

Purpose

- Industry metrics for quality encounter tracking is based on four criteria; Completeness, Time liness, Accuracy and Plausibility.
- Anthem is tracking the encounters of all PMG’s to ensure they are meeting the expected standards.
- Network Managers reach out periodically, or when the encounter metrics are out of the expected range, to work with the PMG to identify and resolve issues.

Why We Need Quality Encounters

Required - All Medical Groups and Dual Risk Hospitals are required per the contract to submit encounter data for all capitated services provided to Anthem HMO members.

Medical Management - Although Anthem has delegated some Utilization and Medical Management to Medical Groups, complete encounter data is critical to enable us all to work together to achieve the best outcomes for our members.

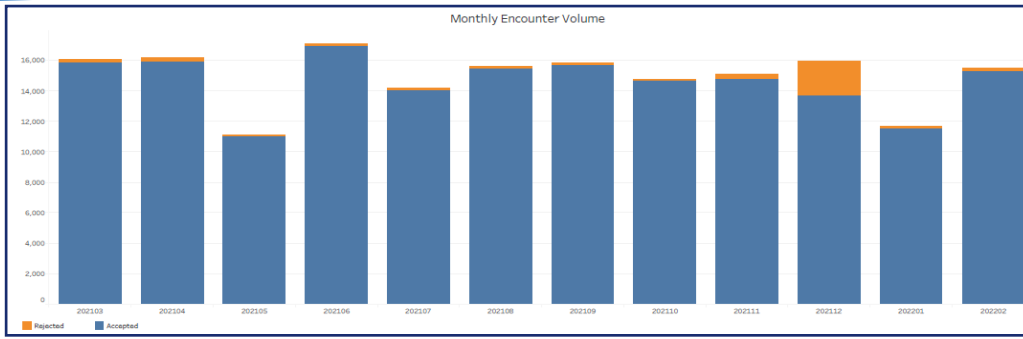
Risk Adjustment - Complete encounter data is necessary to ensure that ACA (Affordable Care Act) risk adjustment transfer payments accurately reflect the collective risk of Anthem members.

7 Common Reasons for Poor Encounter Data Quality*

1. Lack of understanding and education among stakeholders regarding encounter data and its importance in analyzing quality and cost trends and in ensuring accurate provider payment.
2. Inadequate training on the data submission process at the clinic level.
3. Technological challenges, especially concerning electronic health record (EHR) and practice management systems.
4. Insufficient quality control and auditing within physician organizations, including physician practices and independent practice associations (IPAs).
5. Physician organization confusion about handling encounter data rejections from health plans and clearinghouses.
6. Poor communication among all parties involved in the submission process.
7. Lack of standardization, specifically around coding.

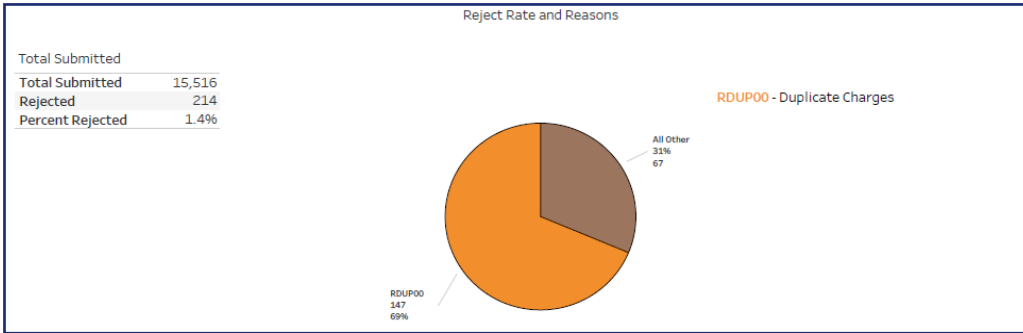
* *Integrated Healthcare Association, Challenges in Encounter Data Submissions, June 2018*

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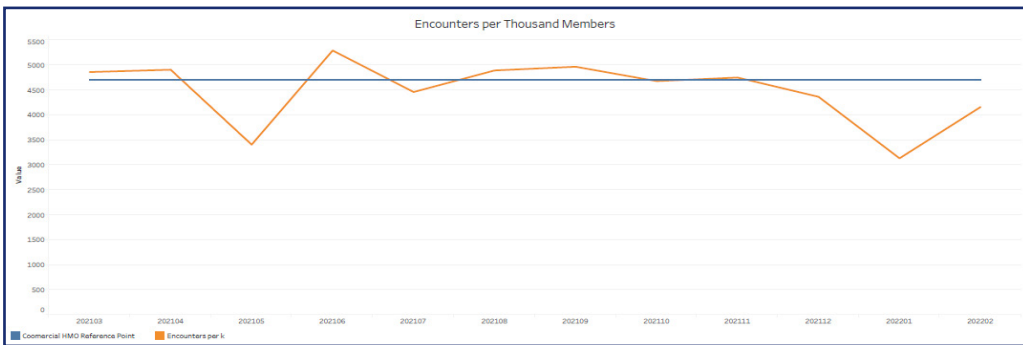
1. Monthly Encounter Volume with the orange bar being the encounters rejected by your WGS claims system.

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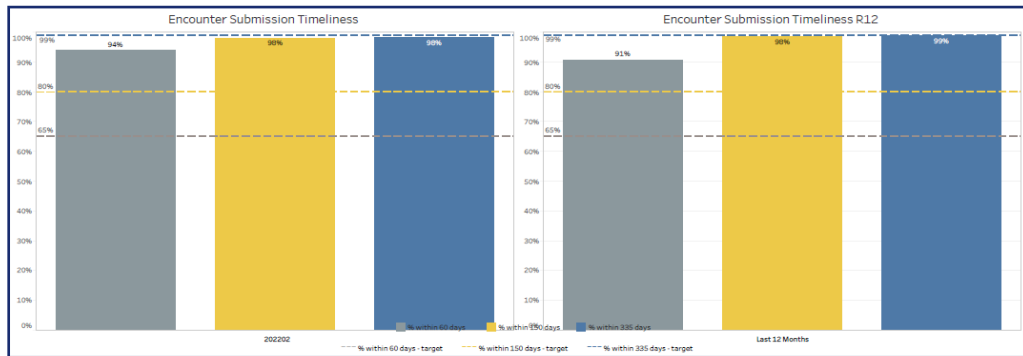
2. Rejection Percentage.

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3. Encounters Per 1000 members per year. The blue bar is the range that Anthem expects the PMG to be in, and the orange line is actual received.

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4. Encounters Submission Timelines. 65% of encounters should be received in 60 days, 80% by 150 days and 99% by 335 days.

Encounter Trend Reports

A Network Relations Associate will reach out to the PMG, periodically or when Anthem's analysis shows encounter trends that are unexpected e.g. significant drop in volume of encounters reported, low volume for the size of a group, reporting time lags beyond 45 days.

EDI Resources

For additional information regarding the electronic transmission of encounter data, contact Availity Client Services:

Availity Client Services Contact

Information: 1-800-AVAILITY (1-800-282-4548)

Availity Client Services Hours: Monday - Friday 5 a.m. - 5 p.m. PST

Availity Website: www.Availity.com