BTC-Pol-Enc-200608-001

Bureau of TennCare
IS Policy Manual

REVISED - 9/20/2016

Policy No: BTC-Pol-Enc-200608-001	
Subject: Void and Replacement Encounter Submission	
Approval: Encounter Policy Workgroup	**Date:** 9/15/2006

PURPOSE: To clarify TennCare's position regarding the submission of void and replacement transactions. This policy provides documentation guidelines to the 837 submitters related to the submission of Void and Replacement encounter records.

BACKGROUND INFORMATION: In 2006, the Bureau of TennCare underwent an initiative to review the submission of encounter data in order to improve the data integrity and to more accurately reflect claims adjudication and payments by the MCCs. TennCare implemented coding changes on March 25, 2016 to allow replacement frequency code 7 usage.

TENNCARE POLICY:

1. Void transactions (Frequency Code 8) must be submitted to void a previously submitted **paid** encounter.
   a. Void transactions are not to be submitted for denied transactions, rejected transactions, or transactions that are not within the TennCare system. The process to resubmit a denied encounter is the submission of a new original encounter.
   b. The void transaction will be used to negate the original paid transaction.
   c. A void transaction always voids the entire claim.
   d. Void and new original transactions may be submitted in the same file submission.
   e. The MCC ICN for the 837 transaction being voided must be submitted in loop 2300, segment REF02 Claim Original Reference Number qualified by "F8" in REF01, as instructed in the appropriate TR3.

2. Replacement transactions (Frequency Code 7) will be accepted following successful testing with TennCare.
    a. Replacement transactions are not to be submitted for denied transactions, rejected transactions, or transactions that are not within the TennCare system. The process to resubmit a denied transaction is the submission of a new original encounter.
    b. The replacement transaction will be used to negate the original paid transaction and replace its values with those within the replacement transaction.
    c. The MCC ICN for the 837 transaction being voided must be submitted in loop 2300, segment REF02 Claim Original Reference Number qualified by "F8" in REF01, as instructed in the appropriate TR3.

POLICY EXCEPTIONS:

None

REFERENCE DOCUMENTS:

TennCare 837 Companion Guides
ASC 837 TR3

OFFICES OF PRIMARY RESPONSIBILITY:

- TennCare IS Division—to ensure that transactions are submitted to TennCare in the approved format
- Information Systems Management Contractor – to process transactions through the TCMIS system
- 837 submitters - to follow transaction requirements