



Division of TennCare IS Policy Manual

Revised- 8/31/2020

Policy No: BTC-Pol-Enc-201208-001	
Subject: Edifecs Rejected Encounter Removals and 45 Day Report Procedures	
Approval: Encounter Policy Workgroup	Date: 09/06/2012

PURPOSE OF THE POLICY STATEMENT: To clarify TennCare’s position regarding the resubmission of claims / encounters rejected in Edifecs that can be corrected by the provider or submitter as well as via .CSV file removal of rejected claims / encounters from the Edifecs 45 day report using reason codes. To identify the procedures related to the submitter’s correction of Edifecs rejected claims / encounters and the TennCare creation and delivery of the Edifecs 45 Day Report.

POLICY: A submitter is required to correct Edifecs rejects or notify TennCare of any rejected claims / encounters that cannot be submitted prior to reaching 45 days of age. Any Edifecs rejected claims / encounters that are resubmitted within 45 days and pass all Edifecs edits will not appear on the 45 day report. Claims / encounters that are rejected in Edifecs and not resubmitted with an ‘Accepted’ status will appear on the 45 day report and will receive liquidated damages in the amount of \$100 per encounter per reporting period from day 45 up to day 104. Once the 105th day and older is reached for any encounter, the submitter is subject to a non-release of their monthly withhold of the Capitation payment in addition to the \$100 per encounter until the encounter is in an “Accepted” status. Continued or repeated failure to address reported errors in a timely manner may result in additional damages or sanctions or be considered a breach of the Contract for all submitters.

All resubmissions of corrected rejected claims / encounters or removal transactions must be received at TennCare no later than 5:00 pm Central time two business days prior to the last business day of the month. Note: .CSV files cannot be submitted on the same day that the encounter rejected from Edifecs. **Submission of the .CSV file on the same day as the encounter rejected from Edifecs will result in the encounter not being removed from the 45 day report;**

therefore, .CSV files cannot be submitted on the same day that the encounter rejected from Edifecs.

1. Claims / encounters that reject in Edifecs and cannot be resubmitted must be communicated to TennCare. A submitter must use the following format when submitting the record in the .CSV file communicating to TennCare the submitter ICNs that cannot be resubmitted:

- a. SubmitterXXX, Submitter's ICN, Void Indicator, Reason Code
Where XXX = 'MCC' or 'DSNP' followed by the 3 character submitter ID

For example:

- submitter999-ABC123456,V,02 (void record)
- submitter999-ABC123456,N,02 (non-void record)

Void Indicator Codes:

V = Void

N = Non-void

- Note : Whether a correction to a claim / encounter is submitted or a .CSV file is submitted, the void indicator must match the void indicator on the original claim / encounter that was rejected from Edifecs. The void indicator on claims / encounters is populated by the Edifecs 45 Day flag which is determined based upon frequency code 8 for voids while all other frequency codes are non-voids. Whether on a corrected claim / encounter or on a .CSV file, if the void indicator does not match, the claim / encounter will remain on the 45 day report. If the void indicator does not match for a .CSV file an error will be included on the Rejects.txt file that is loaded to the submitter SFTP folder indicating that the combination of the submitter ID, ICN, and void indicator included on the .CSV file cannot be found or a matched claim / encounter that has previously been resolved.

Reason Codes:

01 - Not TennCare Recipient

02 - Non-compliant Transaction

03 - Submitter Processor Error

04 - TennCare Exempt (Other)

05 - Provider Error Adjusted

Note: Do not include quote marks (") in the record.

- b. When a submitter wants to submit a .CSV file, the file name will follow the TennCare naming standards below and should be compressed or zipped (“zip”).

r45d<XXX><YYMMDD><SS>.zip

where:

<XXX> is the 3-character submitter ID

<YYMMDD> is the date the file is created

<SS> is a sequence number within date, beginning with “01”

Example: “r45dXXXYYMMDDSS.zip”.

TennCare allows the submitters to submit .CSV files each business day of the month but no later than 5:00 pm Central time two business days prior to the last working day of the month. If a .CSV file is received after 5:00 pm two business days prior to the end of the month, the file will be processed after the monthly Edifecs 45 Day Report is run. The internal name of the file will be the same as the external name with the extension .CSV. The file must be placed on SFTP in the folder named submitterXXX/extracts/reports/in and the submitter must send an email to the following email addresses once the file is posted to SFTP.

- TennCare.Encounter@tn.gov

2. Upon TennCare processing of the .CSV file, an automated email notice is sent acknowledging receipt of the file. Any unmatched or rejected records will be placed in an automated email notification to inform the submitter of the reject file posting. The file delivered to SFTP will have the same submitter and date as the file submitted by the submitter in 1 above but will begin with an “s” rather than an “r”, i.e. s45dXXXYYMMDDSS_Rejects.txt.zip.CSV. If there are no rejects, an empty file will be delivered. A submitter must open the file to view any rejected records. The unmatched or rejected records will be sent to the submitter in the following format containing error messages as applicable:

- a. <Submitter’s ID>, <Submitter’s ICN>, <Void Indicator>, <Removal Comment>, **ERROR, 0010, REMOVAL CODE MUST BE ‘01’ THRU ‘05’.**
- b. <Submitter’s ID>, <Submitter’s ICN>, <Void Indicator>, <Removal Comment>, **NTFND, 0020, COMBINATION OF** <Submitter’s ID>, <Submitter’s ICN>, <Void Indicator>, **CANNOT BE FOUND.** (Nothing To Find No Data – NTFND)
- c. <Submitter’s ID>, <Submitter’s ICN>, <Void Indicator>, <Removal Comment>, **PRIOR, 0050, KEY** <Submitter’s ID>, <Submitter’s ICN>, <Void Indicator> **WAS CORRECTED ON CCYYMMDD AT HH.MM.SS.”**

- d. <Submitter's ID>, <Submitter's ICN>, <Void Indicator>, <Removal Comment>, **PRIOR, 0060, KEY <Submitter's ID>, <Submitter's ICN>, <Void Indicator> WAS REMOVED ON CCYYMMDD AT HH.MM.SS."**
3. TennCare delivers the Edifecs 45 Day reports to the submitter the last business day of the month which contains Edifecs rejected claims / encounters that have not been corrected and resubmitted for at least 45 days from transaction date (ISA09). The reports are located on SFTP in the folder titled submitterXXX/extracts/reports/out folder under the name of s45dXXXYYMMDD.zip. If a submitter has a report with no records, both a .PDF file and a .CSV file will be present on the SFTP server. The column headings on both the .PDF and .CSV files are as follows:

SUBMITTER'S ID, SUBMITTER'S ICN, VOID IND, TRANSMISSION FILE NAME, CLAIM ID, ADJUDICATION DATE, SUBMIT DATE, PAID AMOUNT, ACTUAL DAYS, and AS OF DATE.

The submitter is responsible for reviewing the contents of the Edifecs 45 Day Report and addressing the issues related to the rejected claims / encounters via a corrected encounter record or .CSV file following the procedures outlined above.

Exceptions:

None

REFERENCE DOCUMENTS:

Current submitter contracts

OFFICES OF PRIMARY RESPONSIBILITY:

1. TennCare IS Division—to ensure that encounter claims are submitted to TennCare in the approved format.
2. Information Systems Management Contractor – to process encounter claims through the TCMIS system.
3. Claim and Encounter submitter - to follow and enforce transaction requirements.