coordinating and monitoring encounter data improvement initiative across California.

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THE CREATION OF EDGE

- The Integrated Healthcare Association (IHA) was selected by Health Net as the Encounter Data Governance Entity (EDGE) to oversee a cross-industry encounter data improvement project for the state of California for the Medi-Cal line of business.

- HICE has been chosen by IHA as an EDGE partner organization under the Data Standards workstream.

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ENCOUNTER DATA IMPROVEMENT INITIATIVES

① Governance Entity

② Data Sandardization (Priority Issues)

1. Local Codes
2. Newborn Identification
3. Duplications
4. Visit-Encounter Reconciliation
5. Tracing Errors to their Sources
6. Communicating Rejrections & Remediation

③ Technology, Training and Technical Assistance

1. Virtual Encounter Data Training
2. Provider Technical Assistance
3. Prover HIT Affinity Group
4. Encounter Data Completeness Toolkit

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ARE YOU INTERESTED?

- The HICE Encounters Standardization Team meets weekly on Wednesdays at 10:00 a.m. (PT)

- Health plans and providers interested in participating are all welcome.

- The project goal is to improve encounter data throughput for Medi-Cal plans but all plan types will benefit.

- Please sign up at www.iceforhealth.org and register. Then select the HICE Encounters Standardization Team to receive meeting notices and documents. 10