

Analysis of TennCare Encounter Processing February 11, 2022

Issue

TennCare asked Guidehouse for assistance with an audit of their encounter data. Per 42 CFR 438.602(e), the state is required to perform a periodic audit of their encounter and financial data. The audit must occur at least every 3 years. This document is intended to define the scope, approach and results of Guidehouse encounter data audit for the state of Tennessee.

Per 42 CFR 438.602(e), “The State must periodically, but no less frequently than once every 3 years, conduct, or contract for the conduct of, an independent audit of the accuracy, truthfulness, and completeness of the encounter and financial data submitted by, or on behalf of, each MCO, PIHP or PAHP”

The scope of the Tennessee encounter data audit includes the following:

- Review 1 year of encounter claims data from 1/1/2020 – 12/31/20
 - For some preproduced reports and analytics, results may also include data outside this time period
- Claim Types: All Claim Types (837I and 837P; dental and pharmacy benefits are carved out)
- Review encounter claims data for accuracy, truthfulness, timeliness and completeness

Observations

We reviewed TennCare’s encounter data based upon the People-Process-Technology framework. We also reviewed the timeliness, accuracy and completeness reports. We also evaluated the TennCare encounter data that Guidehouse has on file for rate setting.

Based upon our review, we found TennCare has thorough and mature processes and procedures. TennCare has appropriate contracting requirements and staffing. TennCare also uses appropriate technical standards. Table 1 contains our summarized observations and recommendations.